



# MEMORANDUM

**To:** Town Council

**From:** Nathan Poore, Town Manager

**Date:** November 18, 2013

**Re:** Falmouth Food Pantry - Renovations

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The Falmouth Food Pantry has operated out of Town Hall since July 2008. The Town donated this space. Since 2008 demand for the Pantry's services has grown and the Pantry has requested to occupy additional space in Town Hall. The Falmouth Food Pantry needs include insufficient and inadequate space for food storage, waiting space, intake space, and counseling space.

A July 2013 building assessment for Town Hall by Oak Point Associates indicated facility needs for that building including the Pantry space. Recommended renovation work at the Pantry space involves ADA compliant access, creation of client sign-in, waiting and counseling space, electrical work, ceiling replacement, carpet replacement to resilient flooring, and painting. This work is estimated to cost approximately \$30-40K. Concept plans show a space increase from 550 sq.ft. to 880 sq.ft. for the Pantry (assuming that some Finance Department office can be relocated).

A Community Development Block Grant (CDBG) may be available to help defray the renovation cost of the Food Pantry portion of Town Hall improvements. Pursuing a Community Development Block Grant (CDBG) requires a minimum 20% match by the Town and an affirmative vote by the Town Council.

**The Council is asked to vote to support a grant application with Cumberland County's CDBG Program.**

An excerpt from the Oak Point report regarding the Pantry's space and an FAQ providing information and attachments regarding the Falmouth Food Pantry are attached.

# SUMMARY REPORT

## Town Hall and Food Pantry Renovation Falmouth, Maine



Prepared For:

Nathan Poore, Town Manager  
**Town of Falmouth**  
271 Falmouth Road  
Falmouth, Maine 04105

July 12, 2013

Prepared By:

OAK POINT  
ASSOCIATES



ARCHITECTURE ■ ENGINEERING ■ PLANNING

## **Falmouth Food Pantry**

The Falmouth Food Pantry is a volunteer organization serving about 350 families from Falmouth and surrounding communities. It is maintained and run entirely by volunteers. The Food Pantry is an independent 501(C)(3) and is supported one third by local donations and an annual fund raiser, one third by grants, and one third by USDA Food Programs. The volunteers supply needed food as well as other non food items, transportation, organize heating oil assistance, medical support, organize volunteer work crews for home repairs, assist with electric bills and also deliver to those who aren't able to get to the Pantry. The Food Pantry works closely with all seven Falmouth Churches, the Falmouth Lions Club and the Falmouth Rotary. The Town supports the Food Pantry by providing them with space and electricity.

Currently the Food Pantry is located in the northwest corner of the Town Hall where the police station used to be. It has its own separate entrance and parking is directly in front. It is almost freestanding in that it can be occupied while the remainder of the building is locked and secured. The pantry is open eight times a month, three of which are Thursday evenings, so maintaining accessibility during non Town Hall hours is important. In addition to the hours when clients visit, the Pantry staff cleans, stocks shelves, and delivers donations seven days a week. The pantry currently occupies 550 square feet with some storage of goods spilling out into the non Food Pantry zone. It is agreed that locating the Food Pantry within town hall is ideal because of the items listed above, as well as the fact that the General Assistance program is also within Town Hall, two programs which often overlap. The largest handicap to the program however, is its lack of space. After receipt of shipments, either locally or from the federal government, there is no space to house the swell of goods. In addition to the lack of space, other deficiencies include:

- A portion of the entrance vestibule is currently not ADA compliant. The two inner most doors do not meet the clear floor space requirements for wheel chair clearances. There are three other doors within the Food Pantry that do not have the required wheelchair clearances. Storage shelving kept in the corridor impede upon the required width of the corridor.
- There is no desk space and/or counter for client sign-in and collection of information.
- There is currently no area for counseling clients in private.
- A vault space/locked cabinet should be provided for confidential files and employee belongings.
- There is need for an additional freezer and refrigerator, but currently no space to house them.
- A waiting space should be provided for clients, approximately 12-18, to wait before being serviced. Currently they wait outside in their cars until called in as space doesn't allow for multiple clients at the same time.
- Carpet should be replaced with resilient flooring.

- Lighting is faulty, resulting in poor illumination.

