



10 YEARS OF COLLABORATION
TO BUILD A STRONG COMMUNITY

FY2016/17 REPORT TO THE COMMUNITY



THE VISION

Community residents have access to the resources they need to create meaningful opportunities and lead fulfilling lives.

THE MISSION

To enrich the lives of residents in our community by offering ready access to human services and supports for becoming self-sufficient.



- CALL 410-313-0220 (VOICE/RELAY)
- EMAIL mscinfo@howardcountymd.gov

9900 Washington Blvd., Suite I, Laurel 20723

The MultiService Center is accessible via the RTA Bus **PURPLE** Route

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A Message from
Howard County Executive

Allan H. Kittleman

For the past decade, Howard County's MultiService Center has embodied one of the core strengths of our county – a willingness and dedication to forge strong partnerships within the community to address the changing needs of its residents. An integral part of the Department of Community Resources and Services, the MSC exemplifies how a collaboration of public, private and non-profit entities can support residents who want to attain greater levels of self-sufficiency.

In its ten years of operation, the MultiService Center has expanded twice; in 2016, I was proud to join MSC staff and partner agencies to officially open a new, larger facility better equipped to meet the needs of the increasingly diverse North Laurel and Savage communities.

The MSC also has expanded its community network to include 14 partner agencies, numerous community groups, businesses, non-profits, faith-based institutions, schools and individuals. Increasingly popular programs like "Getting Ahead" extend the reach even further, empowering those who have taken the first steps out of poverty to mentor those who still need encouragement.

MSC Director Quinton Askew and his staff have done so much for families and individuals in Howard County who want to build a better life for themselves and their children. Congratulations on 10 years of making a meaningful difference in our community!

A handwritten signature in blue ink that reads "Allan H. Kittleman". The signature is fluid and cursive, with a long horizontal stroke at the end.



Howard County MultiService Center

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410-313-0220 (VOICE/RELAY)

Quinton Askew, Administrator

Dear Friends,

This publication — **10 Years of Collaboration to Build a Strong Community** — truly embodies the spirit of the Howard County MultiService Center (MSC). On July 1, 2007, what was first known as the North Laurel-Savage MultiService Center began its work at the Whiskey Bottom Shopping Center. Inside a store front location, a fledgling idea came together with eight partner agencies committed to helping a population of Howard County residents in need of immediate crisis services who had historically been underserved.

Since that humble beginning, what began as a noble vision for the local community, has proven time and again that, despite adversity and obstacles, providing access to resources, knowledge and mentorship, **creates meaningful opportunities and can lead to fulfilling lives**. More than 600 clients received services the first year. Since then, the Howard County MultiService Center has adopted its current name, moved to a new location, expanded twice, and exponentially increased its capacity to meet the ongoing needs of County residents.

Now, in 2017, **the MSC is celebrating its 10th Anniversary** ... a decade of building strong partnerships, getting to know the community in which we work, forming strong ties with local stakeholders and raising awareness of the many services the Center and Howard County Government has to offer. The MSC is currently **14 partner agencies strong** and we are both appreciative and amazed by those who work tirelessly to support neighbors who are simply in need of a hand up.

Our partnering agencies share five key attributes that guide our work each and every day:

HOLISTIC — multiple organizations partnering to meet a range of human needs

EFFECTIVE — a robust source of services, referrals, and information; everyone whose life is touched by the Center is better off than when they came

COMPETENT AND CARING — staff is knowledgeable, culturally competent, skilled and flexible

ADAPTIVE — emerging community needs are identified and addressed on a timely basis

ENGAGING — community outreach is a priority to engage and serve; we are genuinely part of the community, as well as accessible and well-connected

These principles are fully represented on behalf of the community at large between residents, businesses, non-profits, faith-based institutions and schools.

I am proud of the work the MultiService Center has accomplished thus far and pledge our commitment to be the **ideal one-stop shop of human services** for Howard County.

Sincerely,

Quinton Askew

DIRECTOR

AGENCY PARTNERS

The MultiService Center's success is a **DIRECT RESULT** of its partnerships.

We believe there is **STRENGTH IN NUMBERS**.

We are a consortium of 14 human service providers with **ONE MISSION**.

Together, we improve the **QUALITY OF LIFE** for citizens of Howard County.

