

**ANSWERING
YOUR QUESTIONS
ABOUT**



PROJECT HELP
THE COMMUNITY FOOD AND CLOTHING BANK

MAIL TO: PO Box 423
ANGOLA, INDIANA, 46703

CURRENT MINISTRY LOCATION:
600 NORTH WILLIAMS SREET, ANGOLA
260-665-9697

NEW MINISTRY LOCATION:
711 E HARCOURT ROAD, ANGOLA

PROJECTHELPHelp@YAHOO.COM

MAY 2008



This booklet is designed for church leaders but everyone will find it to be a good source of information. Because Project Help's ministries are always being refined and redirected to fulfill its mission statement, it is possible that the answers to some of the questions may change without notice.

The questions are not in any order of importance.

1. HOW DO WE CONTACT PROJECT HELP?

Project Help

Mailing Address: PO Box 423

Current Ministry Location: 600 N Williams Street

Angola IN 46703

Phone and fax: (260) 665-9697

e-mail: projecthelphelp@yahoo.com (E-mail is checked only once a week or so.)

NEW Ministry Location: 711 E Harcourt Road, Angola

web: www.helpprojecthelp.org

2. WHO MAKES THE DECISIONS AT PROJECT HELP?

Project Help has an eight-member Board of Directors. Their primary role is to support the director, Sheri Frank, in the decisions she has to make.

3. HOW MANY PEOPLE ARE EMPLOYED BY PROJECT HELP?

Project Help employs Director Sheri Frank. The other workers you see at Project Help are part time employees, volunteers or people employed by ABLE Network (an employer of income eligible older adults).

4. WHAT IS THE ANNUAL BUDGET FOR PROJECT HELP AND WHERE DO THE FUNDS COME FROM?

2008 budget: \$80,000

19% from churches

9% from the City of Angola

29% from individuals

28% from organizations, businesses, fundraising

15% from FSSA grants (FSSA is Family Social Service Administration - a federal government program.)

5. WHERE DOES PROJECT HELP GET ITS FOOD?

Food purchased, local donations, and government commodities are the main sources of the food at Project Help. Food drives by USPS, Curves for Women, FIST, and the community schools and churches every year are a major source. Often food is purchased for \$.18 per pound from the Community Harvest Food Bank in Fort Wayne to meet immediate needs. Project Help is the distribution site for Community Harvest's Farm Wagon. Each Monday at 11:15 a.m. Farm Wagon items are given to families.

6. HOW CAN I KNOW ABOUT THE ONGOING NEEDS AT PROJECT HELP?

The best way to stay informed is to volunteer or visit Project Help. Project Help belongs to the community and encourages all persons to stop by and familiarize themselves with Project Help's services and facility.

7. HOW CAN I VOLUNTEER AT PROJECT HELP?

Project Help is always looking for volunteers for receptionist duties, clerical work, sorting clothing, food pick up and distribution, and to assist with special holiday events. Contact Sheri directly to volunteer (cell phone: 260-316-3435).

8. HOW CAN I DONATE FUNDS TO PROJECT HELP?

Donations for Project Help may be mailed to PO Box 423, Angola, IN 46703. Or you may stop by the facility at 600 N Williams Street. They are open for donations Mondays, and Wednesdays and Fridays, 10:00 a.m. to 4:00 p.m. Project Help is a 501(c)(3) nonprofit organization. Your gift is tax deductible. Thank you for your generous giving.

9. ARE THERE ANY ENDOWMENTS I CAN GIVE TO?

Yes, the endowment has been set up at the Steuben County Community Foundation.

10. HOW CAN I DONATE CLOTHING TO PROJECT HELP?

Take clothing to the ministry location at 600 N Williams during office hours (see question 11). Many times Project Help has more clothing than they can handle, however, nothing is ever wasted because extra clothing is taken to a Mennonite missions organization in Shipshewana, Indiana. The clothes are shipped from there to needy areas around the world. Please remember that clothing donations must be clean and in good repair. When donating clothes please ask yourself "Why am I giving this away?" If you are giving it away because it is dirty, stained, torn, has a broken zipper or missing buttons, please do not give it to Project Help. Project Help cannot fix clothing. If you are giving it away because you or your children have outgrown it and it is still in good shape, Project Help will gladly accept your donations. Please bring donations only during business hours to avoid them being left out in bad weather.

11. WHAT ARE PROJECT HELP'S OFFICE HOURS?

Mondays: Farm Wagon at 11:00; office hours 1:00 - 4:00 p.m,
Wednesdays and Fridays: 10 a.m. to 4 p.m.

12. DOES PROJECT HELP ACCEPT DONATED ITEMS OTHER THAN CLOTHING AND FOOD?

Yes. Small household items such as dishes, pots/pans, bedding, and curtains are always welcomed. We also accept appliances and furniture in good working condition that appear gently used. If an item looks dirty, worn, old, or broken, Project Help will not be able to give the item away and must pay for disposal.

13. HOW MANY PEOPLE DOES PROJECT HELP ACTUALLY HELP EACH YEAR?

Project Help assisted approximately 2100 different families in the year 2007. Services include clothing and food orders, cleaning supplies, personal hygiene and paper products, bakery, seasonal programs, direct financial aid and referrals to other agencies/programs (WIC, Vistula Head Start, Children First Center, health care).

14. WHERE DO ALL THE BREAD, PIZZA, AND OTHER BAKED GOODS THAT PROJECT HELP GIVES AWAY COME FROM?

Day-old bread comes from Scott's / Kroger Food Store and is picked up by a volunteer twice a week. Occasionally Aldi Foods donates bread. Pizza Hut bakes unused pizzas after the lunch buffet ends and donates them to Project Help. Starbucks donates muffins, coffee, bread, and cookies twice weekly also. Hamilton Fish and Game Club has arranged a food rescue program through their facility.

