

GEORGETOWN MINISTRY CENTER Annual Report

Fiscal Year Ending 2012

CONTINUED EXPANSION

Our fiscal year 2012 (Oct. 1–Sept. 30) was marked by continued expansion and refinement. After our 2011 renovation to allow more space for our guests, the need to offer even more showers and laundry could only be met by expanded hours of operation. We had already extended weekday hours to 10 a.m. to 4 p.m. and added weekends from 10 a.m. to 2 p.m. We now operate 7 days a week from 8 a.m. until 5 p.m. We offer 20 showers a day and 5 laundry opportunities.

However, we are more than just showers and laundry. Not everyone who comes through our doors is ready to file for Social Security or to go into housing. Sometimes, there are many baby steps that need to be taken before one is ready to get a job or sign up for benefits. For some people, these steps are seemingly inconsequential but as important as regularly bathing and doing laundry. We see people evolve from refusing to shower to accepting one if offered to actually asking for a shower. There is never any pressure, but always some gentle guidance from staff. We try to meet people where they are and work with them from there.

We have continued to emphasize a dignified and welcoming environment, employing the Clubhouse philosophy as much as is possible. Members get to discuss policies and concerns at our regular Tuesday meeting, and staff and members vote on proposed changes such as how many showers a week an individual is entitled to. Neither staff nor members are allowed to speak condescendingly to anyone else. We don't talk down to anyone!

In 2012 we provided more services than ever before. We connected with 1,034 different homeless individuals with an astounding 29,245 services from showers to disability benefits and homes. The increased demand is attributable to increased capacity created by our expanded hours and redesigned space.

Our Congregation Based Shelter served 12 individuals who otherwise would have slept on the street. We placed 3 in housing before the end of the year. Others were assisted in making applications for disability benefits that have since been approved.

Once we get people into housing we continue to support them with various informal case management activities, including our representative payee service in which we become trustee of disability income accounts and ensure that rent is paid and basic needs are met. We are currently supporting 7 people this way.

Street outreach continues to be a passion for the staff. We are out on the street less because the people we see on the street are coming into the Center. Still, we go out three times a week and with our psychiatrist, Ron Koshes, on Mondays and our general practitioner from Unity Health Care, Catherine

At a glance: Program Statistics

Year	FY2011	FY2012
Individuals served	689	1,034
Unique contacts	12,069	13,896
Venue		
Office	17,819	26,296
Street	2,717	1,156
Phone	97	72
Other	25	87
Shelter	1,207	1,620
Total	21,865	29,245
Service		
Shower	2,700	5,391
Laundry	835	1,697
Sandwich	7,960	9,879
Computer use	2,734	5,657
Doctor	486	638
Psychiatrist	395	350
Medical van	302	0
Case management	682	746
Phone	1,176	486
Mail	2,079	1,948
Clothing	414	219
Other	895	614
Shelter bednights	1,207	1,620
Total	21,865	29,245

While our financial condition continues to be good, the coming year is filled with uncertainty. Expanding the hours of operation this past year from 5 days a week to 7 days at 9 hours a day has significantly expanded expenses.

Crosland, on Thursdays. Both doctors see people in the Center as well.

An important part of our program is community education, usually involving students from Sidwell Friends, Georgetown Day School, and various universities from around the country. We engage the students in meaningful activities and



At a glance: Financial Statement

Year	2011	2012
Support & Revenue		
<i>Contributions & grants</i>	\$487,146	\$499,937
<i>Other income</i>	\$6,987	\$74,986
<i>Total cash contributions</i>	\$494,133	\$574,923
<i>In-kind contributions</i>	\$89,516	\$70,095
Total support	\$583,649	\$645,018
Expenses		
<i>Program</i>	\$402,959	\$430,073
<i>Management</i>	\$71,701	\$105,830
<i>Fundraising</i>	\$48,995	\$58,584
Total	\$523,655	\$594,487
Balance Sheet		
<i>Current assets</i>	\$738,616	\$789,664
<i>Property & equipment</i>	\$370,328	\$356,650
<i>Liability</i>	\$52,988	\$49,827
Net assets	\$1,055,956	\$1,096,487

In next year’s Annual Report, we hope to be able to report on concrete goals and measurements of those goals and report on, among other metrics, the number of people moved into housing, Social Security applications, and other benefits applications completed in order to give our supporters a better understanding of how we are helping our guests.

FINANCIAL REPORT

As we have expanded hours and days of operation, we have expanded staffing and incurred new costs related to utilities and additional costs of leasing for administrative space. GMC continues to be conservative in the use of donated funds. There are no lavish expenditures. We now have modest administrative space that allowed us to dedicate the space in the Center to program services. Our program expenses currently consume 73% of our budget with the remaining 27% divided between administration and fundraising. The value of in-kind donations increased by \$10,516 (ignoring the previous year’s one-time donation of architectural services valued at \$30,000), thanks to the popularity of the sandwich program.

At the end of FY2012 (Sept. 30, 2012) our financial condition was sound with a net asset value enough to cover approximately two years of budgeted operating expenses.

We anticipate the coming year to be a transitional year as we seek new ways to support our expanded services.

discussions about homelessness. In addition, individual students have an opportunity to design practicums and perform community service at Georgetown Ministry Center.

We are connected to the city through various liaisons. Craig Keller from the Department of Mental Health visits the Center each Tuesday morning and sees people at the Center and walks with us on the street where he sees people we are concerned about. Officer Antonial Atkins from the Metropolitan Police regularly drops by the Center. He will address the members at our house meetings from time to time much as he does with other community groups, talking about current police concerns and imploring our members to help keep an eye out for problems in the community.

In 2012 the staff of GMC began to look at management metrics. What are the important things that we do and how do we measure them? We had the good fortune to have a group of MBA interns from the Danaher Group offer to help us with this task. We are in the process of becoming more sophisticated in our approach, which should help us understand how what we are doing helps, how to tell our story, and what is not helping. Most important, we have found that these numbers establish goals and expectations for us. We expect this to have a huge impact on our services by 2014.



GMC's four full-time staff members: left to right, Dymenn Sasser, Roy Witherspoon, Stephanie Chan, and Gunther Stern.