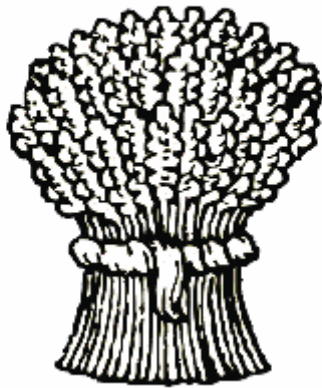


Gaithersburg Help



History

1967 – 2008

Dedication

Original History:

This brief description of the history of Gaithersburg HELP is dedicated to the past, present, and future volunteers who give so much of themselves for the benefit of their neighbors.

*Marilyn Thomas Leist
October 20, 2004*

2008 Updated History:

This updated history of Gaithersburg HELP is dedicated to all those who will help us move forward into the future.

*Richard McKay
March 2008*

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Overview

Found in the HELP Procedure Manual---no date but probably produced in 1967

“Help began almost by accident, according to one of the founders, Daniel Oravec, pastor of Good Shepherd Lutheran Church. Two unrelated events led to discussion of the idea in area churches. 1966, Good Shepherd Lutheran shared space with the Visiting Nurses Association in the Jonker Building in Gaithersburg. Oravec and others in the church’s administrative office observed that the association’s telephone rang at all hours, often without being answered. Oravec noted at the same time that a good solution would be a 24-hour answering service for people to call in times of emergency. Soon afterward, a related event occurred. A pastor from a neighboring church told Oravec about an article he had read in a magazine about an organization called, “FISH.” The article indicated the following:

“Concerned Christians have always been involved in ministering to others. These efforts have taken many forms for nearly two thousand years from the individual acts of charity performed by the Apostles, to the development of institutional charity by the monasteries of the middle ages, to the present establishment of “The Fish” in England and the United States.

Rev. R. L. Howell of Springfield, Massachusetts, first observed “The Fish” on a visit to Oxford, England, in 1961. There, each resident has a card bearing a picture of the historical Christian symbol—the fish—which he places in a window whenever he is in need of help. The first passerby to see the card displayed informs the team of church volunteers who answer the call at once. Adapting this idea to an American suburban situation, Rev. Howell established “the Fish” by means of a special telephone number which anyone in need could call at any time to receive assistance. This has been so successful an endeavor that dozens of similar groups are forming in every part of the country.”

In our greater Washington area alone, there are groups (some called “the Fish,” or in our case, “HELP”) in various stages of development in Silver Spring, Arlington, as well as our Gaithersburg organization.

Gaithersburg HELP was thus established by the twelve churches from the Gaithersburg Area Clergy Association to serve the Gaithersburg Community. Initially HELP offered emergency aid to those in immediate need of food, clothing and transportation. Not long after HELP also provided a referral service giving callers information about the service provided by other agencies. Support was provided to anyone who called the 24-hour telephone answering service at 762-1144. The Procedures Manual stated the following philosophy, which holds true today, with regard to service:

- ❑ The organization will serve anyone, regardless of race, color, or creed, sex or age.
- ❑ The service will be extended to the general area to be covered by the representative churches, but anyone calling from out of the area will be referred to the appropriate HELP or FISH group.
- ❑ We will not compete with agencies in our community, county, or state but rather will work in relationship to them; always seeking their advice and counsel. We will make referrals when good and proper.
- ❑ Each concern brought to our attention will be given the best assessment possible and then will either be referred to the proper agency or served through HELP
- ❑ Contact will be made with community agencies and direction will be sought through personal contact with these agencies
- ❑ Pastoral Counseling will be offered, with referral when necessary
- ❑ No denominational emphasis will be made in any part of the ministry of this organization as God’s people

- The services to be performed are information and referral; emergency services— transportation, food, furniture, clothing (refer to clothing center), shelter (referral only), financial counselors and family aides and pastoral counseling

The Board of Directors consisted of two representatives from each participating church as well as the Pastor from each of those churches. Early on the Board meetings were held monthly but that soon changed to five times a year with the bulk of the business conducted by the Executive Committee which still meets monthly. Both the Board and Executive Committee meetings generally began and still begin with a call to order by the President followed by an inspirational reading and prayer. The minutes are then discussed and approved, with corrections if necessary. The treasurer's report is presented next followed by program reports with discussion of each area. The meetings usually close with information sharing and a closing prayer.

The service of Gaithersburg HELP has always been extended to the general area covered by the representative churches. At first this area covered most of the Western part of the County. As the population increased however, other HELP/FISH organizations were established in Rockville, Olney, Western Upper Montgomery, and Germantown reducing the geographical area served by Gaithersburg HELP. In the beginning the Reverend Dan Oravec said "We will not compete with agencies in our community, county, or state level but rather will work in relationship to them, always seeking their advice and counsel." Not only has Gaithersburg HELP worked collaboratively with other agencies, when members have become aware of increased need, they've actually helped to create new service organizations like the Upper Montgomery County Assistance Network, Stepping Stones Shelter, and Germantown HELP.

Up until the 1990s an answering service handled the calls 24 hours a day. There were always problems with the answering service so when voice mail became available Gaithersburg HELP switched to that method of receiving client calls. Volunteers have always called the person back and offered personal service. In fact written in an undated Telephone Procedures manual was the comment: "Attitude is important. We as Telephone Volunteers try always to remember to be kind because we recognize the needs of others; courteous because we recognize another's dignity; and lastly, charitable because we recognize the potential in every human being."

Many volunteers, up to 250, work with Gaithersburg HELP to provide service to those in need. In a newspaper article in 1984 Executive Director, Dottie Lucas was quoted as saying "volunteers can work for years without ever meeting their co-workers face to face." Whether volunteering to deliver food, provide transportation, handle diapers and formula, fulfill financial requests, or suggest referrals, volunteers are trained either one-on-one or in groups and then usually work independently for the duration of their service.

At first Gaithersburg HELP was sustained by the contributions (dues) of the member churches. Those dues began at \$50.00 per year and then increased over time to \$250.00. Many congregations, however, provided significantly more than the requested dues. As the needs grew money was sought from other sources including grants, the United Way and the Combined Federal Campaign. In addition, Gaithersburg HELP received food from events and community initiatives like Thanksgiving in February, the CROP Walk, and the Fannie Mae Help the Homeless Walk. Donations are provided by both individuals and groups like the 7th Grade Student Council, the Key Club at Gaithersburg Senior High, the Ancient Oak Thursday Night Bridge Group and the Gaithersburg Lions Club.

The first clients were primarily tenant farmers in dire straits but that changed as the demographics of the Gaithersburg HELP service area changed. Today the primary clients are from the immigrant population---especially Hispanic. In response to this particular change a Spanish voice mail box was set up and Spanish translators staff the phones four days a week.

Gaithersburg HELP members have advocated for a county-wide transportation system, housing-- particularly shelter for the homeless, funding the Women, Infants and Children (WIC) program the

Food Stamp program, and other ways of helping relieve issues facing our clients. One area where the results paid off was in the area of transportation. From an 1989 Newsletter: *“Those of our volunteers who have been around for some or all of that time, the last decade, have witnessed a steady growth in the organization, both in the number of requests for assistance and the number of volunteers. Contrasting totals for 1979 and 1989 tell a part of the story, but it is only a part. It is significant that food requests, for example, were a mere 548 for 1979 compared to a whopping 1,628 for 1989. But it is even more important that our volunteer support includes many individuals who are not affiliated with any of our founding congregations. Gaithersburg Help received 1,806 requests for rides in 1979 and decided it was time to go into a campaign for public transportation between Gaithersburg and Rockville. The success of that effort was reflected in the number of transportation calls logged for the year 1989, only 419.”*

Salient Notes from the Gaithersburg HELP Archives

1967-1968---Answering the Call for HELP

- ❑ Sandy Clunies, the first Executive Director, sent a newspaper article taken from the Gaithersburg Gazette, November 2, 1967 indicating that Gaithersburg HELP actually started in the spring of 1967, not 1968 as common belief would have it. The picture shows HELP volunteers from several churches gathering clothing for a family; Harry Diehl, Flower Hill Church of the Brethren is getting ready to paint a porch in answer to a call. The article states:
“A group of volunteers have been answering calls for “HELP” in the area since last spring. The men and women have been working together as a unit for the past few months. Yet, the locations of their homes and their interests and line of work are so widespread that many of the volunteers have never met each other. The organization the men and women support is “HELP” sponsored by the Gaithersburg Clergy Association, which provides those in need of assistance when receiving a call on 762-1144. So that volunteers of HELP can get acquainted with each other, a Rally is being held on Sunday, November 5, from 4 to 6 pm, at the St Martin’s Roman Catholic Church in Gaithersburg. The program will include an original skit, How HELP Helps. Also invited are representatives from social welfare agencies and county officials. Buzz groups will be conducted to familiarize volunteers and others interested in the organization with committee functions.”
- ❑ Problems facing HELP---Too few volunteers, difficulty with agency relationships, limited support of too few participating churches --- reported organizational problems with transportation, food, clothing, furniture, child care, housing, information and referral
- ❑ Developed first HELP Procedural Manual and a Description of the Duties and Responsibilities of the President, Vice President, Secretary, Treasurer, Executive Director, Membership Chair, Public Relations Chair

1969---Rally to Raise Awareness

- ❑ Used the theater building for storage of miscellaneous furniture items
- ❑ Gaithersburg HELP Rally held in November --- 53 in attendance resulted in 18 new trainees
- ❑ Transportation Coffee held--- 25 in attendance
- ❑ 228 families/individuals received HELP (77% (175 families or individuals) needed only one variety of help/16% (36 families or individuals) needed two types of help/7% (17 families or individuals) needed multiple types of help)
- ❑ Board meeting minutes became part of the newsletter which was published 5 times a year
- ❑ Combined HELP/FISH meeting held to compare ideas and learn what others are doing and how they handle their client problems
- ❑ The types of referrals handled were: 1 information for suicide prevention, 2 Damascus HELP, 1 Red Cross, 5 Rockville FISH, 1 Arlington, 1 Rescue Squad, 3 Christmas Bureau, 1 WUMCO HELP, 1 Emergency Homes, 1 Silver Spring, 1 information, 4 uncompleted calls)
- ❑ The majority of people calling HELP are families moving into the area to find work. “Have not touched the negro problem in this area yet.”
- ❑ Backlog of requests for furniture
- ❑ “Food calls have dropped off to date and we have filled 35 requests. Compared to last year we had received as many as 35 each month. This is attributed to the food stamp program and other HELP/FISH groups now formed. In addition we feel we have helped some of the repeating callers get on their feet where they are now self-sufficient. (9/69 minutes)
- ❑ For several years the “Consultants” met on a monthly basis and offered recommendations to the board. Consultants are those who have worked with HELP for a considerable period of time and are familiar with its operations. One of their recommendations was to advertise broadly and conduct a rally in the fall to bring in new people. A combination of events would be to invite community representatives to speak, to have a panel discussion group.

- ❑ HELP worked collaboratively with the Home Economics Extension Agent to provide Family Aid and Finance counseling to HELP clients
- ❑ Laytonsville and Damascus HELP Groups became active
- ❑ Difficulties with answering service led to a "test" whereby a call was made at 6:30 which was not answered until 9:30AM the next morning---The answering service has been asked to respond promptly to calls
- ❑ Commission on Aging begun---HELP asked to support their effort for a while
- ❑ AARP chapter started in Gaithersburg
- ❑ Began to purchase some items in case lots
- ❑ Newsletter issued monthly for a while
- ❑ Food stored at First Baptist
- ❑ Developed a manual for information and referral for use by the telephone volunteers
- ❑ 40 people attended the Gaithersburg HELP Rally at Grace United Methodist
- ❑ Two projects undertaken by "Clergy Association in an effort to raise funds for HELP failed --- a production of "MacBeth" and Reformation Sunday
- ❑ Dues \$50.00 per year
- ❑ Developed first letter head

1970---From Emergency HELP to Counseling

- ❑ The monthly budget including the following items totaled \$1368 per year
 - \$35.00 Answering Service
 - 12.00 Telephone
 - 15.00 Food
 - 8.00 Postage
 - 25.00 Fuel for Clothes Closet
 - 5.00 Office Supplies
 - 1.00 Clothing
 - 3.00 Training & Camp
 - \$104.00 per month or \$1248 annually
- ❑ Rally held at Good Shepherd--- three speakers Jean Mack, Alcoholic Counselor, Montgomery County Health Department, Mrs. Gerald Quinlan, Public Health Nurse, Tony Schmidt, Montgomery County Bar Association Legal Aid Committee
- ❑ Started Speakers' Bureau
- ❑ Food Drive first two weeks in November
- ❑ Grace and Epworth United Methodist Churches sponsored a Churchcotheque
- ❑ Helped open up 50 living units at Washington Square
- ❑ Started as an emergency help group and have grown into the area of counseling on such things as eligibility for food stamps, medical aid, social services, financial budget counseling, etc.
- ❑ The job of the delegate:
 - Act as liaison between church, community and HELP. Be an information resource. Attend Board of Directors' meetings to keep abreast of HELP happenings
 - Delegate should attend an orientation meeting for a good look at HELP its organization and purposes
 - Be sure news articles are placed in their church bulletins and that notices appear on their bulletin boards
 - Address circles, men's classes, Sunday school, Girls Scouts, Boy Scouts, Garden Clubs, Lion's Club, Kiwanis, etc. to keep the community aware and knowledgeable of HELP
 - Contact representatives of HELP to speak to the above mentioned groups
 - Delegate should serve one year, be involved in the line operation and hopefully move into another area of service at the end of the year
 - Recruit for new volunteers
 - Put on food and special needs drives, i.e., underclothing, socks

- When unable to attend Board Meetings, ask Alternate delegate to attend so their church will always be represented
- Help volunteer handles Food Stamps

1971---Gaithersburg HELP Month

- During a focus group Lois Early, the Executive Director in 1971, stated *“You know you think you can do all things for all people, and the reality is you have to pare it down to what actually volunteers and money and time can do. Food of course was needed. Transportation was a tremendous issue. There were no RideOn buses. That was a very difficult situation, dependent heavily on volunteers, a few taxicabs, but, again, there was not much money, so we couldn’t do extensive use of that.”*
- The monthly budget including the following items totaled \$1368 per year
 - \$35.00 Answering Service
 - 15.00 Telephone
 - 15.00 Food
 - 8.00 Postage
 - 25.00 Fuel for Clothes Closet
 - 10.00 Office Supplies
 - \$108.00 per month or \$1296 annually
- October Gaithersburg HELP Month
- Held coffees for drivers, telephone volunteers
- Board encouraged delegates to have their congregations and members not restrict moneys
- Insert for church bulletins developed --- story on transportation
- Need people who can baby sit for pay
- Radio ad for Homemakers stated “Don’t call help, call Homemakers” ---- Harry Dalzell wrote to group to explain role of Gaithersburg HELP and suggested they use something like “Don’t panic, call Homemakers”
- Harry Dalzell said “Our work is the difference between living and existing for many people.”
- Vonnie Bennett appointed chair of Clothing Center---The minutes noted the following: “The Clothing Chairman will be appointed by the Executive Director, with the approval of the Board of Directors. She will coordinate volunteers to staff the Clothing Closet and will act as liaison between the Director of the Clothing Closet and Gaithersburg HELP.”

