

## 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

Food:	
Families served	3,433
Persons served	13,821
Children served	5,783
Infant Needs:	
Families served	1,033
Babies/Diapers	1,195
Babies/Formula	328
Prescriptions:	
Persons served	406
Transportation:	
Rides provided	651

## Finances

### 2011 Financial Summary

Income	Expenses
<b>\$307,900</b>	<b>\$277,400</b>
35% Individuals*	53% Food
27% Government Grants	24% Client Rent/Util
23% Local Events	13% Prescriptions
9% Congregations	5% Transportation
6% Other	3% Infant Needs
	2% Mgmt/Gen

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.

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.

## 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.

**Board of Directors  
December 2011**

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  
**Janet Neumann**, Asst Director/Financial & Rx, UMAN Rep.  
**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 Leiendecker**, 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 Leiendecker**, 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.**



**Annual Report 2011**

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**United Way  
Campaign  
8432**

**Combined Federal  
30374**



**United Way**

