



Neighbor Helping Neighbor

**2016
ANNUAL
REPORT**



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WWW.GAITHERSBURGHHELP.ORG

MESSAGE FROM EXECUTIVE DIRECTOR, MARGO GOLDMAN

Gaithersburg HELP's long-time Executive Director, Linda Hanson, passed away suddenly just after the organization concluded 2016 under her leadership. Her death was a deeply personal and professional loss to our all-volunteer organization. I believe it is a tribute to Linda's exceptional impact on the organization that all members of the organization immediately united in spirit and resolved to ensure that our mission of serving the needy throughout the local community did not falter. Gaithersburg HELP volunteers move forward into 2017 with continued commitment to serving our clients with empathy and understanding.

As a vital neighbor-helping-neighbor link in a countywide network of providers, Gaithersburg HELP strives to assist clients with food and other basic needs.

PROGRAM HIGHLIGHTS

The following paragraphs provide a summary of activities, achievements, and challenges in each of Gaithersburg HELP's major programs during 2016:

- Pantry and Infant Needs
- Transportation
- Rx and Upper Montgomery Assistance Network (UMAN)
- Spanish Language
- Volunteer
- Fundraising



PANTRY & INFANT NEEDS

The Pantry and Infant Needs Program is the heart of our mission. In 2016, we served 14,922 individuals, which included 6,321 children. Each time a family comes to the pantry, they receive enough food for 3 to 5 days, including canned goods, beans, pasta, milk, bread, cheese, eggs, and meat. Through food donations from Nourish Now and other sources, we were able to supplement our standard offerings with fresh fruits and vegetables, ready-to-heat meals, and other specialty foods that brought an enthusiastic response from clients. Our goal is to be able to offer these additional foods on a more regular and scheduled basis.

The Pantry and Infant Needs Program accounts for 70 percent of our annual expenses and involves the lion's share of our volunteer workers. Consistent food donations from our 20 member congregations as well as food drive events sponsored by Manna Food Center, the US Postal Service, and the Boy Scouts of America enable us to defray costs related to purchased foods while also improving the variety and nutritional content of the food packages assembled for our clients.

Through our Infant Needs Program in 2016, we supplied diapers to 1,282 babies up to 3 years of age, formula to 384 babies, and pull-ups for older children with special needs. We also provided adult diapers for those individuals who require them. Regular donations of formula and baby food from Manna Food Center have assisted us in managing costs.

TRANSPORTATION

In February 2016, the Transportation team transitioned over to the RideScheduler database, which makes managing requests easier and saves time when scheduling drivers. Drivers can login to their account and accept ride requests themselves.

The use of RideScheduler has helped us schedule more drivers than taxis and reduce our taxi costs. These savings have allowed us to increase our taxi range to 10 miles (1-way, from pickup to destination) without exceeding our budget. We have also started to enforce the 48-business-hour notice requirement for ride requests. Since the adoption of RideScheduler, we have noticed a reduction in these late requests, and more clients are providing a week or more notice. Overall, feedback from Transportation Program volunteers has been very positive and the team is looking forward to continued improvements in 2017.



FOOD COORDINATORS

Currently, 19 volunteers serve as Food Coordinators, and we actively recruit for new volunteers. There is always a need for this position, and we have found that the Food Coordinator role affords people an opportunity to gain a good understanding of Gaithersburg HELP's mission. To improve process efficiency, in 2016, the two separate phone lines for clients to call in for food and infant needs were merged. That change eliminated the need to have additional volunteers just to cover requests for diapers, baby food, and formula. The Food Coordinators accomplished that transition smoothly.

RX/FINANCIAL PROGRAM

The Rx Program had a good year of volunteer recruitment and the Rx Team now has eight coordinators. They work daily with clients in need of prescription assistance funding in order to begin or continue their medication regime as prescribed by their doctor. In addition, the team assesses other needs clients may have and provides appropriate referral information. In 2016, the number of Rx requests declined for the third straight year. That is actually good news because the Rx Team and outside social services agencies have worked diligently to assist all uninsured clients who are eligible to enroll under the Affordable Care Act. Those not eligible are referred to the local health clinics that have formularies of many generic medications that can be obtained for free.



UMAN

Gaithersburg HELP continues its monthly funding and strong collaboration with Upper Montgomery Assistance Network (UMAN) to assist clients facing eviction or utility disconnection. UMAN first refers eligible clients to a Maryland Health and Human Services (HHS) office as their first line of support. UMAN volunteers then coordinate with other nonprofits to augment the HHS contribution so that bills can be paid in full. Volunteers also provide much-needed referrals to a variety of other organizations providing services outside the scope of UMAN.



SPANISH LANGUAGE SERVICES

Gaithersburg HELP assists in meeting the needs of our local Spanish-speaking population through the service of a team of dedicated translator volunteers. When our long-term Translator Coordinator relocated, the small group took on the extra load for many months, until several new translators were recruited and trained. The translator team now consists of 10 volunteers whose time commitments vary from once a month to twice a week. Translators return calls from the Spanish line Monday through Friday, and schedule clients for various types of assistance. When clients need additional help, translators refer them to other social service agencies and organizations in our area. During the past year, the Translator Team handled about 45 percent of all of HELP's food requests, approximately 70 percent of infant needs requests, and a small number of prescription and transportation client requests.

