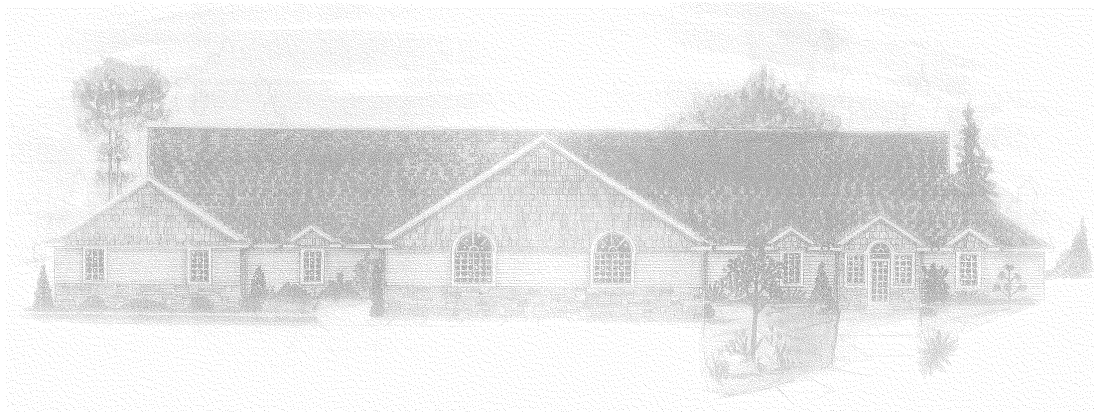


Answering Your Questions

about

Project Help

Steuben County's Full Service Food and Clothing Pantry



mail to: PO Box 423
Angola, Indiana, 46703

Ministry Location:
711 E Harcourt Road, Angola
Phone/Fax: 260-665-9697
www.helpprojecthelp.org

Summer 2014

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

The questions are not in any order of importance.

◆ **HOW DO WE CONTACT PROJECT HELP?**

Mailing Address: PO Box 423, Angola, IN 46703

Phone and fax: (260) 665-9697

web: www.helpprojecthelp.org

Ministry Location: 711 E Harcourt Road, Angola

◆ **WHAT ARE PROJECT HELP'S HOURS?**

Office Hours: Monday, Wednesday, Thursday, and Friday: 9 a.m. to 1 p.m.

Food Distribution: Monday, Wednesday, Friday, 11:00 a.m. - 1:00 p.m.,

Farm Wagon: Wednesday, 1:45 p.m.

◆ **WHO MAKES THE DECISIONS AT PROJECT HELP?**

Project Help has a Board of Directors. Their primary role is to support and direct the staff in implementation of the mission of the ministry.

◆ **HOW MANY PEOPLE ARE EMPLOYED BY PROJECT HELP?**

Project Help employs Director Sheri Frank, Resale Store Manager Pat Woenker, and Administrative Assistant Kristen Downey and several part time employees. We also have volunteers and people employed by ABLE Network (an employer of income eligible older adults). We do payroll for ten people.

◆ **WHAT IS THE ANNUAL BUDGET FOR PROJECT HELP AND WHERE DO THE FUNDS COME FROM?**

2014 budget: \$200,000

25% from Second Chance Resale Store

25% grants

15% from organizations, clubs, and businesses

10% from churches

10% from the City of Angola

10% from individuals

5% rent

5% fund raising events

These percentages have remained fairly consistent over the years.

◆ **WHERE DOES PROJECT HELP GET ITS FOOD?**

The main sources of food at Project Help are:

Food drives by Council on Aging, Thrivent, USPS, Curves for Women, FIST, community schools and churches.

Donations: Miller Poultry donates chicken during holiday times and provides it at reduced price throughout the year. Occasionally Aldi Foods and other places donate bread. Pizza Hut bakes unused pizzas after the lunch buffet ends and donates them to Project Help. Lenard Ag, in Howe, donated tons of potatoes. The past two years "Kids Against Hunger" has provided extra food. Hamilton Fish and Game Club has arranged a food rescue program through their facility. There are many others, too.

Government Commodities: Project Help is a distribution site for Government Commodities and Community Harvest's Farm Wagon. Each Monday at 11:15 a.m. Farm Wagon items are given to families.