1972---Collaboration with Clothes Closet

- The monthly budget including the following items totaled \$1368 per year
 - \$35.00 Answering Service
 - 17.00 Telephone
 - 15.00 Food
 - 12.00 Postage
 - 25.00 Fuel for Clothes Closet
 - 10.00 Operating expenses
 - \$114.00
- Food calls must be verified as to why needed, where, number to be fed, and if a special diet is required --- food given for 2 days or 6 meals --- a Bible is included in the food bag—upon delivery the HELP volunteer ascertains if food stamps are needed
- October designated as Gaithersburg HELP month and churches asked to contribute food each Sunday to help stock the pantry---particularly with food stamp items
- Church women needed to work in clothes closet
- Need soap, toothpaste, bathroom tissue---set aside day in Vacation Bible School to collect items
- Two drivers per day designated
- People who call in and are lonely and need companionship are referred to the “Over Sixty” group
- Jewish Congregation in Gaithersburg welcomed as part of the group

1973---Dues Raised from \$50. to \$75. to Cover Expenses

- The monthly budget including the following items totaled \$1368 per year
 - \$35.00 Answering Service
 - 17.00 Telephone
 - 15.00 Food
 - 12.00 Postage
 - 25.00 Fuel for Clothes Closet
 - 10.00 Operating expenses
 - \$114.00
- Church donations expected at \$75.00 per year to cover costs
- Separated the operating expenses from the program expenses

1974---God's People

- Gaithersburg HELP provided \$150.00 to the Clothing Closet. Underwear was purchased with the money.
- Procedures Manual developed
- Held annual food drive in October
- Changed the bylaws to say "God's people" rather than "Christians" to further the inter-denominational theme: The bylaws contain descriptions of the duties and responsibilities of the members of the Executive Committee including President, Vice President, Secretary, Treasurer, Executive Director; Membership Chair, Public Relations Chair
- Gasoline shortage with prospects for rationing---developed letter to send to Representative Gude, Senators Matthias and Beall and Governor Love naming all the churches involved
- Judy Martin and Kathy Asbeck kept surplus food in their basements---a room at Ascension Parish House available also
- Applied for Tax Exemption Certificate
- Held Delegates Workshop
- News articles about Gaithersburg HELP in several IBM publications
- The transportation report included the step-by-step transportation process

1975---Interest Becomes Source of Income

- A new source of income was added to the budget, that of interest. A savings account was opened up and interest to be accrued was estimated to be \$180.00 for 1975.
- Membership packets were provided to new delegates including membership directories
- Family Aide Training was provided for four days from 9 to 11
- Furniture needs include beds, cribs, and chests of drawers
- Office of Human Resources of Montgomery County selected as the agent for insurance for volunteer drivers---liability insurance (HELP has 56 drivers, 25 regulars and 25 floaters) Insurance purchased for \$98.60 per year
- CROP Walk from Damascus High to Gaithersburg Square
- The minutes indicated that a "food crisis" would incur additional expense.
 - Food requests up four times as much as 1974---Social Services, whose staff has been cut, takes up to 8 weeks to help those whose jobs have been lost
 - Opened Pantry at Flower Hill Church of the Brethren to increase storage and service
 - Federally funded "Women, Infants and Children" (WIC) Program established by Maryland which provided food and counseling for low income women and their children below the age of five
 - When the cost of food stamps were expected to increase by 30%---Gaithersburg HELP included an article about the situation in the newsletter and encouraged everyone to write to their legislators and ask them to vote "no" on the increase
 - North Bethesda Junior High and Rockville Lions Club donated 2500 cans of food
 - 6000 cans of food were received during the food drive

- ❑ The Executive Committee began to look at incorporation of Gaithersburg HELP as a way of decreasing the potential liabilities for volunteers who drive
- ❑ Transportation calls are up and it is hoped that the new "TRIP" bus will alleviate some of the requests for rides---Individuals provided testimony at the public hearings to encourage the funding of the bus service
 - Refusals are up because of limited number of drivers
- ❑ Need to know about rooms or any other kind of housing for rent in Gaithersburg to try to help fill requests—furnished temporary housing for family stranded overnight
- ❑ Speaker from the Montgomery County Task Force on Hunger, Director, Mary Helen Goodloe Murphy, spoke to the Board of Directors in March. The Hunger Task Force (HTF) was appointed by Mr. Gleason to do something about hunger in Montgomery County. Their project is OUTREACH, which helps people learn how to apply for Food Stamps. 30,000 people in Montgomery County eligible for Food Stamps. Although clients were permitted to purchase Food Stamps twice a month, the distribution center at Ascension Chapel was open only once a month and only during regular business hours which precluded many people from receiving the service. Murphy circulated a petition sponsored by HTF for Board members to sign advocating that some post offices sell Food Stamps. The Board voted to have the Food Chair send a public service telegram to the regional postmaster and Senators Beall and Mathias.
- ❑ Membership dues \$95.00.
- ❑ Training session held for telephone volunteers
- ❑ Total calls equal 1500 for the year
- ❑ Christmas Bureau no longer gives gifts
- ❑ Guest Speakers --- Chris Maloy and Susan Anderson from the GUIDE Teen Center
- ❑ Began giving small packages of soap donated by Holiday Inn
- ❑ Provided mileage reimbursement of \$.05 mile
- ❑ Discussed potential impact of 2,000 new Vietnamese immigrants and 200 Cambodians

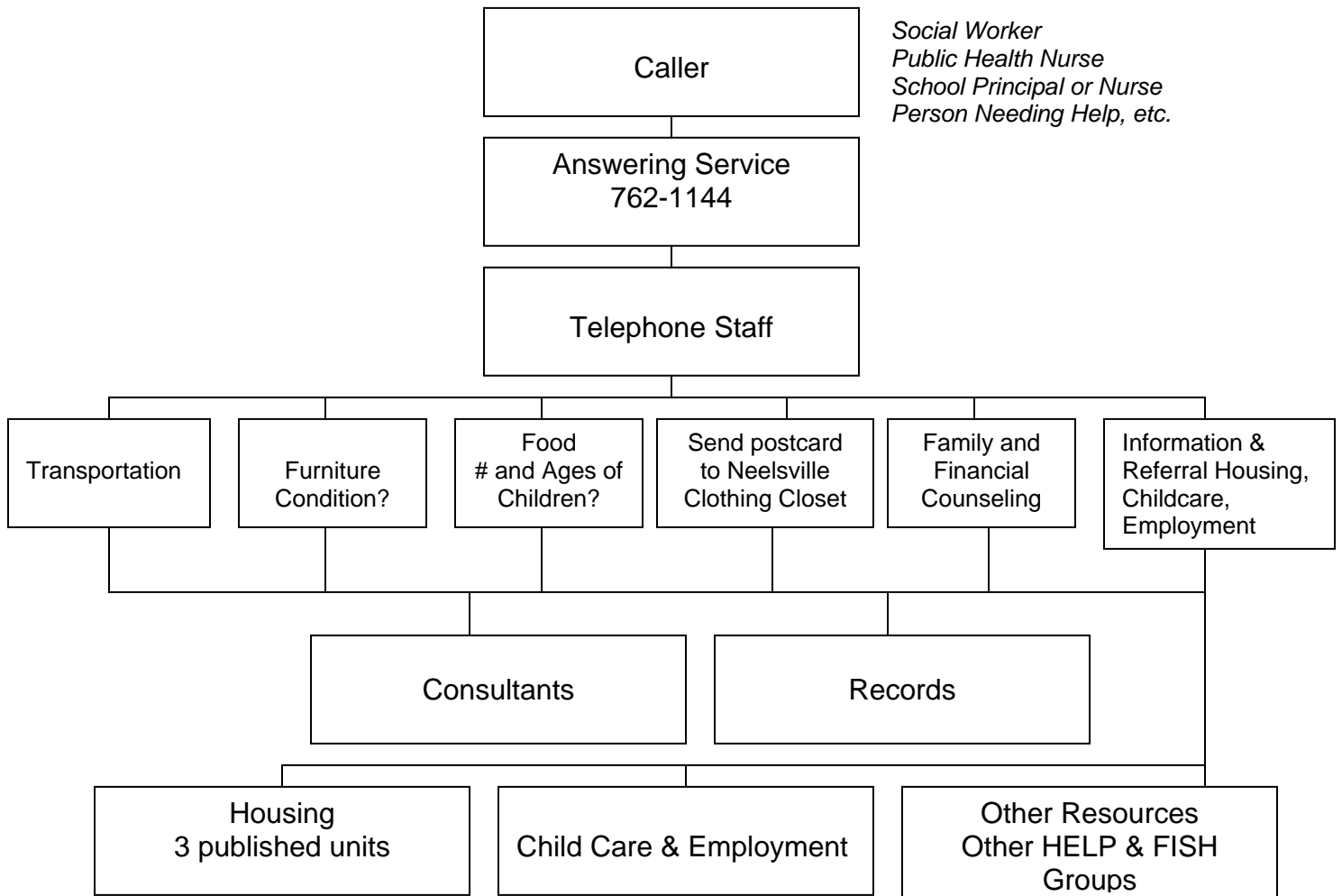
1976---Produced Brochure

- ❑ Membership dues \$90.00
- ❑ Training session for Telephone volunteers
- ❑ Drivers needed because only able to serve 50% of the requests for rides
 - Dial-a-ride was cancelled by Montgomery County so more rides are requested and more drivers needed
- ❑ Furniture needs include beds, cribs, bureaus
 - No facility to store furniture---needed someone with van or truck to help with transportation of donations
- ❑ Food requests are up---discussion was held on whether to provide more than three days of food for clients who are applying for social services support which can take up to 8 weeks
 - A blender was supplied to a man with a broken jaw so he could prepare food more cheaply than buying baby food
 - Food drive planned at the September Board Meeting
 - Food supply low because of increased demand
 - Less donations of cans and more donations of cash which requires more time for shopping
- ❑ Delegate attendance, membership and volunteer recruitment discussed at every Board meeting
- ❑ Housing – very little low-income housing available, and no shelter for people who have been evicted
- ❑ Clothing – Neelsville requested Gaithersburg HELP churches volunteer to help sort and hang donated clothing
- ❑ CROP Walk supported by member churches
- ❑ Discussion of the question of loans for security deposits and the need for a Credit Union in the Gaithersburg area that would be available to people with low incomes
- ❑ Policy on Christmas giving

- Do not give out names of families to whom baskets may be given
- People in need will be contacted
- Donations can be sent to Social Services
- 1500 people need to be helped (need Christmas Bureau)
- Bylaws changed to acknowledge immediate past executive director as ex-officio member of the board
- Hazel Smith of the Neelsville Clothing Closet, begun in 1968 by Esther Stang of Women's Interfaith in Rockville, now serves over 100 families a year. The 20 to 30 dollars made on items each month are used to buy new underwear from Ben Franklin's at a 15% discount. Volunteers are needed.
- Mill Creek Parish made 50 stockings filled with small items for the bags of groceries during holiday time
- Bethesda HELP contributed a large quantity of food during the holidays because they had more than they could use
- Produced a new brochure and included with church newsletters
- Mill Creek Parish Youth contributed 1000 cans of food

1977---HELP Flowchart

- Teens from Gaithersburg Presbyterian helped church reach 2000 cans by canvassing several developments
- 10 teens from Mill Creek Parish collected 800 cans
- Clients cannot find landlords who are willing to accept them in Section 8 housing
- Executive Director, Peggy Nelson prepared a flow chart of all the areas of HELP and described the process by which a client receives help through any of the action chairpersons



*Social Worker
Public Health Nurse
School Principal or Nurse
Person Needing Help, etc.*

- ❑ Judy Miller, Food Chair has arranged seven Teams of three volunteers each who serve a week at a time for the food program---she provided volunteers with a food fact sheet—since the wait for Social Services is two to three weeks some clients get more than one delivery while they wait---70-80% of clients have not used the pantry before
- ❑ Food committee buys bread and margarine, everything else is canned or boxed in the pantries---a roll of toilet paper, small sack of donated soap from the Holiday Inn, bottle of dishwashing detergent, and a sheet of hints about using the food is included in the bags
- ❑ Two food pantries at Flower Hill Church of the Brethren and First Baptist Church
- ❑ Map provided to all volunteers showing the HELP/FISH boundaries
- ❑ Transportation drivers are needed
- ❑ Edna Nilsen, Transportation Chair has six coordinators for transportation; only 69% of the requests are filled because of the limited number of drivers
- ❑ HELP serves as a clearing house for furniture
- ❑ Housing Chair, Kathy Asbeck keeps a list of houses and apartments for rent and a list of public housing. There is not enough housing and there is no emergency housing. Only the Executive Director can approve putting clients in a motel for one night
- ❑ Childcare and Employment Information is also a referral service. A client may shop at the Clothing Closet in Neelsville once a month.
- ❑ The consultants are six old-timers who deal with perplexing problems---Kathy Asbeck, Lois Early, Marilyn Gaut, Judy Martin, Peggy Nelson, Betsy Voress
- ❑ CROP Walk was held to raise money for HELP through Church World Service
- ❑ Exceptionally cold weather in January resulted in an increase in requests
- ❑ Increase of 300 calls over 1976

1978---Rental of Storage Warehouse for Furniture

- ❑ Dues \$95.00 per year per member congregation
- ❑ Gaithersburg Jaycees provided \$510 in gift certificates from the A&P to buy peanut butter, juice and meat products as needed
- ❑ Money authorized for car insurance, car repairs, fuel oil, and \$80. for loan for a traffic ticket which has been repaid; gas in cars, motel bills, uniform and shoes for a nurse's aide
- ❑ Made donation to Clothing Closet for layettes
- ❑ Lon Dring, Executive Director of Community Ministries, spoke about the goal of the organization; to involve congregations and church people in the public affairs of Montgomery County so that the community in which we live and minister might reflect some of the convictions and truths of our religious traditions---CMMC has dealt with hunger and youth problems---they run the Grant Assistance Program (GAP) which was initiated to assist poor people who are certified for Food Stamps but have no money to buy them the first time
- ❑ Several requests for food have come from elderly people who have had their Medicaid cards taken away because their income was \$150.00 or more. Legislation is pending in Annapolis to raise the income level to \$190.00 per moth before Medicaid is cut off. The income level has not been raised in 12 years. Judy Miller, Food Chair will write to urge support for this legislation. (This legislation passed.)
- ❑ CROP Walk held and coordinated by John Small
- ❑ Approved rental storage warehouse on a trial basis to store donations of 25 box springs and mattresses--- Storage too expensive so did not rent it
- ❑ Desperate for volunteers
- ❑ Total of 1782 calls, 100 more than in 1977

1979---Two Week Wait for Food Stamps

- ❑ 6 churches did not pay dues in 1978
- ❑ Need to make Social Services aware that Gaithersburg HELP cannot provide two weeks food for families applying for food stamps

- ❑ Consultants recommended getting excess liability insurance for drivers adding \$300.00 to the General Fund
- ❑ Developed list of suggestions for getting more participation from member congregations
 - Send letters reminding them to pay dues
 - President or Vice President visit pastors
- ❑ First Baptist Church will tear down the building where the HELP pantry is located so HELP must look for a new location
- ❑ Vice President, Harry Dalzell died
- ❑ Excess liability insurance is \$4.00 per person and there are 64 drivers to insure
- ❑ New pantry at Westminster Hall at Asbury Home (Gaithersburg Presbyterian was used as an interim pantry)
- ❑ Food drives held by 12 of the member congregations, food drives planned on rotating basis to distribute the incoming food over the entire year
- ❑ Walk-a-thon to encourage county to supply Ride-On bus service to Middlebrook
- ❑ Met with Anne Elworth to discuss the new food stamp regulations
- ❑ Ride-on bus service runs every 30 minutes between Rockville and Gaithersburg beginning Sept. 24th, 1979
- ❑ Discussion regarding the need for Emergency Shelter in Gaithersburg, Peggy talked to the City Council about the need
- ❑ Depleting the savings account because of the increase in food requests
- ❑ Food deliveries cut to three days only
- ❑ St. Rose conducted a "Give a Meal" food drive
- ❑ Community committee organizing an emergency shelter on Oakmont Avenue in Gaithersburg has asked Gaithersburg HELP to provide canned goods

1980---Capitol Area Food Bank

- ❑ Capitol Area Food Bank opened—all food is free---we pay only handling charge of 5 cents per pound. HELP will use both the Baltimore and Capitol Area.
- ❑ 400 rides provided in 1979 which is 10% less than in 1978
- ❑ Gaithersburg Presbyterian made a quilt to raffle---proceeds went to Gaithersburg HELP
- ❑ Basketball game to benefit Gaithersburg HELP was held at Seneca Valley
- ❑ Development committee appointed to determine new ways of getting money
- ❑ Welcome Wagon gave HELP \$250.00
- ❑ Funds are low
- ❑ Children to collect food during Halloween---Judy Tepper will coordinate---advertisements will be put in newspapers or community newsletters---children will deliver notices where they plan to collect

1981---Center Market Becomes Distribution Center

- ❑ Churches asked to do food drives for specific items like peanut butter
- ❑ Emergency housing is being provided at an undisclosed location
- ❑ CROP Walk held
- ❑ Desperate for volunteers—40 drivers but need more
- ❑ Calls increasing because of reduction in WIC program
- ❑ Gaithersburg HELP had display at Lakeforest Charity Fair
- ❑ Letter prepared to send to civic groups for donations
- ❑ Consultants requested that letters be written to county council requesting Ride-On service to Shady Grove Hospital
- ❑ Need to find volunteer to be at churches during dinner hour to hand out WIC food. Although WIC delivers to homes, many are not there during the day---WIC needs to deliver to a few churches which can be staffed after working hours
- ❑ Decided to have Gaithersburg HELP Week in February
- ❑ Center Market becomes the distribution center for Gaithersburg HELP

1982---Incorporation

- ❑ Dues raised from \$95.00 to \$125.00
- ❑ MANNA Food Center opened and HELP provided \$500 one-time donation
- ❑ Sold shirts at \$4.00 each
- ❑ Used slide presentation 9 times
- ❑ Thank you made over the intercom in schools and pulpits for contributions made during Gaithersburg HELP Week
- ❑ Requests made for volunteers to take people in on an emergency basis
- ❑ Food Pantry moved to Epworth United Methodist on April 3rd
- ❑ Gaithersburg HELP was incorporated on Sept. 9, 1982 at 9:15---recorded in Liber 2555, folio 0746 one of the Charter Records of the State Department of Assessments and Taxation of Maryland

1983---Average of 82 Families Receive Food per Month

The following statistics were recorded in the 1984 brochure:

Gaithersburg HELP provides immediate, temporary service for people in the Gaithersburg area in time of crisis. It fills the gap between the onset of crisis and the response by public agencies. Some examples of the kinds of service HELP provided to more than 2000 families during 1983 include:

- ❑ An average of 82 families per month was provided with a three day supply of food. Cloth diapers and formula were given if requested.
- ❑ An average of 38 rides was provided each month for those who had no transportation of their own and were unable to use public transportation.
- ❑ 130 items of furniture were given to needy clients who requested them.
- ❑ Eighty-five individuals or families received other help such as prescriptions, gasoline and partial payments of utilities or rent
- ❑ Volunteers made hundreds of calls, inquiries and referrals to Montgomery County Social Services and other agencies on behalf of clients who needed more assistance than HELP could provide or who had difficulty coping with systems
- ❑ Free clothing was available to clients on Mondays during the school year. We are continuing to budget \$200. per month to purchase layettes and underwear for the Clothing Closet in Neelsville Presbyterian
- ❑ We contributed \$300 per month to the Stepping Stones Emergency Shelter. Fifty-five individuals from the Gaithersburg area stayed an average of 14 days during 1983. In 1984 we have budgeted \$400. per month to help support this shelter which takes in homeless families or individuals and provides comprehensive assistance and counseling to solve their problems
- ❑ Conducted Temporaries' Food for All Seasons Drive
- ❑ Purchased chests of drawers from Levitz for \$10.00 each

