

Services

The high demand for services we experienced in 2008 continued through 2009.

We provided emergency food assistance to 3,925 families, an 11% increase over the 3,537 in 2008. Providing for infant needs also showed significant increases for the second year in a row with 1,260 families served (+53% over 2008). We provided 549 rides compared to 457 in 2008. Although we assisted fewer clients with prescriptions, we helped purchase more medications and spent more than in previous years.

Service Numbers for 2009

Food:	
Families served	3,925
Persons served	16,059
Children served	7,409
Infant Needs:	
Families served	1,260
Babies/Diapers	1,556
Babies/Formula	351
Prescriptions:	
Persons served	478
Transportation:	
Rides provided	549

Finances

2009 Financial Summary

Income***	Expenses***
\$273,473	\$255,292
26% Campaigns*	54% Food
19% Local Events**	15% Client Rent/Util
12% Congregations	21% Prescriptions
15% Government	3% Transportation
22% Individuals, Civic Orgs & Bus.	3% Infant Needs
6% Foundations	3% Mgmt/Gen

*Workplace campaigns, such as United Way & Combined Federal Campaign

**Primarily the Homeless Walkathon

***Not including estimated donated goods`

HELP's income exceeded expenses by \$18,181, which is remarkable when the economic situation in the county is considered.

In addition, we received an estimated \$94,246 in food donations and \$6,388 in infant needs donations.

Expenditures for food and prescriptions assistance were just under budget projections. Client Rent & Utilities exceeded budget by \$10,000 due to a decision to increase our support for these growing needs.

Operations

Responding to an increasing need for services was the operational focus in 2009. It required an organization-wide commitment by the entire volunteer staff to do this. There is not enough space to recognize the many different people involved except by humbly saying thanks to ALL!!

In addition to an all out staff effort to match service with demand, we made adjustments to our processes to improve efficiency and effectiveness. We have initiated a database project where our laptop will be replaced by a web based database for recording and scheduling food service and infant needs requests. Our current pantry is becoming too small and we are in the early stages of investigating a move to a new location. Lastly, the City of Gaithersburg has changed from a grant to a contract model for providing funding assistance to non-profits. We are partnering with MANNA and MobileMed to provide food and health assistance to City residents.

Once again the HELP the Homeless Walkathon saw a record number of walkers (1,370) support our organization. We will realize \$49,000 in 2010 for their efforts.

The work done by our volunteers was made possible by community support and we thank the organizations and people who supported HELP throughout the year with monetary support and with food drives. These donors' contributions are vital to the HELP organization.