According to Dorothy Blanchette, the director of the program, a two to three fold increase in size would benefit the program a great deal. This would increase the current 550 square feet to between 1,100 and 1,650 square feet.

To better understand the workings and flow of a Food Pantry, a visit was made to the recently constructed Freeport Community Services, as well as the Cumberland Food Pantry. Paid coordinator, Sue Mack, gave us a tour of the Freeport space. The Freeport Community Services building is much larger in scale, housing other community based programs such as a teen center, thrift shop, rentable meeting spaces, a commercial kitchen, as well as other community services. The Food Pantry itself serves about 150 families from Freeport and Pownal and is open Mondays and Wednesdays. There is plenty of waiting space within the facility. There is a bakery/produce room which is self serve and another room with canned goods, refrigerated items and non food items behind a counter manned by staff. They have a walk in freezer and a walk in refrigerator. They have lots of storage in the basement, however it is rather difficult to bring goods to and from down the narrow flight of stairs. Also like Falmouth, they rely on local retailers and farms to provide food and other supplies. Freeport has a program where local high school students plant gardens, harvest the goods and deliver to the pantry. Falmouth Food Pantry also has a permanent garden space maintained by a combination of high school students, Pantry volunteers, and clients. This year the Falmouth Food Pantry added raised beds and in the fall will build 2 cold frames using materials donated by two local companies.

At the Cumberland Food Pantry, we were given a tour by Cumberland Town Manager Bill Shane who also manages the Food Pantry. Their Pantry space is currently located in a former patrol car garage bay in the town hall. It serves about 85 families and is open every Friday. The layout is open, one room, approximately 23'x 23'. They have a commercial cooler and freezer. They do not have a sink, so washing of produce is done elsewhere. There is a small space directly outside of the Pantry where clients wait to be called in. Building a freestanding Food Pantry on the site of the Town Hall is on the Cumberland agenda.

Because of the similarity in size, the Falmouth Food Pantry is far more comparable to Cumberland's. (In fact the square footages of each are almost identical. The layouts are markedly different, though. Cumberland is open and well lit. Everything and everyone is visible, whereas in Falmouth, the space is split up into small rooms, poorly lit and difficult to manage multiple clients.)

The Freeport facility is more of a destination in which people go not necessarily for the Food Pantry but other reasons as well; community talks, senior center, even birthday parties in one of the rentable gathering spaces. If the town of Falmouth wanted to create their own Community

Center, the Freeport facility would be something to consider modeling as it appears to be working well for the towns of Freeport and Pownal.

## **Recommendations**

Interviews with staff, as well as field trips to the Cumberland Town Hall and the Food Pantry in Freeport, informed the development of new floor plans.