1984---Purchased Freezer for Pantry at Epworth

- ❑ The Gaithersburg Chapter of Welcome Wagon hosted a Fashion Show and card Party to benefit Gaithersburg HELP.
- ❑ A large freezer was purchased and installed in the Epworth Pantry
- ❑ High's Dairy Store gave Gaithersburg HELP 10% discounts
- ❑ Storage cabinets moved from Flower Hill Pantry to Epworth
- ❑ Protein in foods delivered was evaluated:
 - 1 cup milk – 8 grams of protein
 - 1 egg---7 grams
 - 1 tablespoon of peanut butter --- 4 grams
 - 1 tablespoon tuna fish --- 4 grams
 - ½ cup corned beef hash---9.7
 - ½ cup beef stew---7.5
 - 1 oz spam---3.9

- ½ cup red kidney beans 8.0
 - when beans and rice are eaten at the same time they make a complete protein
- The brochure for volunteers requested clothing, furniture, food, money, time

1985---Initiate Germantown HELP

- Involved in the establishment of Germantown HELP—convened Germantown clergy—started small sub-group within Gaithersburg HELP—Virginia Rabenhorst main contact---slide show developed and used—Trinity United Methodist housed the pantry---20 volunteers recruited from 3 churches---Manna provided \$500.00 for start up fund---Gaithersburg HELP provided \$100.00 for each day of the week they serve---Germantown HELP used our pantry until their space was inspected by the county
- Difficult to find food coordinators and transportation drivers---not many volunteers available during the day
- Received 2500 to 3000 pounds of food from the Temporaries Food Drive
- Need to clarify the furniture program to donors in order to decrease misunderstandings
- Gaithersburg residents served by Stepping Stones Shelter
- Dotty arranged for one Christmas dinner, delivered 3 trees and decorations and toys for 4 families
- Revised brochure and stationery with new logo
- Social gathering for volunteers held in February at First Baptist—limited response—low attendance—decided to have pot luck dinners rather than catered meals
- Jim Whalen of the Literacy Council talked to the Executive Committee
- Executive committee members urged to protest against Gaithersburg City Council's law to prohibit group homes in all city residential areas
- Discussion concerning new logo for Gaithersburg HELP---decided on sheaf of wheat with the words Gaithersburg HELP around it
- Registration fee of \$2.00 for each exhibitor to the photography contest in Montgomery Village given to Gaithersburg HELP
- Difficulties with answering service response time
- Income down in June—pleas made to churches to pay their dues---dependent on CROP Walk monies that had not come in yet---churches responded to pleas for dues, but funds still limited and financial assistance reduced---developed financial guidelines
 - Curtail rent and utility payments
 - Limit participation in Dial-a-Ride
 - Reduce contributions to Stepping Stones, Clothes Closet, Lord's Table
 - Purchase no more diapers
- Bus tokens available at Village Mall can be used for transportation needs
- Increased number of times for food service and amount of food provided
- Food requests generally down from prior year
- New Call and Ride program started by the county
- Cloth diapers provided but stopped in September because of limited funds
- Peggy Nelson from the county volunteer office informed Gaithersburg HELP volunteers of the following services:
 - Local Emergency Shelter Program
 - Manna Food boxes available for emergencies at police department
 - Para-Transit system provides transportation for elderly and handicapped persons for medical appointments
 - Referrals to other sources is important aspect of Gaithersburg HELP service
- To respond to need for money and volunteers the following actions were taken:
 - Seek funding from small businesses and secular organizations
 - Send letter to every delegate
 - Communicate to every pastor
 - Develop and distribute flyers in community
 - Put articles in newspapers
 - Hold several volunteer training sessions

- ❑ Conducted “Temporaries’ Food for Christmas Drive” at five local Giant stores
- ❑ Received \$1548.24 from CROP Walk
- ❑ Thanksgiving weekend: Congressman Michael Barnes supports the door-to-door solicitation sponsored by Communities Ministries of Montgomery County---1/3 of money goes to HELP
- ❑ Letters of appeal for volunteers sent to delegates from Dotty
- ❑ Maryland Energy Assistance Program begun

1986---HELP on TV

- ❑ Donations up over 1985 but there is not a drop in service even though Germantown HELP is now active---rides for people in Germantown is a particular problem
- ❑ Mother Seton and Messiah Lutheran are in Germantown so no longer members of Gaithersburg HELP as Germantown HELP officially began on January 6, 1986 with food deliveries
- ❑ Membership actions included
 - Contacting churches that have not paid dues
 - Visiting churches that are not currently members
- ❑ 2700 items collected during “1985 Temporaries’ Food Drive”
- ❑ Co-chairs serving because of few volunteers willing to commit to full jobs---need for volunteers “desperate”
- ❑ Policy issues regarding answering service
- ❑ Stepping Stones Shelter for families always filled to capacity---need more temporary shelter
- ❑ Lord’s Table gave \$300. to Gaithersburg HELP to help with financial shortfall
- ❑ Dues \$125.00
- ❑ Created a new, hour-long TV program on Gaithersburg HELP—segment filmed on food delivery and aired on Channel 4, July 9th---Angela Owens is correspondent
- ❑ New brochure with new logo indicated the following services:
 - Food—families are provided with a 3-day supply of food, including diapers and formula if requested
 - Transportation---rides are provided to social service agencies and medical appointments
 - Money---monetary help is provided for prescriptions, gasoline and partial payment for utilities or rent
 - Furniture---items of furniture are provided by matching a donation with a client request
 - Clothing---Free clothing is available from the Clothing Closet, for all members of the family, from infant to adult
 - Monthly Contributions
 - Stepping Stones shelter---homeless individuals and families are given shelter, assistance, and counseling’
 - The Lord’s Table---serves one hot meal a day to those in need of food
 - Clothing Closet---to purchase layettes and underwear for children
 - Support and referrals are given to our clients who are often frightened and confused by their emergencies and need assistance in identifying public programs and their eligibility
- ❑ Rhea Villanueva, of the Women Infants and Children (WIC) program, talked about the qualifications for receiving WIC (\$19,703). Once approved through the Gaithersburg Health Clinic, deliveries made to home weekly for period of six months and person may qualify again. Two month supplies of vouchers are provided. Gaithersburg HELP Telephone Volunteers provide referrals to WIC
- ❑ The Lord’s Table opened at St. Martins with over 200 volunteers from 20 local churches. They served 7598 meals to 3925 men, 2765 women and 908 children. Mary Canapary, the founder spoke to the Executive Committee in March
- ❑ Need food coordinator and furniture chair
- ❑ Original supporter of Manna and have representation on the board
- ❑ CROP Money = \$2111.60

- ❑ Dotty and Carol met with Social Services about funds for the Local Emergency Shelter (LES). Social Services will not do all the intake work and call to say they are referring a client to Gaithersburg HELP.
- ❑ Housing committee reported that there is no low income housing in the area---change name to Shelter (from Housing)
- ❑ Telephone Volunteers will use the Quick Guide to services available in Montgomery County
- ❑ Applied for a hands Across American Grant 50% Program for fruit, produce, and liquid milk vouchers
- ❑ Requests for diapers increasing---question of diapers raised after survey
- ❑ Sent letters encouraging churches that are not already members to join Gaithersburg HELP which began with: "Once again, Gaithersburg HELP needs assistance. PLEASE don't put this communication aside for later consideration. The message herein is vital and important. Please place this request in a prominent spot in your Church or Synagogue. Our problem is HELP NEEDS MORE VOLUNTEERS IMMEDIATELY AND DESPERATELY!"
- ❑ Documented guidelines for telephone volunteers
- ❑ Twenty churches responded to the volunteer survey regarding the future work of Gaithersburg HELP
 1. Assist with prescriptions and medical supplies
 2. Upgrade food deliveries
 3. Purchase tokens or bus passes for transportation
 4. Support the proposed shelter for the Gaithersburg homeless
 5. Provide vouchers for disposable diapers
 6. Help with utility bills
 7. Increase support of Stepping Stones Shelter
 8. Increase support of the Lord's Table soup kitchen
 9. Help with rent payments
 10. Provide only a set amount of money for each request
- ❑ Participated in Christmas Temporaries (Food for All Seasons) at the Giant
- ❑ Ann Milkes instituted new recruiting program asking each church delegate to find 2 church members willing to make telephone calls to every member of their congregation to ask them to volunteer time with Gaithersburg HELP and forward names of recruits to the appropriate chair
- ❑ Donations of food lower than previous years
- ❑ Began to limit calls to Gaithersburg area only toward the end of the year as the Germantown HELP began to serve more clients
- ❑ Wrote request to Kimberly-Clark and Proctor and Gamble Corporation for a supply of disposable diapers

1987---Alternatives to the Problematic Answering Service

- ❑ Answering service is \$88.00 for 100 calls and all calls after that are .25 per call. The average number of calls is 200-300---assessing the use of call forwarding and an answering machine rather than the answering service
- ❑ Impacted by the more rigorous requirements of WIC, clients need food more frequently, need to ask clients if they are aware of WIC---school lunches and other programs---to respond to the increased need, Gaithersburg HELP prepared Manna boxes for churches to distribute when people walk in and need food
- ❑ All training material stored at Epworth
- ❑ Insufficient volunteers to provide all the service requested
- ❑ Ann Milkes developed a computer program for the food coordinators to use
- ❑ Policy is to only give cash assistance to clients one time per year
- ❑ Students needing to do work for credit will be referred to HELP
- ❑ Sent letters to delegates expressing need for volunteers and asking if their churches would mind keeping a few boxes of food for emergencies
- ❑ Answering service improving

- ❑ Some clients having their Pepco or energy turned off. \$943.00 was spent helping people pay their Pepco and gas bills in April
- ❑ Policy is only to give cash one time per year per person
- ❑ Began having clients come to the pantry to pick up food rather than delivering it all---not all clients will be able to pick food up at Epworth--Saturdays
- ❑ Request for someone from HELP to serve on Clothes Closet Board of Directors
- ❑ Dues \$125.00 annually
- ❑ Food Stamp training session held
- ❑ Received \$2,000 Federal Emergency Management Agency Grant in response to proposal that Carol Tilford wrote---used for food vouchers which will be used for dairy products, fresh vegetables, and fresh fruit
- ❑ CROP Walk held
- ❑ Food for All Seasons successful---14th Annual Food for All Seasons Drive (Sponsored by Sovran Bank and Temporaries, Inc.)
- ❑ In 1987 50 thank you letters were written for financial donations, canned goods, departing volunteers, meeting place, groceries, 12 turkeys; congratulations on new grandson, get well cards for ailing volunteers
- ❑ Disposable diapers substituted for cloth diapers

1988---20 Years Old

- ❑ Dues raised to \$150.00 in September because the dues which are used to cover operating expenses are no longer sufficient
- ❑ Financial requests handled by trained committee rather than just one person
- ❑ Mayor of Gaithersburg designate second week in October as Gaithersburg HELP week
- ❑ St Rose stocks pantry on the first weekend of the month and First Baptist on the third weekend of the month
- ❑ 17 individuals signed up as volunteers during Olde Towne Day
- ❑ Some member congregations participated in Temporaries Food for All Seasons Drive
- ❑ Changed answering service because the old one had raised the rate and not provided effective service
- ❑ Celebrated 20th Anniversary---the purpose of the celebration was to raise visibility and community awareness of Gaithersburg HELP, to raise public consciousness of the lower income problems in Gaithersburg and to recruit volunteers---three part article written for Gazette and the congregations bulletins---press kit developed
- ❑ Held spaghetti dinner as to recognize volunteers---Board served the dinner
- ❑ Questioned meeting on Friday mornings for Executive Committee since many members of Board cannot attend
- ❑ Gaithersburg HELP address changed to Epworth United Methodist Church, 9008 Rosemont Drive
- ❑ Donated \$2000 to Stepping Stones Shelter, \$1000 to Dwelling Place (new family shelter), \$500 to Wells-Robertson House (transitional house for the homeless) and a letter of support to the City for this project, \$300 to the Upper Montgomery Volunteer Network
- ❑ Diaper policy adopted---number of times clients can use the service is the same as food, only provide large or medium, not newborn, pick up at Diamond Drugs when only diapers and no food requested,
- ❑ Gaithersburg Self Store donated warehouse space available for furniture
- ❑ Volunteers needed---Food coordinator, food driver, food donations chair, Saturday Pantry Assistants
- ❑ Volunteers recruited for Gaithersburg HELP Speakers' Bureau
- ❑ Epworth UMC hosted Gaithersburg HELP Recognition Day
- ❑ "Pack a Pew" at Washington Grove UMC---Church tried to pack pew with over 1000 food items on a Sunday morning
- ❑ Need 4-wheel drive vehicles in the winter
- ❑ Epworth UMC has Thrift Shop---sells clothing on Saturdays for \$1.00 per bag and accepts contributions Monday through Friday from 8:30 to 4:30

- ❑ Long waiting list for WIC because of paperwork backup, need volunteers to help them catch up
- ❑ Flower Hill Church of the Brethren made hygiene kits for clients
- ❑ Upper Montgomery Volunteer Network begun. Staffed by volunteers from participating agencies (Damascus HELP, DELAI, Gaithersburg HELP, Lord's Table, Mother Seton, PROP, St. Martins, St. Rose of Lima, WUMCO HELP, and Salvation Army)---The purpose of UMVN is to coordinate care for the volunteer and church caregiver organizations in Upper Montgomery County. The network seeks to match more effectively, efficiently and fairly the needs of low-income citizens with available resources.
- ❑ 25 new volunteers trained (most recruited at Olde Towne Day)
- ❑ Duplicate Holiday Baskets is problem
- ❑ Standardized the guidelines for all service areas
- ❑ Government Food Assistance Program had so little food that 33 clients did not get food in December

1989---Drivers Making 5 Deliveries per Night

- ❑ Each delegate asked to bring pastor to the January meeting
- ❑ In January, furniture filled two storage areas
- ❑ 40% of funding comes from member churches and other funding from civic groups, CROP Walk, FEMA grant \$3000), United Way and individual contributions
- ❑ Cannot always complete requests because of lack of volunteers not lack of food
- ❑ Drivers making 5 deliveries per night---Volunteer Crisis
- ❑ 5700 items collected in "Food for All Seasons" drive
- ❑ Currently providing 44 medium diapers at \$6.50 or 33 large at \$6.50 wholesale costs
- ❑ Diaper Policy developed ---churches asked to vote on if they would be willing to each take a month: (Ultimately decided to give money to Shady Grove Pregnancy Center on a monthly basis---some churches contributed for this.)
 - Diapers not provided by WIC or Social Services, cannot be purchased with Food Stamps
 - Cloth diapers cost twelve dollars a dozen and need diaper pins, plastic pants, etc.; washing of diapers assumes a washing machine, diaper pails, Borateem; twelve diapers would last only a couple of days before they would have to be washed
 - A new generation of clients is simply not using cloth diapers
 - There are no alternatives to diapers
 - 6-8 diapers per day for a three day period is considered an adequate supply for a healthy child and 8-10 diapers per day for a sick child
- ❑ Upper Montgomery County Volunteer Network begins
 - Start up costs estimated at \$2900 to \$3300. for furniture and supplies
 - Office space and telephone donated by City of Gaithersburg
 - Computer system on loan from New Systems Technology
 - Long term expenses 40 hours/week including benefits, taxes, and insurance \$27,500 to 29,500
 - Statement of Purpose: "The UMVN is a group of churches and non-profit direct service organizations. Our primary purpose is to develop and coordinate a more efficient and effective method of dealing with the growing number of financial requests in the Up County area. The intent is to improve both the quality and quantity of service while minimizing system abuse and duplication of effort. Furthermore, we believe it is vital to work toward a cooperative, holistic system of helping that will:
 - deal with the causes of crisis not just the effects, and
 - direct the client toward and support the client in efforts to find permanent solutions to their problems" (Attachment to the minutes of the January 15, 1989 board meeting)
- ❑ Held monthly training sessions to keep volunteers up to date

- ❑ Dropped Friday deliveries and increased weekend deliveries since more volunteers are available on the weekend
- ❑ Initiated the “Food Chair, Fund Raiser, and Advocacy” positions on the board of Gaithersburg HELP
- ❑ Volunteer Recognition Awards given out at the Board Meetings
- ❑ Gaithersburg HELP received the Montgomery County Volunteer Award
- ❑ The average monthly requests in 1976 were 40, in 1981 they were 70, in 1986 they were 92, and in 1989 they were 155
- ❑ Member churches asked for \$260 per year for the diaper fund, \$50 per year for formula, and \$200 per year for dues.
- ❑ Need to move pantry to get more actual floor space, alleviate the structural problems of the current pantry, desire location next to window, need for additional electrical power---375 square feet at Epworth, need 800 to 1000 square feet---\$10 to \$14 per square foot
- ❑ Virginia Rabenhorst served as the chair on Housing for several years. In 1989 the funding for overflow shelters and transitional housing was reduced by the county, even though the homeless population has been increasing by 30% per year.
- ❑ Project Lease developed where church can adopt a family and co-sign a lease for an apartment while they help the family with skills to become self sufficient
- ❑ Housing Chair’s role changed in bylaws to “Be responsible for maintaining a current list of emergency shelters and other resources for homeless people as well as a current guide of rental facilities in Montgomery County in order to provide up-to-date information for homeless and low-income clients and/or volunteers when requested.”
- ❑ Adopted new bylaws
- ❑ 14 private non-profit helping agencies in the County gathered outside the County Council hearing room to publicize the great and increasing need for assistance they are experiencing. They pleaded for increased county funding for social services. ----“In 1988 Gaithersburg HELP experienced an increase in financial requests that was simply overwhelming, at 125%.”

