

Client Services

The highest demand for client services peaked in 2009. With the exception of transportation, the 2010 service numbers are down from the 2009 levels. A partial explanation for this is that the pantry was closed early in 2010 due to severe snow storms and again between Christmas and New Years for database management reasons.

Service Numbers for 2010

Food:	
Families served	3,634
Persons served	14,521
Children served	6,377
Infant Needs:	
Families served	1,103
Babies/Diapers	1,262
Babies/Formula	306
Prescriptions:	
Persons served	476
Transportation:	
Rides provided	645

Finances

2010 Financial Summary

Income***	Expenses***
\$316,400	\$248,800
32% Individuals*	51% Food
19% Government Grants	22% Client Rent/Util
18% Local Events	17% Prescriptions
15% Foundations	5% Transportation
8% Congregations	3% Infant Needs
8% Other**	2% Mgmt/Gen

*Includes workplace campaigns, such as United Way & Combined Federal Campaign
 ** Includes Business & Civic Organizations
 ***Not including estimated donated goods

In addition to \$316,400 income, we received an estimated \$102,000 in donated food and infant products. Donated food makes up approximately 50% of the food provided to those in need in our community.

One foundation grant of \$25,000 will not be repeated in 2011.

During the month of December 2010 HELP received \$55,000 or 17% of its 2010 income. The excess of income over expenses of \$67,600 was favorably impacted by the large December donations putting HELP in a good financial position to start 2011.

Operations

2010 proved to be a very challenging year. The Executive Committee shared its focus on the mission of delivering services and addressing changes that need to be made to assure that Gaithersburg HELP will be in the best position to continue operations into the future.

The food coordinator database became a reality in the final quarter of 2010. We had our leaders do test work with the database and then we moved into a training mode and trained all of our food coordinators and translators. We closed the pantry from Christmas through New Years to update family information in the new system. On January 3, 2011 we went operational.

Gaithersburg HELP serves clients in our community and it also works to be a contributor to the community. During 2010 we strengthened our ties with the City of Gaithersburg, Manna, Mobile Medical and with a new friend, the Senior Connection. They wanted to expand their area of transportation services to the upper county area; we welcomed this and worked with them to make it happen.

Once again the Fannie Mae HELP the Homeless Walkathon saw a record number of walkers (1,726) support our organization. We will realize \$60,589 in 2011 for their efforts.

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

**Board of Directors
December 2010**

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. Sarah Scherschligt, President
Msgr. Ralph Kuehner, Vice President
Executive Director, Steve Garvey
Asst Exec Director, Open
Robert Lagas, Treasurer
Eric Van De Verg, Assistant Treasurer
Theresa Bove, Asst Director/Food
Janet Neumann, Asst Director/Financial & Rx, UMAN Rep.
Kathy Fitzgerald, Recording Secy/Exec Com
Lesa Sullivan, Recording Secy/ Board
Judy Murphy, Corresponding Secretary
Arthur Gentile, Webmaster
Peg Welborn, Infant Needs Chair
Janet Muenz, Transportation Chair
Leona O'Reilly, Food Coordination Chair
Suzanne Price, New Volunteer Coordinator
Ralph Bunge, Grant Writer
Kim Hunter, Publicity
Donna Hepner, Administrator

Delegates:

Marge Canik, St. Francis of Assisi Catholic
Kathy Ciccarello, G'Burg Church of the Nazarene
Zsofia Dobos, Fairhaven United Methodist
Dan & Kathy Hackenberg, Shady Grove Presbyterian
Tom Hanna, Fairhaven United Methodist
Linda Hanson, First Church of Christ, Scientist
Inge Harman, Christ the Servant Lutheran
Ted Hocknell, Gaithersburg Presbyterian
Sonseeahray (Ray) Hopkins, Emory Grove United Methodist
Winnie Leiendecker, Mill Creek Parish UMC
Anne May, Good Shepherd Lutheran
George McAulay, Derwood Alliance
Melanie Mitchell, Church of the Ascension (Episcopal)
Dan Muller, Grace United Methodist
Anglee Mullins, First Baptist
Susan Oxford, Epworth United Methodist
Jennifer Protil, St. Luke's Lutheran
Loren Rodwin, Shaare Torah
Paul Shinn, First Baptist
Lesa Sullivan, Prince of Peace Lutheran
Dave Willis, St. Rose of Lima, Roman Catholic
Vacant, St. Martin's Catholic

Special thanks to:

Robert Lagas for his dedication and service as Treasurer of Gaithersburg HELP.

Marisa Stoolmiller and **Wilma Garvey** who with their hard work and patience transformed the goal of a web-based food coordinator database to a reality. The organization thanks you both.



Annual Report 2010

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United Way

