



2016 Annual Report

Signal Mountain Social Services consistently provided exceptional services to those in our community who experienced complex needs during 2016. Following its mission to “address the needs of individuals living within the 37377 zip code during times of financial challenge and crisis, with a longer-term focus of uniquely supporting each client on their path to self-reliance,” SMSS generated new partnerships to maximize resources available to clients. The executive director and two additional social workers strive to follow this mission with the guidance of the Board of Directors including 10 dedicated individuals overseeing the direction of the agency. Our Council of Representatives includes 25 members who act as our liaisons to their various community organizations. These representatives are an invaluable link to community resources and volunteers which allow us to maximize the use of our funds. SMSS volunteers total 100+ and provided invaluable manpower in The Clothes House, the Food Pantry, Christmas Boxes, support for clients, and other special projects for the agency.

During 2016, 137 Signal Mountain households received services in the form of assistance with food, rent, utilities, counseling, education, home repairs, daycare, medical, dental, vision, vehicle assistance, Christmas provisions and senior services. The majority of families received multiple services. Our goal for the clients we serve is for each to reach self-sufficiency and manage resources wisely. In many cases this goal is achieved through life skills counseling from the social workers. We act as a bridge to a stable future for clients who may have lost jobs, are experiencing medical and dental issues, are senior clients with no family to help with their many needs, are students struggling with difficult classes, or those with transportation issues. 112 households participated in life skills counseling receiving education in areas such as budgeting, job search, resource allocation, goal setting, accountability, and parenting from one of our social workers.

The SMSS Senior Services Program is a critical component of this agency. Serving 32 senior clients, we offer a dedicated social worker to address their needs to ensure safe and secure lifestyles and environments. We continue to assist our seniors with home visits to check on general well being and potential needs, annual smoke alarm functioning, special Christmas offerings including caroling, gifts and food, Friendly Visitors program, Valentines surprises, energy grant assistance, and the Assessed Home Repair Program.

The Assessed Home Repair Program provides professional home assessments to determine needed repairs to ensure a safe living environment and to also avoid more potentially costly repairs in the future. During 2016, five senior households were assessed and improvements included a critical bathroom renovation, three kitchen renovations to remediate rotting sub floors and plumbing issues, a handicap ramp, foundation repairs, dead tree removal, functional appliance replacements, and siding repairs. This program is funded for the coming year and another five households will be assessed. Our seniors’ gratitude for this assistance is truly heartfelt and provides them much peace of mind.

SMSS is very fortunate to be able to customize the assistance granted to individuals based on their documented need. The total funding provided for direct services to families and individuals in need was \$101,257.00 as shown below. Office and Administrative expenses totaled \$21,849. Total agency expenses were \$123,106.

The following table outlines the number of households assisted in each service category.

2016 Services Provided

| <u>Type of Assistance</u> | <u>Households Served</u> | <u>Cost</u> |
|---------------------------|--|---------------------|
| Utilities | 54 | \$ 7,051.00 |
| Rent/Mortgage | 2 | 660.00 |
| Emergency Home Repairs | 3 | 680.00 |
| Assessed Home Repairs | 5 | 9,620.00 |
| Medical/Dental/Vision | 6 | 276.00 |
| Vehicle Asst. | 2 | 1,125.00 |
| Food | 85 households 215 visits/ 1,252 bags Estimated value: \$26,857 | 2,173.00 |
| Christmas | 50 | 315.00 |
| Misc. | 2 | 145.00 |
| Life Skills Counseling | 112 | 22,176.00 |
| Education (7 categories) | 92 (represents individual students - may have received asst. w/more than 1 category) | 57,036.00 |
| | Total Direct Client Services | \$101,257.00 |

Funding for the agency has remained constant for 2016. Generated income covered all agency expenses. The Clothes House, our thrift shop, provided 64% of our income. We greatly appreciate the community's donations to The Clothes House and the regular volunteers who assist in staffing which help to keep costs down allowing us to provide the invaluable services to those in need in the community. Financially we also rely on churches, civic and school groups, community businesses and individual donations. We are so fortunate to live in a community where our clients' needs are met so generously. All our funding sources are critical in our mission to maximize the investments we make in our Signal Mountain families.

We look forward to a productive 2017 providing strategic services aimed at client stability, improvement and self-sufficiency as we continue to develop strong relationships with our community partners allowing client outreach to be fully encompassing.

Mary Lee Ziebold, Executive Director
Signal Mountain Social Services