1990---10,000 Items Collected in Food For All Seasons

- ❑ Lurline Peeler, Executive Director in 1990 said during a focus group, *“Being the Executive Director was a good learning experience. That year we looked at the big picture and talked about why we were having so many callers. We also looked at advocacy because there was a controversy whether we could or should become actively involved in any kind of advocacy. Some were worried that it might jeopardize our funding, our status as a nonprofit 501 (c) 3. At the same time, we did try it. We did have connections with the Maryland Food Committee. They had done surveys of pantries and we gave them our survey data. We were also involved in the Montgomery Food Network. That was a group that used to meet once a month to talk about issues of food and so on. We provided education to our clients about services like Women Infants and Children (WIC).”*
- ❑ Participated in Thanksgiving in February
- ❑ Virginia Rabenhorst selected to serve on the Community Ministries Board of Directors from Gaithersburg HELP
- ❑ Members encouraged to attend Maryland Food Committee Day in Annapolis
- ❑ Collected 10,000 items during Food For All Seasons
- ❑ Need new storage space---put ad in the Gaithersburg and Upper Montgomery Chamber of Commerce newsletter about the need for new and larger pantry space
- ❑ Old firehouse being used as temporary pantry storage provided by the Mayor and City Manager
- ❑ Border dispute with Rockville regarding the area between Redland Road and Shady Grove Road—*Line along Shady Grove Road; Muncaster Road; 108; Brink; Longdraft; Md 28; Md121; River Road*
- ❑ Lurline Peeler requested new volunteers to staff the telephone at the Upper Montgomery Volunteer Network
- ❑ Crack epidemic impacting services in Montgomery County—crack addicts very aggressive and thus prioritize themselves for limited resources, disrupt services and drive others away

- ❑ As funding increased, volunteer support fell off for the UMVN
- ❑ HELP received a "Gaithersburg is Great" Award of Excellence for community service
- ❑ Rainbow Hair Salon donated proceeds from all hair cutting one Saturday morning to Gaithersburg HELP---\$511.00
- ❑ Delegate coordinator position developed
- ❑ Volunteer survey developed to assess the experience, longevity and level of involvement of all volunteers and to offer them the opportunity to comment on the way in which the organization is functioning and to develop a volunteer bank from among prospective volunteers recruited by current members
 - 250 mailed
 - 78 received
 - 61 experience very satisfactory
 - 13 somewhat satisfactory
 - 1 disappointing
 - 3 no opinion
 - 17 of 25 congregations represented in response
 - 8 from nonmember congregations
 - 7 unaffiliated volunteers responded
- ❑ Delegates encouraged to attend "The Reality of Hate/Violence: The Community's need to Respond," a forum presented by the Montgomery County Coordinating Committee on Hate/Violence and the Chamber---response to increased Hate/Violence incidents in the County and the intensity of these acts motivated by bigotry
- ❑ Jeanni Galloway, of Epworth United Methodist, received the Outstanding Citizen Award from the Gaithersburg and Upper Montgomery County Chamber of Commerce
- ❑ Homelessness increasing in Montgomery County --- 90,000 bed nights of shelter provided this year
- ❑ Held Volunteer Awards dinner
- ❑ Participated in CROP Walk
- ❑ Food requests up because clients must now pick up Food Stamps at the Department of Social Services in Rockville
- ❑ SHARE (Self Help and Resource Exchange) food cooperative operated at St. Martin's and Emory Grove Community Center
- ❑ Goals: Include information in newcomers packets from real estate brokers; sort present list for delegates, identifying volunteers in each area of service; renew efforts to recruit two new churches; revitalize less-than-active member congregations; redesign roster; stagger food drives; evaluate advocacy efforts; explore development of new Public relations material to replace or supplement old slide show; review past delegate training and plan similar effort; review awards procedure; update present brochure
- ❑ To borrow the pantry key and food purse: Virginia Burruss

1991---The Sheaf of Wheat

- ❑ In 1991 Gaithersburg HELP was an organization of more than 250 volunteers
- ❑ Coalition of 23 churches and synagogues
- ❑ Service area of approximately 100,000 persons
- ❑ \$45,224 in funds came from member organizations, groups, individuals, FEMA Grant, Crop Walk, CFC/United Way and Interest
- ❑ Significant (24%) increase in cash contributions received through the generosity of the Federal Employees who designated HELP as recipient of their donations to the Combined Federal Campaign 8.2% net increase in funding over 1990
- ❑ Assistance and support provided by the Upper Montgomery County Volunteer Network --- acts as a clearing house for major financial assistance needs (overdue rent and utility bills)
- ❑ Inkpressions donated stationery, gift certificates, banquet invitations; Bechtel printed the newsletter; Gaithersburg Storehouse and Montgomery Village Self Storage Co. donated furniture storage space; Center Market purchased food
- ❑ Someone wrote: For me, the sheaf of wheat says:

- God gives us basic food in abundance. There is enough to meet all needs
- Wheat sheaves, bundled, universally represent “plenty” – “life sustaining”-- “good food” – “good work” – “man using his energies to subdue the earth and use the gifts God gives”
- Bundled together --- we stand tall and strong, a task well-done
- We are each a straw which needs and joins the others to be a significant contribution to the world
- What God can produced from a tiny seed --- returns hundred-fold in size and value
- This seed provides the potential of hundreds of varieties of uses, it has no waste
- God provides the abundance, but man must add his imagination, his work, and his sharing heart to fully utilize the gift
- Wheat is a basic, utilitarian food, but in addition --- it is beautiful to look upon...colorful...pleasant to contemplate...delicate...yet authentic
- The sheaf is a protective security for the individual stems
- It is bound together by itself
- Board decided to pursue churches who have volunteers working with Gaithersburg HELP but who are not active members
- Goals:
 - Follow up on the letters to member congregations and pursue new congregations to become members
 - Develop new public relations materials, including a slide show and possibly a video tape
 - Develop a policy and procedure handbook for volunteers to use
 - Recruit new volunteers and a coordinator of volunteers to work with them
 - Maintain the quality of service that Gaithersburg HELP is providing clients
- 75 restaurants participated in the “Thanksgiving in February” program
- Volunteer time valued at \$10.00 per hour
- Advocated with Coalition for the Homeless for state funding for WIC---\$1 million funded by state
- Volunteer driver requested copy of liability insurance
- Included reports from the Shady Grove Pregnancy Center in the minutes---They served 12 women with maternity clothes; 14 with baby clothes; 5 with cribs and bassinets; 4 with car seats; 1 with a stroller; and 1 with blankets
- \$3500 received from CROP Walk
- Membership agreements sent to participating churches---not all returned
- Found way to block caller-id
- Designated volunteer to handle Spanish speaking callers
- Decided to send out 6 newsletters a year rather than one each month
- Removed from the Neelsville Clothes Closet mailing list
- Bud recorded a public service TV announcement to recruit volunteers
- Mailed Spring recruitment letter to all volunteers
- The pantry at the old fire station was overflowing in May because of Food for All Seasons
- Gaithersburg HELP accepted as a designee for donations by the Combined Federal Campaign
- Lobbied with the Maryland Food Network
- Moved donated items to new space on Snouffer School Road
- Participated in Olde Towne Day
- Upper Montgomery County Volunteer Center requested a \$150. Membership Fee--- Gaithersburg HELP requested that UMCV provide a listing of how contributions from HELP are being provided
- Attended Homeless Coalition Meetings
- Keeping the pantry stocked was an issue
- List of items to pack in food bags updated
- Pantry Search Committee established
- Established contract with Barwood Taxi

- ❑ \$20,000 in food budget, spend rate is \$700 per month---needed to increase by \$1800 per month
- ❑ Participated in the CROP Walk --- 17 churches and 180 walkers
- ❑ Brian Ganz Piano Recital held to raise money for Gaithersburg HELP
- ❑ Changed by-laws to reflect division of Executive Director's duties --- Added Assistant Executive Director
- ❑ Taxi Taxi helped with transportation --- vans equipped with lifts
- ❑ Food deliveries up 20%---"Slow economy swells welfare rolls" article by Patrick Pexton in the Montgomery Journal

1992---Diapers and Formula

- ❑ Brian Ganz Piano Recital benefit performance held to raise money for Gaithersburg HELP
- ❑ Good Shepherd held a Food Booth at the Montgomery County Fair and designated Gaithersburg HELP to receive 5% of the money or \$528.65
- ❑ Television production class at Montgomery College read script for proposed 10 minute television production "Unseen Poor" and wants to develop it as a class project ---purpose of the tape is to provide information about Gaithersburg HELP
- ❑ 12,045 food items collected during Food for All Seasons
- ❑ Held Awards dinner for Gaithersburg HELP volunteers
- ❑ Brian Ganz Concert held at St. Rose to benefit Gaithersburg HELP (\$900)
- ❑ \$900 grant from Episcopal Diocese of Washington
- ❑ Received \$2500 grant from the Maryland Food Committee---needed volunteer to attend their meetings
- ❑ Sold T-Shirts for \$8.25 each
- ❑ Participated in the CROP Walk and Thanksgiving in February
- ❑ Gail Kohlenberg, delegate from Grace UMC, presented various programs designed to alleviate World Hunger---Harvest of Hope, The Gleaning Network, The Potato Project
- ❑ Participated in Olde Towne Day---used a sample of a food delivery as a display
- ❑ Collected 7000 food items during Food for All Seasons
- ❑ Received \$3000 FEMA grant and \$1500 from Lord's Table
- ❑ Churches each take a month to provide money for diapers (\$260 per month is needed)
- ❑ Montgomery County shifted the emergency shelter burden to local churches and synagogues so they can transform the facilities that now provide emergency overnight beds into "transitional" centers offering more treatment
- ❑ Ordered Gaithersburg HELP Mugs
- ❑ Collaborated with Shady Grove Pregnancy Center for diapers and formula
- ❑ Dress Down Day at Bechtel resulted in a donation of \$1057 to HELP
- ❑ The Client Contact Record contained the name and address of the client (male and female head of household); the phone number, number of people in the household by age; programs that the client participates in (Food Stamps, AFDC, WIC, School Meals, Elderly Nutrition, SSI, GPA); Reason for need (unemployed, sick, emergency, out of Food Stamps, late Food Stamps, pending Food Stamps, not qualified for Food Stamps, AFDC, WIC, SSI, GPS insufficient, recent drop in income, increase in bills, other); new client; diapers and formula; the action take (provided, referred, not delivered)
- ❑ New handbook produced

1993---Every Donor Gets a Thank You

- ❑ Corresponding Secretaries sent thank you letters for every donation (each year). About 100 letters were written in 1993 and copies are stored in the archives. Each year donations came from many people and organizations. Some were memorials, some were donations from congregations, and some were in honor of a person or organization. When Gaithersburg HELP was low on money organizations like the Lord's Table sent donations. When Gaithersburg HELP had money to spare they sent donations to other organizations like UMAN, the Clothes Closet, and the Stepping Stones Shelter. Judy Van Omer, the

corresponding secretary in 1993 actually cut out the return label of each donation/letter and taped it to paper and then documented the donation and recorded when the thank you letter was sent. Hundreds of letters from other years are also in the archives.

- ❑ 25th Anniversary Celebration held at First Baptist Church
 - Purpose: to recognize the work of volunteers over the quarter of a century and to increase community awareness to bring added attention to the organization to recruit more volunteers and gain added financial and good support
- ❑ Developed a Super HELP program with the first session to start in February 1994---based on a program that was developed in Pennsylvania---currently approximately a dozen Super HELPs operating throughout Maryland using the following format:
 - Purpose is to empower clients to overcome dependency on pantry
 - Support group to discuss issues that might be affecting clients
 - 8-10 people in the core group
 - 1 hour seminar on such things as budgeting, resumes, meal preparation, etc.
 - 1.5 hour nutrition and cooking class including onsite food preparation and consumption
 - Participants leave with bag of food and recipes
 - Participants sign contract that they will stay with program
 - Cost is about \$200 per participant---includes facilitator, food, day care, etc.
 - First year of funds provided by Maryland Food Committee
- ❑ Requested and received a \$2500 grant from the City of Gaithersburg for prescriptions
- ❑ Campaigned with St. Martin's to the city to provide space for a walk-in pantry ---wrote letter to the Mayor indicating the increased need for emergency food service in Gaithersburg and specifying what the requirements for the space
- ❑ Produced the video "The Unseen Poor" for promotional use
- ❑ Qualified for the Capitol Area Community Food Bank---food can be purchased from them for \$0.14 a pound---need someone with van or truck
- ❑ Participated in Thanksgiving in February
- ❑ Sponsored "A Day of B.R.E.A.D. --- Bringing Relief from Hunger, Education and Dignity--- Held in Olde Towne Park offered a slice of bread and a cup of water in solidarity with the hungry of the world and of our neighborhoods (collaborated with St. Martin's, The Lord's Table Soup Kitchen, The Salvation Army, Manna Food Center, Catholic Spanish Center, Village Outreach Volunteers)
- ❑ Advocated Senator Levitan for \$750,000 appropriation for WIC
- ❑ Developed a 5 year plan in response to application for a grant from the city
- ❑ Participated in Food for All Seasons
- ❑ Five Year Plan
 - Maintain the present level of service—food, transportation, furniture brokerage
 - Evaluate present procedures in accordance with bylaws and to explore other methods of providing service
 - Continue search for larger pantry space to alleviate the problems of storage and delivery of food using two separate locations (The Old Fire House on East Diamond Ave. serves as overflow storage from major food drives; Epworth UNC serves for storage of refrigerated items and packing and delivering complete food packages)
 - Seek additional funding each year so as to respond adequately to growing medical prescription requests, especially from single adults and families without health insurance or medical assistance cards
 - Recruit at least two more new churches
 - Complete the publicity video
 - Complete revision of the Gaithersburg HELP Handbook
 - Review and Update training of volunteers
- ❑ Gave \$2000 to the Lord's Table—Soup Kitchen

1994---Super HELP

- ❑ Conducted two ten-week sessions of Super HELP, a new program modeled on the Maryland Food Committee's Super Pantry program, designed to increase self-sufficiency of frequent users of emergency services---graduated 13 women from the program
- ❑ Met increased demand for prescription money because of grant from the City of Gaithersburg which covered 30% of those costs
- ❑ Shortage of food coordinators caused shut-down of service on Fridays
- ❑ Experienced remarkable increase in the funds from the Combined Federal Campaign and United Way---decrease in funds from individuals may be related to this increase

1995---Walk-In Pantry

- ❑ Rev. Piel sent letter to Gaithersburg HELP Pastors. It contained information about the Year End Contribution, overhead fund, new pantry address, and a reminder to put HELP in their 1996 budget---no response from clergy
- ❑ Future volunteers will fill in a form and give references for the file
- ❑ Super HELP graduated nine people. Positive reports from attendees.
- ❑ CROP Walk raised \$15,816 of which HELP gets 25%
- ❑ 1996 budget had added expense of maintaining and renting space for the new Pantry location
- ❑ Food for All Seasons --- collected 6699 items
- ❑ Held food auction for Delegates at Board meeting to auction unusual food donations
- ❑ Reception and dedication of HELP Pantry in October---first day of operation Sept. 4th
- ❑ Melanie Mitchell and Lynn Bertch in charge of move of pantry from Epworth to Demory Building
- ❑ Trained Food Coordinators on new operation
- ❑ Pantry lease \$8800 (431 North Frederick Avenue---Demory Building)
- ❑ Operation of the pantry included:
 1. Three or four 2-3 hour periods of walk-in pantry operation each week
 2. Clients call answering service
 3. Food Coordinator returns call and sets up appointment---makes referrals to Manna, St. Martins
 4. Clients not allowed to enter pantry only waiting room
 5. One or two volunteer drivers per week will deliver food to those who cannot come to the pantry
 6. Access is via cipher lock
 7. Minimum of two volunteers at the pantry whenever it is open
 8. Pantry workers keep the pantry log, prepacked bags labeled and available right at opening hour
- ❑ Participated in Olde Towne Day
- ❑ Shady Grove Pregnancy Center running out of formula due to new policy at Shady Grove Hospital of releasing new mothers after 24 hours---Mothers milk is not yet in nor have they received instruction on how to deal with it

1996---Proclamation for Make a Difference Day

- ❑ Updated bylaws to include Super HELP type of program, separated direct costs from program costs---curriculum changed to include job finding because of the welfare changes---Welfare recipients will receive no benefits unless they have 10 job interviews per week.
- ❑ The estimate of goods and services donated was \$205,826
- ❑ City of Gaithersburg coordinates the Thanksgiving baskets by matching referred families with the donors
- ❑ Response to Welfare Reform:
 - Help immigrant families pay for emergency expenses no longer covered by Department of Social Services
 - Increase the amount of food and or deliveries

- ❑ Gaithersburg HELP received a proclamation for “Make A Difference Day” because we have the largest number of volunteers
- ❑ Barbara Dougherty attended the Community Ministry Convocation with 152 others from the County
- ❑ Gunnar Dahlberg, a former food drive, had secured a \$1000 donation for HELP from IBM
- ❑ Held Volunteer Awards reception
- ❑ Volunteer Bureau recommended that at least two reference checks be done on volunteers
- ❑ Recovery Thrift Shop started on East Diamond by Church of the Nazarene
- ❑ Gaithersburg HELP T-Shirts and Sweatshirts available
- ❑ \$8833 received from the Fannie Mae Help the Homeless Walk

