The Northampton Survival Center
An Emergency Food Pantry and Referral Service for Hampshire County

ANNUAL REPORT
July 1, 2006 — June 30, 2007
Board of Directors
October 2006 – October 2007

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Florence, MA

Miriam Krell Bourke
Northampton, MA

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Anne Keppler
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Rabbi Justin David
Northampton, MA

Sharon Moulton
Northampton, MA

Staff

Lisabeth Jasniewicz, Office Manager
Maria Jimenez, Staff Assistant

Evelyn McCoy, Assistant Director
Diane Meehan, Hilltown Pantry Director

Heidi Nortonsmith, Executive Director
Strategic Plan
October, 2006 through December, 2009

Goals and strategies

Program Goal
*Increase ability to meet client needs (Program Committee)*

- Perform client needs assessment
- Assess quality and quantity of food and improve both
- Ensure that internal processes comply with our mission
- Identify best practices among other food pantries, including safety and security measures

Building Goal
*Secure need-appropriate facility (Ad Hoc Building Committee)*

- Explore:
  - Long-term lease at current location with opportunity to expand
  - Another free or low-cost space from the City
  - Free or inexpensive space from a developer
- Raise money to rent, buy, or build

Finance Goal
*Improve financial stability (Finance and Development Committee)*

- Develop “desired donors” pyramid
- Develop automatic giving plan
- Develop a system for building relationships with donors
- Revise, or increase the number of, annual fundraisers
- Review and revise direct mail solicitation strategy
- Grow the reserve funds (our net worth)

Board Goal
*Improve Board development and effectiveness (Governance Committee)*

- Develop program to orient and mentor new Board members
- Develop program to train existing Board members
- Analyze Board composition and assess gaps in demographics and skill sets
- Define the role of the Board and clarify Board and committee functions
- Refine procedures for Board and committee recruitment
- Analyze Board member skills, interests, and connections
- Institute evaluation procedures
As I conclude my third and final year as President of the Board of Directors, I write this message with both pride and regret. Pride in the good work that has been accomplished and regret that I relinquish this post as I have thoroughly enjoyed leading such a group of hard-working and dedicated individuals.

Fiscal Year 2007 began with the creation of a new Strategic Plan. Additionally, the Board of Directors restructured its committee system by adding a Governance Committee, charged with improving Board development and effectiveness, and also an Events Committee, charged with preparing for and overseeing various fundraising and community relation events. The restructuring of the committees included the addition of non-Board members to standing committees and a shift toward more work being done at the committee rather than Board level. The ongoing committee work has already resulted in significant progress in the pursuit of the four goals identified in the Strategic Plan.

In last year’s message, I alluded to the decrease in funding that the NSC would receive from the United Way and suggested that “the NSC is poised to see its internal individual fundraising rise to meet our needs.” As predicted, we more than overcame the $17,000 funding shortfall through a special appeal to our donors. We raised $28,850 (from 320 donors) in direct response to our request! Moreover, this special appeal did not adversely impact our traditional winter appeal; 406 donors responded to the winter appeal by donating another $47,150 (a 28% increase over the prior year). The United Way funding will only modestly increase in Fiscal Year 2008 and the NSC will continue to rely upon internal individual fundraising to a greater extent than in years past.

With progress come additional challenges. As we take steps related to securing additional space, we must consider how additional space might translate into growth in our program. As we explore growth in programming, we must then contemplate the need for additional fundraising. As we evaluate our fundraising capability, we should stabilize our sources of development and diversify the individual responsibilities associated with carrying out development strategies. As I look back at the great strides the NSC has made and look forward to these challenges that lie ahead, I am confident that the Board of Directors and Staff of the NSC will rise to the occasion.

This past year saw the resignation of two Board members and the retirement of Betty von Klemperer. Rebecca Neimark, Sheri Gladden and Gillian Andrews have all joined the Board in the past year demonstrating the NSC’s continued ability to attract talented and dedicated members of the community. As long as our neighbors remain hungry, we will strive to improve the quality of their lives by providing food and other resources with dignity and respect.

John P. DiBartolo, Jr.
President, Board of Directors
Northampton Survival Center
Executive Director's Report

Our recent Annual Reports have capped off several years of growth and development for the Northampton Survival Center, and this past year continued that pattern.

Summary of client services and trends

In Fiscal Year 2007 the Northampton Survival Center served 3,830 clients from 16 communities in Hampshire County. These clients visited our two pantries 18,645 times to pick up monthly distributions of food, with many clients returning for fresh bread and produce on a weekly basis. In total, our two pantries gave out 469,402 pounds of free food over the course of the year.

These client figures represent a slight decrease in pantry use since last fiscal year, due perhaps in part to the high cost of living in Northampton and of traveling to the Center from more distant locations. We see a continuing need for our services as the cost of living rises and people cycle in and out of times of critical need. For example, in FY07 we served 986 new clients, and another 412 former clients who returned to us after not having needed to use our services for the preceding year or more.

Highlights of the year

In early FY07 our Board of Directors created a bold and challenging new strategic plan to help guide the Center through 2009. As a result, newly reconstituted Board committees (some including non-Board community members) were able to make great strides in addressing the Center’s goals and interests.

The Center strengthened its services with several exciting new or improved programs this past year. Our “Take Three” initiative furthered our goal of providing clients with more food each month while offering increased choices about what items they receive. This cutting edge program fosters our mission of serving clients with dignity and respect, and has been happily embraced both by clients and the volunteers who serve them in the pantry.

For the first time ever, our Thanksgiving program met its goal of providing a “turkey for every home” with turkeys (or turkey gift cards) and supplies of holiday “fixings” going to every one of the 620 households who asked for them last November.

Through the generosity of one donor, we’ve established a Transportation Fund which allows us to subsidize taxi rides for clients who have difficulty transporting their food packages home from the Center. As we have a large number of clients (many suffering from severe pain or grave physical illness) who do not otherwise have access to a car or ride, this fund is the key to making their visits to the Northampton Survival Center possible.
We have also developed a client needs assessment which will allow us to collect a wealth of information to help us identify unmet needs and ensure that, as we continue to grow, we preserve and improve those services most important to our clients. We are currently seeking funding to facilitate this inquiry.

We made major improvements to our infrastructure this year, including a partial computer upgrade at both our Northampton and Goshen locations and the installation of a back-up system to ensure the safety of our critical client and donor databases. With the help of a volunteer from Smith College, we updated and improved our donor database. And the launching of a new-and-improved version of our website (www.TheNSC.org) made navigation easier for volunteers, donors, and those helping clients access our services.

Several new public relations pieces helped us bring our message to the community this past year. Through the extraordinary efforts of several volunteers, we were able to produce a 4-minute video about the Center, which aired, among other places, on cable access TV. We also developed a beautiful window decal featuring our carrot logo and the words “Proud Supporter of the Northampton Survival Center”. These are now being distributed and are showing up in local business windows and on the cars of our volunteers and donors.

Our finances were strengthened and our fundraising efforts rewarded in several important ways during the year. We set up a new “Direct Donate” program by which donors can support us with ongoing weekly or monthly automatic payments. We were also fortunate to be awarded a grant through the Hilltown CDC to significantly assist us in operating the Hilltown Pantry for another year. Our third annual Open House in June successfully lived up to its billing as both a fundraiser and “friendraiser”. And we were able to conclude the year “in the black” financially, due in large part to a tremendous outpouring of generous donations in response to our call for support last September, after a downturn in grant allocations.

