Client Services

Overall our service numbers declined from 2010 levels in all categories except transportation. Hopefully this trend indicates that we are recovering economically in the Gaithersburg area. Our food service data shows that 43% of our clients have been served only one time over the course of 2011. The one-time served trend of 43 to 44% tracks back to 2007.

Service Numbers for 2011

<table>
<thead>
<tr>
<th>Service</th>
<th>Families served</th>
<th>Persons served</th>
<th>Children served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>3,433</td>
<td>13,821</td>
<td>5,783</td>
</tr>
<tr>
<td>Infant Needs</td>
<td>1,033</td>
<td>1,195</td>
<td>328</td>
</tr>
<tr>
<td>Prescriptions</td>
<td>406</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>651</td>
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</tr>
</tbody>
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In 2011 HELP received on a cash basis slightly less income than the $316,400 received in 2010, but spent $28,600 more in 2011 than 2010. In 2011 HELP had to rely on the generosity of individual donors, an increase in government grants and larger proceeds from the Fannie Mae Help the Homeless mini-walks to offset a drop in foundation grants.

<table>
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<th>2011 Financial Summary</th>
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<tr>
<td><strong>Income</strong></td>
</tr>
<tr>
<td>$307,900</td>
</tr>
</tbody>
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- 35% Individuals*
- 27% Government Grants
- 23% Local Events
- 9% Congregations
- 6% Other

In addition to the $307,900, HELP received an estimated $85,000 - $90,000 in donated food which was a $12,000 decrease from 2010. Regular food donations are essential to HELP, and our food expenses increased in part due to a reduction in food drives this year. The need for food donations is greatest in the summer and early fall so we encourage donors to sponsor food drives when children are on summer break.

When thinking of Gaithersburg HELP, many people know about the food pantry and our infant needs program. However, the second largest program funded by HELP provides support to residents facing eviction and utility disconnection. Expenditures for this program have risen from $31,000 in 2008 to almost $67,000 in 2011. HELP collaborates with and refers area residents to the Upper Montgomery Assistance Network (UMAN) which provides counseling and financial assistance.

Finances

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Operations

We entered 2011 by activating the web-based client database for food clients in January 2011. This milestone led to the development of the infant needs module of the client database which was activated in September 2011.

Linda Hanson was elected to the position of Assistant Executive Director in March with the intent that she assume the Executive Director position for 2012. In November the Board elected Linda to be the Executive Director beginning in January 2012.

In 2011, using grant funds provided by Montgomery County, HELP purchased a commercial refrigerator and a commercial freezer replacing several old residential refrigeration units. The new large freezer provides additional space for HELP to accept donations of frozen food from food service businesses which was not possible in the past.

The Fannie Mae Help the Homeless Program is a major funding source and in 2011 we held 14 mini-walks with 1,122 walkers supporting our organization. We will realize $44,000 in 2012 for their efforts.

Under Linda’s leadership volunteers began work on the redesign of the website.

On behalf of our clients and volunteers we thank the organizations and people who supported HELP throughout the year with monetary support and with food donations. These donors’ contributions are vital to the HELP organization.
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, Linda Hanson  
Dave Willis, Treasurer  
Eric Van De Verg, Assistant Treasurer  
Theresa Bove, Asst Director/Food  
Kathy Fitzgerald, Recording Secy/Exec Com  
Deborah Kalas, 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  
Winnie Leienendecker, New Volunteer Coordinator  
Ralph Bunge, Grant Writer  
Joanne Eater, Publicity  
Donna Hepner, Administrator

**Delegates:**

Johann Dretchen, Shaare Torah  
Dan & Kathy Hackenberg, Shady Grove Presbyterian  
Linda Hanson, First Church of Christ, Scientist  
Inge Harman, Christ the Servant Lutheran  
Gus Hinz, St. Luke’s Lutheran  
Ted Hocknell, Gaithersburg Presbyterian  
Margaret Hoogland, St. Francis of Assisi Catholic  
Sonseeahray (Ray) Hopkins, Emory Grove United Methodist  
Winnie Leienendecker, Mill Creek Parish UMC  
Anne May, Good Shepherd Lutheran  
Paul Marmillion, Prince of Peace Lutheran  
Melanie Mitchell, Church of the Ascension (Episcopal)  
Dan Muller, Grace United Methodist  
Anglee Mullins, First Baptist  
Patty Norris, G’Burg Church of the Nazarene  
Susan Oxford, Epworth United Methodist  
Tony Pu, Derwood Alliance  
Paul Shinn, First Baptist  
Joanne Vorburger, St. Rose of Lima, Roman Catholic  
Vacant, Fairhaven United Methodist  
Vacant, St. Martin’s Catholic

**Special thanks to:**

All of our volunteers, past and present, because without your dedication and service we could not provide the help and assistance needed by the ones in need in the greater Gaithersburg community. We are neighbors helping neighbors.