1997---Retreat

- ❑ Pantry open for 2 hours from 22 to 24 days per month
- ❑ Added 8 ounces of American Cheese to the food list
- ❑ Purchased new refrigerator
- ❑ 50% increase in number of clients receiving financial support for prescription drug coverage
- ❑ Received grant from the Emergency Assistance Coalition of Community Ministries
- ❑ Participated in CROP Walk, HELP the Homeless Walk, Food for All Seasons, and Thanksgiving in February
- ❑ Conducted three facilitated planning sessions to review our objectives, how we do business, and where we need to make changes.
- ❑ Decided to use voicemail rather than answering service because no control over service operators
- ❑ Problem with too few participating delegates, decided to create a delegate coordinator position, clarify the delegate role, and have participatory delegate meetings
- ❑ Super HELP graduated 3 women in the Fall and 10 in the Spring
- ❑ Added recruitment position
- ❑ Held three-three hour retreat sessions
 - Addressed the following:
 - Money/Phones-- Volunteers (getting, training, keeping current, communicating)
 - Delegates -- strengthen communication, develop leadership
 - Update policies and guidelines--Update and reevaluate mission/Structure/Communication
- ❑ Gaithersburg HELP received a Letter of Recognition for 29 years of service at the Congregational Caregivers’ conference

1998---Voicemail

- ❑ Eliminated the answering service and began using a voice-mail system on April 1, 1998
- ❑ Trained all phone volunteers and food coordinators on how to use the new system
- ❑ Food clients now only speak with one person, the food coordinator
- ❑ Implemented laptop computer on a daily basis for all records on food clients---Bob Kellogg wrote the computer program and individually trained all of the food coordinators
- ❑ Because of software program each food coordinator now has up-to-date information on when the client was last served, how many times they have been served, and special notes on the client or situation, and cross-references to other calls from the same phone or address
- ❑ Excellent attendance at Board Meetings
- ❑ Improved nutrition of the food package by adding fresh carrots, cheese, and frozen apple juice as well as adding more cans of fruits and vegetables
- ❑ Purchased new freezer to accommodate bread supply
- ❑ 55-70 new families each month ask for assistance showing that there is a real ongoing need for our services
- ❑ Began partnership with St. Rose of Lima on the furniture program
- ❑ Received City of Gaithersburg grant for prescriptions for city residents

- ❑ Participated in the CROP Walk, Food for All Seasons Food drive
- ❑ Celebrated 30th anniversary
- ❑ Super HELP, held Spring and Fall sessions and graduated 14 women, Lurline Peeler led this project
- ❑ Received \$7000 grant from the Fannie Mae HELP the Homeless Walk
- ❑ Contributed \$17250 to the Upper Montgomery County Assistance Network

1999---Shrinking Pool of Volunteers

- ❑ Walk-in food pantry is the only place where Gaithersburg area residents can get a balanced three-day supply of emergency food, consisting of cereal, pasta, rice, dried milk, canned fruits, vegetables, soups, potatoes, tuna, beef stew, peanut butter, jelly, frozen apple and orange juice; margarine, eggs, cheese, fresh carrots, bread, soap, toilet paper and dish soap.
- ❑ 40% of food donated
- ❑ Added canned chicken to order with money from the Maryland Emergency Food Program
- ❑ Distributed information on the Earned Income Tax credit and the leaflet "Employment Today," published by the Welfare Reform Office.
- ❑ Purchased a new frost-free freezer with a grant from Montgomery County
- ❑ Developed new pantry guidelines
- ❑ Added suggestion box to pantry waiting room
- ❑ Discovered that the increased number of Incompletes in food numbers may be due to the increasing number of clients who have Caller ID on their phone, and do not turn it off in order to receive our call back
- ❑ Decreasing number of volunteer drivers for transportation program resulted in increase in taxi service for clients
- ❑ Helped 280 persons purchase their prescriptions with financial aid---explored with clients how they would pay the next time since we only provide financial support once or twice a year--- Inform them of the Maryland Pharmacy Assistance, the Indigent RX Program, Aging and Disability Services, and the state insurance program for children (CHIPS).
- ❑ Participate in CROP Walk and the Montgomery County Hunger Appeal
- ❑ Gaithersburg HELP recognized by the Recreation Department of the City of Gaithersburg as the Distinguished Organization of the year.
- ❑ Formed a new partnership with Interfaith Counseling Services
- ❑ Discontinued Super HELP program
- ❑ Purchased new accounting software
- ❑ Nondiscrimination policy written and posted in the pantry
- ❑ Letters of appreciation sent to all volunteers and United Way supporters
- ❑ Noted shrinking pool of volunteers
- ❑ 7 people graduated from Super HELP

2000---Increased Cap to 8 Times per Family

- ❑ October largest month in the 33-year history of HELP as we provided 739 persons with food
- ❑ 6791 persons served during the year
- ❑ Received grant from the Maryland Emergency Food Program, increased amount of food from Manna, increased food drives by churches and groups, grant from Community Ministry Hunger Drive (used for \$5 and \$10 vouchers to clients for fresh produce, meat, and/or dairy items)
- ❑ Increased number of times a family can get food from 6 to 8 times in a 12 month period
- ❑ Added cooking oil, larger bags of rice and dry beans to be culturally sensitive to increasing number of Hispanic clients
- ❑ Signed new 5-year lease on North Frederick Avenue location
- ❑ Donna Hepner wrote and distributed a new food manual to all food coordinators
- ❑ Added the infant diaper/formula program
- ❑ Clients are provided an emergency supply of diapers and/or formula up to 3 times per year
- ❑ Furniture program discontinued because of illness of the chair person

- ❑ Increased ability to serve the Spanish speaking community with the recruitment and training of 2 new translators, bring the total number to 6
- ❑ Brochure translated into Spanish
- ❑ Provided \$21,120 for 340 prescriptions---also educate clients on longer term solutions including the Indigent Drug Program
- ❑ Participated in events to raise awareness of hunger and to raise funds to fight hunger --- Thanksgiving in February, the CROP Walk, Fannie Mae help the Homeless Walk, Thanksgiving Hunger Drive
- ❑ Held Volunteer Recognition dinner---volunteers recognized for longevity and outstanding service
- ❑ Attended Outcomes Measurement training required for grant applications
- ❑ Considered hiring an executive director

2001---Grocery Store Vouchers

- ❑ The Executive Committee recommended that an "Opportunity Fund" be established to provide funding for activities that are not encompassed within the approved budget. Such activities might take the form of a special project or study relative to emergency assistance or perhaps the launching of a new program of emergency assistance for persons living in the area served by Gaithersburg HELP. The Executive Committee further recommended that the initial funding of the Opportunity Fund consist of the November 2001 bequest of \$13,813.34 from the estate of Kermit L. Bergstrahl of Gaithersburg.
- ❑ Distributed 3 day supply of food to 7,700 individuals representing 1954 families
- ❑ Offered grocery store vouchers (\$5.00 for family of four)
- ❑ Sale of center Market, the main source of purchased food, offered challenges to Paul and Barbara Dougherty as they worked to keep pantry supplied
- ❑ Food costs contained because of obtaining more free USDA food from Manna and substantial increase in food donations
- ❑ Created new position "Donations Coordinator"
- ❑ Refurbished pantry --- cleaned, painted, installed new carpet and shelving, new waiting room chairs courtesy of a Montgomery County capital grant
- ❑ Implemented fax machine for distribution of the pantry list (rather than phone messages)
- ❑ Prescription assistance---411 clients, up 21% over 2000
- ❑ 23% decrease in transportation program---77% of rides provided by volunteers
- ❑ Expanded use of tokens to include job interviews and other appointments
- ❑ United Way \$50,800
- ❑ Received grant from the Community Foundation National Capital Region
- ❑ Got new laptop from IBM grant
- ❑ Received over \$38,000 from the Fannie Mae Help the Homeless Walk
- ❑ Collaborated with the following organizations:
 - Health and Human Services
 - Upper Montgomery Assistance Network
 - Gaithersburg Coalition of Providers
 - Up county Coalition of Providers
 - Emergency Assistance Coalition
 - Safety Net Providers Council
 - Primary Care Coalition
 - Medbank Council
 - Transportation Providers Roundtable
 - CMMC Congregational Caregivers Conference
- ❑ 51% of clients were served once; 2% of clients were served the maximum of 8 times; 6% were served 4 times

2002---Bylaws Revised

- ❑ Provided turkey rolls at Thanksgiving

- The By-Laws of Gaithersburg HELP, Inc. were revised in 2002 as follows:
 - Mission: The mission of this corporation is to provide individuals and families in the Gaithersburg area with emergency assistance, to the extent resources are available, and to provide them with information and/or a referral to other organizations and agencies.
 - Philosophy: HELP ensures a prompt and effective response to requests through its well-knit system of volunteers. Help will serve anyone, regardless of ethnicity, creed, sex or age. No denominational emphasis will be made in any part of the ministry of this organization; rather, HELP will freely respond in a caring manner as God's people.
 - Services will be extended to the area agreed upon with the other HELP/FISH groups in Montgomery County. Anyone calling from outside our area will be referred to the appropriate HELP/FISH group.
 - HELP will work in cooperation with other organizations and agencies in order to meet clients' emergency needs and/or make referrals when appropriate.

2003---35th Anniversary

- Celebrated 35th Year – Received Certificate of Recognition from Sydney Katz, Mayor of Gaithersburg --- 80 people attended the dinner held at Grace United Methodist church-extra food
- Food coordinators joined Executive Committee for Brunch in December
- Hurricane Isabel contributed to the increased need for food during September
- Desperate need for Food Chair and drivers
- Received large donation of food from Shaare Torah's Operation Isaiah.
- Transporting clients in cabs more frequently
- Explored new sources for liability insurance
- Letter from Aleem Academy in Sykesville, MD—sent donations which were collected during month of Ramadan
- Purchased cell phone
- Website --- GaithersburgHELP.org up and running emphasizing “breaking” news items on home page
- Receiving money from five different sources---Combined Federal Campaign is largest source of funding at \$38,000.
- Provided an additional \$6000 to UMAN
- Provided turkey rolls, stuffing, pumpkin at Thanksgiving
- Acquired charge card for CVS Pharmacy to use for client prescriptions
- Developed Strategic Plan:

Vision

Diverse neighbors helping neighbors.

Mission

Provide short-term emergency help, referrals and information to people in the Gaithersburg area who request it to meet their basic needs and make a difference in their daily lives.

Values

- We value our leaders for their compassion, their ability to exercise independent judgment and willing commitment of time to help those in need.
- We value our delegates who represent the Gaithersburg faith community.
- We value our clients and believe in treating them with compassion and respect.
- We value our volunteers who are trustworthy and discreet, competent, independent and dedicated.
- We believe that it is desirable for Gaithersburg HELP to continue to be an all-volunteer organization that incurs nominal fixed costs, offers great value for the money we receive, maintains sound financial control, and provides excellent stewardship of our resources.

Strategies

1. Improve service, including education, to our clients based on their feedback. Assess and review relationships with other providers in the Gaithersburg area, including the possibility of shared space.
2. Increase diversity in faith-based membership organizations, other members and partners, volunteers, clients, and leadership by allocating and engaging diverse outreach volunteers as resources. (Establish a committee of the board to do outreach to delegates.) Increase participation and communication with member churches. Focus on volunteers.
3. Explore how technology can improve our communication and record keeping and implement findings as appropriate.
4. Establish a Youth Program whereby students earn meaningful service learning credits
5. Enhance efficiency and effectiveness of Executive Committee operations.
6. Create a Gaithersburg HELP documented History

Priorities

1. Maximize resources and people to provide services.
2. Improve development and retention of volunteers.
3. Maintain reputation and quality and fairness of services.
4. Continue compassionate, timely, and competent service.
5. Enhance diversity of faith community.

2004---Training

- ❑ Janeth Welch developed and ran several training programs for new and potential volunteers
- ❑ She developed a training manual to use in these sessions
- ❑ Accomplishments to date aligned to Strategic Plan

Focus on our clients:

1. Added detergent to our list for clients
2. Explored ways undocumented residents can be served
3. Conducted first survey to get feedback from pantry clients, decided to handle powdered milk differently because of the survey
4. Got cell phone so we could return calls to numbers with Caller-id block
5. Handled 16% more families, 11% more persons, 7% more children, 58% more rides, 12% more diapers, and 24% more formula
6. Purchased new refrigerator for stocking food
7. Increased financial support for UMAN

Focus on our volunteers:

1. Developed Handbook for volunteers
2. Conducted two training sessions (trained 18 new volunteers)
3. Purchased Directors and Officers insurance
4. Divided the Food Chair role in two to accommodate volunteer schedules
5. Engaged speakers from the Montgomery County Coalition for the Homeless, the Montgomery County Mental Health Association, Action in Montgomery and the Spanish Catholic Center to provide additional community education to board members
6. Conducted 35th anniversary celebration
7. Continued to increase the use of e-mail for communication
8. Began advertising for volunteers in Gazette
9. Supported by 20 paid member congregations
10. Updated donor guidelines
11. Joined the Gaithersburg Germantown Chamber as a vehicle for engaging more volunteers

Focus on technology:

1. Made decision to put the diaper and formula program on the computer, got a laptop and engaged a programmer
2. Made decision to put the prescription program on computer, got laptop and engaged programmer
3. Got new color printer with remaining SNAP grant money
4. Enhanced web site and engaged Montgomery College student to work with Cheryl

Focus on our history:

1. Held two focus group meetings on the history of help
2. Gathered information from the minutes documents in the pantry
3. Documented 35 years of Gaithersburg HELP history

2005---

- ❑ New distribution formula for United Way National Capital Region resulted in delay until March of 2006 of expected distribution and a shortfall of \$20,000 for 2005
- ❑ Leased additional room for storage of pantry donations; it is located right next door to the existing pantry room. This allows for receiving and storing more food donations throughout the year, so we can curtail additional food purchases.
- ❑ Sandy Cavanaugh was recruited as Executive Director after Marilyn Leist resigned.
- ❑ Joan Eccard took over as interim Executive Director when Sandy Cavanaugh resigned.
- ❑ Participated in Combined Federal Campaign/United Way fair at National Institute of Standards and Technology
- ❑ Participated in United Way fair at Lockheed Martin.
- ❑ Participated in Old Towne day with a booth display.

Focus on our clients:

1. Served food to 4% more persons, 6% more children, no change in families served.
2. Handled 6% fewer persons for prescriptions, 7% fewer prescriptions
3. Handled 19% more families with infant needs, 18% more diapers, 28% fewer formula requests
4. Provided 16% fewer rides
5. Surveyed our clients; ratings were favorable; no one rated the service as poor

Focus on our volunteers:

1. Handled Conducted orientation sessions for new and potential volunteers, which are now held at the pantry, since space was added with the new storage room.
2. Conducted energetic search for a new Executive Director
3. Recognized Mrs. Ruth Shipe as Donor of the Year
4. Held Spring Volunteer Recognition Event on April 29
5. Sent letter to encourage recruitment of additional congregations, added two new congregations

2006---

- ❑ Rev. Christy Hoover of Flower Hill Church of the Brethren took over as President.
- ❑ Rev. Lou Piel, who had been president of Gaithersburg HELP many times, retired from Grace United Methodist Church and moved to Westminster.
- ❑ Hope Walker was recruited as Executive Director; she has been a long-time volunteer (31 years)
- ❑ Girl Scout Quincey Blue organized a food drive for HELP for her Silver Project.
- ❑ Searched for Treasurer replacement for Paul Tanna.
- ❑ Prescription drug assistance procedures were reviewed to ensure HELP is in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPPA).

Focus on our clients:

1. Served food to 10% fewer persons, 15% fewer children, 5% fewer families.
2. Handled 13% fewer persons for prescriptions, 13% fewer prescriptions
3. Handled 11% fewer families with infant needs, 18% fewer diapers, 15% fewer formula requests
4. Provided 1% more rides

Focus on our volunteers:

1. Gaithersburg Help Volunteer Appreciation Event was held in May, celebrating over 35 years of "Neighbor Helping Neighbor".
2. Donna Hepner attended meeting on Student Service Learning Eligibility. A representative from HELP must attend this meeting every three years to stay qualified as an approved organization at which students can earn service credits.
3. Lesa Sullivan resigned as Volunteer Coordinator.

Focus on technology:

1. Jan Levy enhanced the web site, also added photos of the pantry.
2. Started emailing the roster each month.

2007---

- ❑ Rev. Mary Beth Lawrence of Gaithersburg Presbyterian took over as President.
- ❑ Fr. Ralph Kuehner took over as Vice President
- ❑ Steve Garvey of Christ the Servant Lutheran took over as Co-Director. The Executive Director position was turned into two Co-Director positions. The other Co-Director position is open as of end of 2007.
- ❑ There is a need to find a new Food Coordinator, as Barbara Dougherty will be moving out of this position by June 2008.

Focus on our clients:

1. Served food to 12% more persons, 13% more children, 10% more families.
2. Handled 6% more persons for prescriptions, same number of prescriptions
3. Handled 40% more families with infant needs, 36% more diapers, 17% more formula requests
4. Provided 7% fewer rides.
5. Repeat customers comprised 77% of our customer base versus 23% new.

Focus on our volunteers:

1. The Fannie May Help the Homeless Walk resulted in Gaithersburg Help qualifying for a total of \$45,382. An outstanding effort by all 1,021 participants.
2. An Alternate Giving Program was started for this year's Holiday Season. A page on the Gaithersburg HELP web page allows one to purchase one of several gifts ranging from \$8 to \$80.