Finally, our collaborations with other service providers and area programs continue to develop and flourish. We’ve toured, hosted, and shared best practices with a number of other food pantries in the area, and partnered with the Food Bank in providing training to others as they develop their infrastructure and computer capabilities. We worked closely with the Northampton School Department and provided nutritious snacks and groceries to support a new after-school tutoring initiative for low-income families. And we continued collaborating with other emergency food providers as we work to improve food stamp access to residents of western Massachusetts.

We look forward to a year of strengthening and expanding our efforts to improve the quality of life for low-income individuals and families in Hampshire County by providing food and other resources with dignity and respect.

Heidi Nortonsmith
Executive Director
Assistant Director's Report

The Northampton Survival Center is committed to serving low-income individuals from 16 Hampshire County communities. While we provide our clients with food, clothing, household items and referrals, our first priority remains the distribution of food. Thanks to support from our local communities, 27% of our food supply is donated directly to us. These donations come from a variety of places, including schools, houses of worship, businesses, local civic organizations and individuals. They support our agency through food drives, daily and weekly food donations, donations in lieu of birthday gifts, and more.

There are four annual food drives that deserve special mention, as they contribute over 25,000 pounds of food among them:

- The annual Post Office Food Drive runs successfully each year with the help of over a hundred volunteers, our tireless postal carriers, and the generous donations of the Northampton community,

- Food drives at both the Congregation B'nai Israel and Beit Ahavah during the Jewish High Holy Days in the fall bring our clients an eagerly-awaited bounty of healthy foods as the cold weather sets in, and

- The Boy Scouts from Worthington and Chesterfield host an annual “Scouting for Food” drive which brings a much-appreciated supply of food to our Hilltown Pantry in Goshen.

Other program highlights from the year included:

- Our “Energy Efficient Light Bulbs Campaign”, in which donors supply energy-efficient light bulbs to the clients at our Hilltown Pantry on an on-going basis so that they can all afford to save energy.

- Our Kids' Summer Food Program runs for ten weeks during the school summer vacation months and helps replace the free breakfast and lunch program that school-age children receive during the school year. In the summer of 2006 this program served 557 children and distributed 32,266 pounds of food.

- We were again able to provide an abundance of fresh vegetables year round with help from the Food Bank Farm, the Food Bank, the Community Gardens and Mountain View Farm. In addition, once again this year, the VA Medical Center in Leeds provided us with a truckload of fresh vegetable and flower plants for the clients to grow themselves.
The NSC continued to expand its "Turkey for Every Home" program in November. It was an exceptional year, with 620 donated turkeys or turkey gift cards distributed at the Northampton site and 103 for the Hilltown site. For the first time ever, every household that wanted a turkey or $10 gift card was able to receive one.

Through our holiday gift program at both pantries, clients were able to choose from a wide selection of new toys, games, books, clothing, hats, scarves, gloves, household items, knick-knacks, and jewelry, all donated by local businesses, groups, and individuals.

The continued growth of our programs necessitated the development of an improved inventory system to help us keep track of the food coming into and leaving the Center, which we expect will serve us well as we continue to grow.

At times I’m asked why people need our services, and it always surprises me to realize that most people in the community do not sense how difficult it can be to survive in what many perceive as an affluent area. There are many instances where people need our help but one of the most prevalent is health reasons. Our clients simply cannot access the best health care money can buy, and many have little or no access at all. The experience of one client – a single mother in her thirties – illustrates this problem. Suffering from a crippling back illness and chronic back pain, she uses our services on a regular basis. She would like to be able to work but cannot stand or sit or lie down for any length of time. If she takes medication to ease the pain she is too dopey to function and take care for her family. This women was a hard working individual until this happened and now has to suffer with this condition and the financial hardship it places upon her. She is always grateful for our services and I always try to leave her laughing. She has a very difficult life and coming here is a pleasant outing for her. She is able to help herself to fresh vegetables, free clothing for her children and the helpful services of our dedicated volunteers.

For the Center to maintain the quality of the services and programs at the NSC, we depend on the generous support of 228 volunteers. They help in so many ways, by serving the clients during pantry shifts, shopping for food at the Food Bank, picking up food at stores and bakeries, and sorting, inventorying, and stocking the food. As always, our services are still desperately needed throughout our service area, and I heartily thank all of our volunteers for contributing their time and talent to meeting the needs of the neediest in our community.

Evelyn McCoy
Assistant Director
## Community Support FY06 and FY07

<table>
<thead>
<tr>
<th>Community Food Donations (lbs)</th>
<th>FY 06</th>
<th>% in 06</th>
<th>FY 07</th>
<th>% in 07</th>
<th>Change Since FY06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Religious</td>
<td>31,544</td>
<td>21%</td>
<td>26,365</td>
<td>19%</td>
<td>-16%</td>
</tr>
<tr>
<td>Schools</td>
<td>9,000</td>
<td>6%</td>
<td>10,897</td>
<td>8%</td>
<td>21%</td>
</tr>
<tr>
<td>Business</td>
<td>69,275</td>
<td>45%</td>
<td>57,866</td>
<td>40%</td>
<td>-16%</td>
</tr>
<tr>
<td>Civic (and scout)</td>
<td>9,155</td>
<td>6%</td>
<td>7,884</td>
<td>6%</td>
<td>-13%</td>
</tr>
<tr>
<td>Post Office Food Drive</td>
<td>15,507</td>
<td>10%</td>
<td>20,252</td>
<td>14%</td>
<td>30%</td>
</tr>
<tr>
<td>Individuals</td>
<td>17,847</td>
<td>12%</td>
<td>18,498</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>152,328</td>
<td>100%</td>
<td>141,762</td>
<td>100%</td>
<td>-7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community Financial Donations</th>
<th>FY 06</th>
<th>% in 06</th>
<th>FY 07</th>
<th>% in 07</th>
<th>Change Since FY06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Religious</td>
<td>$3,724</td>
<td>3%</td>
<td>$14,255</td>
<td>8%</td>
<td>283%</td>
</tr>
<tr>
<td>Civic, Schools, Business</td>
<td>$16,142</td>
<td>12%</td>
<td>$12,155</td>
<td>7%</td>
<td>-25%</td>
</tr>
<tr>
<td>Business Advertising (Open Hse)</td>
<td>$21,240</td>
<td>16%</td>
<td>$21,575</td>
<td>12%</td>
<td>2%</td>
</tr>
<tr>
<td>Individuals</td>
<td>$29,785</td>
<td>23%</td>
<td>$33,512</td>
<td>20%</td>
<td>13%</td>
</tr>
<tr>
<td>Direct Mail</td>
<td>$60,767</td>
<td>46%</td>
<td>$87,154</td>
<td>51%</td>
<td>43%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$131,658</td>
<td>100%</td>
<td>$168,651</td>
<td>100%</td>
<td>28%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Sources of Food (lbs)</th>
<th>FY 06</th>
<th>% in 06</th>
<th>FY 07</th>
<th>% in 07</th>
<th>Change since FY06</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEFAP (free)</td>
<td>16,721</td>
<td>5%</td>
<td>56,657</td>
<td>15%</td>
<td>238%</td>
</tr>
<tr>
<td>MEFAP - Kids (free)</td>
<td>1,155</td>
<td>&lt;1%</td>
<td>3,522</td>
<td>1%</td>
<td>314%</td>
</tr>
<tr>
<td>USDA (free)</td>
<td>73,054</td>
<td>23%</td>
<td>73,069</td>
<td>19%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Food Bank (free)</td>
<td>44,867</td>
<td>14%</td>
<td>48,482</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>Food Bank Farm (free)</td>
<td>53,485</td>
<td>17%</td>
<td>50,082</td>
<td>13%</td>
<td>-6%</td>
</tr>
<tr>
<td><strong>Free Food Sub-Total</strong></td>
<td>189,282</td>
<td>59%</td>
<td>231,812</td>
<td>61%</td>
<td>22%</td>
</tr>
</tbody>
</table>

| Food Bank Purchases            | 68,676  | 22%     | 77,020  | 21%     | 13%              |
| Retail Purchases - Regular     | 28,286  | 9%      | 28,843  | 8%      | 1%               |
| Retail Purchases - Kids        | 32,323  | 10%     | 37,364  | 10%     | 15%              |
| **Purchased Food Sub-Total**   | 129,285 | 41%     | 143,227 | 39%     | 22%              |
| **TOTAL**                      | 318,567 | 100%    | 375,039 | 100%    | 18%              |
## Client Demographics in FY07