VOLUNTEER

HELP's focused recruiting garnered 45 new permanent position volunteers during 2016 who are contributing in areas including translation, pantry workers, IT, and grant writing. Through our website, gaithersburghelp.org, participation in the Montgomery County Volunteer Center's website, presentations to local organizations and congregations, as well as other recruitment-focused activities, we have attracted a steady stream of applicants.

¿CONOCE A ALGUIEN QUE NECESITE INFORMACIÓN Y RECURSOS DE INMIGRACIÓN DE CONFIANZA?



Gaithersburg HELP quisiera guiar a los residentes del Condado de Montgomery hacia recursos que pueden proporcionar respuestas a las siguientes preguntas y mucho más:

- ¿Qué significan para mí las acciones ejecutivas federales?
- ¿Cuáles son mis derechos si un agente federal del ICE intenta arrestarme?
- ¿Los oficiales del Departamento de Policía del Condado de Montgomery cooperan con agentes de ICE?
- ¿Dónde puedo obtener asesoramiento legal de confianza?
- ¿Qué debo decirles a mis hijos sobre su escuela?
- ¿Debería dejar de usar los servicios públicos para minimizar mi riesgo?
- ¿Qué números de teléfono debo mantener a mano?
- ¿Necesito hacer un plan en caso de que me detengan?
- ¿Hay recursos para ayudarme cuando realmente estoy estresado?

Obtenga ayuda e información en línea, por teléfono, o en persona—

En línea: www.montgomerycountymd.gov/partnerships o www.montgomerycountymd.gov/gilchrist

Teléfono: Gilchrist Immigrant Resource Center—240.777.4940

Visite: la oficina local del Gilchrist Center en la Biblioteca de Gaithersburg, 18330 Montgomery Village Ave., 2^{do} Piso (Horario: Martes de 1pm a 9pm; Miércoles de 10am a 9pm; Jueves de 1pm a 9pm; Viernes de 10am a 3pm; Sábado de 10am a 3pm)

In addressing a needed improvement from last year, one area where students and full-time workers contributed greatly is in staffing our food drives. Food drives were sponsored by the US Postal Service and various other organizations throughout the year. In September, member Congregation Shaare Torah donated about 4,000 pounds of food gathered through its Project Isaiah event in conjunction with the High Holy Days.

Two weekend food drives were held under the auspices of Manna Food Center. These food drives were staffed by more than ten volunteers for each day of the 2-day event. Montgomery County Public School students continue to earn Student Service Learning hours required by the State of Maryland for graduation by volunteering at the food drives. Students benefit by gaining an understanding of the need in their local community and HELP benefits by harnessing their energy and commitment.

FUNDRAISING

HELP continued to raise awareness about the needs of our neighbors – and funds to support our essential programs! The Fundraising Committee embarked on a steady calendar of events, grant submissions, and outreach to ensure continued access to all of our services throughout the year.

We kicked off the year by promoting an exciting benefit concert performed by the National Christian Choir on Saturday, March 19, at Pathways Baptist Church. In addition to receiving all proceeds from ticket sales, we hosted a successful silent auction, featuring donated items from local businesses and individual supporters. It was an evening to remember, raising thousands of dollars.



May 2 – HELP volunteers recruited retirees looking to get involved in community service at the Active Aging Expo (hosted each year at the Activity Center at Bohrer Park).



June 12 – Participating in the 34th Annual Celebrate! Gaithersburg street festival – using this opportunity to meet our neighbors and encourage them to get involved with HELP in the year ahead.

HELP continues to receive vital support from a wide array of sources

CITY OF GAITHERSBURG	MONTGOMERY COUNTY	STATE OF MARYLAND
\$23,000 FOOD \$10,000 RX \$4,800 TRANSPORTATION	\$40,000	\$6,000 VIA THE MEFP



We are delighted to report that because of the dedication and organizational efforts of our member congregations Shaare Torah Synagogue and Prince of Peace Lutheran Church together with friends from the Islamic Society of the Washington Area (ISWA), the first-ever Interfaith 5K Walk & Run event took place on September 5. The event was hosted at the Maryland Soccerplex in Germantown. HELP benefited by generous donations of food brought on race day as well as \$5,000 in funds raised by participants. What an amazing testament to what can be achieved when we all come together for the greater good!



As we closed out another busy and exciting year, we were excited to host a fall fundraiser at Dogfish Head Alehouse in Gaithersburg in December. Once again, we were invited to wrap the restaurant with our branding, via signage, t-shirts for staff and our “giveaway center” featuring HELP swag for every donor AND a silent auction, heavy on sports memorabilia. Everyone enjoyed interacting with our friends in the community, the fun atmosphere, tasty food, and, of course, the \$2,500 raised from the festivities.