Members Through the Years

Congregation

1. AgapeAME
2. Ascension Episcopal Church
3. Christ the Servant Lutheran
4. Church of the Ascension (Episcopal)
5. Church of the Brethren (Charter)
6. Church of the Nazarene
7. Clarksburg United Methodist (Charter)
8. Covenant United Methodist
9. Derwood Alliance Church
10. Emory Grove United Methodist (Charter)
11. Epworth United Methodist (Charter)
12. Fairhaven United Methodist (Charter)
13. First Baptist
14. First Church of Christ, Scientist
15. Flower Hill Church of the Brethren
16. Gaithersburg Church of the Nazarene
17. Gaithersburg Hebrew Congregation
18. Gaithersburg Presbyterian (Charter)
19. Good Shepherd Lutheran (Charter)
20. Grace United Methodist (Charter)
21. Kehilat Shalom
22. Messiah Lutheran
23. Mill Creek Parish (United Methodist)
24. Neelsville Presbyterian
25. Potomac Presbyterian
26. Poplar Grove Baptist Church (Charter)
27. Prince of Peace Lutheran
28. Shaare Torah
29. Shady Grove Presbyterian
30. St. Elizabeth (Mother) Seton
31. St Francis of Assisi Catholic
32. St John Neumann Catholic
33. St. Luke's Lutheran (Charter)
34. St. Martin's Catholic (Charter)
35. St. Paul United Methodist
36. St. Rose of Lima Catholic
37. Trinity United Methodist
38. Washington Grove United Methodist (Charter)

Officers

Year	President	Vice President	Executive Director	Treasurer	Other	Publicity Chair	Secretary
1968	Daniel Oravec, Good Shepherd Lutheran		Sandy Clunies		Emil Isaacson		Nancy Wheatley
1969	Harry Dalzell		Marjorie Morris	Sam Harbold	Florence Gazunis/Vonnie Bennett		Louise Koppe
1970	Harry Dalzell Ascension Episcopal	Dan Oravec Good Shepherd/ Hervert Baucom, First Baptist	Marjorie Morris	Sam Harbold	Kay Gebhardt/Sandy Clunies/Hilda Mahoney/Judy Martin/Lois Early		Louise Koppe
1971	Harry Dalzell	Vonnie Bennett/Jeanne Owers/Evelyn Collins	Lois Early	Jim Houck			Peg Schindler
1972	Jey Deifell, Gaithersburg Presbyterian		Lois Early				
1973	Robert Manthey		Judith Martin	Edward Kuklewicz	Marilyn Gaut/Carole Mattis/Patricia Morrison		Phyllis Grady
1974							
1975	Jey Deifell, Gaithersburg Presbyterian	Rev. Flory, Flower Hill Church of the Brethren	Betsy Vorees	Fran Asbeck	Judy Miller	Barbara Hoffman	Millie Tall
1976	Jey Deifell, Gaithersburg Presbyterian	Father Joseph Byron St. Rose	Betsy Voress	Fran Asbeck	Judy Miller	Marian Shern	Sally Moran
1977	Father Joseph Byron St. Rose	Ross Cribbis	Peggy Nelson	Dick Mattis	Millie Tall	Marian Shearn	Sally Moran
1978	Father Joseph Byron St. Rose	Ralph Posey, Epworth UMC	Peggy Nelson	Dick Mattis	Millie Tall	Jo Ann Wambach	Virginia Rabenhorst
1979	Ralph Posey, Epworth UMC	Harry Dalzell, Ascension Episcopal/ Rabbi David Oler	Peggy Nelson	Judy Murphy	Barbara Topolewski	Millie Tall	Jo Ann Wambach
1980	Rabbi David Oler	Bryce Shoemaker, Christ the Servant Lutheran	Marilyn Gaut	Judy Murphy	Barbara Topolewski	Jane Tepper	Carolyn Thurber
1981	Bryce Shoemaker, Christ the Servant Lutheran/ Glenn Young Jr. Fairhaven UMC	Glenn Young Jr. Fairhaven UMC/Bill Smalley Ascension Episcopal	Marilyn Gaut	Judy Murphy	Genevieve Steele	Peggy Ravida	Kathy DeMets
1982	Glenn Young Jr. Fairhaven UMC	Bill Smalley Ascension Episcopal	Virginia Rabenhorst	Jean McCauley	Genevieve Steele	Peggy Ravida	Lois Killinger

Year	President	Vice President	Executive Director	Treasurer	Other	Publicity Chair	Secretary
1983	Lyle Harper	Donald Edmonds	Virginia Rabenhorst	John Schmehl		Kathy Asbeck	
1984			Dottie Lucas			Emolyn Trogner	
1985	Donald Kinloch, Gaithersburg Presbyterian Church	Charles Updike, First Baptist	Dottie Lucas	John Schmehl		Emolyn Trogner	Nancy Wolfe
1986	Charles Updike, First Baptist	Harold "Chip" Wright, Washington Grove UMC	Dottie Lucas/Carol Tilford	John Schmehl		Emolyn Trogner	Carol Capper
1987	Harold "Chip" Wright, Washington Grove UMC	Sister Barbara Hansen, St. Rose	Carol Tilford/Dottie Lucas	John Schmehl		Emolyn Trogner	Kelly Spitler/Charlotte Hoyle
1988	Sister Barbara Hansen, St. Rose/Don Stewart, Epworth UMC	Don Stewart, Epworth UMC/ Kelley Spitler, Church of the Nazarene	Carol Tilford	John Schmehl/Judy Kellogg		Emolyn Trogner/ Sarah Hay	Billie Sondberg
1989	Don Stewart, Epworth UMC		Gene Zdral/Lurline Peeler	Judy Kellogg			Carol Capper
1990	Alan Mugler, Gaithersburg Presbyterian	Martin McKinney	Lurline Peeler	Judy Kellogg	Pat Hansen		Carol Capper
1991	Martin McKinney Fairhaven UMC	Louis Piel Grace UMC	Harold "Bud" Curtis	Judy Kellogg	Cherie D'George, Lurline Peeler	Charlie Spence	Carol Capper
1992	Louis Piel Grace UMC	Lynn D. Cairns Mill Creek Parish UMC	Glenn Miller Assistant EDs: Pat Hansen, Eva Johnson, Gail Miller	Judy Kellogg	Lurline Peeler		Maxine L. Aiken; Judy Van Ormer
1993	Lynn D. Cairns Mill Creek Parish UMC	Mark Holmes First Baptist Church	Bob Dowling	Judy Kellogg	Eva Johnson/Pat Hansen		Dennis Spencer/Jennifer Deters
1994	Mark Holmes, First Baptist	Joe Clark, Ascension Episcopal	Karen Scott	Judy Kellogg	Trudi Albrecht		Bev Nusbaum/Carol Capper
1995	Joseph Clark Ascension Episcopal	Louis Piel, Grace UMC	Karen Scott	Judy Kellogg	Trudi Albrecht		JoAnn Schimke/Becky Kear/Renee McKenzie/Virginia Rabenhorst
1996	Louis Piel, Grace UMC	Steward Frazier, Emory Grove UMC	Barbara Dougherty	Judy Kellogg	Joan Eccard		Renee McKenzie/Virginia Rabenhorst
1997	Steward Frazier, Emory Grove UMC		Barbara Dougherty	Judy Kellogg	Joan Eccard		Marilyn Leist/Carol Capper/Corrine Vincelette
1998	Lou Piel, Grace UMC		Joan Eccard	Judy Kellogg	Ralph Bunge		Marilyn Leist/Corinne Vincelette/Carol Capper
1999	Joe Clark, Ascension Episcopal		Joan Eccard	Art Rabenhorst	Ralph Bunge		Marilyn Leist/Corinne Vincelette/Carol Capper

Year	President	Vice President	Executive Director	Treasurer	Other	Publicity Chair	Secretary
2000	Joe Clark, Ascension Episcopal	Gerard Green, Jr., Epworth UMC	Joan Eccard	Art Rabenhorst	Donna Hepner		Marilyn Leist/ Eleanor Cunningham/ Robin Outland
2001	Joe Clark Ascension Episcopal		Donna Hepner	Art Rabenhorst	Joan Eccard/Suzanne Price		Marilyn Leist/ Eleanor Cunningham/ Robin Outland
2002	Joe Clark Ascension Episcopal	Louis Piel, Grace UMC	Donna Hepner	Art Rabenhorst	Joan Eccard		Janeth Welch/ Carol Capper/ Robin Outland
2003	Louis Piel, Grace UMC	Justin Lathrop, Good Shepherd Lutheran	Donna Hepner/Marilyn Leist	Art Rabenhorst	Janeth Welch, Joan Eccard, Donna Hepner, Virginia Rabenhorst, Lurline Peeler	Anne May	Kathy Fitzgerald
2004	Louis Piel, Grace UMC	Justin Lathrop, Good Shepherd Lutheran	Marilyn Leist	Art Rabenhorst	Janeth Welch, Joan Eccard, Donna Hepner, Virginia Rabenhorst, Lurline Peeler	Anne May	Kathy Fitzgerald
2005	Justin Lathrop, Good Shepherd Lutheran			Paul Tanna	Janeth Welch, Joan Eccard, Donna Hepner, Janet Neumann	Anne May	
2006	Christy Hoover, Flower Hill Church of the Brethren		Hope Walker	Paul Tanna	Barbara Dougherty, Janet Neumann, Donna Hepner		Kathy Fitzgerald/ Nan Haldeman/ Patty Norris
2007	Mary Beth Lawrence, Gaithersburg Presbyterian	Fr. Ralph Kuehner, St Francis of Assisi	Hope Walker	Robert Lagas	Barbara Dougherty, Janet Neumann, Donna Hepner		Kathy Fitzgerald/ Nan Haldeman/ Patty Norris

Program Chairs

Year	Food/Pantry	Transportation	Furniture	Clothing	Diapers & Formula
1968		Isabel Huegel	Judy Harbold	Mrs. Gunn	
1975	Kathy Asbeck	Marilyn Gowetski	Mary Lalos	Hazel Smith	
1976	Judy Miller	Peggy Nelson			
1977	Judy Miller	Peggy Nelson/Edna Nilsen	Hershey Young		
1980	Virginia Rabenhorst/Pam Doser/Carole Mattis	Kathy Asbeck/Delores Perillan	Rita Sloan		
1982	Lurline Peeler/Jim Jordy	Dolores Perillan	Peggy Ravida		
1984	Carol Tilford, Jeanni Galloway, Gordon Gipe	Marilyn Gowetski, Mary Keller	Charlotte Hoyle		
1986	Jeanni Galloway/Gordon Gipe/Vic & Dee Dillon/Patsy Marks	Emolyn Trogner/Mary Keller	Charlotee Hoyle		
1987	Jeanni Galloway/Ann Milkes/John & Patty Shabaugh/Harold & Hazel Fletcher Gordon Gipe/Polly Brody/Patsy Marks	Emolyn Trogner/Betty Manley/Bob Vostreys	Anne Younkins/ Dot Kretzner		
1988		Bob Vostreys			
1989	Gordon Gipe				Shady Grove Pregnancy Center
1990	Dottie Lucas	Bob Vostreys/Betty Manley	Marilyn Whitby	Epworth Thrift Shop	Shady Grove Pregnancy Center
1991	Dottie Lucas/Gordon Gipe	Janet Muenz	Marilyn Whitby		
1993	Carole Mattis/Roy Genung	Janet Muenz	Marilyn Whitby		
1998	Karen Scott				
2003	Barbara Dougherty	Janet Muenz			Peg Welborn
2004	Barbara Dougherty	Janet Muenz			Peg Welborn
2005	Barbara Dougherty	Janet Muenz			Peg Welborn
2006	Barbara Dougherty	Janet Muenz			Peg Welborn
2007	Barbara Dougherty	Janet Muenz			Peg Welborn

Year	Financial Assistance/ Prescriptions	Other	Child Care and Employment	Housing	Telephone
1968					Kay Gebhardt
1975			Peggy Nelson	Brenda Kessler	Barbara O'Connor
1976				Kathy Asbeck	Barbara O'Connor
1980			Barbara Topolewski		Carole Mattis
1982				Betty Manley	Barbara Topolewski
1985				Betty Manley	Karen Hixson
1986				Betty Manley	Nancy Wolfe
1987					Joan Eccard
1990	Pat Hansen	Holly Frick/Marian Heidary		Virginia Rabenhorst	Joan Eccard
1991				Virginia Rabenhorst	Joan Eccard
1994	Pat Hansen	Lurline Peeler, Super HELP, Grants, UMVN Lou Piel, Speakers Bureau			Joan Eccard
2003	Joan Eccard				Connie Kashiwagi
2004	Joan Eccard				Connie Kashiwagi
2005	Janeth Welch				
2006	Janet Neumann				
2007	Janet Neumann				

Services

Food

One of the main areas of service has been the provision of food. In 1969 there were 228 requests and in 2003 there were 2836. Prior to its current location on North Frederick Avenue, the Food Pantry was located at Flower Hill Church of the Brethren, First Baptist Church, the Old Firehouse, and Epworth United Methodist Church. Until 1987 all food was delivered to clients who called in requesting it which meant that drivers went to the pantry, bagged the groceries and delivered the food to the clients, often in the evening. Most often 3 days (9 meals) of nutritious food was provided to clients but sometimes the supply of food or funding limited what was given. The Food Stamp and WIC programs helped alleviate some of the need in Gaithersburg and members have advocated for their continuance.

Year	Type of Service Recorded
1969	228 families needed help; 39 families requested food; 51 food deliveries
1970	85 food requests provided; 7 refused; 8 referred
1971	105 requests for food provided; 0 requests refused; 7 referrals provided
1972	163 requests fulfilled; 1 refused; 4 referrals
1973	214 requests provided; 10 refused; 9 referred
1974	213 requests provided; 6 refused; 11 referred
1975	367 requests for food; 344 requests fulfilled; 4 referred; 19 refused
1976	356 requests for food; 356 requests fulfilled; 5 referred; 14 refused
1977	449 requests for food; 426 requests fulfilled; 0 referred; 7 refused
1978	524 requests for food; 462 requests fulfilled; 56 referred; 1 refused
1979	548 requests for food; 475 requests fulfilled; 55 refused; 2 referred
1980	696 requests for food; 569 requests fulfilled; 60 refused; 24 referred
1981	732 requests for food; 586 requests fulfilled; 34 refused; 11 referred
1982	941 requests for food; 786 requests fulfilled; 101 refused; 28 not completed; 22 referred
1983	1089 requests for food; 976 fulfilled; 60 refused; 32 not completed; 21 referred
1984	1190 requests for food; 1042 requests fulfilled; 3798 persons served; 922 adults; 463 children under 4; 786 children over 4; 79 refused; 18 referred; 51 incomplete
1985	1011 requests for food; 916 clients served; 321 new clients; 3457 persons served; 27 refused; 13 referred; 55 incomplete
1986	923 requests for food; 811 clients served; 362 new clients; 3101 persons served; 28 refused; 33 referred; 41 incomplete
1987	1089 requests for food; 1011 clients served; 456 new clients; 3851 persons served; 10 refused; 29 referred; 39 incomplete
1988	1368 requests for food; 1211 completed; 533 new; 4624 persons served
1989	1628 requests for food; 1362 completed; 590 new; 5168 persons served; 152 persons referred; 94 requests incomplete; 10 refused;
1990	1611 requests for food; 1440 completed; 5369 persons served; 632 new clients; 95 referrals; 31 refused; 49 incomplete; 3120 children served;
1991	1910 requests for food; 1702 completed; 6015 persons served
1992	1788 requests for food; 1638 completed; 705 new clients; 6325 persons served; 3547 children; 52 referrals; 73 incomplete; 25 refused
1993	1382 requests for food; 1239 completed; 517 new clients; 4893 persons served; 2827 children served; 45 referred; 65 incomplete; 31 refused
1994	1386 requests for food; 1246 deliveries; 5006 persons served
1995	1335 requests for food; 1198 deliveries; 4710 persons served
1996	1561 requests for food; 1399 completed; 552 new; 5483 persons served; 37 referred; 50 refused; 75 incomplete; 3239 children

1997	1806 requests for food; 1596 completed; 618 new; 6342 new ; 6342 clients served; 52 referred; 73 refused; 76 incomplete; 3671 children
1998	1880 requests for food; 1388 completed; 924 new; 7171 clients served; 4240 children; 300 deliveries; 87 referred; 41 refused
1999	1747 requests for food; 145 served; 6001 persons served; 3329 children served; 1199 picked up; 266 deliveries; 852 new requests; 116 referred; 7 refused; 149 incomplete
2000	1874 requests for food; 1664 served; 1436 picked up; 228 delivered; 6888 persons served; 3827 children served; 868 new requests; 105 refused; 174 incomplete
2001	2312 requests for food; 1954 served; 1725 picked up at the pantry; 229 delivered; 7799 persons served; 4246 children served; 812 new requests; 169 referred; 7 refused; 182 incomplete
2002	2529 requests for food; 2148 completed; 1924 picked up; 224 delivered; 8702 persons served; 4511 children; 188 referred; 6 refused; 187 incomplete
2003	2836 requests for food; 2190 families served; 1893 picked up; 297 delivered; 8869 persons served; 472 children served; 38 refused; 147 no shows; 256 incomplete; 521 new; 1669 repeat
2004	3311 requests for food; 2511 families served; 2168 picked up; 373 delivered; 9940 persons served; 5003 children served; 41 refused; 302 no shows; 188 incomplete; 545 new; 1996 repeat
2005	3399 requests for food; 2541 families served; 2168 picked up; 373 delivered; 10,359 persons served; 5,300 children served; 40 refused; 343 no shows; 251 incomplete; 467 new; 2074 repeat
2006	3257 requests for food; 2419 families served; 2043 picked up; 376 delivered; 9310 persons served; 4520 children served; 58 refused; 308 no shows; 258 incomplete; 450 new; 1969 repeat
2007	3510 requests for food; 2657 families served; 2292 picked up; 365 delivered; 10462 persons served; 5087 children served; 40 refused; 341 no shows; 279 incomplete; 498 new; 2159 repeat

Transportation

For several years, transportation was the primary service provided by Gaithersburg HELP. As the population expanded and the need became greater, Gaithersburg HELP advocated for better transportation service by the County. When the Ride On began our transportation service decreased dramatically. We still, however, serve those for whom public transportation is not really an option. Most of our rides are to medical appointments but some are to other agencies or service providers. As the volunteer pool has decreased we've increased the number of times we use taxis to provide rides for clients.