- ▶ Accessible Resources for Independence (ARI)
- ▶ Community Action Council of Howard County (CAC)
- ▶ Family & Children Services of Central Maryland
- ▶ Foreign Born Information and Referral Network (FIRN)
- ▶ Howard County Department of Social Services (DSS)
- ▶ Howard County Re-entry Program
- ▶ Howard County Workforce Development
- ▶ MakingChange: Financial Wellness Programs
- ▶ Maryland Access Point (MAP)
- ▶ Maryland Department of Veteran Affairs
- ▶ Maryland Legal Aid
- ▶ Meals on Wheels of Central Maryland
- ▶ Success in Style (SIS)
- ▶ The Jacaranda Center for Family and Youth Development

A WORD FROM OUR DIRECTOR

For the past ten years, the Howard County MultiService Center has been a beacon of hope for residents of the North Laurel community. The Center's success is a shining example of what can be possible when a community comes together to support those in difficult situations, and empowers them to make positive changes in their lives. Quinton and the entire MSC staff continually seek to expand the MultiService Center's strong network of community partners — including non-profit organizations, schools and businesses — to meet the growing needs of an increasingly diverse community.

*Jacqueline R. Scott, JD, ML, Director
Howard County Department of Community Resources and Services*

CELEBRATING 10 YEARS OF SERVICE TO THE COMMUNITY



At right, the MSC's ribbon-cutting to celebrate its second expansion; from left, Phylis Madachy, former Director, Quinton Askew, MSC Manager, Councilman Calvin Ball, County Executive Allen Kittleman.

Below top left, FIRN staff at the 1st Annual MultiService Center Community Fair. Bottom left,

United Way staff and board members volunteer at the annual MSC Thanksgiving distribution. Top right, Grace Community Church members/volunteers host free clothing give away events to those in need. Bottom right, Jennifer Ransaw Smith, CEO, Brand id | Strategic Partners, sponsored a Leadership Library at the MSC to provide resources for personal leadership development (l to r: Maryam Saddiq, Jennifer Ransaw Smith, Sandra Price and Nora Wood).



Below, the first annual Getting Ahead Awards Gala at the North Laurel Community Center was held to honor graduates, community members and organizations in the community who have made significant contributions to the Getting Ahead initiative. County Executive, Allen Kittleman (center) was in attendance to congratulate award winners. Over 200 Howard County residents have graduated from the Getting Ahead program, with many taking on volunteer and board leadership roles, new employment opportunities, entrepreneurship and other successful ventures.



Below, left, the MSC hosted multiple Career Fairs in the North Laurel community in partnership with Howard County Workforce Development. Center photo, the ever-popular Chick-fil-A trademark spokesperson, makes friends at the MSC annual Community Fair. At right, Trumpet In Zion church members provide boxes of non-perishable food items at the annual MSC Thanksgiving distribution.



A WORD FROM OUR PARTNERS

The **Continental Societies, Inc. Southeastern Howard/Laurel Chapter** congratulates the MultiService Center for 10 years of providing service to the Laurel community. It is a privilege and an honor to be one of the partners of the Center. Under the leadership of Program Manager, Quinton Askew, we have been able to implement numerous programs and activities for parents and students. Our chapter has provided the children of MSC clients with school supplies and backpacks; we've sponsored field trips to museums, pro basketball games, and other outings to area recreational facilities. Under this partnership, we have also provided free dental screenings to underserved youth.

*Mae A Beale, President
Continental Societies, Inc., Southeastern Howard/Laurel Chapter*

COMMUNITY PARTNERS

The MSC has forged strong bonds within the community between residents, businesses, non-profits, faith-based institutions, and schools, which, in turn enables programs and services to be provided in greater numbers and a broader scope than the Center could provide on its own. With the help of our community partners, we are continuously able to meet the needs of the residents we serve.

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| <ul style="list-style-type: none"> • Armiger Management Corporation • Ahmaddiyya Muslim Community USA • Brand id Strategic Partners • Center for Spiritual Living • Coastal Sunbelt Produce • Columbia Center for Spiritual Living • Continental Societies, Inc.
Southeastern Howard/Laurel Chapter • Columbia Toastmasters • First Baptist Church of Savage • Foxborough Estates • Grace Community Church • Grassroots Crisis Intervention Center • Howard Community College • Howard County Health Department • Howard County Housing • Howard County Library System/
Savage Branch • Howard County Minority Police • Howard County NAACP Youth Council • Howard County Police Department | <ul style="list-style-type: none"> • Howard County Recreation and Parks • Howard County School System • Integrative Counseling Solutions • Laurel Advocacy and Referral Services • Laurel Regional Workforce Center • Mobern Lightning • Neighbor Network, Inc. • Patuxent Square Childcare Center • Prepare For Success • Solomon's Porch Worship Center • Southeast Horizon Council • The Horizon Foundation • The North Laurel Community Center • The Salvation Army • The Seasons Apartments • Trumpet in Zion Church • Wegmans (Columbia MD) • Weis Market (Laurel MD) |
|--|---|

