



**OUR 2022 BOARD OF DIRECTORS AND OFFICERS:**  
 Brian Hinkel, Board Chair  
 Bonnie Bowling, Chair-elect  
 Rose Proctor, Secretary  
 Ron Larson, Treasurer  
 Father John Hamilton, OCLMA  
 Shelly Dismore  
 Pam Jones  
 Joy Edberg  
 Barbara Day-Miller  
 Mike Edridge  
 Rev. Robin Parr  
 Kathy Galbraith  
 Dr. Bob Saba  
 Kay Hall  
 Alice Moore-Wherry  
 Matt Alban  
 Patricia Jarvis  
 Rev. Steven Wright

**STAFF:**  
 Melissa Line, Executive Director  
 Paula Payne, Director of Operations & Development  
 Debi Holloway, Director of Client Services  
 In Cook, Clinic Director  
 Barbara Williams, Thrift Store Manager  
 Ales Procopio, Communications Manager  
 Melanie Segalla, E-store Manager  
 Patrick Kelly, Donations & Garden Coordinator  
 Chandler Gilton, Social Services Liaison  
 Sandra Sanchez, Social Services Technician  
 Mary Goelzer, Assistant to Client Services Director  
 Samuel Line, Thrift Store Associate  
 Patty Nitz, Thrift Store Associate  
 Kevin Ritz, Thrift Store Associate  
 Megan Angilus, Thrift Store Associate  
 Judy Chambers, Thrift Store Associate  
 Jack Octavick, Thrift Store Associate  
 Gifty Sogah, UNG Federal Work Study  
 Savannah Thomas, UNG Federal Work Study  
 Joy Revere, Worksource Georgia Team Member

**What's New in the Thrift Store:**  
 By Melissa Line, Executive Director

In 2021, we welcomed a new Thrift Store Manager, the familiar face of Barbara Williams, who once managed our clothing donations and volunteered for several months prior to the pandemic. Under the watchful eye of Barbara, our dump bill has drastically reduced, and our sales have surpassed our expectations. Additionally, CHP expanded our thrift store programs by adding Melanie Segalla, who brought us a wealth of experience as an online reseller and had a vision to launch an e-store with collectible and high-end merchandise donated to CHP. The thrift store has continued a wonderful partnership with both Worksource Georgia and the University of North Georgia federal work study program to help provide retail staff. Faithful volunteers run our cash register, sort and price donations, and make sure our store looks fantastic. We are also abundantly grateful for the agencies that provide labor through probation and community service. Every member of our team is valuable and it takes a small army to keep things moving in our thrift store, managing the near-constant flow of donations every day, but we are happy to say that our team is the best! As always, we are thankful for the many wonderful people who donate items they no longer need, for the good of others. Our thrift store provides the largest single revenue stream for CHP operations, and keeps used goods out of the landfill.

**Strengthening and Transforming Lives**  
**COMMUNITY HELPING PLACE**  
**ANNUAL REPORT 2021**

**Looking for the Light**  
 By: Melissa Line, Executive Director

Just after Christmas, my daughter and I were traveling across Thompson Bridge Road from Gainesville back home to Dalhousie. As we crossed the bridge, we both noticed the beautiful Christmas lights across the water, elegant displays along the chain of the lifelike boats. "Look how beautiful!" she exclaimed, looking up momentarily from her game tablet. I considered for a moment how just a couple of hours before, when we crossed the same bridge in the daylight, we could not see or enjoy these beautiful light displays. That's the thing about light: it can be appreciated the most in the darkness. Calmness is great, and the fragrance is often the first thing you notice, but a candle takes on a special significance when night falls, and we turn out the overhead lights at home.