Year	Type of Service Recorded
1969	231 Rides provided (184 for medical reasons, 25 for public agencies, 25 for miscellaneous reasons); 22 rides cancelled; could not provide 36 rides.
1970	384 requests for rides; 289 rides arranged; 257 rides completed; 32 cancelled by client; 32 referred; 42 unable to provide; 13 refused to provide
1971	630 requests for transportation; 496 rides completed; 348 rides for medical appointments; 97 rides to agencies; 48 miscellaneous rides; 131 rides not completed; 72 rides cancelled; Unable to provide 20 rides; 3 rides refused; 39 referrals provided
1972	1050 requests received; 782 rides completed; 535 to medical appointments; 141 to other agencies; 106 miscellaneous; 268 rides not completed; 84 cancelled; 75 unable to complete; 67 referred
1973	821 requests for rides; 687 fulfilled; 392 to medical appointments; 71 to other agencies; 109 miscellaneous rides; 134 rides not fulfilled; 71 cancelled; 112

	unable to fulfill; 13 no-shows or reschedules; 24 referred
1974	556 requests for rides; 246 to medical appointments; 58 to other agencies; 52 miscellaneous rides; 200 rides not completed; 49 rides cancelled; unable to fulfill 110 rides; 2 no shows
1975	568 Requests; 323 Rides completed; 252 to medical appointments; 44 to other agencies; 27 miscellaneous rides; 245 rides not completed; 62 rides cancelled; 143 unable to complete; 7 no shows; 31 referred
1976	517 rides requested; 324 rides completed; 249 for medical appointments; 38 to other agencies; 37 miscellaneous; 171 rides not completed; 54 cancelled; 4 no shows; 24 referred; 108 unable to complete
1977	599 rides requested; 393 rides completed; 299 to medical appointments; 54 to other agencies; 27 miscellaneous; 206 rides not completed; 4 cancelled; 106 unable to complete; 2 no shows; 31 referred
1978	642 rides requested; 484 rides completed; 318 to medical appointments; 56 to other agencies; 23 miscellaneous; 12 not completed; 25 cancelled; 113 unable to complete; 17 referrals
1979	548 rides requested; 475 rides completed; 20 refused; 29 no drivers; 35 referrals; 99 unable to complete; 293 to medical appointments; 60 to other agencies
1980	554 rides requested; 345 to medical appointments; 44 to other agencies; 37 for other reasons; 38 referred; 11 no drivers; 38 cancelled; 35 referrals; 3 unable to complete; 1 no show
1981	502 rides requested; 320 to medical appointments; 34 to other agencies; 47 for other reasons; 401 rides provided; 41 referrals; 24 rides refused; 28 cancelled; 5 no driver; 3 unable to complete
1982	732 rides requested; 441 to medical appointments; 48 to other agencies; 60 for other reasons; 549 rides completed; 43 referred; 45 refused; 62 rides cancelled; 10 money provided
1983	601 rides requested; 366 to medical appointments; 45 to other agencies; 48 for other reasons; 459 rides completed; 26 referrals; 43 refused; 8 money provided
1984	657 rides requested; 443 to medical appointments; 133 to other agencies; 81 for other reasons; 494 rides provided; 150 rides refused/referred/cancelled; 13 money provided
1985	498 rides requested; 371 to medical appointments; 115 to other agencies; 12 for other reasons; 8 inquiries; 369 rides provided; 17 money provided; 41 refused; 27 cancelled; 16 referred; 28 unable to complete
1986	1986 rides requested; 258 to medical appointments; 66 to other agencies; 10 for other reasons; 247 rides provided; 13 money provided; 22 refused; 9 cancelled; 23 referred; 20 unable to complete
1987	366 requests for rides; 266 for medical appointments; 47 to other agencies; 53 for other needs; 275 rides provided; 2 inquiries for information; 5 money provided; 9 out of the area; 42 refused; 34 cancelled; 15 referred; 6 unable to complete
1988	574 requests for rides; 415 for medical appointments; 67 to other agencies; 92 other; 409 rides provided; 9 given money; 4 out of the area; 44 refused; 41 cancelled; 50 referred; 26 completed
1989	510 requests for transportation; 413 medical, 55 to other agency; 42 other; 389 provided; 36 given information; 3 given money; 17 refused; 46 cancelled; 19 incomplete; 79 clients served
1990	700 requests for transportation; 606 rides provided
1991	887 requests for transportation; 750 rides provided
1992	932 requests for rides; 787 for medical appointments; 94 to other agencies; 46 for other reasons; 800 rides provided; 4 money; 25 refused; 42 cancelled; 56 incomplete; 19 taxi
1993	811 requests for rides; 742 for medical appointments; 40 for other agencies; 29 other; 620 rides provided; 2 money; 34 refused; 52 cancelled; 101 incomplete; 0 taxis

1994	806 requests for rides; 721 rides provided
1995	835 rides requested; 743 rides provided
1996	654 requests for rides; 622 to medical appointments; 16 to other agencies; 16 other; 417 rides provided; 1 information; 15 refused; 45 cancelled; 16 incomplete; 160 taxi rides
1997	651 requests for rides; 622 for medial appointments; 27 to other agencies; 11 other; 481 rides provided; 1 information; 16 refused; 33 cancelled; 14 incomplete; 106 by taxi
1998	608 requests for rides; 559 for medical appointments; 24 to other agencies; 5 other; 353 provided; 6 money or information; 27 refused; 35 cancelled; 15 incomplete; 167 by taxi
1999	643 requests for transportation; 513 rides provided; 601 for medical appointments; 25 to other agencies; 17 other; 301 rides provided by volunteers; 212 provided by taxi; 35 refused; 49 cancelled; 41 incomplete
2000	581 requests for transportation; 559 for medical appointments; 15 to other agencies; 7 other; 490 rides provided by 327 volunteers and 160 taxis; 25 refused; 35 cancelled; 30 incomplete
2001	445 requests for rides; 413 for medical appointments; 23 to other agencies; 9 other; 373 rides provided; 287 by volunteers, 86 by taxi; 11 refused; 27 cancelled; 27 incomplete; 16 gas; 49 tokens
2002	450 requests for rides; 400 for medical appointments; 32 to other agencies; 18 other; 378 rides provided; 252 by volunteers; 126 by taxi; 25 refused; 25 cancelled; 20 incomplete; 2 other; 26 gas; 46 given tokens
2003	476 requests for transportation; 410 to medical appointments; 47 to other agencies; 19 other; 369 total rides; 243 by volunteer; 126 by taxi; 21 refused; 31 cancelled; 44 incomplete; 10 other; 15 gas; 21 tokens
2004	**-need Service Numbers for **
2005	597 requests for transportation; 535 to medical appointments; 34 to other agencies; 28 other; 483 total rides; 355 by volunteer; 128 by taxi; 41 refused; 31 cancelled; 25 incomplete; 17 other; 21 gas; 26 tokens
2006	581 requests for transportation; 525 to medical appointments; 46 to other agencies; 10 other; 486 total rides; 288 by volunteer; 198 by taxi; 26 refused; 24 cancelled; 27 incomplete; 18 other; 25 gas; 10 tokens
2007	550 requests for transportation; 512 to medical appointments; 32 to other agencies; 6 other; 451 total rides; 222 by volunteer; 229 by taxi; 14 refused; 28 cancelled; 38 incomplete; 19 other; 26 gas; 17 tokens.

Furniture

Furniture has always been a brokering activity for volunteers from Gaithersburg HELP. Someone calls in with a donation and another calls in requesting certain types of furniture. A match is made by the volunteer and the client finds a way to get the furniture. The items most often needed are beds and dressers. On several occasions hotels have donated mattresses for dispensing to the needy. St. Rose of Lima, Covenant United Methodist Church, and the Montgomery County Volunteer Center also offer a brokering service but the need is still very great.

Year	Type of Service Recorded
1970	143 donations received; 126 requests; 67 families received items; 182 items provided to clients
1971	312 requests for furniture received; 283 donations received; 89 families received 221 items
1972	162 requests for clothing; 221 donations received; 79 families received 169 items
1973	158 requests for furniture; 108 donations of furniture; 45 families received 112

	pieces of furniture
1974	86 requests for furniture; 38 families received 67 pieces of furniture
1975	138 furniture donations; 181 requests for furniture; 15 families received 29 pieces of furniture
1976	174 requests for furniture; 118 donations; 81 families received 149 pieces of furniture
1977	184 requests for furniture; 110 donations; 65 families received 168 pieces of furniture
1978	142 requests for furniture; 75 families received 142 items; 87 donations
1979	120 requests for furniture; 70 families received 127 items of furniture; 97 donations
1980	117 requests for furniture; 66 families received 101 items of furniture; 98 donations
1981	109 requests for furniture; 79 families received 104 items of furniture; 112 donations
1982	118 requests for furniture; 119 families served; 139 donations
1983	185 furniture donations; 197 requests for furniture; 130 families served
1984	160 furniture donations; 197 requests for furniture; 119 families served (106 mattresses donated by a motel)
1985	181 requests for furniture; 113 families served with 280 items; 130 donations
1986	133 donations; 181 requests for furniture; 81 families served; 254 items provided
1987	110 donations received; 160 requests for furniture; 40 families served 158 items
1988	144 donations; 155 requests for furniture; 135 served 179 items
1989	173 donations; 363 requests for furniture; 134 families served; 317 donated items; 118 donated items
1990	140 requests for furniture; 142 families served; 165 donations; 169 items donated; 167 items provided
1991	160 requests for furniture; 170 families served
1992	188 requests; 184 donations; 328 items; 326 items placed; 189 families served
1993	122 requests for furniture; 105 donations; 152 items; 164 items placed; 100 families served
1994	130 requests for furniture; 87 families served
1995	112 requests for furniture; 70 families served
1996	86 requests for furniture; 80 donations; 98 items; 88 items placed; 57 families served
1997	79 requests for furniture; 62 donations; 79 items; 84 items placed; 57 families served
1998	87 requests for furniture; 56 donations; 90 items donated; 83 items placed; 50 families served
1999	100 requests for furniture; 36 families served; 74 items placed; 72 items donated

Clothing

For many years, the Neelsville Clothes Closet at the Neelsville Presbyterian Church was an extension of Gaithersburg HELP. Volunteers from the churches comprising HELP worked in the Clothes Closet, Gaithersburg HELP paid for part of the fuel required to heat the building, and the Executive Director sat on the Board of Gaithersburg HELP. The hours of service were limited, however. At one point Epworth United Methodist opened a clothing Thrift Shop for a while. Now clients are referred to the Interfaith Clothing Center or provided with tokens to use at the Good Will clothing shop.

Year	Type of Service Recorded
1969	22 Clothing requests for Neelsville Clothing Closet
1970	33 Clothing donations received; 11 requests for clothing
1971	31 requests received; 37 donations received
1972	20 requests for clothing; 56 donations received;

1973	28 requests for clothing; 43 donations of clothing
1974	33 requests for clothing; 34 donations
1975	42 requests for clothing; 43 donations received
1976	26 requests; 35 donations
1977	31 requests for clothing; 25 donations
1978	34 requests for clothing; 33 donations
1979	24 requests for clothing; 25 donations
1980	12 requests for clothing; 26 donations
1981	10 requests for clothing; 16 donations

Diapers and Formula

Gaithersburg HELP has always struggled with how to respond to the need for diapers and formula. For several years we provided cloth diapers but with the advent of disposable diapers that was changed. Churches from Gaithersburg HELP took turns donating money to the Shady Grove Pregnancy Center for several years because they provided diapers and formula to clients. Now, under the direction of Peg Welborn, diapers and formula are provided to clients up to 8 times a year.

Year	Type of Service Recorded
1975	31 calls, 1 refused
1982	7 requests for formula
1983	1 request for formula, 14 requests for diapers
1984	42 dozen diapers provided at cost of \$357.42
1985	60 dozen diapers
1989	146 requests for formula; 219 requests for diapers
1990	48 diaper requests fulfilled; 67 formula requests fulfilled
1992	42 requests for formula; 15 requests for diapers
1993	31 requests for formula; 13 requests for diapers
1996	10 diapers; 6 formula
1997	14 diapers; 13 formula
2000	273 babies served
2001	305 babies served; 365 diapers; 118 formula
2002	454 babies served; 573 babies received diapers; 191 received formula
2003	484 families served; 615 babies received diapers; 238 received formula
2004	***Need 2004 service numbers
2005	535 families served; 779 babies received diapers; 193 received formula
2006	476 families served; 640 babies received diapers; 164 received formula
2007	669 families served; 871 diaper requests; 192 formula requests

Financial

Financial aid has always been provided to a limited extent for transportation, prescription drug coverage, utilities, evictions, and miscellaneous emergency needs. When the need for financial support for housing and utilities became so great, Gaithersburg HELP worked with other agencies in the Up County area to establish the Upper Montgomery County Assistance (Volunteer) Network to offload that work. In the early years Gaithersburg HELP collaborated with the Montgomery County Extension Service to provide financial counseling to clients. The concern has always been to ensure that clients can sustain a financially solvent status after they get help and counseling from service providers. The Super HELP program also included training on financial management.

Year	Type of Service Recorded
1969	6 counselors assigned to 8 families
1970	22 financial counselors newly assigned; 9 requests for money
1971	6 financial counselors assigned; 15 families provided with money
1972	15 new financial counselors trained; 16 calls for money
1973	Financial counseling provided 9 times; 30 requests for money; 17 provided, 13 refused
1974	Financial counseling provided to 13 people; 10 requests for money; 8 provided, 2 refused
1975	13 requests for money; 11 provided; 2 refused
1976	17 requests for money; 15 provided; 2 refused
1977	29 requests for money; 14 provided; 15 refused
1978	13 requests for money; 9 provided; 4 refused
1979	18 requests for money; 7 provided; 11 refused
1980	8 requests for money; 1 provided 7 refused
1981	12 requests for money
1982	13 requests for money (fuel, blankets, heater, rent, loan)
1983	71 requests for money (prescriptions, rent or utilities; gasoline; heater or blankets; fuel oil; wheelchair rental)
1984	98 families served, \$7,369.97; 80 refused; (Rent, utilities, prescriptions, transportation, shelter, car repair, moving, motel, miscellaneous; diapers)
1985	84 families assisted \$4699.28 (utilities, prescriptions, transportation, rent, miscellaneous)
1986	103 families assisted \$6566.68 (utilities, prescriptions, transportation, rent, miscellaneous)
1987	383 requests; 180 referred, refused, incomplete, no need; 22 shelter; 48 utilities; 40 prescriptions; 19 transportation; 51 rent; 4 miscellaneous
1988	\$16170 in financial assistance provided for prescription drugs, rent and utilities, gasoline, bus tokens, etc
1990	\$16722 in financial assistance provided for prescription drugs, rent and utilities, gasoline, bus tokens, fuel oil, etc.; 79 requests for prescriptions, 36 gas/tokens, 2 fuel, 7 other
1991	\$20,823 in financial assistance provided
1992	Financial assistance for 76 prescriptions; 22 client tokens; 1 fuel oil
1993	75 prescriptions; 25 gas/tokens; 2 fuel oil; 2 housing
1994	181 clients received financial assistance for prescriptions
1995	123 clients received financial assistance for prescriptions
1996	132 clients received financial assistance for prescriptions
1997	198 clients received financial assistance for prescriptions
1998	291 clients received financial assistance for prescriptions
1999	280 clients received financial assistance for prescriptions
2000	340 clients received financial assistance for prescriptions
2001	411 clients received financial assistance for prescriptions
2002	590 clients received financial assistance for 1116 prescriptions
2003	549 clients received financial assistance for 1098 prescriptions
2004	519 clients received financial assistance for 1017 prescriptions
2005	487 clients received financial assistance for 942 prescriptions
2006	424 clients received financial assistance for 823 prescriptions
2007	448 clients received financial assistance for 821 prescriptions

Child Care and Employment

For several years, Gaithersburg HELP acted as a brokering service for child care and for employment, as well.

Year	Type of Service Recorded
1969	3 calls for baby sitting, 2 calls for employment; Could not provide 15 baby sitting services and 18 employment services
1970	26 calls received for child care; 5 requests for employment
1971	48 requests received
1972	43 requests for childcare
1973	30 requests for childcare; 30 requests for employment
1974	11 requests for childcare; 4 requests for employment;
1975	27 requests for childcare or employment
1976	13 requests for childcare or employment
1977	5 requests for childcare or employment
1978	5 requests for childcare
1979	10 requests for childcare
1980	1 request for childcare

Housing

Many of the clients face housing crises and Gaithersburg HELP has ardently advocated for emergency shelter and public housing in the county. In addition volunteers have tried to find shelter for clients. The Upper Montgomery County Assistance Network was born out of the need for this support to our clients.

