

Government Operations Committee Meeting
Homelessness Related Services Summary
January 19, 2022

Video Recording at www.bangormaine.gov/video

Agency Website: The Salvation Army USA

Salvation Army – Multiple Services

Executive Director Diana Horton

- Dorothy Day Soup Kitchen
 - Serves Monday – Friday from 11:30 – 1 pm
 - Meals are typically between 50 -70 a day. In the first four months of the pandemic, they were serving 200+ a day.
 - 2021- served a total of 25,256 between January and December, which is a high number.
 - Currently serving through take-out window since pandemic began.
 - Work with churches, families, and other volunteers to serve the meals.
 - Open to everyone
- Food Pantry
 - Open Monday – Friday from 9 – 3 pm
 - Accessible once a month. Open during weekdays because most are only open on select days/hours and they want to make sure it's available.
 - Open to everyone
- Rental & Electrical Assistance
 - Through Maine Housing.
 - Surprised that many folks aren't aware the service exists. Pandemic has cut hours for many programs.
- Fuel Assistance
 - For clients with half a tank or less. Calls are increasing but were down last year.

Except for the Soup Kitchen and Food Pantry (that are open to the general public), services are available for those in-service area including: Bangor, Brewer, Exeter, Kenduskeag, Glenburn, Hermon, Levant, Veazie, and Orrington. Exceptions are made when needed.

- Provides a valuable resource guide that they work to keep current. It is a comprehensive guide. Let them know if something is missing.
- Voucher system is available to those in need for store for clothing and basic needs. Available for those who can't get what they need. Mentioned Welcome to Housing is very helpful. They will seek out items others may not have available.
- Ms. Horton mentioned that a lot of folks fall through the gaps, especially seniors. They don't like to ask for help and by the time they do, they are in a bad situation.
- Receive nonstop calls from folks not from this area and they are discouraged from coming here.
- Also receive a lot of calls from folks needing family shelters. Believes it is a desperate need for the Bangor area. The ones that exist are not close and often have a waiting list. This is scary and problematic for those losing their housing with children.

- Biggest gap that they believe exists is affordable housing. Rent is far too high for most folks to afford. Unwillingness of landlords to take vouchers. She understands both sides but it is a problem that needs to be solved. Seniors can't keep up with bills, are looking for subsidized housing because can't afford heat, etc.
- Services available in the area – a lot of folks coming from out of this area with severe mental health and substance use issues. That makes it difficult to work with folks but when they do have that moment of clarity – the help doesn't exist. Only one detox facility in the area and they've had to close at times due to lack of staff. Case management agencies with waiting periods which is not helpful when someone needs the help. Could take weeks to be assigned and get help. Medicine management is the same scenario. The wait from detox was four months which is too long to help the person. Waiting list for counseling, residential treatment, etc. Folks experiencing homelessness need help with other services but don't get that help so they can't get off the streets. Gave example of someone too unstable to return from the area they came from, they get criminal trespass and can't get help because their mental health is untreated, yet hands are tied.
- Salvation Army works with any agency however they can. Silos are a problem as agencies don't all know what is being done with a particular person due to confidentiality.
- Most everyone they see have had contact with the City's Homeless Outreach Coordinator, could use more of those. Also works closely with PD.

This document was compiled by the City of Bangor based on information provided at a City meeting. For complete information and for questions related to this agency's services, please contact them directly.