### Number of clients served

<table>
<thead>
<tr>
<th></th>
<th>Northampton Households</th>
<th>Northampton Individuals</th>
<th>Hilltown Households</th>
<th>Hilltown Individuals</th>
<th>Total Households</th>
<th>Total Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY07</td>
<td>1,628</td>
<td>3,604</td>
<td>101</td>
<td>226</td>
<td>1,729</td>
<td>3,830</td>
</tr>
<tr>
<td>FY06</td>
<td>1,631</td>
<td>3,651</td>
<td>103</td>
<td>273</td>
<td>1,734</td>
<td>3,924</td>
</tr>
<tr>
<td>% change since FY06</td>
<td>-0.18%</td>
<td>-1.29%</td>
<td>-1.94%</td>
<td>-17.22%</td>
<td>-0.29%</td>
<td>-2.40%</td>
</tr>
</tbody>
</table>

### Number of times our clients visited us

<table>
<thead>
<tr>
<th></th>
<th>Northampton Households</th>
<th>Northampton Individuals</th>
<th>Hilltown Households</th>
<th>Hilltown Individuals</th>
<th>Total Households</th>
<th>Total Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY07</td>
<td>7,134</td>
<td>16,609</td>
<td>1,024</td>
<td>2,036</td>
<td>8,158</td>
<td>18,645</td>
</tr>
<tr>
<td>FY06</td>
<td>7,490</td>
<td>17,340</td>
<td>1,251</td>
<td>2,845</td>
<td>8,741</td>
<td>20,185</td>
</tr>
<tr>
<td>% change since FY06</td>
<td>-4.75%</td>
<td>-4.22%</td>
<td>-18.15%</td>
<td>-28.44%</td>
<td>-6.67%</td>
<td>-7.63%</td>
</tr>
</tbody>
</table>

### Number of households served, by ethnicity

<table>
<thead>
<tr>
<th></th>
<th>Northampton households</th>
<th>% of Northampton households</th>
<th>Hilltown households</th>
<th>% of Hilltown households</th>
<th>Total households</th>
<th>% of total households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>12</td>
<td>&lt;1%</td>
<td>2</td>
<td>2%</td>
<td>12</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Native American</td>
<td>7</td>
<td>&lt;1%</td>
<td></td>
<td></td>
<td>9</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Caucasian</td>
<td>1,255</td>
<td>77%</td>
<td>99</td>
<td>98%</td>
<td>1,354</td>
<td>78%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>271</td>
<td>17%</td>
<td></td>
<td></td>
<td>271</td>
<td>16%</td>
</tr>
<tr>
<td>African American</td>
<td>83</td>
<td>5%</td>
<td></td>
<td></td>
<td>83</td>
<td>5%</td>
</tr>
<tr>
<td>Total clients</td>
<td>1,628</td>
<td>100%</td>
<td>101</td>
<td>100%</td>
<td>1,729</td>
<td>100%</td>
</tr>
</tbody>
</table>
### Heads of household

<table>
<thead>
<tr>
<th></th>
<th>Northampton clients</th>
<th>% of Northampton clients</th>
<th>Hilltown clients</th>
<th>% of Hilltown clients</th>
<th>Total clients</th>
<th>% of total clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Head of Household - Female</td>
<td>359</td>
<td>22%</td>
<td>5</td>
<td>2%</td>
<td>364</td>
<td>21%</td>
</tr>
<tr>
<td>Single Head of Household - Male</td>
<td>36</td>
<td>2%</td>
<td>4</td>
<td>2%</td>
<td>40</td>
<td>2%</td>
</tr>
<tr>
<td>Teen Head of Household</td>
<td>1</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Gender

<table>
<thead>
<tr>
<th></th>
<th>Northampton clients</th>
<th>% of Northampton clients</th>
<th>Hilltown clients</th>
<th>% of Hilltown clients</th>
<th>Total clients</th>
<th>% of total clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1,682</td>
<td>47%</td>
<td>99</td>
<td>44%</td>
<td>1,781</td>
<td>47%</td>
</tr>
<tr>
<td>Female</td>
<td>1,922</td>
<td>53%</td>
<td>127</td>
<td>56%</td>
<td>2,049</td>
<td>54%</td>
</tr>
<tr>
<td>Total</td>
<td>3,604</td>
<td>100%</td>
<td>226</td>
<td>100%</td>
<td>3,830</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Other client demographics

<table>
<thead>
<tr>
<th></th>
<th>Northampton Households</th>
<th>Northampton Individuals</th>
<th>Hilltown Households</th>
<th>Hilltown Individuals</th>
<th>Total Households</th>
<th>Total Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>New clients served</td>
<td>484</td>
<td>956</td>
<td>15</td>
<td>30</td>
<td>499</td>
<td>986</td>
</tr>
<tr>
<td>First time back in a year or more</td>
<td>202</td>
<td>412</td>
<td>0</td>
<td>0</td>
<td>202</td>
<td>412</td>
</tr>
<tr>
<td>Elders 65+</td>
<td>872</td>
<td>average of 72 / month</td>
<td>49</td>
<td>average of 3 / month</td>
<td>921</td>
<td>average of 75 / month</td>
</tr>
</tbody>
</table>
### Number of Clients Served in FY07 - Both Sites

<table>
<thead>
<tr>
<th>Towns</th>
<th>Households</th>
<th>Children 0-12</th>
<th>Teens 13-17</th>
<th>Adults 18-64</th>
<th>AGE 65+</th>
<th>Total Individuals</th>
<th>% of Clients from Each Town</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northampton</td>
<td>902</td>
<td>441</td>
<td>209</td>
<td>1,196</td>
<td>80</td>
<td>1,926</td>
<td>51%</td>
</tr>
<tr>
<td>Easthampton</td>
<td>369</td>
<td>186</td>
<td>62</td>
<td>539</td>
<td>47</td>
<td>834</td>
<td>22%</td>
</tr>
<tr>
<td>Chesterfield</td>
<td>30</td>
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### Other Communities served

<table>
<thead>
<tr>
<th>Community</th>
<th>Households</th>
<th>Children 0-12</th>
<th>Teens 13-17</th>
<th>Adults 18-64</th>
<th>AGE 65+</th>
<th>Total Individuals</th>
<th>% of Clients from Each Town</th>
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</tr>
<tr>
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</table>

| Grand Totals    | **1,729**  | **879**       | **397**     | **2,346**   | **208** | **3,830**         |                             |
| Percent of Total| 23%        | 10%           | 61%         | 5%          | 100%    |                   |                             |
## Number of Client Visits in FY07 - Both Sites