Year	Type of Service Recorded
1969	19 calls for housing information
1970	29 calls for housing information
1971	48 calls for housing information
1972	57 requests for housing information
1973	62+ requests for housing information
1974	52 requests for housing information
1975	40 requests for housing information
1976	41 requests for housing information
1977	40 requests for housing information
1978	28 requests for housing information; 12 requests for temporary shelter; 3 provided; 9 not provided
1979	26 requests for housing information
1980	26 requests for housing information
1981	8 requests for housing information
1982	8 requests for housing/shelter; 4 provided; 4 referred
1983	9 requests for shelter; 1 provided

Miscellaneous

Year	Type of Service Recorded
1969	49 calls for general information; 2 family aids assigned to 2 families
1970	25 calls for general information
1971	4 newly assigned family aides; 64 callers provided with information
1972	4 new family aides trained; 51 calls for miscellaneous items; 62 calls for information; Total of 2006 calls
1973	79 miscellaneous requests; 51 requests for general information

1974	47 requests for general information; 55 miscellaneous requests
1975	29 miscellaneous requests and 36 requests for general information
1976	46 miscellaneous requests and 41 requests for general information
1977	26 miscellaneous requests and 44 requests for general information
1978	30 miscellaneous requests and 49 requests for general information
1979	8 miscellaneous requests
1980	16 miscellaneous requests

Referrals

Very early on Gaithersburg HELP volunteers assumed the responsibility for knowing about other services provided in the County. Eventually a book of service providers was developed by the County for use by those agencies in meeting the needs of the clients. Another benefit to the referral system is the reduction in the amount of redundancy of service provided by the different agencies. For example, Gaithersburg HELP and other HELP organizations provide emergency service and often clients would call requesting special holiday meals not provided by these organizations. The City of Gaithersburg and the Montgomery County Volunteer Center coordinate provision of Holiday meals so Gaithersburg HELP volunteers provide referrals to callers letting them know the requirements for the service.

Year	Type of Service Recorded
1969	Other Help organizations and FISH - 131; Red Cross – 21; American Cancer – 1; Salvation Army – 1; Housing Authority – 13; Women’s Interfaith – 2; Family Services – 1; Social Services – 2; Christmas Bureau – 2; Rescue Squad – 2; PTA Transportation – 2; Gaithersburg Psychiatric Clinic – 1;
1970	125 callers referred to other organizations
1971	68 callers referred to other organizations
1972	77 callers referred to other organizations
1973	63 callers referred to other organizations
1974	37 callers referred to other organizations
1975	4 callers referred to other organizations
1976	16 callers referred to other organizations
1977	16 callers referred to other organizations
1978	7 callers referred to other organizations
1979	0 callers referred to other organizations
1980	42 callers referred to other organizations
1984	80 callers referred/refused/incomplete/no need
1985	113 callers referred/refused/incomplete/no need

Budgets

Year	Income (from contributions, member dues, interest, grants)	Program Expenses	Operating Expenses
1971	\$1735	\$1505	\$230
1972	\$1288	\$1193	\$95
1973	\$3520	\$1150	\$1123
1974	\$2968	\$1305	\$1223
1975	\$6305	\$4582	\$1505
1976	\$6044	\$3488	\$1879
1977	\$6240	\$5290	\$1710
1978	\$6380	\$5090	\$2390
1979	\$6200	\$6500	\$2290
1981	\$4070	\$4340	\$1530
1983	\$15225	\$13775	\$3500
1985	\$20498	\$15926	\$2951
1986	\$17700	\$17700	\$3125
1987	\$20969	\$20986	\$2870
1988	\$21000	\$21000	\$3000
1989	\$21200	\$17000	\$4200
1990	\$30520	\$25720	\$4800
1991	\$45224	\$41448	\$4877
1992	\$39100	\$40300	\$5450
1993	\$46100	\$40500	\$5600
1994	\$48200	\$42000	\$6200
1995	\$68026	\$62626	\$5400
1996	\$90407	\$59000	\$5500
1997	\$97100	\$77350	\$700
1999	\$127117	\$118745	\$1049
2002	\$226445	\$215590	\$1941
2003	\$218371	\$201147	\$3913
2004	\$178810	\$173380	\$3800
2005	\$154,807	\$162,102	\$7465
2006	\$186,980	\$147,294	\$7367
2007	185,733	\$203,364	\$7,771

Celebrations

Date	Title and Location	Program	Awards
	Gaithersburg HELP Volunteers "Thank You" Dinner	Appetizers/Get Acquainted Time; Prayer, Sister Barbara Hansen, President; Dinner and Dessert; Welcome and state of the "union" Carol Tilford, Executive Director; Special Thank You'; Closing and Blessings, Rev. Donald S. Stewart, Vice President	Certificates for Co-chairs; Epworth Church School Artists; Sponsors
1990	First Annual Pot Luck Supper and Awards Ceremony Epworth United Methodist Church	Get Acquainted Time, Prayer and Welcome by The Reverend Martin McKinney, Vice President; Pot Luck Buffet and Dessert; Entertainment- Bunny Heller of Fairhaven United Methodist Church; Presentation of Service Awards;	To Volunteers: Outstanding contribution; More than 15, 10, and 5 years
1991	Second Annual Pot Luck Supper Fairhaven United Methodist Church	Get Acquainted' Prayer and Welcome, Martin McKinney, President; Pot Luck Buffet; Entertainment; Remarks, Bud Curtis, Executive Director; Presentation of Awards; Closing Remarks, Rev. Martin McKinney (printed invitations with RSVP cards)	To Volunteers: Outstanding Contributions-for telephone, food, transportation, furniture, administration, supporting organizations; length of service (more than 15, 10, 5 years of service)
1992	Third Annual Pot Luck Supper and Awards Ceremony Grace United Methodist Church	Prayer and Welcome, Rev. W. Louis Piel, President; Pot Luck Supper; Entertainment; Remarks, Glenn Miller, Executive Director; Presentation of Awards; Closing Remarks, Rev. W. Louis Piel, President; Printed invitations	Certificates for Outstanding Contributions for Telephone, Food, Furniture, and Administration; Length of Service (20, 15, 10, 5 or more)
1998	30 th Anniversary Celebration	Mayor of Gaithersburg attended and spoke	
2000	Volunteer Recognition Dinner		
2003	35 th Anniversary Celebration	Mayor of Gaithersburg attended	Mayor presented Proclamation from the city.
2006	Volunteer Appreciation Event	Mayor of Gaithersburg attended	Mayor presented Proclamation from the city.

Publicity

Year	Summary	Source
1967	Announcing Gaithersburg's new service organization will begin.	Gaithersburg Gazette, April 13, 1967
1967	Announcing the opening of Gaithersburg HELP services.	Gaithersburg Gazette, June 15, 1967
1967	Announcing need for volunteers for Gaithersburg HELP	Gaithersburg Gazette, October 5, 1967
1982	When you need HELP, volunteers come through Lurline Peeler, Dolores Perillan, Carole Mattis, Virginia Rabenhorst, Peggie Ravid, Jan Lavoie, Barbara Topolewski, Glenn Young pictured as planning for Gaithersburg HELP Week	Gaithersburg Gazette, February 18
1983	Gaithersburg HELP Week, The week of April 24-30 has been proclaimed Gaithersburg HELP week by the mayor and the City Council. This is the second year that we are using this method to make the community aware of what HELP does. The two big needs expressed in the article were for baby furniture and volunteers.	Gaithersburg Gazette, April 27, 1983 written by Virginia Rabenhorst
1984	Face of hunger growing younger in Montgomery—summary of report by the Montgomery County Food Network stating that the social support system is being destroyed by stringent new regulations governing grants for families with dependent children and food stamp benefits, designed by the Reagan administration to save \$1.2 billion in public welfare and cut caseloads by 11.7 percent	Gaithersburg Gazette, January 11
1984	Local groups donate wheelchair to Shin a 12 year-old Korean boy suffering from diabetes, hypothalamus and an as yet undiagnosed nervous disorder featuring Virginia Rabenhorst who coordinated the donation	Gaithersburg Gazette, June 20
1984	Gaithersburg HELP provides living safety net featuring Dottie Lucas who was Executive Director at the time of the article	Gaithersburg Gazette
1988	For 20 years, HELP has been a phone call away; features comments by Dan Oravec and Sandy Clunies on the history of Gaithersburg HELP	Gaithersburg Gazette, October 5
1988	Food for HELP to be collected at Giant Stores features the 14 th Annual All Seasons Food Drive and has a picture of Mary Samuelson filling a sac with food to take on her rounds to clients	Gaithersburg Gazette, November 23
1989	Network of Emergency Food Banks Delivers food is an article about the network of service providers in the Washington area. It features the working poor and middle-income families that temporarily run out of money---“the invisible poor” and covers Gaithersburg HELP as one of many such providers	The Washington Post, January 19
1989	Gaithersburg HELP recognized by county as the most Outstanding Volunteer Organization	Chronicle Express, April 26
1994	Food groups need supplies for pantries sites St.	Gaithersburg Gazette,

Year	Summary	Source
	Martins, Manna, and the Lord's Table as having difficulty getting enough donated food and Gaithersburg HELP as having plenty	February 9
2001	Giving back to the community-Hepner leads Gaithersburg HELP features Donna Hepner, executive director who devotes much of her free time to making Gaithersburg HELP one on which the community can depend—"To those who much is given, much will be asked."	Gaithersburg Gazette, February 14
2001	Gaithersburg Coalition of Providers makes sure needs are met	Gaithersburg Gazette, March 7
2003	Feature story on Joan Eccard, Executive Director and her work with Gaithersburg HELP	Gaithersburg Gazette, August 13
2004		
2005		
2006		
2007		

Awards

Year	Award	Source
Unknown	Certificate of Appreciation of leadership in maintaining order, promoting justice, and building peace. We pledge our prayers, our respect, and our support for the welfare of our community	Community Ministries of Montgomery County
Unknown	Certificate of Recognition and Appreciation for dedicated volunteer service to improve the quality of life for all Montgomery County citizens	Montgomery County Maryland, signed by Charles W. Gilchrist, County Executive
1988	Proclamation: Gaithersburg HELP Week October 9 through 15	The Mayor and City Council of Gaithersburg
1989	Highest Achievement Award --- Outstanding Volunteer Organization	Montgomery County Community Service Partnership
1990	Certificate of Recognition for commitment and dedication to the Gaithersburg Community for making Gaithersburg Great	The Mayor and City Council of Gaithersburg
1991	Lurline Peeler received the Outstanding Volunteer Award	Montgomery County
1993	Governor's Citation for significant contribution to the quality of life for the citizens of Gaithersburg and Montgomery Village in honor of the occasion of your 25 th anniversary of outstanding service to people in need; ad as an expression of our admiration and gratitude and great respect	The State of Maryland, William Donald Schaefer, Governor
1993	Certificate of Appreciation for helping people help themselves in our community, for sharing time and expertise	Montgomery County Community Action Board
1993	Certificate of Recognition in celebration of 25 years of service to the Gaithersburg Community	Gaithersburg Mayor and City Council
1993	Letter of recognition for 25 years of service to the residents of Gaithersburg and Montgomery Village. Providing friendship, compassion, and support to those in need	Letter from Connie Morella, House of Representatives, District 8
1995	Welcome to the City of Gaithersburg --- Use and Occupancy approved for 105/107, 431 N. Frederick Avenue	City of Gaithersburg
1996	Proclamation "Make a Difference Day" in the City of Gaithersburg to recognize people's willingness to work together for the common good and to promote a day at doing good for the betterment of our community	Mayor and City Council of Gaithersburg
1997	Letter of recognition for valuable contribution, time gifts, and talents with	Community Ministry of Montgomery County

Year	Award	Source
	and on behalf of those in need reflecting a high standard of commitment, perseverance, generosity, and sense of community making 29 years of compassionate care giving worthy of commendation	
1998	1998 Outstanding Organization	City of Gaithersburg
1999	Certificate of Commendation in recognition of outstanding meritorious contribution to the Public-Private Partnership between Montgomery County Crisis, Income and Victims Services and the Emergency Assistance Coalition	Department of Health and Human Services
2000	Letter of Appreciation	Governor Glendening
2000	Letter of Appreciation	Senator Sarbanes
2003	Certificate of Recognition in honor of 35 th Anniversary and its commitment to providing assistance to the citizens of Gaithersburg	Mayor and City Council of Gaithersburg
??		
2006	**we got a certificate from the City – need to find details***	

Board of Directors

December 2007

Our governing structure includes an Executive Committee consisting of elected officers and program leaders. The committee meets monthly to evaluate operations and resolve problems. The Board of Directors includes the Executive Committee and delegates from each of the member congregations. The Board elects officers, approves the budget and sets operating policy.

Executive Committee:

Rev. Mary Beth Lawrence, President
Msgr. Ralph Kuehner, Vice President
Executive Director, Hope Walker
Robert Lagas, Treasurer
Melanie Mitchell, Assistant Treasurer,
Delegate/Church of the Ascension
Barbara Dougherty, Asst Director/Food
Janet Neumann, Asst Director/Financial &
Rx, UMAN Rep.
Kathy Fitzgerald, Recording Secr/Exec Com
Nan Haldeman, Recording Secretary/Board
Patty Norris, Corresponding Secretary,
Delegate/G'burg Church of the Nazarene
Jan Levy, Webmaster
Peg Welborn, Infant Needs Chair
Janet Muenz, Transportation Chair
Tracy Solomon, Food Coordination Chair
Suzanne Price, New Volunteer Coordinator
Ralph Bunge, Grant Writer
Kim Hunter, Publicity
Donna Hepner, Administrator

Delegates:

Lillie Athill, Agape AME
Kim Baker, Mill Creek Parish (United
Methodist)
Marge Canik, St Francis of Assisi Catholic
Wink Clingenpeel, First Baptist
Sandy D'Angelo, Christ the Servant Lutheran
Dan & Kathy Hackenberg, Shady Grove
Presbyterian
Ted Hocknell, Gaithersburg Presbyterian
Carolyn Ketterman, Fairhaven United
Methodist
Anne May, Good Shepherd Lutheran
Rich McKay, St Martin's Catholic
Judy Murphy, St Rose of Lima Catholic/
Delegate Coordinator
Rick Price, First Church of Christ, Scientist
Jennifer Protil, St Luke's Lutheran
Laura Reinhold, at large
Loren Rodwin, Shaare Torah
Dave Romer, Grace United Methodist
Charlie Sapernakis, Derwood Alliance
Lesa Sullivan, Prince of Peace Lutheran
Cheryl White, Epworth United Methodist
Steve Wilson, Good Shepherd Lutheran

Special thanks to:

Rev. Mary Beth Lawrence and Fr. Ralph Kuehner, our President and VP, who were new to the organization this year
Paul Tanna, who served as our Treasurer until Spring of 2007
Dan and Joan Muller for producing a video about Gaithersburg HELP.
St Luke's Lutheran and St Francis of Assisi, our newest member congregations
The Washingtonian Center for partnering with us on a Community Walk



Annual Report 2007

GAITHERSBURG HELP, Inc.

431 N Frederick Ave
Suite 105
Gaithersburg, MD 20877

Phone: 301-216-2510
Fax: 301-977-3212

Email: GaithersburgHELP@yahoo.com

Visit us on the Web
www.GaithersburgHELP.org

United Way 8432 Combined Federal Campaign 30374



Services

In 2007, Gaithersburg HELP lived up to its motto of "Neighbor HELPing Neighbor." We helped more neighbors than in any previous year, providing infant needs to 40% more families, food to 10% more families, and prescription assistance to 6% more individuals. Transportation was the only area where we saw a decrease, probably due to shortage of volunteers who are able to provide daytime rides to clients.

Our goal is to provide emergency services, and the numbers show that we achieved that. In the food area, 63% of families were served only one or 2 times during the year, and 22% of our clients were new.

Service Numbers for 2007

Food:	
Families served	2,657
Persons served	10,462
Children served	5,087
Infant Needs:	
Families served	669
Babies/Diapers	871
Babies/Formula	192
Prescriptions:	
Persons served	448
Transportation:	
Rides provided	451

Finances

2007 Financial Summary

Income***	Expenses***
\$185,733	\$205,364
34% Campaigns*	52% Food
18% Local Events**	19% Client Rent/Util
14% Congregations	17% Prescriptions
14% Government	3% Transportation
11% Individuals & Businesses	3% Infant Needs
8% Foundations	2% Other Needs
1% Other	4% Mgmt/Gen

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

**Primarily the Homeless Walkathon

***Not including estimated donated goods

HELP operated at a net loss of \$19,631 due to the significant increase in numbers of clients in need. Client rent and utilities accounted for about \$9,000 of that increase, with other increases spread across the various service areas. Fortunately we received an estimated \$50,300 in donated goods, mostly food, which kept our net loss from being even greater. Financial reserves were sufficient to cover the loss.

HELP instituted an Alternate Giving program in 2007, where donations can be made to HELP in someone's name. Gift cards are available through our website as well as some congregations. We saw a 73% increase in individual donations at year end, as compared to the previous year.

Operations

Due to the dedication of about 12 families, Gaithersburg HELP is able to operate as a 100% volunteer organization. Money that might be used for paid staff instead goes directly to client services. We deeply appreciate our loyal volunteers who make this possible. Each day a Translator, Food Coordinator, Pantry Worker team Infant Needs, Rx/Financial and Transportation volunteers are scheduled to work with our clients. In addition, a host of other volunteers work behind the scenes on tasks needed to run an organization: stocking shelves, maintaining our website, sending out mailings, etc. Recruitment of volunteers is an ongoing activity.

Many groups organized food drives throughout the year. We are increasingly dependent on these food drives to provide food to our expanding client base.

A major activity in recent years has been participation in the Fannie Mae Help the Homeless Walk and Mini-Walks. 2007 saw our highest ever participation with over 1,000 walkers, which include participants in our First Annual Community Walk at the Washingtonian Center.

HELP created a new bilingual brochure for outreach to clients, and a video for outreach to congregations and organizations.