

MISSION STATEMENT

The mission of the **Boyertown Area Multi-Service, Inc.** is to provide resources and services to meet unfulfilled human and community needs in the greater Boyertown area.

2010

25,245	Meals On Wheels Delivered (including evening meal)
24,866	Congregate Meals Served
1,054	Breakfast Program Meals
1,402	Food Orders and Holiday Food Baskets
117	Volunteer Transportation Trips
683	Fuel Applications (LIHEAP and Emergency Fuel)
68,716	Information & Referral Contacts
631	Agency Visits

HOUSEHOLDS ASSISTED

33	\$ Energy
28	Emergency Food and Shelter
72	Special Needs Fund
323	PCAP Program/Met-Ed

For more than thirty-seven years Boyertown Area Multi-Service has been a vital part of our community. By assisting individuals and families with basic needs and providing services to our elders, we have continued to meet the purposes for which we were established. An important factor in the accomplishment of our goals is the support we receive from the community both financially and through the many hours contributed by our volunteers.

BOYERTOWN AREA MULTI-SERVICE, INC.
COMPARATIVE STATEMENT OF SUPPORT,
REVENUE AND EXPENSES
 for the year ended December 31, 2010

PUBLIC SUPPORT AND REVENUE

Public Support	
Contributions	\$ 202,937
Additional Capital Campaign Contributions	1,300
United Way	67,500
Grants	19,607
Program Services	587,163
Special Events	35,568
Investment Income	672
Other Income	40

TOTAL PUBLIC SUPPORT
GAINS & OTHER SUPPORT \$ 914,787

EXPENSES

Program Services	
Information and Referral	\$ 99,262
Congregate Meals	254,313
Center Home Delivered Meals	197,859
S/R/E/HP Services	104,360
Social Services	87,880
Transportation	52,956
Volunteer Services	19,243
Total Program Services	\$ 815,873
Supporting Service	
Management and General	149,891

TOTAL EXPENSES \$ 965,764

Increase (Decrease) in Net Assets Per Audit	(\$50,977)
Add Back Depreciation Expenses of New	
Building	\$ 111,278
Back Out Endowment Fund Contributions	(26,277)
Adjusted Increase (Decrease) In	
Net Assets Per Audit	\$ 34,024

ANTICIPATED REVENUE AND EXPENSES
2011

PUBLIC SUPPORT AND REVENUE

Public Support	
Contributions - Municipalities	\$ 30,000
- Banks and Corporations	10,000
- Special Gifts and Foundations	14,000
- United Way	69,524

Total Public Support \$ 123,524

Revenue	
Center at Spring Street	\$ 5,000
Individuals/Families, Businesses, Churches, etc.	57,000
Berks County Office of Aging	302,988
Transportation Reimbursement (BARTA)	45,000
Fundraising, Facility Usage	42,000
Direct Client Aid - FEMA, Special Needs	18,000
Met- Ed Reimbursement	20,000
Aging & Adult (Montg. Cnty)	50,000
HSDF	15,000
Agency Reimbursement, Projects & Activities	19,550

Total Revenue \$ 574,538

Grants \$ 39,726
Berks County Office of Aging (Meal Programs) . . . \$ 169,882
TOTAL PUBLIC SUPPORT AND REVENUE . . . \$ 907,670

EXPENSES

Program Services	
Information and Referral	\$ 152,541
Congregate Meals	283,596
Center Home Delivered Meals	226,902
Volunteer Services	16,360
S/R/E/HP Services	68,673
Social Services	107,280
Transportation	52,318
Total Program Services \$ 907,670	

TOTAL EXPENSES \$ 907,670

RESTRICTED FUND BALANCE

January 1, 2011

Restricted by donors for:
 Person/Families in emergency situations \$ 33,335



FROM A CARING COMMUNITY
40,491.66 Volunteer Hours

Multi-Service could not continue without the help of approximately 405 unduplicated volunteers. Caring neighbors assisted our staff by providing direct services through:

CENTER SERVICES:

CENTER AT SPRING STREET MEAL PROGRAM

74 volunteers contributing 10,052 hours.