2016 FINANCIAL SUMMARY

INCOME	EXPENSE
\$335,000	\$323,000
33% Individuals	66% Food
30% Grants	17% Client Rent / Utilities
22% Donated Goods	6% Prescriptions
12% Congregations	4% Infant Needs
3% Events & Other	3% Transportation
	4% Management / General and Fundraising

experience an expected increase in our Management expenses due to planned database and computing initiatives. Expenses for all our program areas were within budget for 2016. As an all-volunteer organization, HELP remains a low-cost provider of services to the Gaithersburg community.

RESOURCES AND FINANCIAL MANAGEMENT

In 2016, HELP’s income and expenses both declined from 2015 levels, primarily affected by declines in foundation support, a general trend among area non-profits, and a decrease in the amount of donated goods and services. HELP continues to receive significant funding from both the Montgomery County Government and the City of Gaithersburg. Continued strong financial support from individuals and supporting congregations enabled the organization to maintain a healthy financial situation. We are grateful for the continuing support provided by all of our donors.

HELP had decreased expenses in 2016 over 2015 in all program areas, with the exception of our support for client rent and utility needs. This continues a trend first observed in 2015 and is most likely attributable to a generally improved economy. We did

GAITHERSBURG HELP LEADERSHIP TEAM

Board of Directors (BOD)

The functions of the BOD include participating in organizational decision making, helping with fundraising, monitoring financial and programmatic performance, reviewing and approving the annual budget or mid-year budget adjustments as submitted by the EC, electing by majority vote each year the members of the Leadership Team, designating which persons may enter into contracts on behalf of the organization, and approving changes in membership.

- **PASTOR CLARK ROBINSON** | President
- **Vacant** | Vice President
- **MARGO GOLDMAN** | Executive Director
- **HOPE WALKER** | Acting Assistant Executive Director
- **MARY GRAY** | Treasurer
- **CHUCK EATER** | Assistant Treasurer
- **BARBARA RICHARDSON** | Recording Secretary, Executive Committee

Executive Committee (EC)

The EC develops and executes policies, plans, and programs approved by the Board of Directors. The EC also ascertains that the financial affairs of HELP are conducted properly and that funds are allocated to highest priority needs. Further, the EC initiates the recruitment and training of all new volunteers. All Leadership Team members serve actively on the Executive Committee and are supported by the following key volunteers:

- **JACQUIE BAYER** | Director, Fundraising Program
- **THERESA BOVE** | Director, Food Program
- **PATTY BRONSON** | Volunteer Coordinator
- **STEVE GARVEY** | Consultant, Historian
- **PAUL JONES** | Director, Client Transportation Program
- **KATHY NELLIGAN** | Acting Translator Coordinator
- **JANET NEUMANN** | Director, Rx/Financial Programs, UMAN Representative
- **DIANE SCHMID** | Lead Food Coordinator, Assistant Volunteer Coordinator
- **PEG WELBORN** | Infant Needs Coordinator

Delegates

All delegates serve as voting members of the BOD. Each member congregation or organization appoints a delegate. In 2015, HELP added a new designation of delegate at large specifically to encourage membership from local businesses that might aid in strengthening our efforts in the area of finance and fundraising as well as representing the organization to the public, private, and business sectors. Traditionally, delegates serve as liaisons between member congregations and HELP, are expected to organize food drives or collections on a regular basis within their own congregation/organization to help stock the pantry, and recruit new volunteers within their own congregation/organization.

- **DIANE BAUMANN** | St. Luke's Lutheran Church
- **STEVE BELL** | St. Rose of Lima Parish
- **RUTH BONCHICK** | Shaare Torah
- **LINDA BOWMAN** | Fairhaven United Methodist Church
- **JIM BOYCE** | Prince of Peace Lutheran Church
- **PATTY BRONSON** | St. Francis of Assisi Parish
- **VIVIAN CHEFOR** | Gaithersburg Presbyterian Church
- **CHUCK EATER** | Christ the Servant Lutheran Church
- **KATHY FITZGERALD** | Grace United Methodist Church
- **RAY HOPKINS & BRIGITTE STEVENSON** | Emory Grove United Methodist Church
- **ANNE MAY** | Good Shepherd Lutheran Church
- **SALLY MILLS & KEVIN BURROUGHS** | Mill Creek Parish United Methodist Church
- **MELANIE MITCHELL** | Episcopal Church of the Ascension
- **PATTY NORRIS** | Gaithersburg Church of the Nazarene
- **SUSAN OXFORD** | Epworth United Methodist Church
- **CONNIE PRICE** | First Church of Christ, Scientist
- **KEVIN RAMSEY** | Shady Grove Presbyterian Church
- **BARBARA RICHARDSON** | Pathways Baptist Church
- **MARIA TIRADO** | St Martin's Catholic Church

HOW YOU CAN HELP



A copy of the current financial statement of Gaithersburg HELP, Inc. is available by writing to Treasurer, Gaithersburg HELP, Inc. at 301 Muddy Branch Road, Gaithersburg, MD 20878. Or you can call 301.216.2510 #7. Documents and information submitted under the Maryland Solicitation Act are also available for the cost of postage and copies from the Maryland Secretary of State, State House, Annapolis, MD 21401. 410.974.5534