<table>
<thead>
<tr>
<th>Town</th>
<th>Household Visits</th>
<th>Individual Visits</th>
<th>% of Total Client Visits</th>
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</thead>
<tbody>
<tr>
<td>Northampton</td>
<td>4,088</td>
<td>9,106</td>
<td>49%</td>
</tr>
<tr>
<td>Easthampton</td>
<td>1,583</td>
<td>3,881</td>
<td>21%</td>
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<tr>
<td>Chesterfield</td>
<td>264</td>
<td>571</td>
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</tr>
<tr>
<td>Cummington</td>
<td>328</td>
<td>673</td>
<td>4%</td>
</tr>
<tr>
<td>Goshen</td>
<td>155</td>
<td>327</td>
<td>2%</td>
</tr>
<tr>
<td>Hadley</td>
<td>170</td>
<td>477</td>
<td>3%</td>
</tr>
<tr>
<td>Hatfield</td>
<td>215</td>
<td>465</td>
<td>2%</td>
</tr>
<tr>
<td>Plainfield</td>
<td>65</td>
<td>174</td>
<td>1%</td>
</tr>
<tr>
<td>South Hadley</td>
<td>276</td>
<td>831</td>
<td>4%</td>
</tr>
<tr>
<td>Southampton</td>
<td>166</td>
<td>382</td>
<td>2%</td>
</tr>
<tr>
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<td>177</td>
<td>485</td>
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<td>2%</td>
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<tr>
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### Other Communities served

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<thead>
<tr>
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<th>Individual Visits</th>
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</thead>
<tbody>
<tr>
<td>Amherst</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Belchertown</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Granby</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Greenfield</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Holyoke</td>
<td>13</td>
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<tr>
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<td>12</td>
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<tr>
<td>Pittsfield</td>
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<td>2</td>
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<tr>
<td>Shutesbury</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Springfield</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Westfield</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Windsor</td>
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<td>16</td>
</tr>
<tr>
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<td><strong>88</strong></td>
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**Grand Totals**  
- **8,158**  
- **18,645**
### Number of Clients Served in FY07 - Northampton

<table>
<thead>
<tr>
<th>Towns</th>
<th>Households</th>
<th>Children 0 - 12</th>
<th>Teens 13 - 17</th>
<th>Adults 18 - 64</th>
<th>AGE 65+</th>
<th>Total Individuals</th>
<th>Total Individuals % Change since FY05</th>
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<tbody>
<tr>
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<td>902</td>
<td>441</td>
<td>209</td>
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<td>80</td>
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<tr>
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<td>186</td>
<td>62</td>
<td>539</td>
<td>47</td>
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<td>-1%</td>
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<td>3</td>
<td>24</td>
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<td>41</td>
<td>-7%</td>
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<td>10</td>
<td>0</td>
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<td>-20%</td>
</tr>
<tr>
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<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>-75%</td>
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<tr>
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<td>13</td>
<td>11</td>
<td>45</td>
<td>3</td>
<td>72</td>
<td>29%</td>
</tr>
<tr>
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<td>43</td>
<td>26</td>
<td>12</td>
<td>64</td>
<td>2</td>
<td>104</td>
<td>60%</td>
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<td>1</td>
<td>2</td>
<td>0</td>
<td>5</td>
<td>500%</td>
</tr>
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<td>64</td>
<td>28</td>
<td>98</td>
<td>10</td>
<td>200</td>
<td>12%</td>
</tr>
<tr>
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<td>35</td>
<td>17</td>
<td>16</td>
<td>45</td>
<td>5</td>
<td>83</td>
<td>-6%</td>
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<td>15</td>
<td>10</td>
<td>3</td>
<td>26</td>
<td>4</td>
<td>43</td>
<td>26%</td>
</tr>
<tr>
<td>Williamsburg</td>
<td>27</td>
<td>9</td>
<td>6</td>
<td>31</td>
<td>4</td>
<td>50</td>
<td>-26%</td>
</tr>
<tr>
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<td>2</td>
<td>5</td>
<td>8</td>
<td>0</td>
<td>15</td>
<td>-50%</td>
</tr>
<tr>
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<td>96</td>
<td>28</td>
<td>4</td>
<td>113</td>
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<td>145</td>
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<td><strong>362</strong></td>
<td><strong>2,203</strong></td>
<td><strong>156</strong></td>
<td><strong>3,541</strong></td>
<td><strong>1%</strong></td>
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### Other Communities served

<table>
<thead>
<tr>
<th></th>
<th>Households</th>
<th>Children 0 - 12</th>
<th>Teens 13 - 17</th>
<th>Adults 18 - 64</th>
<th>AGE 65+</th>
<th>Total Individuals</th>
</tr>
</thead>
<tbody>
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<td>0</td>
<td>3</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Belchertown</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Granby</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Greenfield</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
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<td>Holyoke</td>
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<td>3</td>
<td>11</td>
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<td>27</td>
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<td>4</td>
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<td>9</td>
</tr>
<tr>
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<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Shutesbury</td>
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<td>0</td>
<td>2</td>
<td>0</td>
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<td>5</td>
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</tr>
<tr>
<td><strong>Subtotals</strong></td>
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<td><strong>63</strong></td>
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### Grand Totals

<table>
<thead>
<tr>
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<th>Households</th>
<th>Children 0 - 12</th>
<th>Teens 13 - 17</th>
<th>Adults 18 - 64</th>
<th>AGE 65+</th>
<th>Total Individuals</th>
</tr>
</thead>
<tbody>
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<td><strong>842</strong></td>
<td><strong>366</strong></td>
<td><strong>2,237</strong></td>
<td><strong>159</strong></td>
<td><strong>3,604</strong></td>
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### Percent of Total

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<th></th>
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</thead>
<tbody>
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<td>Percent of Total</td>
<td><strong>23%</strong></td>
<td><strong>10%</strong></td>
<td><strong>62%</strong></td>
<td><strong>4%</strong></td>
<td><strong>100%</strong></td>
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</table>
### Number of Client Visits in FY07 - Northampton

<table>
<thead>
<tr>
<th>Town</th>
<th>Household Visits</th>
<th>Individual Visits</th>
<th>% of Total Client Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northampton</td>
<td>4,088</td>
<td>9,106</td>
<td>55%</td>
</tr>
<tr>
<td>Easthampton</td>
<td>1,583</td>
<td>3,881</td>
<td>23%</td>
</tr>
<tr>
<td>Chesterfield</td>
<td>51</td>
<td>197</td>
<td>1%</td>
</tr>
<tr>
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<td>27</td>
<td>95</td>
<td>1%</td>
</tr>
<tr>
<td>Goshen</td>
<td>15</td>
<td>15</td>
<td>0%</td>
</tr>
<tr>
<td>Hadley</td>
<td>170</td>
<td>477</td>
<td>3%</td>
</tr>
<tr>
<td>Hatfield</td>
<td>215</td>
<td>465</td>
<td>3%</td>
</tr>
<tr>
<td>Plainfield</td>
<td>2</td>
<td>10</td>
<td>0%</td>
</tr>
<tr>
<td>South Hadley</td>
<td>276</td>
<td>831</td>
<td>5%</td>
</tr>
<tr>
<td>Southampton</td>
<td>166</td>
<td>382</td>
<td>2%</td>
</tr>
<tr>
<td>Westhampton</td>
<td>114</td>
<td>372</td>
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<tr>
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<td>122</td>
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<tr>
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<td>72</td>
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</tr>
<tr>
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<tr>
<td><strong>Subtotals</strong></td>
<td><strong>7,102</strong></td>
<td><strong>16,540</strong></td>
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#### Other Communities served

