

# ANNUAL REPORT 2018



## Message from Executive Director Margo Goldman

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As we concluded 2018, Gaithersburg HELP volunteers looked back on celebrating our 50 years of service to the community. We enjoyed a benefit concert at Pathways Baptist Church with a performance by the National Christian Choir. We are thankful that we have been able to not only sustain effective outreach but also build a more diverse and innovative organization; strengthen support in key program areas; form key alliances with other nonprofits, government organizations, and local businesses; and keep Gaithersburg HELP focused on client service.

### *Our Vision*

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

## Program Highlights

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The following paragraphs provide a summary of activities, achievements, and challenges in each of Gaithersburg HELP's major programs during 2017-2018.

- Pantry and Infant Needs
- Transportation
- Rx & Upper Montgomery Assistance Network (UMAN)
- Spanish Language Services
- Volunteer
- Resources and Financial Management



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## Pantry and Infant Needs

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The Pantry and Infant Needs Program is the heart of our mission. In 2018, we served **17,784** individuals, which included **7,658** 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 the Community Food Rescue System, we have steadily supplemented our standard offerings with fresh fruits and vegetables, ready-to-heat meals, and other specialty foods.

The Pantry and Infant Needs Program accounts for 70 percent of our annual expenses and involves the greatest share of our volunteer workers. Consistent food donations from our 19 member congregations as well as food drive events sponsored by our member congregations and Manna Food Center enable us to defray costs related to purchased foods while also improving the variety and nutritional content of the food packages for our clients.

Through our Infant Needs Program in 2018, we supplied diapers to **1,624** babies up to 3 years of age, formula to **451** 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

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In 2018 Transportation provided **968** free rides to medical and social service appointments for seniors and adults with disabilities. This was an increase of about 15 percent over 2017. The months of January through July saw the biggest increase in number of ride requests, and because fewer drivers were available, the number of taxi rides exceeded the number of rides provided by volunteer drivers. This resulted in the actual costs exceeding our budgeted amount for taxi rides. Since then, we have recruited more volunteer drivers and the ratio has been slowly improving.

## Rx/Financial Program

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The Rx/Financial Program continues to provide immediate needed funding for medical prescriptions for uninsured and under-insured clients. In 2018, we funded **397** prescriptions (up 27 percent over 2017), including eye exams and glasses to **186** individuals (up 16 percent over 2017). In addition, the team assesses other needs clients may have and provides appropriate referral information.

## UMAN

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Gaithersburg HELP continues its monthly funding and strong collaboration with Upper Montgomery Assistance Network (UMAN) to assist clients facing eviction or utility disconnection. Because it is a second-tier organization, 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

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Gaithersburg HELP assists in meeting the needs of our local Spanish-speaking population through the service of a team of dedicated Spanish speaking volunteer Bilingual Coordinators (BC). BC's retrieve messages from the Spanish line Monday through Friday. Some Bilingual Coordinators return calls in the morning and others return calls in the evening. The time commitments of the BC's vary from once a month to twice a week.

At the end of 2018, the Bilingual Coordinator team had nine volunteers actively scheduling pantry clients using the Food Bank Manager (FBM) database system, which was implemented in January 2018. Two other Spanish-speaking volunteers agreed to serve in a limited capacity in other areas.

During 2018, the Bilingual Coordinator Team handled approximately 40 percent of all of Gaithersburg HELP's food requests, approximately 62 percent of infant needs requests, and helped coordinate a small number of requests for prescriptions, glasses, and transportation. Clients needing additional help were referred to other social service agencies and organizations. Some of the BC team also helped with the Annual Client Survey and with translation of information provided to clients via email.

### Volunteer Program

HELP's focused recruiting activities brought us **54** new volunteers during 2018. Through our website, [www.gaithersburghelp.org](http://www.gaithersburghelp.org), our participation in Montgomery County's Volunteer Website and various other focused activities, we have attracted a steady stream of applicants. A challenge for the coming year is to find more ways to recruit bilingual volunteers as we have a constant need. We also need to focus on developing current volunteers for leadership positions. One area where students, full-time workers, organizations and congregations have been able to contribute greatly is in sponsoring or staffing food drives.

## Resources and Financial Management

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In 2018, HELP's income and expenses increased from 2017 levels. Overall HELP showed a **\$19,500** deficit for the year. This was attributable largely to a roughly 20 percent increase in demand across our four programs. We did show a 14 percent increase in income, generally spread across all the categories of our donors. HELP continues to receive significant funding from both the Montgomery County Government and the City of Gaithersburg. Although we experienced a deficit, 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 our donors.



HELP also had increased expenses in 2018 over 2017. This is primarily due to increased demand due in part to increased efforts to make the community aware of services provided by HELP. We did see a return of our Management expenses to the 2 percent level following the implementation of our new client database system. Expenses for our food, transportation, and infant needs all exceeded our budget for the year due to increased need in these areas; but we have taken steps to control expenses in all these areas either by recruiting additional volunteers or by adjusting the assistance provided to fit within our available funding. As an all-volunteer organization, HELP remains a low-cost provider of services to the Gaithersburg community.

### ***2018 Financial Summary***

<b>Income</b>	<b>Expense</b>
<b>\$442,700</b>	<b>\$462,200</b>
30% Individuals	72% Food
33% Grants	12% Client Rent/Utilities
24% Donated Goods	6% Infant Needs
11% Congregations	4% Prescriptions
2% Events & Other	4% Transportation
< 1% Businesses	2% Mgmt/General and Fundraising



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