This is especially meaningful to us at Community Helping Place as we had traveled to 2021, and remember how bright the lights of love and human kindness have shined all year long. The continuing concern about a public health crisis lingered into this year, and daily we hear about political unrest, violence, and economic difficulties across the world. In spite of the darkness that often overwhelms, we can look across 2021 and see the lights that have guided our way all year long. The bright lights of generosity, faithfulness, sacrifice, and joy have made it possible for CHP to continue offering practical support and assistance to our neighbors in need.

At every turn, you have held out the light for others - even making it possible for us to stay on our projected timeline for the opening of the new Anne Green Free Clinic! You made summer meals possible for hundreds of school-aged children that generally rely on school meals to sustain them. You made it possible for us to offer food support to hundreds of families each month through our food pantry. You made it possible for hundreds of individuals to receive bus transportation, birth products, hot showers, medical attention, prescriptions, counseling services, financial assistance, referrals to partner agencies, and much more.

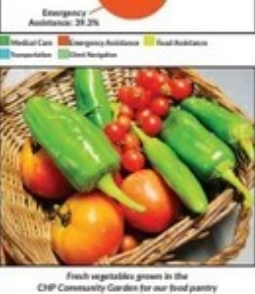
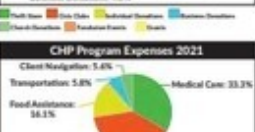
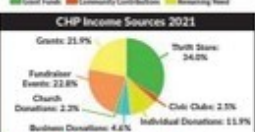
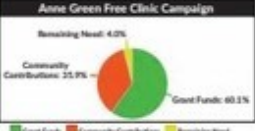
Thank you for sharing your light all year long, in spite of the darkness in our world. Because of you, the road is safer and more beautiful to travel for others.



**2021 at a Glance**

- 2,200 families received food from the CHP food pantry
- 43 volunteers worked 2,147 volunteer hours
- 247 families received Emergency Financial Assistance, totalling \$37,000 in direct assistance
- 5,738 visits were made to Our Free Clinic
- Over \$2.3 million dollars were provided by volunteers for medical care in 2021
- 28 individuals were transported to multiple appointments, interviews, specialty medical care and counseling
- 89 families were given furniture, clothing or household goods through our Thrift Store
- 2 families received donated vehicles with the help of CHP in 2021
- 416 children in our county received free summer meals when they were out of school
- 177 families (276 children) received Christmas meals, toys, books, and clothing vouchers for their children during the holidays
- A total of 240 volunteers came together in 2021 to provide over 9303 hours of volunteer service through CHP in this community!

**2021 Financial Overview**



Fresh vegetables grown in the CHP Community Garden for our food pantry

**Hearts of Gold**

Friday, November 13 CHP staff, board members, volunteers and supporters gathered for our Annual Fundraiser Gala, happy to be in person again. This year's event was held at the White Oaks Barn, an exceptionally beautiful building and event venue located off Parker Springs Road in Dalhousie. The event featured a delicious chef-prepared meal, live Auction hosted by local artist Wyn Claywood, wonderful raffle items and inspiring stories. This year's event program included a tribute to the late Anne Green, as well as an update about the clinic capital campaign shared by Rev. Steven Wright of Dalhousie Baptist Church, Executive Director, Melissa Line, shared the story of one special client of CHP who has overcome many personal obstacles and was reintegrated to the organization. Ongoing Board Chair Pat Jones was recognized for her tenacity and commitment to CHP during a pandemic year and a capital campaign. The event raised over \$30,000 for Community Helping Place, a huge success for all who participated.



Staff Photo from the Gala Party



Inside the CHP Thrift Store

**A Word from our New Board Chair, Brian Hinkel**

This is my third year participating on the Board for Community Helping Place and I am honored to take over as Board Chair for 2022. My wife and I moved to Dalhousie in 2018 and have enjoyed every moment - it is a great community to live in. Becoming involved with Community Helping Place has made our experience even better.