Purchased from grocers, food banks, and food distributors offered exclusively to Project Help at reduced prices. 1

◆ **HOW CAN I KNOW ABOUT THE ONGOING NEEDS AT PROJECT HELP?**

The best way to stay informed is to volunteer or visit Project Help. We are always looking for good volunteers. Project Help belongs to the community and encourages everyone to stop by and familiarize themselves with Project Help's services and facility, and offer suggestions. You may also sign up for our email newsletter at our website www.helpprojecthelp.org.

◆ **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 the office at 665-9697 to volunteer.

◆ **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 711 E Harcourt Rd. They are open for donations Monday through Friday, 9:00 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.

◆ **HOW AND WHEN CAN I DONATE CLOTHING AND OTHER ITEMS TO PROJECT HELP?**

Take your items to the ministry location at 711 E Harcourt Rd Monday through Friday, 10 a.m. to 5:00 p.m. or Saturday, 10 a.m. to 2 p.m. (closed Sunday). Please remember that items 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 stated hours to avoid them being left out in bad weather. **THANK YOU FOR NOT LEAVING ITEMS OUTSIDE OUR BUILDING AFTER HOURS.**

◆ **DOES PROJECT HELP ACCEPT DONATED ITEMS OTHER THAN FOOD AND CLOTHING?**

Anything you use is also needed by Project Help clients. 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.

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

- ◆ One time a semi carrying frozen chicken was disabled on the toll road nearby so Project Help received the chicken.
- ◆ We gladly accept deer meat in season. If you shoot a deer but won't use the meat, we have places that will process it for us.
- ◆ We have gotten calls from truckers whose loads are 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.
- ◆ If your business has an abundance and can share, please do so.

◆ **HOW MANY PEOPLE DOES PROJECT HELP HELP EACH YEAR?**

Project Help has assisted approximately 2000 different families each year for the past several years. Services include clothing and food orders, cleaning supplies, personal hygiene and paper products, bakery, seasonal programs such as Easter dinner baskets, school supplies, and Thanksgiving dinner baskets, direct financial aid and referrals to other agencies/programs (WIC, Vistula Head Start, Children First Center, health care).

◆ **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.

◆ **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 should be the last place a family turns to for financial assistance after their Township Trustee, CANI, FEMA, Steuben County Cancer Association, Steuben County Diabetes Association, church, etc. because Project Help can be creative in their assistance plan and is not under strict guidelines as many other programs are.

◆ **DOES PROJECT HELP FIND JOBS FOR PEOPLE?**

No. But occasionally a 1-2 day “job” some place in the area is offered to help the client earn the funds needed to pay rent or utility bills. We also offer wireless internet and the use of client friendly computers

◆ **DOES PROJECT HELP PAY MEDICAL BILLS OR PRESCRIPTIONS?**

Low cost prescription assistance is available on a limited basis in cooperation and coordination with other services.

◆ **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 located. With the exception of furniture and household items, and as long as donations permit, Project Help assists out-of-county residents once and then they are referred to services in their area since we have limited resources to help Steuben County residents.

◆ **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”. Food is distributed according to Community Harvest guidelines. Also, if you attend church or have family that is able to help you, your church and family are encouraged to help you first.

◆ **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, for clothing, household and non-food items, you will be asked to bring in proof of address, verification of income (i.e.: paycheck stub, unemployment stub, food stamp award letter, child support payment history, etc.), expenses, and verification of assistance from other agencies. 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.

◆ **ARE POLICE CHECKS RUN ON PEOPLE HELPED BY PROJECT HELP?**

Police checks are not run for Project Help clients.

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

Project Help has an abundance of clothing, but 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.

◆ **WHAT SPECIAL PROGRAMS DOES PROJECT HELP DO?**

- ◆ 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.
- ◆ Christmas Adoption Program Steuben (CAPS) collaborates with Toys for Tots and Cops for Kids giving special meals and gifts to registered families with children.
- ◆ Social Service Agencies, churches, and family service organizations from Steuben County are invited to participate in all special events.

◆ **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 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.

◆ **ARE SOME OF THE ITEMS I DONATE TO PROJECT HELP EVER SOLD TO RAISE FUNDS?**

Yes, some items are sold at Project Help's own retail store, The Second Chance Resale Store and through Then and Now Antique Store.

◆ **WHAT HOURS IS THE SECOND CHANCE RESALE STORE OPEN?**

Monday through Friday, 10:00 a.m. to 6:00 p.m.; Saturday, 10:00 a.m. to 2:00 p.m.; closed Sundays.

