

## From the President

As the end of the year draws closer, I naturally reflect on the year that was and look with renewed hope for the year to come. For me, I will remember 2009 for the tough economic times and the fact many persons in our community have struggled on many levels. This year Help the Needy has helped twice the number of families, adults, and children with fewer dollars. We were able to make a difference because our amazing all volunteer team worked hard to provide support to those in need in many non-monetary ways.

We expect 2010 to be another difficult year and we will continue to make a difference despite the economics. We will work hard to raise funds so that we can continue to offer a "hand up" to everyone who walks through our doors. We give thanks to our volunteers, our leadership, persons and organizations which provide monetary support, and God for keeping our hearts and efforts focused on what is important.



Mary Gonzales and Viki Hackett

## 2009 4th Qtr issue

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## As We Begin the New Year

As we begin the new year many of our concerns and worries follow us. Will the economy be better in 2010? We don't have that answer. However, we can do our best to prepare for it staying the same. The economic downturn has people losing jobs and having a tough time staying in their homes. We have seen our client numbers rise from an average of 236 client families per year to an astounding 476 this past year. This is nearly a 102 percent increase.

Unfortunately, the donation base we depend upon has also declined. Many of those who have supported us for years are now coming in to see us as clients. This has turned their world upside down as well as ours. The largest chunk of our funds goes to pay housing costs for our clients; this is followed closely by energy costs. Our Firewood program has taken off by leaps and bounds as more folks than ever heat with wood, because it is cheaper than to purchase natural gas or propane.

We struggle to maintain our effectiveness but limited funds can only go so far. Our administrative budget has always been a very small percentage of our operating costs. Last year our costs were 7 percent of our donations. As always our greatest savings is in salaries, we have a totally volunteer staff; not one dime of our funds go to salaries.

In an effort to become more effective with fewer dollars, we are reconsidering the way we assist clients. We must put a different focus on the "help" we offer. The clients who we see now are in more dire financial trouble than ever before. Each client is asking for more help. We are looking closely at our process to see how we can work smarter and make each dollar cover more.

The key to our assistance process has always been the plan the interviewer and the client work out together. This is the roadmap that will lead the family back to self-sufficiency. With a 56 percent recidivism rate, it is clear we are not being as effective as we would like to be. Perhaps we need to work with each client longer to ensure they accomplish their goals.

We are rolling out new client assistance procedures for 2010. The new policy will put more focus on followup and maintaining contact with the client through their process. By withholding funds, until more of the process has been completed the new process will help to ensure they are using all the tools available to them for their recovery. Furthermore, it will put some teeth into our process. It will also give us a way to measure and map our efficiency and effectiveness.



Tony Perry, President, BOD

## Where your donation money goes\*

Number of Client Families: **303**

Client Expenses: **\$39140.00**

Average per client **\$130.47**

Volunteer Hours: **5750**

\* these are 3rd and 4th quarter statistics.

## Truck donated

Terry Lutz our indefatigable Interviewer, has added another good deed to his long list of generous services to Help the Needy. He has donated a truck that can be used for delivering firewood. This is a much needed addition as it is not an infrequent occurrence to have firewood available and people willing to deliver it but no appropriate vehicle to get it where it is needed to heat a home.

## TANF Monies may not be coming back

Jim Ignatius, a board member and a County Commissioner has told the board that the State deficit may result in a lack of funds for HtN. The State is also considering making the Department of Social Services a State run entity rather than County run as it is now. This could result in a major loss of funding from DSS to Help the Needy.



Sheri Basey

Sheri Basey has been a volunteer for three years. She heard about HtN from Mary Gonzales on the first Sunday after she and her husband moved to Woodland Park from Dallas and volunteered on the following Monday.

She had wanted to do volunteer work and this opportunity was just the thing. To keep the possibility of duplicates and lost files to a minimum there is only one person who

## What Volunteers really mean to Help the Needy.

### Spotlight on the Volunteer of the 4th Quarter

does all the filing at the office. Sheri (with the help of Marge Ruprecht), have been the only two people to do the filing.

Filing all the records for the organization is a

daunting task and Sheri does that very well and cheerfully also. Not only that but she reorganizes them when necessary, editing files in Microsoft Excel and Microsoft Word

to print out file folder labels. Sheri is a member of the Ute Pass Social Club as are several HtN volunteers.

She is an avid bridge player and hiker; Sheri and her husband lead the hikes for the Ute Pass Social Club.

She is also an office volunteer at Our Lady of the Woods. She has two children and has been married to Guy for thirty eight years.



Jeanette Zupancic

Jeanette Zupancic, has been doing data entry at Help the Needy for at least 5 years. She is undoubtedly the most accurate data entry person in the history of the

## Q & A with our Data Entry Expert:

organization; also the fastest.