A WORD FROM OUR PARTNERS

The **MAKINGCHANGE FINANCIAL WELLNESS** partnership with the MultiService Center has increased our ability to serve the community. We have grown over the years from providing financial coaching to presenting financial seminars and hosting the free tax preparation site at the MultiService Center. The number of tax returns prepared has doubled from our first year in 2013 to preparing over 500 returns in 2017. The opportunity to interact with other partner agencies and participate in community outreach events further strengthens the value of being a MultiService Center partner.

*Mike Couch, Executive Director
 MakingChange Financial Wellness Programs*

BY THE NUMBERS SINCE 2007

29,447

Total referrals made by the MSC requesting services from agency partners on behalf of its clients.

13,495

Number of households served to date.

11,693

Specific needs requested by clients and addressed by the MultiService Center staff and partners.

BY THE NUMBERS FOR FISCAL YEAR 2016/2017

372

Backpacks filled with school supplies provided to local children of families in need.

259

Howard County residents enrolled and graduated from the Howard County Getting Ahead initiative.

250

Number of families who received a Thanksgiving meal basket with additional non-perishable food items.

210

Number of families who received assistance with food and children's gifts for the holiday season.

PARTNERSHIP HIGHLIGHT

SUCCESS IN STYLE — providing business attire to disadvantaged men and women who are job-ready and in need of appropriate clothing and accessories for the interview process.

Success In Style (SIS) joined the Howard County MultiService Center in 2011 and has served over 400 clients since the onset of that partnership. SIS first began offering clients services on a walk-in basis solely on Wednesdays, gradually adding Tuesdays to accommodate an influx of clients. In the past six years, SIS has provided 370+ business outfits, with a total value of \$27,000.

According to SIS Founder, Jeanette Kendall, “It has been our honor to associate with the MultiService Center and participate in the Getting Ahead and Staying Ahead programs in Howard County. We look forward to continuing and further developing this partnership.”

SIS is available to do class presentations on appropriate attire for on the job and job interviews, and to provide interview and fashion tips to make a great first impression.

Success In Style 2016/17 By the Numbers

- Served 96 clients at the MultiService Center
- Presented at 26 Getting Ahead classes, sharing tips on how to dress/present to impress
- Acknowledged at Getting Ahead graduations for providing 229 graduates clothing and accessories from their Savage Mill retail store

A WORD FROM OUR PARTNERS

Family and Children’s Services (FCS) has a full-time Case Manager at the MultiService Center (MSC); they also allow FCS to house two additional staff members on-site. Our staff always feels welcome at the MSC and our clients benefit from the the staff’s ability to identify needs and assist clients in their time of transition and uncertainty. The MSC’s leadership connects all partnering agencies; this connection is a supportive foundation that allows service providers to have on site resources that fit the needs of client’s at the most difficult times in their lives. Quinton’s leadership flows throughout the MSC team, from the minute you walk in the front door. The MSC team provides a wonderful environment for partnering agencies and most importantly Howard County residents to obtain support and resources to become successful in their goals at what may be a very difficult time in their lives.

*Heather Sherbert, Director of Case Management Services
Family and Children’s Services of Central Maryland*

ADVISORY BOARD*

Jacqueline Barnes
COMMUNITY RESIDENT

Meghan Chrobak
PATUXENT VALLEY MIDDLE SCHOOL

Sherrell Claiborne
THE SEASONS APARTMENTS & TOWNHOMES

Candice Grimes
LAUREL WOODS ELEMENTARY SCHOOL

Rev. Philip Hrengling
CHIN BETHEL CHURCH

Dave Joseph
LIVING STONES CHURCH

Alan Latham
FIRST BAPTIST CHURCH OF SAVAGE

Trish Olsen
NORTH LAUREL 50+ CENTER

Darwin Pitts
PATUXENT SQUARE CHILDCARE CENTER

** The Community Advisory Board was created to help ensure the MSC is responsive to the needs of the community and providing the appropriate mix of services.*



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