

## **Lending Hands** of Michigan, Inc.

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***Saving our clients over \$7.9 Million since 2005.  
12 Years of Service and Still Growing!***

## **Lending Hands of Michigan, Inc.**

### **Our Mission**

*The mission of Lending Hands of Michigan, Inc. is to lend various kinds of medical, home health and other related equipment for free and to anyone living in our service area, for up to nine months, regardless of age, sex, creed, race, income or disability.*

### **2017 1<sup>st</sup> Quarter Report Summary**

- CLIENTS SERVED:** A total of 974 clients (325 per month) were provided 1,791 pieces (597 per month) of free home medical equipment in the 1<sup>st</sup> quarter of 2017 versus 850 clients (283 per month) served with 1,515 pieces (505 per month) of equipment during the same period in 2016. This was a 14.6% increase in clients served in the 1<sup>st</sup> Quarter of 2017 versus 2016.
- EQUIPMENT USAGE:** A total of 936 clients returned equipment during the 1<sup>st</sup> Quarter of 2017, when they were finished using them, versus 781 clients in the 1<sup>st</sup> Quarter of 2016. This was an increase of equipment returned. In 1<sup>st</sup> Quarter of 2017, clients used the equipment for a total of 200,372 days for an average use per client of 213 days versus 198,120 days and an average usage per client of 254 days during the 1<sup>st</sup> Quarter of 2016. This was a 16% drop in number of days equipment was used per client.
- CLIENT SAVINGS:** The 936 clients, who returned equipment, during the 1<sup>st</sup> Quarter of 2017, received a total savings of \$318,727 or an average savings per client of \$341 versus 781 clients with a savings of \$313,668 and average per client savings of \$402 for the same period in 2016. A total of \$7,882,292 has been saved since our start in 2005.
- EQUIPMENT GIVEAWAYS:** This is an on-going activity. Specific numbers will be provided in the 2017 Annual Report. We did give items to Good News Baptist Church for mission hospital in Bangladesh, Ministry With Community, The Gospel Mission, Comstock Nurse-aide Program and many individuals.
- LOST EQUIPMENT:** The amount of lost equipment during the 1<sup>st</sup> Quarter of 2017 decreased to 72 items at a cost of \$6,995 versus 108 items at a cost of \$6,415 in 2016. The dollar value of items lost was \$580 more than 2016, but a 33% decrease in the number of items lost. We continue our follow up with our reminder program to improve the return of equipment.
- EQUIPMENT DONATIONS:** A total of 277 pieces of home medical equipment and various kinds of supplies were donated to us during the 1<sup>st</sup> Quarter of 2017. Those donations came primarily from individuals, social service agencies, and health care organizations. A total of 280 donations were donated during the 1<sup>st</sup> Quarter of 2016. This was a 1.0% decrease in equipment donations from 2016.
- VOLUNTEER HOURS:** A total of 51 volunteers provided 1,720 hours of service, during the 1<sup>st</sup> Quarter of 2017, (34 hours per volunteer) versus 1,538 hours (33 hour average) by 47 volunteers during the same period of 2016. The value of the volunteer service provided in the 1<sup>st</sup> Quarter of 2017 was worth \$40,523 (\$23.56 hr. x 1,720 hrs.). Since our start in 2005 our volunteers have provided 61,401 hrs. of service at a value of \$1,198,728.
- FUNDING / REVENUE:** Our total revenues for the 1<sup>st</sup> Quarter of 2017 was \$14,991. In the 1<sup>st</sup> Quarter of 2016 we had revenues of \$18,040. This is a 17% decrease from 2016. A vast majority of the revenues (60%) in the 1<sup>st</sup> Quarter of 2017 came from individuals, along with 30% from companies. Our budget for 2017 is about the same as the 2016 budget. We will be reviewing the need to expand or decrease

the budget based on current projections for the rest of 2017 and any additional costs relative to our expansion.

9. **EXPENSES:** Total expenses for the 1<sup>st</sup> Quarter of 2017 were \$27,288. Expenses for the 1<sup>st</sup> Quarter of 2017 are 65% more than the same period in 2016. The main expenses for 2017 were for annual insurance coverage, utilities, purchase of parts to repair equipment and the increase in rent for our new facility. We are closely watching our costs of providing services and operations for the rest of 2017.

**Status of Operations:** Currently, we continue to experience a growing demand for our free medical equipment loan program. The winter did not decrease demand for equipment. With little improvement in our local economy and the on-set of the new health care law, we expect demand to continue to increase during 2017 and beyond. A majority of our clients do not have the extra funds to buy or rent equipment on a short term basis. Our major challenge is to have the right kinds of equipment on hand when needed. In March, we provided equipment to the 16,100th client and have saved our clients more than \$7.9 Million since our start in 2005.

Financially, we are holding our own at this time. We expect to have some financial challenges in 2017. With the inset of expanding our operations to meet demand, we will need additional funds to cover the additional costs of utilities, rent and insurance. Further, we hope to implement a new inventory bar code system and new computers and printers to handle the new system. This will improve our inventory control and lessen the time it takes to process client requests and returns of equipment. Lastly, some of our equipment is aging in use and needs to be replaced from being worn out or damaged. Cost of the bar code system, new computers and printers and replacement of worn out or damaged equipment will cost about \$16,000.

#### **A word from the Executive Director:**

Lending Hands continues to serve a niche in the health care system not handled by others. For many this has made the difference in proper recovery from surgery or accidents. Many times we hear, "I could not have made it without your help and assistance" or "You made a difference for me at a time I did not have the money for the equipment you loaned me".

Assistance for people in their time of need is our main goal. This is all accomplished by a cadre of over 50 dedicated volunteers. The volunteers come from a variety of backgrounds with many having years of experience in the health care field. Also, we now have a growing number of future medical professionals who volunteer with us while waiting to be accepted into medical school or other health care professions.

The acceptance by the public, social service groups and health care organizations has been overwhelming. We will continue every day to achieve the needs of those we serve. At this point, it is obvious that we meet the needs of many.

John Hilliard, Executive Director

#### **What Clients Say About Lending Hands:**

1. "You folks were a God-send when we needed use of medical equipment for a temporary time." KSW-Kalamazoo
2. "This service was a wonderful surprise... We didn't know you could borrow equipment as this. It was extremely helpful during a time when medical expenses stretched our budget. We greatly appreciated "Lending Hands" medical equipment, and the folks were outstanding!" LAK-Mattawan
3. "I would recommend Lending Hands to others and I have many times. I was so happy to find out about Lending Hands for my husband, that I listed it as charity of choice after he passed away. Thank you for helping fill the gap." L.B.-Kalamazoo
4. "If it wasn't for you guys my life would have been difficult after the surgery. Thank you so much for what you do." D. M.-Battle Creek\
5. "Lending Hands provides an excellent service – I had hip replacement surgery in 2010 and in 2013. Both times we were able to access equipment that we needed for only a brief recovery time frame. I would recommend Lending Hands to anyone – and I wish everyone who borrowed would return all items." SGD – Galesburg