Q: What is the best part about doing data entry ?

A: I can come in and volunteer when I want to and set my own hours.

Q: What do you like least?

A: There is really nothing I don't like, I like this job.

Q: What other job at HtN would you

do if not data entry?

A: Probably reception, as I did when I first got here.

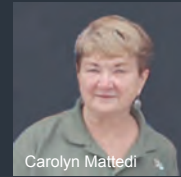
Q: What job would you not like to do?

A: I couldn't do the interviewers' job. It's too difficult to make the decisions on how and when to help.

Q: How did you learn to type so well?

A: I have always liked to type since I learned on the old mechanical typewriters. I was a legal secretary for ten years. There was a lot of typing at that job!

# Myron Stratton Home Grant



## Administration Notes -by Carolyn

Greetings to all!

Administration has been keeping BUSY. Our record keeping is constantly improving. The number of Clients we see has been steadily increasing; October saw a big jump from our monthly averages of around 35 to 71 Clients. The needs are great out there, and Help the Needy is constantly needing and looking for donations and funding. Thank goodness for all of our Volunteers...no one in this Organization is paid. May you enjoy the Blessings of this Holiday Season.

## Tips from Kristen

Important steps for the receptionists to remember when a client comes in for an interview:

- Greet each client with warmth and a smile
- Have the client sign on the clipboard
- Have client sign the L-1, L-3 & L-4 (if used), then witness their signature using only your first name
- Make color copies of the client's driver's license and the social security card(s) of all members of the household
- Make copies of proof of income
- After the interview and before the client leaves, verify that the client signed the R-2 and is witnessed by the interviewer
- Tell the client goodbye

Help the Needy (HtN) is pleased to announce the receipt of a \$10,000 grant from the Myron Stratton Home. Announcement of the grant was received from Mark Turk, Executive Director of the Board of Trustees.

The Myron Stratton Home was established by Winfield Scott Stratton in memory of his father, Myron Stratton. The younger Stratton

caught the mining bug in 1874 when he and three others bought a property in the San Juan Mountains. Finding no gold there, he spent 17 years roaming the mountains looking for gold and silver – and studying at the Colorado School of Mines and Colorado College. On July 4, 1891 he struck pay dirt at Cripple Creek. He was a shrewd business person

and managed his assets well. He resided in Colorado Springs, but did not mix with the elite there.

For his own reasons, he embarked on programs which benefited the people who

provided ordinary services for the community such as laundresses and sewing ladies. He was a bit of a recluse, but as his

health failed, he set up a will that endowed a home named after his father. This home initially focused on caring for orphans and the elderly. During the 20<sup>th</sup> century, many things changed – Social Security and Medicare came into being and the direction of the home changed while still meeting the intent of the trust set up by Stratton. This evolution has

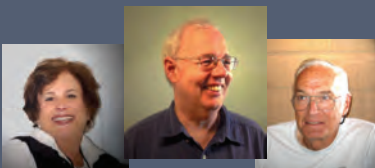
allowed the Myron Stratton Home to help charitable entities such as Help the Needy. It was noted during the check presentation ceremony that the original Stratton wealth was from the Cripple Creek/Teller County area and that HtN was a noteworthy representation of that area. This makes this grant even more special.

This generous grant will continue to have a positive impact on HtN and Teller County, just as Stratton intended. The funds from this grant will be used to help defray the initial costs associated with the relocation and renovation of the HtN facility in 2008, thus freeing up other funds to directly aid our clients. "Stratton would be proud" said Charles Schroeder, Grant Writer.

" This grant...will have a positive impact on HtN and Teller County."

## Recruiting Corner

Thank you Ed, Pat and Terry



We are grateful to have several new volunteers now working reception/intake. Almost all of those who recently volunteered have been trained and are now working independently at the front desk.

On November 15 Ed spoke at Faith Lutheran Church letting them know of our

opportunities for helping with reception/intake, firewood help, and assisting with fundraisers. In spite of a total church attendance of 31 because of the snowstorm that day, several people gave Ed their name for follow-up for volunteering. One family made a financial donation. We look forward to having many new volunteers join our Help the Needy family.

Pat O'Dell has been sharing information about Help the Needy with her church women's Bible study. The Mountain View United Methodist Women's Group toured Help the Needy on the afternoon of November 18. We hope that many from these groups will soon volunteer at Help the Needy.

Ed has begun working with the Interviewer Team Leader Terry Lutz to facilitate a session where Terry can share with reception and intake personnel how the interviewers work with clients. Hopefully, with this sharing the receptionists, intake personnel, and interviewers can work even more closely and effectively to minister to our clients.