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<thead>
<tr>
<th>Community</th>
<th>Household Visits</th>
<th>Individual Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Belchertown</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Granby</td>
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<td>1</td>
</tr>
<tr>
<td>Greenfield</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Holyoke</td>
<td>13</td>
<td>30</td>
</tr>
<tr>
<td>Huntington</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Pittsfield</td>
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<td>3</td>
</tr>
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<td>Springfield</td>
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<td>2</td>
</tr>
<tr>
<td>Westfield</td>
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<td>10</td>
</tr>
<tr>
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</table>

**Grand Totals**: 7,134 household visits and 16,609 individual visits.
### Number of Clients Served in FY07 - Goshen

<table>
<thead>
<tr>
<th>Towns</th>
<th>Households</th>
<th>Children 0 - 12</th>
<th>Teens 13 - 17</th>
<th>Adults 18 - 64</th>
<th>AGE 65+</th>
<th>Total Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chesterfield</td>
<td>19</td>
<td>5</td>
<td>4</td>
<td>16</td>
<td>11</td>
<td>36</td>
</tr>
<tr>
<td>Cummington</td>
<td>29</td>
<td>7</td>
<td>9</td>
<td>27</td>
<td>11</td>
<td>54</td>
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<tr>
<td>Goshen</td>
<td>12</td>
<td>4</td>
<td>3</td>
<td>18</td>
<td>6</td>
<td>31</td>
</tr>
<tr>
<td>Plainfield</td>
<td>9</td>
<td>6</td>
<td>6</td>
<td>13</td>
<td>2</td>
<td>27</td>
</tr>
<tr>
<td>Westhampton</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Williamsburg</td>
<td>14</td>
<td>2</td>
<td>1</td>
<td>10</td>
<td>10</td>
<td>23</td>
</tr>
<tr>
<td>Worthington</td>
<td>14</td>
<td>12</td>
<td>6</td>
<td>19</td>
<td>7</td>
<td>44</td>
</tr>
<tr>
<td><strong>Subtotals</strong></td>
<td><strong>99</strong></td>
<td><strong>36</strong></td>
<td><strong>30</strong></td>
<td><strong>104</strong></td>
<td><strong>49</strong></td>
<td><strong>219</strong></td>
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</table>

**Other Communities served**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>0 - 12</th>
<th>13 - 17</th>
<th>18 - 64</th>
<th>65+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Huntington</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Windsor</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td><strong>Subtotals</strong></td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>7</td>
</tr>
</tbody>
</table>

**Grand Totals**

|                  | 101   | 37    | 31    | 109   | 49   | 226   |

**Percent of Total**

|                | 16%   | 14%   | 48%   | 22%   | 100% |
### Number of Client Visits in FY07 - Goshen

<table>
<thead>
<tr>
<th>Town</th>
<th>Household Visits</th>
<th>Individual Visits</th>
<th>% of Total Client Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chesterfield</td>
<td>213</td>
<td>374</td>
<td>21%</td>
</tr>
<tr>
<td>Cummington</td>
<td>301</td>
<td>578</td>
<td>29%</td>
</tr>
<tr>
<td>Goshen</td>
<td>140</td>
<td>312</td>
<td>14%</td>
</tr>
<tr>
<td>Plainfield</td>
<td>63</td>
<td>164</td>
<td>6%</td>
</tr>
<tr>
<td>Westhampton</td>
<td>63</td>
<td>113</td>
<td>6%</td>
</tr>
<tr>
<td>Williamsburg</td>
<td>107</td>
<td>168</td>
<td>10%</td>
</tr>
<tr>
<td>Worthington</td>
<td>132</td>
<td>308</td>
<td>13%</td>
</tr>
<tr>
<td><strong>Subtotals</strong></td>
<td><strong>1,019</strong></td>
<td><strong>2,017</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Other Communities served**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Huntington</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Windsor</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td><strong>Subtotals</strong></td>
<td>5</td>
<td>19</td>
</tr>
<tr>
<td><strong>Grand Totals</strong></td>
<td><strong>1,024</strong></td>
<td><strong>2,036</strong></td>
</tr>
<tr>
<td></td>
<td>Community</td>
<td>MEFAP</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------</td>
<td>-------</td>
</tr>
<tr>
<td></td>
<td>donated</td>
<td>donated</td>
</tr>
<tr>
<td>July</td>
<td>7,076</td>
<td>1,932</td>
</tr>
<tr>
<td>August</td>
<td>8,368</td>
<td>5,486</td>
</tr>
<tr>
<td>September</td>
<td>8,716</td>
<td>3,071</td>
</tr>
<tr>
<td>October</td>
<td>15,246</td>
<td>4,945</td>
</tr>
<tr>
<td>November</td>
<td>15,316</td>
<td>2,852</td>
</tr>
<tr>
<td>December</td>
<td>13,356</td>
<td>1,698</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2007</td>
<td></td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>11,483</td>
<td>6,349</td>
</tr>
<tr>
<td>February</td>
<td>11,097</td>
<td>4,216</td>
</tr>
<tr>
<td>March</td>
<td>6,679</td>
<td>5,760</td>
</tr>
<tr>
<td>April</td>
<td>7,843</td>
<td>5,933</td>
</tr>
<tr>
<td>May</td>
<td>25,468</td>
<td>4,847</td>
</tr>
<tr>
<td>June</td>
<td>11,114</td>
<td>9,568</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>141,762</strong></td>
<td><strong>56,657</strong></td>
</tr>
<tr>
<td><strong>PERCENTS</strong></td>
<td><strong>27%</strong></td>
<td><strong>11%</strong></td>
</tr>
</tbody>
</table>

72% Donated

28% Purchased
### Food Distributed in FY07 (in pounds)

<table>
<thead>
<tr>
<th></th>
<th>Northampton Survival Food Package</th>
<th>Kids' Summer Food Package</th>
<th>USDA</th>
<th>Farms and Shelters</th>
<th>Total Distributed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Northampton Site</strong></td>
<td>303,796</td>
<td>30,681</td>
<td>62,693</td>
<td>15,143</td>
<td>412,313</td>
</tr>
<tr>
<td><strong>Goshen Site</strong></td>
<td>41,159</td>
<td>2,608</td>
<td>13,322</td>
<td>0</td>
<td>57,089</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>344,955</td>
<td>33,289</td>
<td>76,015</td>
<td>15,143</td>
<td>469,402</td>
</tr>
<tr>
<td><strong>PERCENTS</strong></td>
<td>71%</td>
<td>9%</td>
<td>17%</td>
<td>3%</td>
<td>100%</td>
</tr>
</tbody>
</table>
The Northampton Survival Center is incredibly grateful to its extraordinary team of volunteers in FY07...

