

## Business Donors 2009

16 Hands•Absopure•Acme Mercantile•Afternoon Delight•Allied Waste Services  
Amherst Fund•Angel Food Catering•Ann Arbor Hands On Museum•Applebees  
Arbor Brewing Company•Arby's•The Ark•Bagger Dave's•Barry's Bagels•Bennigan's  
Big George's Home Appliance Mart•Bob Evans•Booth Plumbing & Heating Com-  
pany- Ann Arbor•Brookside Golf Course•BTB Cantina•Buffalo Wild Wings•Carol  
Roeda Studios•Carver & Associates•Casey's Tavern•Charity Motors•The Chel-  
sea Collection•Chelsea Milling Company•Cold Stone Creamery•The Common  
Grill•Community Auto Wash•Community Drive Inc. •Congdon's Ace Hardware•Conor  
O'Neill's•Cottage Inn•Creekside Grill•Cueter Chrysler Jeep Dodge•Dansen•Daniels  
& Zermack•Dawn Treader Book Shop•Dempsey Incorporated•Dexter Pub•Dixboro  
General Store•Dominos Pizza•Downtown Home & Garden•DreamMaker Bath &  
Kitchen•William F. Dufek. CLU State Farm Insurance Agency•Eagle Crest Golf Club  
•Edwards Brothers•Elite Endeavors•Elizabeth J. Interiors•Enchanted Florist•Finn's  
Insurance•Fleming Artists•Footprints Shoe Store•Four Points Sheraton•Fresh  
Season's Market•Gadfly Records•Good Time Charley's•Gordon Food Services•Grand  
Hotel•Green Oaks Golf Course•Haab's Restaurant•Henry Ford Museum•H.R. Peper  
& Associates•Jordan Lovell Picture Framing•Kerrytown Concert House•Knight's  
Restaurant•Krazy Jim's•Kroger•La Fiesta Mexicana•Logan Restaurant•M-  
Den•Macaroni Grill•Macy's•Maggie's Organics•Mast Shoes•Max & Erma's•Meijer  
•Metzger's•Michigan Firehouse Museum•Michigan Theater•Midwest Graphics and  
Awards•Midwest Sliders•Miles of Golf•Moe Sport Shop•Morgan & York•Natural  
Healing•The Necto•Noodles & Company•North Point Grill•Northside Grill•Old  
Town Tavern•Olga's Kitchen•Panera Bread•Paradigm/Nashville•People's Food  
Coop•Performance Network•Phoenix Corporation•Pictures Plus•Profiles Hair  
Salon•Purple Rose Theatre•Qdoba•Quality 16 Theaters•The Quarter Bistro•Radrick  
Farms•Reau & Associates, PC•Reddeman Farms•Ross/Beakes Collision Services•  
Schokolad•Select Auto Service•Select Comfort•Selo/Shevel Gallery•Seva•Showcase  
Cinema•Sidetrack•Silver Foam Distributing•Small World Shoppe•Stadium Trophy•  
Starbucks•Stonebridge Golf Club•Target•Ten Thousand Villages•Terry Bakery•Tidy  
Tom•Tios on Liberty•Tower Inn Cafe•Trader Joe's•Traditional Painting•Two Men  
And A Truck•Tyner Furniture•University of Michigan Golf Course•Value Self Storage  
•Van Winkle Mattress Company•Village Pharmacy II•Washtenaw Auto Wash•White  
Castle•Whole Foods•World of Rocks•Xpedx Paper & Graphics•Ypsilanti Big Boy  
•Ypsilanti Food Coop•G. Phil Zedepa, CFP Raymond James Financial  
Services•Zingerman's•Zou Zou's Cafe

## Foundation and Organization Donors 2009

- Ann Arbor Area Community Foundation
- Ann Arbor Thrift Shop
- Apex Foundation
- Church Women United of Ypsilanti
- Edward Redies Foundation
- Greater Michigan Plumbing and Mechanical Contractors
- Helen Kay Charitable Trust
- J. F. Ervin Foundation
- Kiwanis Club of Ann Arbor
- Knights of Columbus Saline Council 6674
- Ladies Literary Club of Ypsilanti
- National Christian Foundation
- Optimist Club of Ann Arbor
- Optimist Club of Ypsilanti
- Pfizer Foundation
- St. Andrew's Lodge
- St. Vincent de Paul of St. Francis
- St. Vincent de Paul of St. Thomas
- TCF Bank Foundation
- Thrivent Financial for Lutherans
- Washtenaw Association for F.C.E.
- Washtenaw County Sheriff's Work Program
- Ypsilanti Thrift Shop