MEALS ON WHEELS

131 volunteers contributing 4,590.31 hours.

CENTER AT SPRING STREET PROJECTS

107 volunteers contributing 13,484 hours.

TAX ASSISTANCE

9 volunteers contributing 311.5 hours.

VOLUNTEER DRIVERS

16 volunteers contributing 198.6 hours.

FAMILY SERVICES:

FOOD PANTRY/HOLIDAY FOOD BASKETS

24 volunteers contributing 1,246.25 hours.

CHRISTMAS ASSISTANCE

11 volunteers contributing 334.5 hours.

OTHER ASSISTANCE

(Medicare, Farmer's Check & LIHEAP)

18 volunteers contributing 299.25 hrs.

ADMINISTRATION:

OFFICE ASSISTANTS/CLERKS

16 volunteers contributing 2,835.25 hours.

FUND RAISING PROJECTS

99 volunteers contributing 6,163 hours.

SPECIAL COMMITTEES/BOARD MEMBERS

66 volunteers contributing 977 hours.

Other Ways of Caring

Thanksgiving meals were received by 181 households in 2010. Meals were provided by individuals, churches, civic groups, schools, and businesses. Several churches and many individuals contributed to making Christmas 2010 a happy one for 379 children in 170 families. Individual gifts were supplemented with warm items donated by churches and business groups and many other people.

REPORT OF THE EXECUTIVE DIRECTOR

The events of 2010 brought to the forefront just how important the support of area residents is to the services offered at Boyertown Area Multi-Service. Decreased and stagnant funding from government resources and the threat of decreased funding overall, makes it extremely difficult to maintain the current level of programming. Thanks to a community that understands the importance of working together in order to maintain a strong, healthy community, Multi-Service has managed to not only survive, but to continue to offer quality programming to area residents. The Center at Spring Street has enjoyed an ever increasing membership and works hard to offer services to those 55 years of age and older through programs that enhance their lives through nutrition, education, socialization, and recreation. Needs based programs such as fuel assistance, rent assistance, food programs, etc. are designed to assist residents of all ages meet a current crisis that might improve their long term situation. Every effort is made to make sure that short term immediate problems do not become insurmountable life long problems. Multi-Service is a community organization that is here because the community saw a need and sought a solution and will continue to provide services and design programs to address the needs as expressed by the community residents. Everyone is encouraged to become familiar with the services provided by Multi-Service and to offer suggestions on how we might better serve area residents. Together we can continue to help the community prosper and weather the current economic crisis.

2010 BOARD of DIRECTORS

Patricia Hartline, President
Dale Bangs, Vice President
Linda Manwiller, Secretary
Theresa O'Connor, Treasurer
Dr. Jennifer Bealer
Randy Doaty
Chris Henderson
Rev. Steve DeFrain
Raymond Langan, Sr.
Terri Staso
Scott Yescavage
James Davidheiser
Matthew Hovey
Richard Frecon, Jr.
Dennis Stephen
Roberta Graver (resigned)

2010 MULTI-SERVICE STAFF

Dana Eichert, Executive Director
Kathy Murphy, Secretary/Bookkeeper
Heidi Lee, Receptionist/
Transportation Coordinator
Virginia Cox, Over 60 Case Manager
Karen Youse, Center Director
Patricia Petrauskas, Assistant
Center Director
Amy Davies, Under 60 Case Manager
Lori Bernhard, Energy/Meals on Wheels
Case Manager
Nancy Kremm/Brenda Snyder
Food Program Manager
Joy Harner/ Robert Eichert, Bus Driver
Richard Mackey, Executive Chef
Ursula Wieland, Prep Chef
Gregory Rothenberger, Facility Manager
Darlene Strubilla, Evening Receptionist
Russell Bouchat, Custodian
Fran Doaty, Center Receptionist
Vanessa Heim, Program Coordinator/PR
Elaine Bangs, Volunteer Coordinator



Annual Report
2010

200 WEST SPRING STREET
BOYERTOWN, PA. 19512
Phone 610-367-6957
www.boyertownareamulti-service.org