The Mission of CHP is to address with Care and Concern the needs of the people of Lumpkin County by Delivering Services that Strengthen and Transform Lives. I think the most impactful work of that mission statement is the last part - Strengthen and Transform Lives. When I talk with the staff and they share their stories, it is always so true that CHP delivers on their Mission on a daily basis. Through the services we offer - Food Pantry, Thrift Store, Baby and Personal Care Pantry, Medical Clinic, and Emergency Assistance - CHP is transforming lives.

This is the time of year when it is natural to reflect on the prior year and look forward to the new year. Looking back, 2021 will always be remembered for its challenges to our community as a whole. CHP is across the street from our Back House location and we have delivered medical services from the location at the start of this year. This new location will be the foundation to improve and expand the medical services provided to our community as the year goes on. Come, let us build a new house or relocate a business - you know the site and access, excitement, and surprise that a business can be.



Board Chairman, Brian Hinkel

Key to CHP's success and ability to deliver on our mission is the staff led by Melissa Line - our Executive Director. The team continues to embrace the staff's passion, dedication, and vision. The team is constantly challenging themselves to find new approaches and services that meet the needs of the community - status quo is never good enough.

Finally, thank you to all of you who donate your time, money, goods, and services. Whether it is your donations to our Food Pantry and Thrift Store or supporting our fund raising like Tomato Soup, Gold Party and Spirit of Christmas - it is your generosity that makes all this possible. We could not do what we do without you.

**Transforming Lives through Meaningful Work**

As our largest source of revenue, we are always looking for ways to reduce our operating costs in the Thrift Store. One of the most helpful ways we do this is by employing local work study students from UNG or by utilizing employees from Worksource Georgia, such as through the Displaced Worker Program. Another way we keep down payroll costs is by using community service workers referred to us by their Probation officers, judges, or the Department of Community Services. Instead of just giving our Community service workers the unpleasant tasks of cleaning bathrooms or taking out trash, our thrift store team works with them to build relationships and offer them an opportunity to serve in meaningful ways including and sorting donations, growing shoppers, merchandising, working in our garden, or offering feedback about our programs. Many of our community service workers have become our friends, and it is not unusual to see them stopping to have lunch with our program staff. Our staff members are now working to help many of their kind jobs, providing appropriate housing, and gain important life skills. Some of our community service workers have become regular volunteers at staff members in our Thrift Store once they have completed their court-ordered hours. Patrick Kelly, one of our regular store employees now works with the Community Service team as his primary job. "I can help God, and our spiritual health, and we talk about these plans for the future," he says. This mentality is part of what makes our staff so special. On a recent Saturday, a young man stopped by to ask for proof of his community service hours to give to his probation officer. While he was waiting, he shared about 17 year old Jerry Chambers, who also works in our Thrift Store on Saturdays. He shared about how much he always looked forward to working with Jerry in the donations room, and how Jerry had encouraged him and motivated his young son, who arrives by a wheelchair like Jerry. Before he left, the worker was sure to tell that "Jerry made a big impact on my life in a positive way." Our hope is that we always care for and inspire those who come to our facility for any reason.



Board members Rev. Robin Parr and Dr. Bob Saba

**Ways to Support CHP**

- Many people ask how they can support the work we do at CHP. The answer is simple: what do you have to offer? At Community Helping Place, it takes hours of gift and an abundance of love and gifts to support so many who face hunger, poverty, unemployment, health conditions, and other needs. Here is a list of ways you can support the work that we do (in a call to get started).
- Volunteer:** One day a week, one day a month or even one shift a month in any of our regular programs like the clinic, food pantry or Thrift Store. We also need good thinkers in our new community garden.
  - Volunteer:** For a special event like the Summer Food Program, Spirit of Christmas Program, or Lumpkin Market Business Events.
  - Volunteer:** To assist with our special fundraising like the Gold Party, Tomato Soup or Christmas Luncheon. We need everything from baked products to photographers and survey takers.
  - Give Weekly:** monthly, quarterly or through a one-time gift.
  - Give In-Kind:** request to us for things with gently used items like furniture, toys, clothing, books and household goods.
  - Give Consider:** a gift from your Christmas gift or other for the future of CHP.
  - Share:** Tell our story on social media, share our pictures and help us get the word out!
  - Share:** Pick up an extra box of cereal or cans of spaghetti sauce each time you grocery shop and drop it off for our food pantry!
  - Share:** Why let a child or a family during the Christmas holidays or pick up a gift card for a treat.



