

New Resource Center Opens its Doors

Providing In-Person Services to the Community After Months of Remote Service Delivery

After 15 months of providing nearly all virtual services, QCAP proudly opened its doors to the public with the launch of a new Resource Center.

Located at 1511 Hancock Street, on the street level of QCAP's main offices, the Resource Center now provides a one-stop shop for individuals looking to enroll in QCAP's services. The spacious area has been converted into a walk-in reception where QCAP staff can serve clients safely and in accordance with public health guidelines.

"As the world began to emerge from pandemic lockdowns, it was extremely important for QCAP to offer a physical space to welcome clients in person — especially for those who may face barriers to engaging in services virtually," says Beth Ann Strollo, CEO of QCAP.

While QCAP continued providing food assistance and Head Start early education and care in person in 2020, other services were provided virtually throughout the pandemic lockdown, for some clients, that method of service delivery was difficult to access. Some families lacked the access or skills necessary to engage in remote services, others faced language barriers that made the virtual process more difficult and cumbersome. The opening of the Resource Center is solving those problems for many people.

"For many of our clients, being able to speak to staff members in person is making all the difference — and our staff are energized to be back serving clients face to face after such a long period of lockdown and disconnection," said COO Kristen Schlapp.

Perhaps most importantly, the Resource Center provides a place for community members to turn to at a time when those who faced significant economic challenges before the pandemic are now facing an even steeper climb to financial stability. Many of the multiple services available at the Resource Center address the core needs that have been exacerbated by pandemic-related financial hardship.

"Clients may come into the Resource Center seeking support with food, housing, energy, or child care assistance, and end up leaving with so much more," says Schlapp *"Many are not aware of the vast opportunities QCAP offers the community, and they are discovering that here."*

Some of those opportunities include child and parent engagement activities and early childhood education and care, or opportunities for adults to participate in ESOL classes, heating assistance, homeownership counseling, financial coaching services, free income tax preparation, job placement and career counseling.

"We are in the business of serving people, and it feels great to be able to be back doing that in person, in a safe way for everyone," reflects Strollo.

