



ANNUAL REPORT 2019



Message from Executive Director Margo Goldman

As we concluded 2019, Gaithersburg HELP volunteers looked back on celebrating 51 years of service to the community. 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; nurture 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

The following paragraphs provide a summary of activities, achievements, and challenges in each of Gaithersburg HELP's major programs during 2019.

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



Pantry and Infant Needs

The Pantry and Infant Needs Program is the heart of our mission. In 2019, we served **17,052** individuals, which included **7,475** children. When a family comes to the pantry, they receive enough food for 3 to 5 days, including canned goods, beans, pasta, milk, bread, cheese, eggs, meat, and fresh produce. Through the Community Food Rescue System and by purchasing produce through Hungry Harvest, 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 local supporters 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 2019, we supplied diapers to **1,590** babies up to 3 years of age, formula to **331** babies, and pull-ups for older children with special needs. We also provided adult underwear for those individuals who require them. Regular donations of formula and baby food from Manna Food Center have assisted us in managing costs for the Infant Needs Program.



Transportation

In 2019 Client Transportation provided **902** free rides to medical and social service appointments for seniors and adults with disabilities. This was a slight decrease of about 7 percent from 2018. And with more volunteer drivers in 2019, the number of rides provided by volunteer drivers was much greater than the number of rides provided by taxi. As a result, we closed the year about 30 percent under budget for taxi rides.

Rx/Financial Program

The Rx/Financial Program continues to provide immediately needed funding for medical prescriptions for uninsured and underinsured clients. In 2019, we funded **365** prescriptions (up 9 percent over 2018), including eye exams and glasses to **169** individuals (down 9 percent over 2018). In addition, the team assesses other needs clients may have and provides appropriate referral information.

UMAN

Gaithersburg HELP continues its monthly funding and strong collaboration with 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

Our team of dedicated Spanish-speaking volunteer Bilingual Coordinators (BCs) assists in meeting the needs of our local Spanish-speaking population by returning calls from the Spanish line Monday through Friday. Some BCs return calls in the morning and others return calls in the evening. We trained four new volunteers in 2019 and lost two volunteers. At the end of 2019, the BC team had 11 volunteers actively calling and scheduling pantry clients. Our main challenge is finding volunteers who can continue to make calls during the morning hours.

During 2019, the BCs handled approximately 40 percent of household requests for food, resulting in food for **1,582** households and **8,336** individuals (49 percent of total individuals). The team handled **1,030** diaper requests (65 percent of total individuals), and also 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. Members of the BC team also helped with the annual client survey, with translation of information provided to clients via email, and represented Gaithersburg HELP at some outreach events.

Food/Infant Coordinators (FIC)

Lead Food/Infant Coordinator Diane Schmid assisted her team in steady growth throughout 2019. Currently 18 volunteers serve as Food/Infant Coordinators, and we actively recruit for new volunteers. There is always a need for this position, and we have found that the Food/Infant Coordinator role affords people an opportunity to gain a good understanding of Gaithersburg HELP's mission. It is also a great way to interact with our clients.

Volunteer

HELP's focused recruiting activities brought us numerous new volunteers during 2019. Through our website, 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

In 2019, HELP’s income and expenses both decreased from 2018 levels. Overall HELP showed a \$7,600 profit for the year, partially offsetting the \$19,500 deficit from 2018. HELP continues to receive significant funding from the Montgomery County Government, the City of Gaithersburg, and the State of Maryland. Despite the overall decrease in income for the year, 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’s decreased expenses in 2019 over 2018 were due to two factors—We had a 4 percent reduction in total individuals served in our food program and, in response to the large deficit experienced in 2018, we were forced to make temporary reductions in the amount of food provided. Given our improved financial position, most of these reductions were restored in the latter part of 2019. The decrease in our transportation expenses was due to an increase in the percentage of rides we were able to provide with volunteer drivers rather than by taxi. Our Management expenses increased to 4 percent due to the costs associated with increased automation. Nonetheless, as an all-volunteer organization, HELP remains a low-cost provider of services to the Gaithersburg community.

2019 Financial Summary	
Income	Expense
\$392,600	\$385,000
37% Grants	71% Food
25% Individuals	12% Client Rent/Utilities
22% Donated Goods	5% Prescriptions
12% Congregations	5% Infant Needs
3% Business	4% Mgmt/General & Fundraising
1% Other	3% Transportation

Contact Us



Write to Us

301 Muddy Branch Rd
Gaithersburg, MD 20878



Give Us a Call

301.216.2510

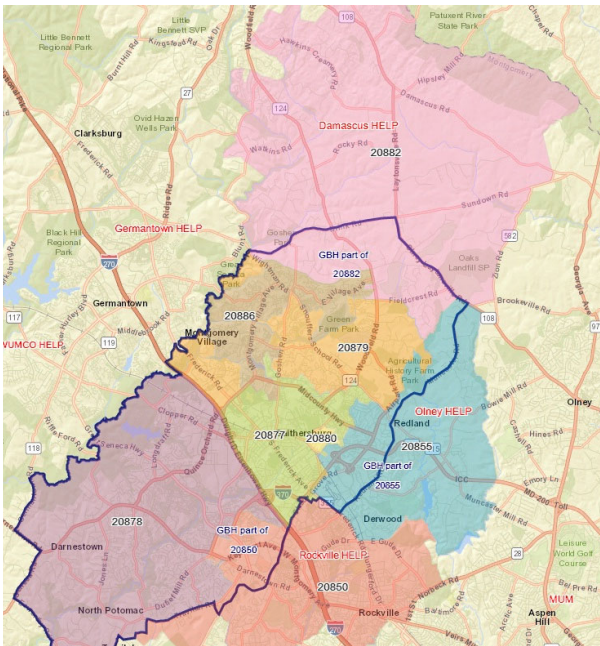


Visit our Website

gaithersburghelp.org

Our service area includes all of zip codes 20877, 20878, 20879, 20880, and 20886, plus parts of:

- 20850 (west of Shady Grove Rd and north of Piney Meetinghouse Rd)
- 20855 (west of Redland Rd/Muncaster Rd)
- 20882 (south of Brink Rd and west of Olney-Laytonsville Rd)







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