15. TELL US OF SOME OF THE SPECIAL FOODS PROJECT HELP CAN USE AND HAS RECEIVED IN THE PAST.

- ◆ Deer meat in season. If you shoot a deer but don't want to use the meat, Project Help will gladly accept the meat and have it processed.
- ◆ Last year a semi carrying frozen chicken was disabled on the tollroad nearby so Project Help received the chicken.
- ◆ We often get calls from truckers whose load is overweight; especially fresh potatoes and melons.
- ◆ Often families donate packaged frozen meat before receiving new for themselves each year.
- ◆ Project Help can benefit from garden items and farm products such as eggs, chicken or meat.

16. WHAT ARE THE FINANCIAL GUIDELINES USED BY PROJECT HELP TO DETERMINE NEED AND LEVEL OF ASSISTANCE?

Each client situation is evaluated and help is given to meet the needs of each individual that comes to Project Help. Many families just need resource and referral assistance.

Project Help also assists families who experience crises such as fire, natural disaster, high medical costs, health concerns, lack of insurance, domestic violence, job loss, automobile breakdown, and homelessness.

17. DOES PROJECT HELP PAY UTILITY BILLS OR RENT FOR CLIENTS?

Project Help assists families with referrals to help pay utility bills, rent, employment, and medical related needs. Project Help is the last place a family turns to for financial assistance after their Township Trustees, CANI, Salvation Army, etc.

18. DOES PROJECT HELP FIND JOBS FOR PEOPLE?

No. But occasionally a 1-2 day “job” at certain places in the area is offered to help the client earn the funds needed to pay rent or utility bills.

19. DOES PROJECT HELP PAY MEDICAL BILLS OR PRESCRIPTIONS?

Yes, with the help of Steuben County Division of Family Services and the medical voucher program, low cost prescriptions and medical exams are available.

20. DOES PROJECT HELP ASSIST PEOPLE FROM OUTSIDE STEUBEN COUNTY?

When a family comes to Project Help for the first time they are helped with basic needs. Sometimes when families are stranded and need help getting to their destination, assistance with repairs, gasoline, and food is given. After we help an out-of-county resident once, they are referred to services in their area since we have only enough resources to help Steuben County residents.

21. DOES PROJECT HELP ASSIST EVERYONE WHO NEEDS HELP?

The answer to this question is both yes and no. Yes, if the need is legitimate and the person is in need due to loss of job, unexpected medical bills, low paying job, etc. No, if the person is not trying to help themselves by looking for work or is just “using the system”. Also, if you attend church or have family that is able to help you, your church and family are encouraged to help you first.

22. WHAT IS THE PROCESS FOR GETTING HELP AT PROJECT HELP?

The process for receiving help at Project Help is fairly simple. If you have been a client in the past, your file is updated with the appropriate changes. If you are a new client you will be asked to fill out an application. Part of the intake process is asking questions so that your situation is clear. Also, you will be asked to bring in verification of income (i.e.: paycheck stub, unemployment stub, food stamp award letter, child support payment history, etc.) and expenses. The purpose for this request is to document your need. If you are unable to work, then you will be asked to provide the reason (i.e.: doctor’s work release). If you are able to work you will be asked to actively seek employment and provide evidence that you are doing so. One good way is to bring in a signed business card from each potential employer. The goal at Project Help is to temporarily assist those in crisis and to network with other programs and agencies in helping families reach self sufficiency.

23. SOMEONE IN MY CHURCH NEEDS FOOD AND CLOTHING. DO I SEND THEM TO PROJECT HELP?

We encourage the local church to be the first place a person goes to get help. However, if the local church is not able to provide the needed help, Project Help gladly helps. Every church is encouraged to partner with Project Help to provide the best services available with the least amount of resources to avoid duplication. Most of the people Project Help works with are unchurched.

24. ARE POLICE CHECKS RUN ON PEOPLE HELPED BY PROJECT HELP?

Police checks are not run for Project Help clients.

25. WHAT SPECIAL PROGRAMS DOES PROJECT HELP DO?

- ◆ Project Daymaker: licensed professionals donate hair and beauty services to those in need
- ◆ Back to School with Supplies: school supplies are offered to school-aged children.
- ◆ Thanksgiving and Easter dinner baskets: special meals are given to registered families; Easter baskets are offered to children as well.
- ◆ Adopt-a-Family: In collaboration with Santa's Helpers and Cops for Kids, special meals and gifts are given to registered families with children.
- ◆ Social Service Agencies, churches, and family service organizations from Steuben County are invited to participate in all special events.

26. IF I GIVE A DONATION OF FOOD OR CLOTHING TO PROJECT HELP, CAN I GET A TAX RECEIPT?

Yes, but only if the items are dropped off during our normal business hours: Monday, 1-4 p.m. Wednesday and Friday, 10 a.m. - 4:00 p.m. and only if you ask for one at the time you drop off your items. We do not give itemized receipts, only general receipts and you and your tax advisor determine the value of the donated items.

27. ARE SOME OF THE ITEMS I DONATE TO PROJECT HELP EVER SOLD TO RAISE FUNDS?

Yes, some items are sold for us through Then and Now Antique Store; we have an annual garage sale to sell donated items to earn program operating funds; and our new facility will have a small retail store.

28. I HEAR PROJECT HELP IS SEEKING TO RELOCATE; TELL ME ABOUT YOUR NEW FACILITY.

Groundbreaking was May 13, 2008. We hope to be in the new building in the fall of 2008.

29. ALL THE MATERIAL IN THIS BOOKLET AND MORE IS AVAILABLE ONLINE FOR YOU TO DOWNLOAD FOR YOUR ORGANIZATION: WWW.HELPPROJECTHELP.ORG