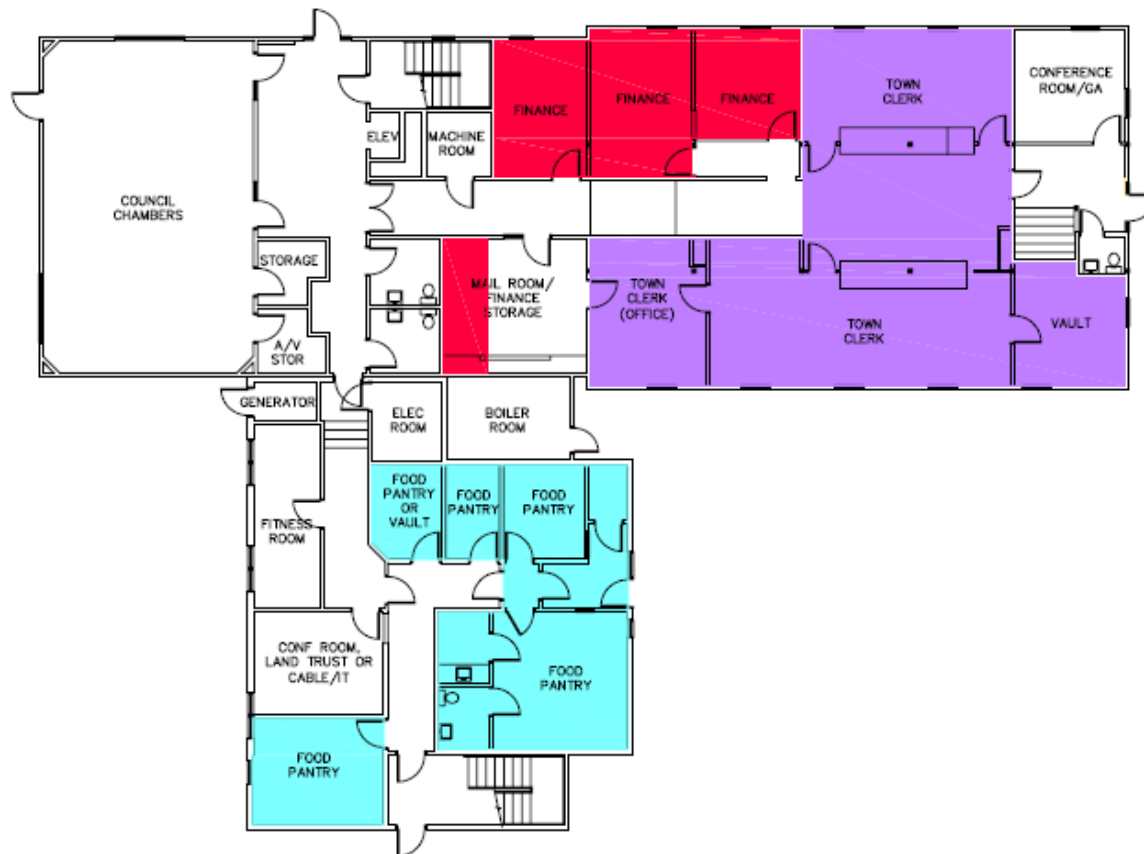
Three options were explored, ranging from minimal work to alterations approaching 50% of the area of the building. Option 3 was contingent upon the Community Programs Department relocating from Town Hall, which at this date is uncertain. Options 2 and 3 would require more reconstruction of the building and, as a result, would trigger various code-mandated upgrades. The largest mandated upgrade would be the reconstruction of the front stairwell, which is currently non-code-compliant. It would need to be rebuilt and enclosed in order to provide a fire-resistance rating of not less than 1 hour. The other two stairwells would need some enhancements as well, but not nearly as extensive.

Enlarging the Council chambers by a new addition would require the addition of toilet room fixtures, as once that space increases in size, the occupant load does as well. The current fixture count in the building is inadequate (see the Mechanical Facility Conditions Assessment section of this report for more detail). Once the occupant load increases, any existing deficiencies would need to be corrected as well as the required new fixtures installed as a result of an increased load. Devoting so much square footage and finances to increase the fixture count was determined not to be a priority at this time.

Option 1 (the least intrusive and ultimately the one decided upon) rearranged staff without impeding on the existing architecture. Minimal demolition and new construction would be required in this option. Option 1 calls for some minor relocation of staff and ancillary functions (i.e., conference rooms, IT rooms). Because this option keeps the renovation at a Level 2 Alteration (as defined by the International Existing Building Code), compliance with life safety and accessibility codes would not be mandated at this time.

With specific regard to the Food Pantry, Options 1 and 3 provided the most additional square footage, adding 330 square feet and 545 square feet respectively. The additional 330 square feet doesn't meet the Food Pantry leadership's stated ideal size, but is welcome. They have gained three more rooms. One of the rooms will be opened up to another to allow for a large storage room. Refrigerated storage and produce will stay where it currently is, next to the washing room area. There will be a large waiting room down in the northeast corner away from the goods, to further separate the two functions and have more control if there is limited staff. A separate room will be used for private counseling and checking in.

Ceilings in the existing Food Pantry space will be replaced as they are currently in poor condition. Dated and worn carpet will be changed to resilient flooring for ease of maintenance, and painting will be done throughout. It is anticipated that fundraising will be done for an additional freezer and refrigerator, but a line item is included in the estimate for bench seating, shelving and cabinets.



**TOWN CLERK**  
1,470 SF

**FOOD PANTRY**  
880 SF

**FINANCE DEPARTMENT**  
565 SF



**1ST FLOOR PLAN**  
SCALE: 1/8"=1'-0"





## **Falmouth Food Pantry FAQ**

Draft: November 18, 2013

### **What is the history of the Falmouth Food Pantry?**

The Falmouth Food Pantry, Inc., a 501(c)3 organization, is the successor of a small food pantry, which was started 25 years ago by Falmouth resident Jane Sudds. In May 2008, when Jane was in her late 80s, she turned the Food Pantry leadership over to two volunteers: Carrie Penrose and Dorothy Blanchette. In July 2008, the Food Pantry opened in space vacated by the Falmouth Police Department at Town Hall, 271 Falmouth Road, donated by the Town of Falmouth.