## Congregational Partners 2009

- Ann Arbor Christian Reformed Church
- Ann Arbor Friends Meeting House
- Beth Israel Congregation
- Bethlehem United Church of Christ
- Bethel AME
- Calvary Presbyterian Church
- Christ Our King Luthran
- Dexter Gospel Church
- Emmanuel Lutheran Church
- First Baptist Church-Ypsilanti
- First Congregational Church of Ann Arbor
- First Presbyterian Church of Ann Arbor
- First Presbyterian Church of Ypsilanti
- First Unitarian Universalist Church of Ann Arbor
- First United Methodist Church of Ypsilanti
- Holy Faith Church
- Holy Trinity Student Chapel
- Immanuel Baptist Church
- King of Kings Lutheran Church
- Knox Presbyterian Church
- Lord of Light Lutheran Church
- Mt. Olive Baptist Church
- New Hope Baptist Church
- Northside Community Church
- St. Andrew Catholic Church-Saline
- St. Clare of Assisi Episcopal Church
- St. Francis of Assisi Catholic Church
- St. Joseph Catholic Church-Dexter
- St. Luke Lutheran Church
- St. Mary Student Chapel
- St. Matthew's United Methodist Church
- St. Paul Lutheran Church
- St. Paul Missionary Baptist Church
- St. Thomas Catholic Church
- Second Baptist Church-Ypsilanti
- Shalom Community Church
- Unity of Ann Arbor
- Westminster Presbyterian Church
- Ypsilanti Seventh Day Adventist
- Zion Lutheran Church

# FRIENDS IN DEED

1196 Ecorse Rd.  
Ypsilanti, MI 48198



## Friends In Deed Staff

*Executive Director*  
Helena Prince

*Program Manager*  
Kirstin Bohac

*Casework Supervisor*  
JoAnna Barnes

*Furniture Coordinator*  
Judy Blanchard(1/09)  
Lora Elwart(3/09-present)

**Help Line:**  
(734) 484-4357

**Furniture Line:**  
(734) 484-7607

**Administration Line:**  
(734) 485-7658

**E-mail:**  
office@friendsindeed.info

**Website:**  
www.friendsindeed.info

# FRIENDS IN DEED

# 2009 Annual Report

*Dear Friends,*

*Friends In Deed took a giant leap of faith in 2008 with the purchase of a building to consolidate our operations in one location. In 2009, our first year in our new home, that leap resulted in increased and enhanced services to our clients and reduced operational costs. By August, the Friends In Deed Furniture Program had served more people than during all of 2008. By the end of the year, we provided 1,000 more items of furniture, made 100 more deliveries and assisted 100 more households than the previous year. Also, expenses in our new space were less than in our previously rented facility. This reduction in operating costs and further expected reductions in 2010, will allow us to continue to expand services to those in need, as we reach our Capital Campaign goal.*

*Despite the continued downturn in the economy in 2009, we were also able to provide case management, financial assistance and volunteer services at the same level as recent years. This was made possible by the support of our congregational, individual, organizational and business partners. We are truly blessed and very thankful for such loyal and generous support. This continued support is what allows Friends In Deed to meet our mission to respond to those in our community with unmet emergency needs.*

*With appreciation,*

**Helena Prince**  
*Executive Director*

**Michael Weber**  
*Board President*

## Mission Statement

Friends In Deed is an interfaith volunteer organization that provides for needs of Washtenaw County residents that are not being met by other human service agencies. Friends In Deed provides information, referral, and screening services to congregations and agencies as well as resources to people in need.

## Programs and Services

### Congregational Services

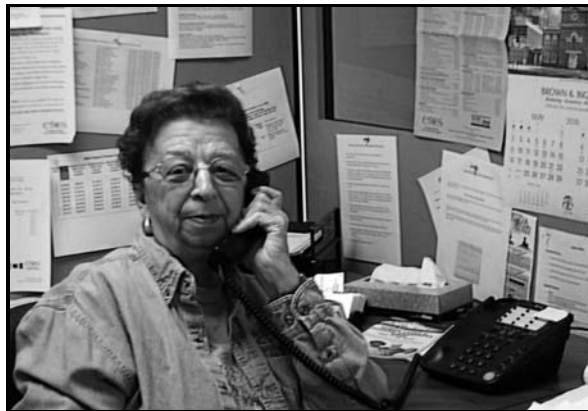
Information, referral and screening services are provided to congregations seeking to help those in need. A "How to Help Seminar" provides guidelines on how to assist; a Resource Guide to Community Services is mailed twice yearly to over 200 congregations; an email network provides resource information and client alerts.



Friends In Deed is pleased to partner with Pastor Van C. Williams and Second Baptist Church in Ypsilanti.

### Direct Assistance Program

Information, referral and financial help are provided for unmet basic needs that are critical to a person's health and well-being. In 2009, FID assisted 1,686 families through the Help Line with information, referral and over \$40,000 in direct assistance.



FID volunteer, Kathy Wilde responds to a Help Line request with patience and understanding.