Food pantry volunteer Becky Sullivan, in action



Erie Cook, clinic director with Joyce Workmanland, longtime clinic supporter

**What's New in Client Services:**

By Debi Holloway, Director of Client Services

During this on-going pandemic, our Food Pantry has been up to business as usual, open Mondays, Wednesdays and Fridays, 10 AM - 1 PM. As we live in the state of Georgia in need of assistance with food is necessary to utilize our resources, including our Baby Pantry, Personal Care Pantry, and Emergency Delivery Program. Our Home Delivery Program continues to grow, delivering to approximately 20 homes each month to residents of Lumpkin County who do not have means of transportation. Our Garden program has increased this year to provide fresh produce to our neighbors.

A SUV was generously donated to our Transportation program, giving Lumpkin County residents who lack transportation a way to get to necessary appointments, as well as our Free Kitchen, Clinic, and Food Pantry. CHP continues to offer emergency financial assistance for rent and utilities for those that qualify. We also have another donor for those without access to running water. We joyfully continue operating our outreach programs, our Summer Food Program, which provides food for school-aged children during the summer months, hot breakfast, lunch and snacks to just under 200 children, and our Spirit of Christmas program, which provides toys for children and food for Christmas for families, made the holiday season joyous for approximately 200 families.

We have been fortunate enough to have interns from UNG, FSU and Liberty University to help in our mission. Meeting needs, transforming lives from our internship program, has come a part-time case manager position which was fulfilled by UNG intern Chris Harvitt until his graduation in December. Our newest team member and case manager, Chandler Gilton, offers intensive case management to our clients. In 2021, these client programs reached over 4300 families, assisted with vouchers totaling \$13,225 and distributed 234,319 lbs of food. None of this could be possible without the generosity of 100+ volunteers who give countless hours of their time to CHP, over 3600 hours, and to our community who generously donate and invest back into Lumpkin County.

**What's New in the Anne Green Free Clinic:**

By Paula Payne, Director of Operations & Development

2021 was an amazing year for our Free Clinic program! We began the year with plans to build a new facility, and by the grace of God, we met that goal. Thanks to an abundance of generous givers, private foundations, our wonderful church supporters, and lots of prayers, we opened our new facility in January 2022. Also in the year 2021, we saw a surge in the number of volunteers, and a surge in new patients. As our fantastic and well-loved Donna Wright, moved to Florida to be with her family, we welcomed the enthusiastic and warm-hearted Erin Cook, as our new Clinic Director. Erin, along with our fantastic volunteers from Sunrise Rotary club, the Lumpkin County High School Wrestling team, Summit Academy students, and other friends of CHP completed the overwhelming task of moving our clinic from the old facility to the new location. Moving our clinic to the new location as our main operations means that our neighbors in need no longer have to choose between visiting our food pantry or our clinic. In the same location as our main operations means that our neighbors in need no longer have to choose between visiting our food pantry or our clinic. The new facility also provides a warm and welcoming space for our faith-based counselor, Brad Blankens, to provide free counseling services to those in need, a dental space for dental hygiene and simple procedures, as well as educational and pharmacy space. We are so blessed to have many Spanish-speaking volunteers to expand the reach of our clinic services to more individuals and families in our community. We are less than \$20,000 away from completely paying for our new clinic building in cash. We could also use some contributions toward completing the landscaping along the property if you are interested in helping us close the gap on this fundraising goal, please reach out to Melissa Line at 706-667-9621.