### **What kind of aid is provided by the Food Pantry?**

The Pantry provides food supplies, household items (necessities that cannot be purchased with Food Stamps), and some financial assistance. Below is a list of what food items clients can take.

### **How many clients does the Food Pantry serve?**

Currently, the Pantry serves approximately 300 families from Falmouth, Cumberland, Yarmouth, Portland, and Westbrook. This number is constantly changing but has consistently been growing. The number of total clients served increased by 42% from October 2012 to October 2013. Approximately 40% of all families (120+/-) reside in Falmouth. Recently, more and more Falmouth families who have not used the services of the Food Pantry for several years have been coming again. About 50% of the families served come from Portland, with the remaining 8% coming from Westbrook, Cumberland, and Yarmouth (in that order).

Families vary in size and composition from single, elderly, or clients with disabilities to families with as many as 6 or 7 children. Some of the moderate-income families use the Pantry due to very high medical bills.

Of the Falmouth clients, 30% of the family members are aged 60 or older, compared with 20% of the family members from Portland and 13% of those from Westbrook.

The summer months can be especially difficult for families with school-aged children because the free and reduced price lunch program for those who qualify is not available in the schools during July and August. For the past two summers,



the Falmouth Food Pantry has been able to supplement the food of Falmouth and Cumberland clients by providing lunch bags filled with easy-to-prepare nutritious food for approximately 25 children.

### **What income information does the Food Pantry collect?**

Attached is an Emergency Food Assistance Program (TEFAP) application that all families who come to the Falmouth Food Pantry are asked to fill out. All but twelve (12) of the Pantry's clients have incomes that are below the State of Maine Poverty Guidelines. The front side of the attached form is from the USDA, and the reverse side contains questions that the Falmouth Food Pantry asks in addition. For instance, the information about the ages of the members of the clients' families is helpful if the Pantry receives donated diapers that might be a good size for children in specific families or if the Pantry has information to distribute about the Maine Senior FarmShare Program to eligible clients.

### **How often can families come to the Food Pantry? Do they visit other food pantries as well?**

Families are allowed to visit the Pantry twice a month. When they come, they may take 3-4 days worth of food on each visit. About 8% of current clients state that they visit other pantries.

### **When is the Food Pantry open?**

The Pantry is open about 14 ½ hours each month. It is open on:

1<sup>st</sup> and 3<sup>rd</sup> Monday from 9:00-11:00 A.M.,  
2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Tuesday from 10:00-11:30 A.M., and  
2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Thursday from 4:30-6:30 P.M.

The five volunteer Pantry Managers are on call 7 days a week for emergency deliveries and also do home deliveries when the Pantry is not open. Below is the schedule for November and December.

### **How are the food and non-food items obtained by the Food Pantry?**

The primary food and non-food sources are purchased at Good Shepherd Food Bank and discount stores. USDA food distributions are made through Wayside Food Programs. The Food Pantry also receives significant food and household-necessity donations from individuals and Falmouth businesses and through various food drives. Much of the fresh produce is provided by the Pantry's own garden and grants through Cultivating Community.

### **What kind of financial assistance does the Food Pantry provide?**

Through cash donations received, the Food Pantry is able to maintain a checking account that allows it to provide some financial assistance to clients who cannot get assistance through government offices due to State of Maine guideline restrictions. The Pantry may help with paying heat and electric bills, prescription medicine and eyeglasses, repairs to handicapped equipment, emergency baby items, and more.

### **Who can receive financial assistance from the Food Pantry?**

Clients with urgent needs either call the Pantry directly or are referred by PROP (now Opportunity Alliance), local churches, and by the Falmouth Town Clerk. In these situations, the client's need is confirmed through home visits, the referring party, or the school system. Cash is never given to the client, but instead the payment is made directly to the business or landlord.

