

## Client Services

Our service numbers for 2012 show a slight increase in most of our programs over 2011. There was a significant increase in the number of requests for transportation help. The number of prescriptions funded represents a slight decrease over last year; our RX program director credits the improved connection to other programs available to the community which clients are using.

<i>Service Numbers for 2012</i>	
Food:	
Families served	3,773
Persons served	15,201
Children served	6,556
Infant Needs:	
Families served	1,015
Babies/Diapers	1,219
Babies/Formula	414
Prescriptions:	
Persons served	381
Transportation:	
Rides provided	790



## Finances

<i>2012 Financial Summary</i>	
<b>Income</b>	<b>Expense</b>
<b>\$421,000</b>	<b>\$424,000</b>
27% Grants	68% Food
24% Individuals	14% Client Rent/Util
22% Donated Food	8% Prescriptions
17% Local Events	5% Transportation
9% Congregations	4% Infant Needs
1% Other	1% Mgmt/Gen and Fundraising

We have changed our Financial Summary from the cash basis used in prior Annual Reports to an accrual basis to more accurately reflect our operations. The most noticeable change is the addition of Donated Food as income. These in-kind contributions are also included in Expense for both the Food & Infant Needs Programs. Since the Donated Food and Local Event income comes from individuals, individual donations provided 63% of our 2012 income. Thank you!

The move of our food pantry to a new location cost approximately \$30,000. We were grateful to receive an unrestricted foundation grant to fund this expense. This wonderful, more efficient location will increase our rent expense in coming years.

Increased demand and a decision to provide frozen chicken to clients increased the food purchase costs from \$107,000 in 2011 to \$156,000 in 2012. Our transportation costs also increased dramatically in 2012. We are actively recruiting volunteer drivers and have applied for transportation program grant money in 2013.

The fundraising committee was able to raise over \$23,000 during its first year. We are also grateful for a significant increase in supporting congregation and individual donor contributions. We continue to receive grants from the City and County as well.

## Program Highlights

**Food:** The most significant project undertaken during 2012 was the relocation of our pantry from 431 North Frederick Avenue to 301 Muddy Branch Road. The North Frederick Avenue space was small with an inefficient layout. It also presented security and safety concerns to clients and volunteers. 301 Muddy Branch Road is in a shopping plaza that is well lit and populated during our open hours. It is in the City and on a bus line with plenty of parking. Thanks to several generous donors who covered not only the cost of the move, but included the delivery of furniture and stock from the old location to the new. Many willing volunteers spent hours and days packing, unpacking and stocking the new pantry shelves. On December 13 we were honored to have the Mayor of Gaithersburg, Sidney Katz, and Council member Kathy Dryzgula, along with the team leaders proudly cut the ribbon at our opening ceremony attended by community leaders, Board members and the press.

**Rx:** This program is making the transition to our client database. It continues to provide needed help with medical prescriptions to clients.

**Transportation:** As already mentioned this program has seen an increase in requests over recent years. Some is the result of higher fuel prices, hence more expensive taxi rides.

**Fundraising:** A fundraising committee was established with the charge to develop activities and make contact with potential donors in order to ensure long term sustainability for Gaithersburg HELP. The group sponsored several events including a Neighbor Helping Neighbor walk in the fall. Due to significant changes in the Fannie Mae Help the Homeless walks, HELP decided not to participate in 2012. The Thanksgiving in February co-sponsored by Interfaith Works was discontinued this year as well.

**IT:** The client database has expanded to include infant needs and a Rx program module is in development. A new website is almost complete.

**Volunteers:** A new volunteer coordinator has improved our process for recruiting and placing the large number of volunteers who provide for all of our services. Our amazing crew of over 160 volunteers continue to support community residents in need. We are grateful to them all.

### **Board of Directors December 2012**

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**, Interim Pres  
**Msgr. Ralph Kuehner**, Vice President  
**Linda Hanson**, Executive Director  
**Steve Garvey**, Asst Executive Director  
**Deborah Kalas**, Recording Secy/Board  
**Kathy Fitzgerald**, Recording Secy/Exec Com  
**Judy Murphy**, Corresponding Secretary  
**Dave Willis**, Treasurer  
**Eric Van De Verg**, Asst Treasurer  
**Theresa Bove**, Asst Director/Food  
**Leona O'Reilly**, Food Coordination Chair  
**Marjorie McClain**, Food Donation Coord  
**Peg Welborn**, Infant Needs Chair  
**Janet Neumann**, Asst Director/Rx and Financial  
**Janet Muenz**, Transportation Chair  
**Joanne Eater**, Publicity  
**Paul Shinn**, Delegate Coordinator  
**Lisa Woodard**, Volunteer Coordinator  
**Ralph Bunge**, Grant Writer  
**Inge Harman**, Translator Coordinator

### **Delegates:**

**Diane Baumann**, St. Luke's Lutheran  
**Steve Bell**, St. Rose of Lima, Roman Catholic  
**Patty Bronson**, St. Francis of Assisi Catholic  
**Johann Dretchen**, Shaare Torah  
**Don Evans**, Christ the Servant Lutheran  
**Linda Hanson**, First Church of Christ, Scientist  
**Sonseeahray (Ray) Hopkins**, Emory Grove United Methodist  
**Winnie Leiendecker**, Mill Creek Parish UMC  
**Paul Marmillion**, Prince of Peace Lutheran  
**Anne May**, Good Shepherd Lutheran  
**Bob Miller**, Grace United Methodist  
**Melanie Mitchell**, Church of the Ascension (Episcopal)  
**Angelee Mullins**, First Baptist  
**Patty Norris**, G'burg Church of the Nazarene  
**Susan Oxford**, Epworth United Methodist  
**Tony Pu**, Derwood Alliance  
**Paul Shinn**, First Baptist  
**Suzie Ward**, Gaithersburg Presbyterian  
Vacant, Fairhaven United Methodist  
Vacant, St. Martin's Catholic

*Mission Statement: To provide emergency assistance to residents of Gaithersburg and Montgomery Village to the extent resources are available.*

### ***Our motto:***

**"NEIGHBOR HELPING NEIGHBOR"**



# *Gaithersburg* **HELP**

## **Annual Report 2012**

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