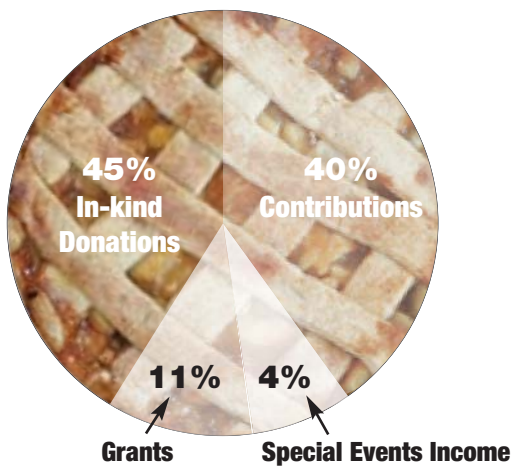




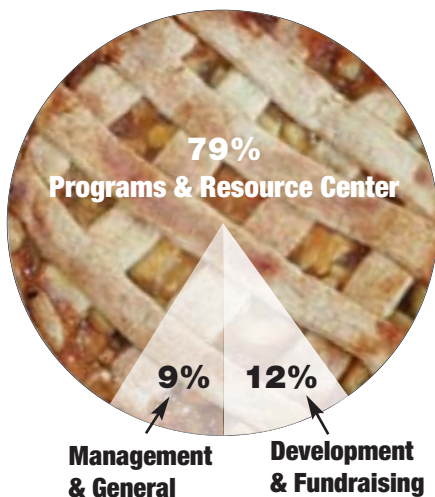
Community

Accountability Report 2009

Revenue Summary - \$825,156



Expense Summary - \$771,749



Results that matter...

4,208 families were served through our FEED food pantry program. This represents **13,001 individuals including 5,835 children**. (This is a 34.5% increase from the previous year)

Over **234,000 meals** shared to help alleviate the problem of hunger in our community.

More than **130 tons of food and supplies** were distributed to people in need.

Volunteers contributed more than **7,315 service hours** helping people within our community.

775 families were provided with essential financial assistance. This direct support helped with items such as rent, utilities, food and fuel vouchers, auto repairs, uniforms and education materials.

43 clients found employment through our **STOP** (Steps To Overcome Poverty) jobs assistance program.

35 clients who secured employment this past year remain employed today. This reflects an 81% retention rate for the last 12 months.

\$11.20 was the **average hourly wage** earned by clients in their new jobs. This amounts to more than **\$815,000** in first year earnings by clients completing the STOP program.

19 client families were helped with benefit eligibility referrals through our Benefit Bank program.

34 people received emergency transient assistance through WARM's HELP program.

Spiritual support, prayer and encouragement were offered to all clients served.

Programs and Services

STOP – Steps to Overcome Poverty: STOP is a unique self-sufficiency program that “helps people help themselves.” Highlights of the program include: Limited Financial Assistance, Individual Goal and Employability Plans, Budget Training, One-on-One Employment Coaching, Workshops for Resume Writing and Interviewing Skills.

Benefit Bank – Resource Referral: The Benefit Bank is a web-based program designed to connect low-income families with federal, state and local public assistance.

HOPE – For Elderly and Disabled Clients: This program empowers clients to maximize limited resources by providing assistance with budgets and personal goals while meeting nutritional needs.

FEED – Food Pantry: Our Client Choice program provides a 6-day supply of food to eligible clients. Individuals may visit the pantry twice a month for nutritional assistance.

HELP – Transient Assistance: A collaborative effort with the Westerville Chaplain Corps and the Westerville Police Department. This program serves individuals passing through Westerville in need of emergency assistance.



W.A.R.M.

Providing a Hand Up, not a Hand Out.

Community Accomplishment

The Westerville Chamber of Commerce has named WARM Executive Director Scott Marier as 2009 Business Person of the Year. Marier was honored for uniting Westerville area businesses, churches, schools and civic groups in efforts to eradicate local hunger. According to a chamber press release, Marier earned recognition for his leadership and involvement in chamber activities and other community organizations. The growth of WARM services and commitment to best

business practices, even in the face of economic adversity was indication of Marier's strengths as a business leader.

Marier said the chamber's decision to name him Business Person of the Year is a reflection on the community's commitment to help residents most in need. "I am deeply humbled with the recognition," he said. "I believe it's a team award because it wouldn't be possible except for a great, committed staff, dedicated volunteers and generous community."



Community Integrity

From the despair of 2009, springs up hope for 2010. And from a promise of transparent accountability, emerges a legacy of integrity. At a time when skepticism and wariness pervade our economy, WARM stands firmly as a community-driven force against our national recession. WARM programs continue to provide hope to our neighbors who face the challenges of indiscriminate downsizing, disabling illnesses, and unprecedented unemployment.

By now we all know Money Magazine has named Westerville as one of America's best places to live. But the inescapable truth is that our own neighbors are not immune to financial disaster. Today, 10.9% of Ohioans are looking for work and 13.7% of us live below the national poverty level. Since 2002, the state's population has increased 1.2% while the number of people living in poverty has grown by 41.7%.

Those of us who live, work and worship in Westerville continue to respond to the needs of our neighbors. WARM exists – thrives - because it is the heart of a community that still clings to the belief that one person, one dollar, one can of soup can turn a bleak reality into a hopeful new future.

WARM Board of Directors, Staff and Volunteers recognize the vast trust this community places in our hands. We recognize the importance of a home-grown program to stem poverty. We believe whole-heartedly in our mission and strive not only to serve the needy – but to serve donors and the community at large. We serve in faith and love. We serve with integrity.

WARM exemplifies the very definition of the word **integrity**: Our board, staff, volunteers and donors have a (1) *steadfast adherence to a strict moral or ethical code*. Our organization utilizes best-business practices to insure (2) *the state of being unimpaired; soundness*. And our re-employment program and ministry services offer clients (3) *the quality or condition of being whole or undivided; completeness*.

Integrity is the cornerstone of trust. And your trust in this organization - in the need that exists here in Westerville - is what feeds WARM clients. Through food drives, funding, volunteerism and word-of-mouth endorsements, you nourish this organization and this entire community.

Thank you for your enduring support,

Scott Marier

*“We are what we repeatedly do.
Excellence, then, is not an act, but a habit.”*

- Aristotle

Bruce Bailey

Attorney at Law,
Metz, Bailey & McLoughlin

Bob Baroni

Marketing Mgr, Key Impact
Sales & Systems, Inc.

Vaughn Bell

Pastor,
Triumphant Church of God

Greg Bondurant (Chairperson)

Preaching Minister,
Westerville Christian Church

John Buckles

Connection Pastor,
Heritage Christian Church

Scott Ebbrecht, Ph.D.

Principal,
Mark Twain Elementary School

Jean Halpin

Director of Operations,
OhioHealth Westerville
Medical Campus

Felicia Harper

Retired Educator

Kirk Hummer

Chief Executive Officer,
Immediate Health Associates

Kathy Krendl, Ph. D.

President,
Otterbein College

Danette LaFollette

Human Resource
Manager, Cheryl & Co.

Thomas Lah

Executive Director,
Technology Services
Industry Association

Dave Lindimore

Retired City Manager,
City of Westerville

Scott Marier

Executive Director,
WARM

Integrity