### **How many volunteers work at the Food Pantry?**

There are currently 90 volunteers that work at the Pantry, some of whom are also clients of the Pantry. The volunteers make home deliveries and visits, truck supplies, organize food drives, and work in the Pantry's garden. Volunteers also do yard clean-up, provide social service support, arrange work crews, and assist with landlord issues. As stated in the Pantry's bylaws, no worker may receive any financial compensation. Volunteers donate their mileage and other expenses as well.

### **What is the estimated value of annual distribution by the Food Pantry?**

Food:	\$25,000
Household items:	\$ 2,000
Financial support:	\$10,000

### **What are the cash income sources of the Food Pantry?**

The Pantry's income for 2012:	
Donations from individuals	\$20,500
Donations from local businesses	\$10,000
Grants:	<u>\$12,650</u>
Total:	\$43,150

98% of the income goes to direct client support.

### **Who provides legal assistance to the Food Pantry?**

Legal work is donated by Attorney Philip Hunt. This allowed the Falmouth Food Pantry to become a 501(c)3 charity in December 2008.

**What is the governing structure of the Food Pantry? How does it exist and what is its formal structure?**

The Food Pantry has a slate of 5 officers: President, Treasurer, Secretary, and two Managers. The Pantry conducts an Annual Meeting to share information with volunteers, receive suggestions, and vote on any needed changes. Contact with volunteers throughout the year is maintained through e-mail and phone.

**Does the Food Pantry maintain liability insurance?**

Yes, the Food Pantry maintains liability insurance.

**Who can I contact for more information about the Food Pantry?**

Mailing address: Falmouth Food Pantry, 279 Middle Road, Falmouth, ME 04105.  
Contact: Dorothy A. Blanchette, [dorothyb@maine.rr.com](mailto:dorothyb@maine.rr.com) or 781-2996.

*The Falmouth Food Pantry is open to all in need living in Falmouth and neighboring communities.*

## Guidelines for the Falmouth Food Pantry

Please remember to **THINK OF OTHERS** who come to the Pantry and take only what you truly need so that others can also benefit.

To share the limited supplies with as many people as possible, clients may visit

the Pantry no more than **TWO TIMES** per month.

To help with the recordkeeping, all clients need to **SIGN IN** before selecting items:

- Please clearly PRINT your name, client number, and number in your family.
- Please fill out the government-required form if it is your first time visiting the Pantry.

Please allow our volunteers to assist you in making your decisions and follow the suggested guidelines. Remember that **ONLY ONE FAMILY MEMBER** should come into the pantry to select items.

Per visit: (We may have to adjust amounts depending on the availability of certain items.)

- 2 cans of protein such as tuna fish or meat per family, regardless of family size
- 1 can of protein such as canned beans or chili per family member
- 1 box of cereal for families of 1-3 people; 2 boxes for larger families
- 1 serving of starches (such as pasta, mac & cheese, canned pasta) per family member
- 1 bag of rice per family
- 1 can of vegetables per family member
- 1 can of fruit per family member with a maximum of 4 cans. (If you choose fresh fruit, it will count in place of canned fruit for that visit.)
- 1 can of soup per family member
- 1 bottle of juice per family
- 1 box of crackers OR cookies per family
- 1 bar of soap per family (Families larger than 4 people may have 2 bars of soap.)
- 1 roll of toilet paper per family, regardless of family size
- 1 dozen eggs per family; ½ dozen for families of one or two people

Per month:

Each family may take the following hard-to-obtain items only once a month:

- 1 bottle of dish detergent
- Laundry detergent: Please bring an empty container so that our volunteers can refill your container.

Every other month:

Each family may take the following hard-to-obtain item only once every other month:

- 1 bottle of cooking oil

With the assistance of Food Pantry Volunteers, you may select 1 or 2 items (when available) from the Pantry's freezers. The size of these items should be enough to provide 2 meals for your family. If the meat supply is low, quantities may be reduced.

If they are available that day, you may choose 2 servings of fresh fruit and 2 servings of fresh vegetables per family member.



To share the limited supplies with as many people as possible, clients may visit the Pantry no more than **TWO TIMES** per month.

