

Client Services

Our service numbers for 2013 show a slight increase in most of our programs over 2012. The increases in the Food program reflect a policy revision increasing the number of times clients are eligible to request our food and infant needs services. The number of prescriptions funded represents a slight decrease over last year; our RX program director credits the improved connection to other programs available.

<i>Service Numbers for 2013</i>	
Food:	
Families served	3,837
Persons served	15,714
Children served	6,822
Infant Needs:	
Families served	1,091
Babies/Diapers	1,288
Babies/Formula	430
Prescriptions:	
Persons served	381
Transportation:	
Rides provided	721



Finances

<i>2013 Financial Summary</i>	
Income	Expenses
\$396,000	\$410,000
33% Individuals	69% Food
26% Donated Food	14% Client Rent/Util
24% Grants	8% Prescriptions
7% Congregations	4% Transportation
5% Local Events	4% Infant Needs
5% Other	1% Mgmt/Gen and Fundraising

For the second year in a row, HELP spent more during the year than it received in income. Both Income and Expenses are lower in 2013 compared to 2012, when we had \$421,000 in income and \$424,000 in expenses. Income in 2012 was boosted by a one-time \$30,000 foundation grant related to the pantry move. Individual donations were actually higher in 2013 compared to last year. Thank you for your continued support!

HELP continues to receive significant support from both the Montgomery County Government and the City of Gaithersburg.

HELP is a financially stable, cost effective organization. Our volunteers strive to procure the food and infant needs items that we provide to our clients at the lowest possible cost. We rely heavily on donated food; please continue to support us with food drives. During 2013 our transportation program leadership increased the use of volunteer drivers, resulting in a significant reduction in paid taxi expense. Our food program served more clients while at the same time reducing costs.

Thanks to both Assistant Treasurers: Eric Van de Verg, who retired in 2013, was replaced by Chuck Eater, who stepped in on short notice to fill this important position.

Program Highlights

Food: We became an official partner of the Capital Area Food Bank during 2013, joining their "Grow a Pantry" program. This provided HELP with the opportunity to shop for food at a discounted price. It also provided for donated food at no cost. In September we began a partnership with another area nonprofit, Nourish Now. It has provided us with bread as well fresh food from its food recovery activities. We look forward to increasing our work with Nourish Now in 2014. These two activities led HELP to increase the number of times that clients are eligible to request food help from 8 times during a 12-month period to 12 times.

Rx/Financial Assistance: The prescription program has completed a full year of data being produced through our client database. It continues to provide needed help with medical prescriptions to clients. Our commitment to the Upper Montgomery Assistance Network to help fund rent and utility support continued in 2013.

Transportation: This program saw a change in leadership this year. Janet Muenz has been involved with the program for 30 years and continues to support it as a volunteer driver. The new leaders have created a thorough recruiting/training program for new drivers and are actively recruiting volunteers. Scheduling and record keeping has moved online in anticipation of future connection to the client database. HELP received funding through the City of Gaithersburg to aid in the cost of taxi service to City residents.

Fundraising: This committee continues to explore new avenues for funding. During 2013 several "dine arounds" were held at local restaurants. The second Neighbor Helping Neighbor walk brought in over \$15,000 in the fall. Applications were made to several area foundations and a few bore fruit. We are using social media, including Facebook, to share news with the community.

IT: Our active group of volunteers trained staff in the use of Google Apps for in-house communication and data storage. Our new website went live and continues to improve almost daily. We are working to improve and document the client database before adding the transportation program.

Volunteers: We are working to move the volunteer application to an interactive format for the website in 2014. Working effectively with groups, that is, finding ways to include many organizations that are looking for one-time volunteer opportunities, continues to be a focus for HELP. Our amazing crew of over 160 volunteers continues to support community residents in need. We are grateful to them all.

Board of Directors December 2013

Our By-laws were revised and were adopted by the Board of Directors at their November meeting. The revisions defined Executive Committee members versus Board members and reflected changes in officer duties. The Board continues to meet every other month, usually on the fourth Tuesday, while the Executive Committee meets monthly on a Friday morning.

Executive Committee:

Rev. Mary Beth Lawrence, Interim Pres
Msgr. Ralph Kuehner, Vice President
Linda Hanson, Executive Director
Steve Garvey, Asst Executive Director
Kathy Fitzgerald, Recording Secy/Exec Com
Deborah Kalas, Recording Secy/Board
Judy Murphy, Corresponding Secretary
Dave Willis, Treasurer
Chuck Eater, 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
Pat Clingenpeel, Transportation Chair
Joanne Eater, Publicity

Paul Shinn, Delegate Coordinator
Patty Bronson, Volunteer Coordinator
Ralph Bunge, Grant Writer
Inge Harman, Translator Coordinator
Vacant, IT Committee Chair
Jacquie Bayer, Fundraising Committee Chair

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
Joann Eastlack, Christ the Servant Lutheran
Linda Hanson, First Church of Christ, Scientist
Helen Harvey, LDS Congregation, Apple Ridge Road
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 basic needs assistance to residents of Gaithersburg and Montgomery Village to the extent resources are available.



Gaithersburg **HELP**

Our motto:

"NEIGHBOR HELPING NEIGHBOR"

Annual Report 2013

GAITHERSBURG HELP, Inc.
301 Muddy Branch Road
Gaithersburg, MD 20878

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

Email: info@gaitersburghelp.org

Visit us on the Web
www.GaithersburgHELP.org
and on Facebook

United Way
8432

Combined Federal
Campaign
30374