◆ **HOW MUCH INCOME DOES THE RESALE STORE GENERATE?**

The resale store averages about \$1,000 per week in sales. The goal is for the store to average approximately \$1,800 a week. If that goal is met, the income would cover all the expenses of the building, including the mortgage payment.

◆ **WHAT ELSE CAN I DO NOW?**

Pray for us. Pray for the large volunteer group that is needed to keep everything running smoothly. Ask yourself if you can commit to two hours per week.

Thank God for those who are already helping.

Also, feel free to ask us questions. We welcome your questions.

◆ **IF I WOULD LIKE TO HELP IN SOME WAY, OR HAVE QUESTIONS NOT ANSWERED HERE, WHO DO I TALK TO?**

Contact the Chairman of the Board of Project Help, Norm Fuller or Project Help Director, Sheri Frank

Norm Fuller

Sheri Frank

525 E 200 N

711 E Harcourt Rd / PO Box 423

Angola, IN 46703

Angola, IN 46703

260-665-8402

260-665-9697

norm@fairviewangola.com

◆ **GENERAL INFORMATION ABOUT PROJECT HELP'S BUILDING**

The Project Help Community Building was not designed until we received the generous donation of land. Believing that Project Help's ministry will expand to the space allotted for it, the building was purposely built as large as possible to fit its lot and still meet parking space requirements. We moved into the building in June 2009.

◆ **TELL US ABOUT THE FACILITY.**

- ◆ The facility is 9,555 square feet, all on one level.
- ◆ It looks like an oversized house rather than a commercial building - aesthetically pleasing with a color scheme similar to most new homes in that area of Angola.
- ◆ It has zone heating and cooling so only the areas of the building being used are heated or cooled
- ◆ Very energy efficient
- ◆ Large, covered receiving and drop off area.
- ◆ Community learning and meeting room for others to use.
- ◆ Small resale store
- ◆ Large food pantry

◆ **WHY DID PROJECT HELP BUILD A NEW FACILITY?**

Our previous building was too small to adequately hold, sort, and utilize the huge volume of donations given by Steuben County to the approximately 2,000 under-resourced families served by Project Help. With a new, large facility, we are able to expand into other areas of ministry. Working together with existing social service agencies, Project Help is a ministry that will expand to the space available as it endeavors to meet community needs.

◆ **WHY DOES THE BUILDING LOOK SO NICE?**

The building was not designed until we received the generous land donation. The building was designed to fit into this area of town; to look similar to other buildings and houses nearby. Also, the building is more than a food and clothing give-away store. It includes a resale store and community room; and Compassion Pregnancy Center rents part of the building. The building is used by others in the community in addition to the families and individuals Project Help now serves.

◆ **THE BUILDING APPEARS TO BE EXPENSIVE. WAS IT?**

Not really. Through generous suppliers and much volunteer labor, the building was built for about \$40 per square foot. With parking lot and furnishings the total building project was approximately \$550,000. Most buildings like this one would cost at least \$100 a square foot.

◆ **WHY DID WE SPEND A LOT OF MONEY ON A NEW BUILDING WHEN THAT MONEY COULD HAVE BEEN SPENT TO HELP PEOPLE?**

About 90% of the money received to build the new building would never have been given to Project Help for other purposes. There are people, institutions, and foundations that give only to causes like our new building; not to programs or direct aid to individuals. It is this group of people that have given us about 90% of the funds for the building. We did not redirect any of the normal donations to Project Help into the building program.

◆ **DID YOU HAVE TO BORROW FOR THE COMPLETION OF THE BUILDING?**

Yes, we borrowed \$150,000 from Farmer's State Bank, Angola, Indiana. Mortgage payments are \$1,800 monthly for ten years. We are praying for generous donors to make our monthly mortgage payments once or many times. As of June, 2014, we owe about \$85,000 on the building.

◆ **WHAT NEW MINISTRIES ARE YOU BE ABLE TO DO NOW THAT YOU HAVE A LARGER FACILITY?**

We have a small resale store to sell clothing that is donated. Compassion Pregnancy Center is renting part of the building so their ministry has expanded as well.

◆ **HOW DO I "RENT" THE COMMUNITY ROOM?**

Call the office at 665-9697, Monday, Wednesday, Thursday, Friday, 9:00 a.m. - 1 p.m. There is a \$75 fee to use the room. Any gift over \$75 is a tax deductible contribution.

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