Sophie Aaronsen
Hayat Abuza
Robert, Mardi, & Rebecca Abuza
  Gwen Agna
Juan Carlos Aguilar
Thalia Aguilar-Nolan
  Lindsay Allcroft
Mildred Allenchey
Denise Amato
  Bill Ames
Kate Angell
Amanda Arbeiter
  Bonnie Ascher
  Rob Astor
Kim Axsmith
Addy Ayres
Laura Barrus
Cara Bartomeo
Bettina Bergman
  Lisa Berry
Justine Bertram
The Best Buy Geek Squad
  Jessie Bienwert
  Keith Billieux
Natalie Bixby
Norma Bodon
  Alice Bogdan
Ana & Jenny Bonilla
  Hill Boss
Miriam Krell Bourke
Annabel Bradford
Naomi Braude
Nathan Brown
  Roger Brown
Marylou and Charlie Burgess
  Gaea Campe
  Mary Challet
Clarissa & Josh Chan
  Amy Cohen
  Maddie Cohen
Margaret Conant
Gabriel Cooney
  Alana Craig
  Loren Crary
Sarah Creighton
  Marissa Cyr
Heather D'Angelo
  Jackie Dauphinais
Rabbi Justin David
  Alex Davis
  John Degnan
Bess Detmold
  Nicky Diaz
John DiBartolo
Kayla Diggins
Jess Doerner
Jonathan Downing
Lauren Dubois
Greg D'Unger
  Helen Dunn
Don & Helen Dupes
  Lyla Durant
  Carl DuVal
France DuVal
Kristen Ecklund
Kendra & Aaron Edmonds
  Karin Ellis
  Alana English
Carl & Lynda Erickson
  Gail Evans
Maureen Fagan
  Jenn Faller
  Molly Fenn
  Michael Filas
Liam Fleming
Louise Flynn
Becky & Todd Foy
Lonnie Freeman
  Joan Fried
Max Friedlander Moore
  Cindy Furtek
  John Gao
Jeremy Gardner
Laura Gardner
Anne Gelbard
Sheri Gladden
  Linda Graves
Patrick Gregory
Florence Haas
  Jeannie Hakala
  Liz Hanssen
Sheila Harlow
Bruce Harrison
Arlene Harry
The Northampton Survival Center is incredibly grateful to its extraordinary team of volunteers in FY07...

Lori Hathaway
Renee Hembrough
Heather Henderson
Orianna Herschberg
Anne Heston
Inbar Heyman
Leah Heyman
Emily, Martha & Phoebe Hopkins
Debra Horton
Ben Huertle
Bill Hyland
Amy Jackendoff
Emma Jimerson
Eleanor & Peter Jones
Ivrose Joseph
Karen Judge
Carmen & Kelly Junno
Cody Jurs-Allen
Sarah Karol
Chip Kaufman
Jane Kaufman
Garrett Keefe
Kate Kelleher
Bill Kenefick
Anne Keppler
Anna Keskula-Snyder
Dave Kielson
Johanna Klimczyk
Elaine Koshe
Shauneen Kroll
Sage LaCroix
Evan Lally
Matt Lamiapi
Irene Lamson
Colin Larsen
Karen Latchie
Steffy & Theresa LaValley
Andrew Lawrence
Norah Lawrence
Marsha Leavitt
Braeden Leinhart
Laura Leonard
Jim Levey
Jill Lombardi
Richard Loomis
Carol Lynch
Geeta Makhija
Andy Marrero
Carmen & Delia Martinez
Aiyana Masla
Raul Matta
Burns Maxey
Allyson Mazzuchi
Mary McCarthy
Ruth McConkey
Sherry McGuire
Kurtis McKemnie
Julio Medina
Diane Meehan
Carol Melin
Jen Meyers
Andrew Mierzwa
Elaine Miller
Maclyn Milsark
Marianne Milton
Susan Moore
Hannah Morehouse
William Morris
Danielle Morrissette
Sharon Moulton
Michael Moynihan
Ken Muraoka
Lee Anne Musante
Ben Naismith
John Nathan
Olga Navros
Rebecca Neimark
Dick Newman
Jodi Nicholas

Northampton High National Honor Society
Mariel Norris
Bobbe O'Brien
Sean O'Connell
Sydney O'Leary
John & Diane O'Sullivan
Lucia Page
Kelly & Jeff Palm
Annie Paradis
Ruth & Dave Pardoe
Eva Parrish
Sarah Pease
The Northampton Survival Center is incredibly grateful to its extraordinary team of volunteers in FY07...

Sandra Pedersen
Pederzani-Dinneen Family
Valerie Pennington
Cindi Pergantides
Joseph Porter
Jeff Post
Melissa Porter
Melissa Potter
Charleen & John Punk
Beth Quill
Peter Rakelbusch
Rebecca Rasmussen-Bork
Rosalie Ray
Twyla Reardon
Wendy Redfield
Toni Rickles
Leela Riesz
Robin Robbins
Terry & Mike Robbins
Kathi Rohr
Peter Rowe
Sarah Ruberti
Joan Rubin
Bob Rundquist
Noel Russell-Smith
AnnaMarie Russo
Joyce Sabin-Rescia
Christine Sarafin
Aaron Sarbet
Ann Satkowski
John Savage
Annie Scagel
Reed Schimmel fing
Jennifer Schmitt
Virginia Schulman
Trea Schumacher
Cheryl Schwab
Peg Scott
Alan Seewald
Sam Seewald
Jamie Sharking
Bob & Gregory Shute
Gretchen Siegchrist
Jamie Siegel
Diane Smith
Matt Smith
Sara Smyth
Mike Sobota
Barney Solomon
Lois Son
Hayley Spizz
Eric Stahlberg
Mary & Scott Stanton
Amy Stevens
Alicia Stewart
Sherry Stockwell
Kingsley & Becky Sullivan
Cherng-Mao Sun
Rachel Szostak
Coligny Tatano
Fran Thibault
Dylan Tomalin
Maribel Torres
Jim Tripp
Lynn & Tracey Tryba
Katie Turner
Abby & Matt Vayda
Gloria Vicente
Deirdre Vinyard
Elayne Vogel
Fran Volkman
Betty von Klemperer
Marty Walden
Mia Waldron
Jess Wallis
Nan Walsh
Julie Washburn
Patricia Weed
Nylida & Joseph Weeks
Hazel Weiner- Bonfield
Kate Wellspring
Ed West
Dale Williams
Kevin Wilson
Steve Winn
Judy Wolf
Ruth Woodring
Karen Woods
Betsy Yount
Mollie Zanoni
Nick & Alex Zapka
Alison Zuber
TO THE GENEROUS BUSINESS AND COMMUNITY SUPPORTERS WHO MADE OUR 3RD ANNUAL OPEN HOUSE A SMASHING SUCCESS!

MANY THANKS!

As an emergency food pantry and referral service for Hampshire County, the Northampton Survival Center relies on financial contributions and volunteer help from residents of the 16 communities we serve.

OUR MAJOR SPONSORS

Florence Savings Bank

EASTHAMPTON SAVINGS BANK

OUR SPONSORS

Applied Mortgage Services
Atty. Lee Dawn Daniel, Daniel and Fontaine, LLC
Fierst, Pucci & Kinder, LLP
Finck & Perras Insurance Agency, Inc.
Law Office of John DiBartolo, Jr.
Rigali & Walder Orthodontics, P.C.

OUR PATRONS

Alternative Recycling Systems
Berens Animal Hospital
Berenson & Blum, Esq. Center for International Studies
Downtown Sounds
Doyle's Package Store
Dr. James Clayton
Jackson & Tolle, P.C.
Law Offices of Attorney Michael Hooker
Lisa Van Gordon d'Errico, Esq.
Mark Immerman and Associates
Atty's at Law
Miriam Krell Bourke, Attorney/ Mediator, Valley Mediation
My Hats
Northampton Athletic Club
OriginLab Corporation
Ostrander Law Office
Pease & Gay Funeral Service, Inc.
Phillis Enterprises
Simard Bookkeeping
The Wilkerson Northampton School Valley Marketing, Inc.
Weinberg & Garber, PC
Whalen Insurance

OUR FRIENDS

Aesthetic Laser and Cosmetic Surgery Center
Alina Laine, Financial Services and Insurance
Amherst Woodworking and Supply Co.
Aquadro & Cerutti Inc. General Contractors
Balan Eye and Laser Center
Benoit Chiropractic Associates
Bernice F. Lord, Certified Public Accountant
Bidwell JD
C.L. Frank & Co., Inc.
CD Practice Associates
Cooley Dickinson Hospital
Cornucopia Foods
Etheredge & Steuer, PC
Family Veterinary Center
Fazili Associates, Inc.
Fleury Lumber Company, Inc.
Florentine Films
Goggin's Real Estate
Jekanowski & O'Neill
Law Office of Kim E. Zdoworny
Lafox Office of Lawrence J. Farber
Law Office of Robert H. Astor
Murphys Realtors, Inc.
National Carpet Center
Northampton Bicycle
Northampton Cooperative Bank
Off The Wall Picture Framing
Patchwork Farm Retreat
Pauline Fogel Real Estate Agency
Peter Rayton Logging
Pleasant Journey
Ryan Imported Car Repair
Serio's Market
Smith Glass & Mirror Co., Inc.
The Artisan Gallery
The Bay State Machine Company
The Saltbox Bed & Breakfast
Valley Medical Group
Wright Builders, Inc.