*The Food Pantry will not open when Falmouth Schools are closed due to snow.  
If there is a storm late in the day, the Food Pantry also will not open.  
Please call the emergency telephone number if you are not sure.*

### NOVEMBER 2013

Sun.	Monday	Tuesday	Weds.	Thursday	Fri.	Sat.
					1	2
3	4 OPEN 9:00 - 11:00 a.m.	5	6	7	8	9
10	11	12 OPEN 10:00 - 11:30 a.m.	13	14 OPEN 4:30 - 6:30 p.m.	15	16
17	18 OPEN 9:00 - 11:00 a.m.	19 OPEN 10:00 - 11:30 a.m.	20	21 OPEN 4:30 - 6:30 p.m.	22	23
24	25	26 OPEN 10:00 - 11:30 a.m.	27	28 THANKSGIVING	29	30

### DECEMBER 2013

Sun.	Monday	Tuesday	Weds.	Thursday	Fri.	Sat.
1	2 OPEN 9:00 - 11:00 a.m.	3	4	5	6	7
8	9	10 OPEN 10:00 - 11:30 a.m.	11	12 OPEN 4:30 - 6:30 p.m.	13	14
15	16 OPEN 9:00 - 11:00 a.m.	17 OPEN 10:00 - 11:30 a.m.	18	19 OPEN 4:30 - 6:30 p.m.	20	21
22	23	24 CHRISTMAS EVE	25 CHRISTMAS DAY	26 OPEN 4:30 - 6:30 p.m.	27	28
29	30	31 NEW YEAR'S EVE				

### EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

## ELIGIBILITY TO TAKE FOOD HOME

### PLEASE PRINT!

NAME: \_\_\_\_\_  
(FIRST NAME) (LAST NAME / SURNAME)

Number of people in household: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
(STREET) (APT. NUMBER)  
\_\_\_\_\_  
(TOWN)

TELEPHONE NUMBER: \_\_\_\_\_

### State of Maine TEFAP Income Guidelines

July 1, 2013 to June 30, 2014  
150% of Maine Poverty Guidelines

Household Size	Annual	Month	Week
1	\$17,235	\$1437	\$332
2	\$23,265	\$1939	\$448
3	\$29,295	\$2442	\$564
4	\$33,325	\$2944	\$680
5	\$41,355	\$3447	\$796
6	\$47,385	\$3949	\$912
7	\$53,415	\$4452	\$1028
8	\$59,455	\$4954	\$1144
For Each Additional Add	\$6,030	\$503	\$116

You also may be eligible to receive food from TEFAP if your income is greater than that shown in the above table providing you are unable to meet the nutritional needs of your household due to an emergency situation.

Please read the following statement carefully and then sign the form with today's date.

I certify that my annual household gross income is at or below the income listed on this form for households with the same number of people as my household or that the household's nutritional needs are not being met due to an emergency situation or that I have established eligibility in one of the following: a) LIHEAP; b) TANF; c) SSI, d) Medicaid; e) Elderly Low Cost Drug Program; f) Elderly Tax and Rent Refund; or g) SNAP(formerly food stamps). This certification is being submitted in connection with the receipt of Federal assistance. Program officials may verify what I have certified to be true. I understand that making a false certification may result in having to pay the State agency for the value of the food improperly issued to me and may subject me to civil or criminal prosecution under State and Federal law.



(Signature)

(Date)

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Ave., SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.



## FOOD ASSISTANCE INFORMATION

Your Age: \_\_\_\_\_ Single: \_\_\_\_\_ Married: \_\_\_\_\_ Widowed: \_\_\_\_\_

### PLEASE PRINT!

NAMES OF PEOPLE LIVING AT THE ADDRESS ON THE OTHER SIDE OF THIS FORM:

Spouse/Partner/Roommate(s): \_\_\_\_\_ Age \_\_\_\_\_

\_\_\_\_\_ Age \_\_\_\_\_

Child: \_\_\_\_\_ Age \_\_\_\_\_

Child: \_\_\_\_\_ Age \_\_\_\_\_

Child: \_\_\_\_\_ Age \_\_\_\_\_

Child: \_\_\_\_\_ Age \_\_\_\_\_

Child: \_\_\_\_\_ Age \_\_\_\_\_

Other: \_\_\_\_\_ Age \_\_\_\_\_

Have you applied for general assistance from your town? Yes: \_\_\_\_\_ No: \_\_\_\_\_

Are you currently using another Food Pantry? Yes: \_\_\_\_\_ No: \_\_\_\_\_

If you are in need of special assistance other than food, you may call the phone number on the Falmouth Food Pantry information sheet. A Food Pantry manager will arrange to meet with you.