### Furniture Program

Donated good condition furniture/appliances are provided to low-income households. Items are picked up by clients from donors' homes or the warehouse or are delivered by volunteers. During the winter holiday season, FID collects funds for the Annual Holiday Bed Drive to purchase new mattresses and box springs. In 2009, nearly 400 pick ups and deliveries by FID volunteers occurred. Over 2,915 pieces of furniture and appliances were disbursed.



### Transportation/Car Repair Program

Minor car repairs, other transportation related needs and the occasional donation of a vehicle are provided for those requiring transportation to maintain employment or for medical reasons. Donated cars are assessed by a certified mechanic. FID assisted 103 clients with car related requests in 2009.

### Volunteer Services

Appliance repair, transportation to critical appointments, chore services and minor household repairs are provided on an emergency basis as volunteers are available.



## 2009 Highlights

- All renovation costs for the new building were paid for and more than two-thirds of the \$300,000 Capital Campaign goal was achieved. FID hosted an Open House to showcase the new building and initiated a Square Foot Campaign for the building fund (\$50 buys one square foot of the building).
- The First Annual Golf Outing was a big success! The weather was beautiful and a great time was had by all. There were 78 golfers and 51 sponsors which resulted in over \$7,000 for the FID Capital Campaign.
- DreamMaker Bath and Kitchen joined FID as a business partner. One Wednesday a month, their truck arrived at the FID warehouse to pick up and drop off furniture for our clients in need, and they also provided moving help to clients who had no other resources. In addition, they contributed financial support for the Holiday Bed Drive

and Golf Outing. We look forward to continued partnership in 2010.

- Our new building has helped FID provide more assistance for our furniture clients. New records were set for furniture services:
  - 2,915 items were dispersed to those in need (1,704 in 2008)
  - Deliveries were increased to 221 (109 in 2008)
- The FID newsletter became available by email and the Annual Report via the website, as FID attempts to reduce costs and improve our environment

### 2009 Statistical Overview

Description	Number Served
Intake Needs	1,019
Telephone Referrals	1,153
Total Needs Requested	2,172

### Types of Intake Needs

Money	495
Furniture	487
Other	37

### Monies Disbursed

From Agencies	\$31,934
From FID	\$ 8,241
Total \$ Disbursed	\$40,175

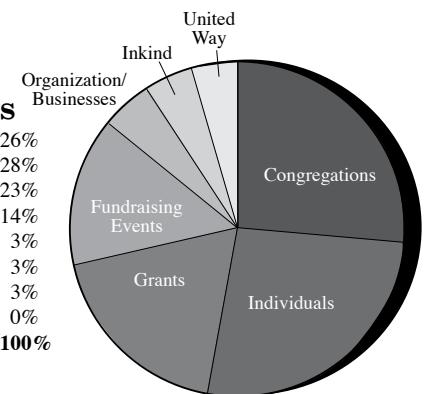
### Furniture/Appliances Disbursed

Items Disbursed	2,915
Deliveries to Clients	194
Pick-ups from Donors	259
Cars Disbursed	10

## Our Dollars At Work 2009

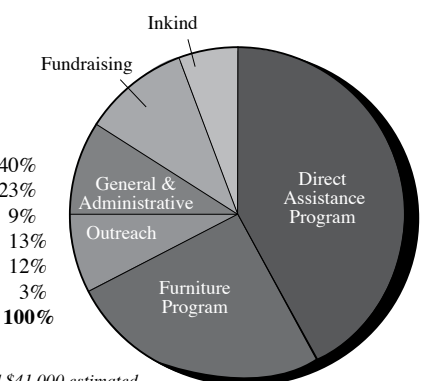
### Donations/Contributions

Congregations	\$51,009	26%
Individuals	\$54,459	28%
Grants	\$44,854	23%
Fundraising Events	\$27,368	14%
Organization/Businesses	\$5,167	3%
Inkind	\$5,817	3%
United Way Designations	\$5,788	3%
Other	\$69	0%
<b>Total Income</b>	<b>\$194,531</b>	<b>100%</b>



### Expenditures

Direct Assistance Program	\$79,774	40%
Furniture Program	\$45,034	23%
Outreach	\$18,546	9%
General & Administrative	\$26,798	13%
Fundraising	\$23,900	12%
Inkind	\$5,817	3%
<b>Total Expenditures</b>	<b>\$199,869</b>	<b>100%</b>



Note: In addition to inkind income and expenses, FID also received \$41,000 estimated value of donated furniture and \$23,000 estimated value of donated vehicles provided to households in need.

### Capital Campaign Revenue & Expenditures to 12/31/09

Capital Campaign Revenue:	
Individuals, Congregations & Businesses	\$166,822
Grants	\$49,000

**Total Revenue \$206,512**

Capital Campaign Expenditures:	
*Building Purchase	\$192,971
Renovation Expenses	\$76,000
Other Expenses	\$18,840

**Total Expenditures \$282,481**

Individuals & Congregations revenue include cash and pledges.

\*Outstanding Expenses as of 12/31/09  
Mortgage: \$84,500