If you would like to get involved, please call us at 413-586-6564.
And please visit our website at www.TheNSC.org for more information and more photographs from our fun-filled Open House!
Organizations that supported us with food, in-kind donations/services, or financial support throughout the year

Able Copier
Academy Hill School
Aetna Foundation
Alina Laine, Financial Services & Insurance
Alternative Recycling Systems
American Legion
Amherst Survival Center
Amherst Woodworking & Supply Co.
Angelo's Golden Harvest
Annunciation Church
Annunciation Church Rectory Association, Inc.
Applied Mortgage Services
Aquadro & Cerruti Inc.
Atty. Lee Dawn Daniel, Daniel and Fontaine, LLC
Babson Capital Management
Ablin Eye and Laser Center
Beit Ahavah
Beit Ahavah: Tikkun Olam Club
Benoit Chiropractic Associates
Berens Animal Hospital
Bernice F. Lord, CPA
Best Buy Children's Foundation
Bidwell ID
Big Y Supermarket of Northampton
Blessed Sacrament
Blessed Virgin Sodality
Blue Moon Grocery
Bread Euphoria
Bridge Street School
Brockway-Smith Co.
Brown Bag Program
Brown Bag Program Chesterfield
BSA Troop 110
BSA Troop 210
CD Practice Associates
Center for International Studies
Christ United Methodist Church
City of Easthampton
Clarion Hotel
Clarke School for the Deaf
C.L. Frank & Co., Inc.
Cloverdale Nursery School
Coca Cola of North America
Community Foundation for Greater Atlanta
Congregational Church of Chesterfield
Congregation B'nai Israel
Construct Associates
Cooks Shop Here
Cooley Dickinson Hospital
Cornucopia Foods
Cub Scout Pack 93
Cub Scouts Pack 705
Cummington Village Congregational Church
Daily Hampshire Gazette
Dance Northampton Studio
Direct Mail Plus
Downtown Sounds
Doyle's Package Store
Dr. James Clayton
E. A. Ford Consulting
Easthampton Fish & Game
Easthampton Savings Bank
Edible Arrangements
Edwards Church
Electralarm
Etheredge & Steuer, PC
Evangelical Covenant Church
Family Fun
Family Veterinary Center
Fazzi Associates, Inc.
Feinstein Foundation
Fierst, Pucci & Kinder, LLP
Finck & Perras Insurance Agency, Inc.
First Church of Christ Scientist
First Churches of Northampton
First Congregational Church
First Congregational Church of Worthington
Fleury Lumber Company, Inc.
Florence Congregational Church
Florence Dental Care
Florence I.T.
Florence Savings Bank
Florence Swimming Pools
Florentine Films
Food Bank Farm
Forbes Library
Fort Hill Preschool
Freedom Credit Union
Girl Scout Troop #234
Organizations that supported us with food, in-kind donations/services, or financial support throughout the year

Goggins Real Estate
Goosefoot and Garlic Farm
Goshen Congregational Church
Hackworth School of Performing Arts
Hampden-Hampshire Assessors Assoc.
Hampshire Regional High School (incl.):
   Student Council
Hampton Court Apartments
Haydenville Cong. Church
Helping Hand Society
Hungry Ghost Bakery
Immaculate Conception Church
ING Community & Volunteer
Intervale Farm
Jackson & Torrone, P.C.
Jackson Street School
James School 1st grade
Jazzercise
Jekanowski & O'Neil
JFK Middle School (including):
   6th grade
   School Band
John B. Howard, Attorney
King & Cusimano
Lathrop Community
Law Office of John DiBartolo, Jr.
Law Office of Kim E. Zadworny
Law Office of Lawrence J. Farber
Law Office of Robert H. Astor
Law Offices of Michael Hooker
Laurel Park Association
Leeds School
Lisa Van Gordon d'Errico, Esq.
Manchester Company
Maple Street School
Market Street Research
Mark Immerman and Associates,
   Atty. at Law
Massachusetts Municipal Associates
MassMutual Financial Group
   Matching Gifts Program
McCutcheon Construction
Michael Curtin Post VFW
Montessori School of Northampton
Most Holy Redeemer
Mountain View Farm
Murphys Realtors, Inc.
My Hats
National Carpet Center
Northampton Area Pediatrics, LLP
Northampton Athletic Club
Northampton Bicycle
Northampton Brown Bag
Northampton Community Gardens
Northampton Community Music Center
Northampton Cooperative Bank
Northampton Friends Meeting
Northampton Soccer Club
Northampton Survival Center Board
Northampton Teachers Association
Notre Dame Church
Off The Wall Picture Framing
Old School Baking
OriginLab Corporation
Ostrander Law Office
Our Lady of the Hills
Packard's
Patchwork Farm Retreat
Pathways Afterschool Program
Pauline Fogel Real Estate Agency
Pease & Gay Funeral Service, Inc.
PEO Sisterhood Chapter Z
People's Institute
Peter Rayton Logging
Phillips Enterprises
Pleasant Journey
Pioneer Valley Insurance Group
Pioneer Valley Jewish Film Festival
Polish Pulaski Club of Easthampton
ProLube
Rigali & Walder Orthodontics, P.C.
Robert K. Ostberg
Robert's and Sylvester's
Roland's Motor Works
Ryan Imported Car Repair
Sacred Heart Church
Safe Passage
Sero's Market
Shelburne Falls Coffee Roasters
Simard Bookkeeping
Organizations that supported us with food, in-kind donations/services, or financial support throughout the year

Smith College (including):
  Kosher Kitchen
  Preschool
  Psi Chi
  Psychology Lab
  Service Organizations of Smith
Smith Glass & Mirror Co., Inc.
Smith Vocational High School
Solomon Schechter Day School.
Southampton Congregational Church
Southampton Women's Club
St. Catherine's
St. John's Cantius Church
St. John's Episcopal Church
St. Mary's
St. Mary's of the Assumption
St. Michael's Fraternity, Secular Franciscan Order
St. Philip's
Starbucks
Sunnyside Child Care
Super Stop and Shop
Table and Vine
TD Bank
Telephone Pioneers
Temp Pro
Ten Thousand Villages
The Artisan Gallery
The Bank of Western Massachusetts
The Bay State Machine Company
The J.N. Phillips Company
The Menino Committee
The Pittsburgh Foundation
The Saltbox Bed & Breakfast
The Stanley Works
The Williston Northampton School
Trinity Lutheran Church
Unitarian Society of Northampton
United Food and Commercial Workers Union
University of Massachusetts, Electrical & Computer Engineering
Valley Christian School
Valley Marketing, Inc.
Valley Mediation
Valley Medical Group
Valley Motorsports, Inc.
Village Congregational Church
Visiting Angels
Walmart
WEBS
Webs - America's Yarn Store
Weinberg & Garber, PC
Welch Law Offices
West Cumington Congregational Church
Westhampton Congregational Church
Westhampton Council on Aging
Whalen Insurance
Whalen's
WHMP
White Brook School
Whole Foods
Williamsburg Congregational Church
Williamsburg Congregational Church:
  Women's Fellowship
Williamsburg Lions Club
Woodstar Café
WW II Veterans Assoc. of Hampshire County
Worthington Boy Scouts Troop #710
Worthington Congregational Church
Wright Builders, Inc.
Xeric Foundation
YMCA
Organizational Chart for the Northampton Survival Center

Board of Directors

Responsibilities:
- Establish policy
- Hire Executive Director

Executive Director

Responsibilities:
- Banking and financial activities
- Fundraising and overseeing all fundraising activities
- Networking and public relations with community organizations and local governments
- Hire and supervise Assistant Director, Hilltown Pantry Director, and Office Manager
- Computer upkeep and maintenance
- Repairs and maintenance of Center
- Organize and coordinate administrative functions of Center
- Network with staff from other agencies in the community and act as an advocate for the Center and its clients

Assistant Director

Responsibilities:
- Do client intake and maintain client database
- Prepare monthly reports for other agencies and for Board
- Oversee procurement and distribution of food and clothing
- Hire Staff Assistant in cooperation with Executive Director
- Supervise Staff Assistant
- Train and supervise volunteers to help with Center's programmatic and non-fundraising operation
- Work closely with the Board's Program Committee
- Oversee food inventory of the Center's Pantry
- Shop and pick up food and commodities at supermarkets and the Food Bank

Hilltown Pantry Director

Responsibilities:
- Direct weekly activities and operations of the Hilltown Pantry
- Coordinate and supervise pantry volunteers
- Oversee procurement and distribution of food and other items
- Network with other agencies and the community on behalf of the Hilltown Pantry

Office Manager

Responsibilities:
- Client intake when Assistant Director is unavailable
- Perform all clerical duties
- Enter data and maintain all donor lists
- Generate thank you letters and other correspondence
- Assist with bank deposits
- Coordinate volunteers for pantry and other duties
- Answer telephones and cover office when Executive Director is unavailable
- Coordinate annual Volunteer Appreciation Dinner

Staff Assistant

Responsibilities:
- Coordinate clothing distribution
- Coordinate pantry stocking
- Serve as receptionist in the pantry
- Translate for Spanish-speaking people
- Maintain cleanliness of the Center
- Assist Assistant Director and other staff with special projects
## Revenue Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>Budget</th>
<th>Actual</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Way</td>
<td>35,505</td>
<td>36,906</td>
<td>1,401</td>
</tr>
<tr>
<td>CDBG</td>
<td>13,000</td>
<td>13,000</td>
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</tr>
<tr>
<td>FEMA</td>
<td>4,362</td>
<td>4,873</td>
<td>511</td>
</tr>
<tr>
<td>Easthampton</td>
<td>3,500</td>
<td>3,500</td>
<td>0</td>
</tr>
<tr>
<td>Project Bread</td>
<td>6,000</td>
<td>8,000</td>
<td>2,000</td>
</tr>
<tr>
<td>Miscellaneous Grants</td>
<td>23,200</td>
<td>22,740</td>
<td>-460</td>
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<td>Grants, Goshen</td>
<td>15,000</td>
<td>28,164</td>
<td>13,164</td>
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<td>Donations, Direct Mail</td>
<td>67,000</td>
<td>87,154</td>
<td>20,154</td>
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<tr>
<td>Donations, Individual</td>
<td>32,000</td>
<td>33,512</td>
<td>1,512</td>
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<tr>
<td>Donations for Transportation</td>
<td>0</td>
<td>500</td>
<td>500</td>
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<tr>
<td>Civic, Business, School</td>
<td>18,000</td>
<td>12,155</td>
<td>-5,845</td>
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<tr>
<td>Religious Organizations</td>
<td>7,000</td>
<td>14,255</td>
<td>7,255</td>
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<tr>
<td>Open House Advertising</td>
<td>25,000</td>
<td>21,575</td>
<td>-3,425</td>
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<tr>
<td>Open House Donations</td>
<td>7,000</td>
<td>5,339</td>
<td>-1,631</td>
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<td>Open House Raffle &amp; Auction</td>
<td>500</td>
<td>100</td>
<td>-400</td>
</tr>
<tr>
<td>T-shirt sales</td>
<td>0</td>
<td>520</td>
<td>520</td>
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<tr>
<td>Other Events</td>
<td>7,000</td>
<td>0</td>
<td>-7,000</td>
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<tr>
<td>Clothing (Client) Donations</td>
<td>162</td>
<td>72</td>
<td>-90</td>
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<tr>
<td>Interest Income</td>
<td>100</td>
<td>2,564</td>
<td>2,464</td>
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<tr>
<td>Miscellaneous</td>
<td>500</td>
<td>2,090</td>
<td>1,590</td>
</tr>
<tr>
<td><strong>Operating Budget Revenue</strong></td>
<td><strong>264,829</strong></td>
<td><strong>297,049</strong></td>
<td><strong>32,220</strong></td>
</tr>
</tbody>
</table>

## Expenditures

<table>
<thead>
<tr>
<th>Expense</th>
<th>Budget</th>
<th>Actual</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Expenses</td>
<td>2,800</td>
<td>3,564</td>
<td>-764</td>
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<tr>
<td>Copying &amp; Printing</td>
<td>1,000</td>
<td>739</td>
<td>261</td>
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<tr>
<td>Outside printing</td>
<td>0</td>
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<td>-2,221</td>
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<tr>
<td>Depreciation</td>
<td>6,175</td>
<td>5,991</td>
<td>184</td>
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<td>Dues and Fees</td>
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<td>420</td>
<td>80</td>
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<tr>
<td>Food</td>
<td>60,000</td>
<td>57,781</td>
<td>2,219</td>
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<tr>
<td>Food Transport</td>
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<td>3,422</td>
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<td>Fundraising Open House</td>
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<td>2,684</td>
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<tr>
<td>Fundraising Other</td>
<td>1,500</td>
<td>963</td>
<td>537</td>
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<td>Liability Insurance, NSC</td>
<td>1,300</td>
<td>3,545</td>
<td>-2,245</td>
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<td>Liability Insurance, Board</td>
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<td>1,014</td>
<td>-14</td>
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<td>Postage</td>
<td>2,200</td>
<td>1,390</td>
<td>810</td>
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<tr>
<td>Program Equipment</td>
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<td>100</td>
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<tr>
<td>Professional Services</td>
<td>3,800</td>
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<td>-1,385</td>
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<tr>
<td>Program Expenses</td>
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<td>-1,087</td>
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<td>Staff Training</td>
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<td>350</td>
<td>50</td>
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<tr>
<td>Board expenses</td>
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<td>Public Relations</td>
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<tr>
<td>Repairs and Maintenance</td>
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<td>1,480</td>
<td>70</td>
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<td>Salaries and Wages</td>
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<td>151,756</td>
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<tr>
<td>Employer FICA</td>
<td>14,403</td>
<td>12,413</td>
<td>1,990</td>
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<td>Unemployment tax</td>
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<td>1,284</td>
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<tr>
<td>T-shirts</td>
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<td>Miscellaneous</td>
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<td><strong>Operating Budget Expenditures</strong></td>
<td><strong>275,329</strong></td>
<td><strong>286,660</strong></td>
<td><strong>-11,331</strong></td>
</tr>
</tbody>
</table>

**Budget Surplus (Revenue Less Expenditures)**

10,389