



COMMUNITY REACH OF MONTGOMERY COUNTY

Navigating a Year of Challenge

ANNUAL REPORT FY2021

July 1, 2020–June 30, 2021

Healthcare | Housing | Emergency Assistance | Education | Eldercare

Mission and Vision

ESTABLISHED 1967

MISSION of Community Reach of Montgomery County

We seek to improve the quality of life for the most vulnerable Montgomery County residents by providing them with basic health and human services and advocating on their behalf, with the goal of helping them achieve and maintain self-sufficiency.

Community Reach of Montgomery County's VISION

The vulnerable population of Montgomery County achieves self-sufficiency and an improved quality of life.





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Rockville Emergency Assistance Program (REAP)

FINANCIAL ASSISTANCE AND REFERRALS FOR SOCIAL SERVICES ESTABLISHED 1981



Financial Assistance: 86 Households with 263 total residents

76

Households with 230 people remained housed with \$90,380 in financial assistance

7

Households with 29 people were able to keep utilities working with \$7,380 in financial assistance

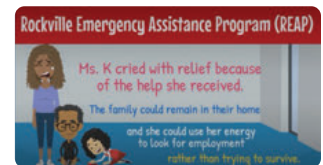
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people received a total of \$2,217 in Prescription/Medical assistance

\$186

was provided for other financial assistance

Total Financial Assistance: \$100,163



In FY21, REAP provided **\$12,000 more** in financial assistance than in FY20, and **\$18,000 more** than in FY19. This increase was due in large part to the strains of COVID employment loss and illness, as well as inflation rates for food, gas, and other expenses. REAP also received funding late in FY21 to offer financial assistance to Montgomery County residents outside of Greater Rockville.



Referrals for Assistance: 444

Food Referrals:
346 families

Dental Care:
40 individuals

Vision Care:
29 individuals

Clothing Referrals:
29 individuals

Case Management: 1,270 Hours

REAP staff and volunteers provided approximately **100 more case management hours** than in an average year to help residents complete COVID rent relief applications, find and register for food assistance, and identify other beneficial safety net services.

Volunteers:
5

Volunteer Hours:
534

In-kind goods and services:
\$13,350

The "Gs" own a home and are a family of two parents and three children who are all attending college. "Mr. G" lost his job due to the pandemic, and "Mrs. G" was receiving social security income while medical issues kept her from working. They came to REAP when they were several months behind in their mortgage. Casework included providing financial assistance of two months of mortgage payments; discussing a call with the mortgage company about payment options until "Mr. G" regained employment; identifying long-term mortgage assistance programs; and applying for food stamps (SNAP) as well as referrals to food pantries. REAP staff coached "Mr. G" through his call to the bank where he was able to pause his mortgage bills and make repayment plans for arrearages. He was also referred to the Housing Initiative Program that can provide up to \$10,000 in mortgage assistance. "Mr. G" could now devote all his time and energy to seeking employment.

Senior Reach Program

HOMECARE AND HOME REPAIR SERVICES FOR ROCKVILLE SENIORS AGING IN PLACE ESTABLISHED 1983



Total # of Clients served in FY21: **62**



Total Households served: **55**

Home Care Services

Number of clients served:

30

Hours of Client Care:

3,464

Value of Client Care:

\$95,553

In FY21, the number of homecare hours provided to clients **increased to** an average of **5 hours** per week (up from 3 hours in FY20). Clients also received an increase of about **25%** in the time spent in phone calls or visits with volunteers to lessen social isolation.



Safe and Habitable Services

Total projects:

54

Value of projects:

\$17,051

Months of Life alert systems provided:

384

Volunteers:

84

Volunteer hours:

417

In-kind goods & services:

\$13,618



★ Services

- Home Care*
- Home Modifications/Repair
- Case Management
- Assistive Devices
- Food Deliveries
- Social Opportunities

In FY21 volunteers shopped and delivered groceries and prescriptions, and ran other errands for clients who wanted to isolate for safety.

*Dusting, vacuuming, floor care, bathrooms, kitchens, trash removal, meal preparation, laundry, bathing assistance, nail care, etc.

The “Zs” are an elderly couple who have enjoyed tending to their garden since they moved to their house in Rockville. A large tree in the corner of their yard had a dead branch that extended over their shed and garden. In previous years, they would have climbed a tall ladder and removed the branch themselves. They are no longer physically able to do this work, and cannot afford to pay a professional tree service to do it for them. Senior Reach hired a tree company to safely remove the branch. The “Zs” are no longer worried their shed will be destroyed by the falling branch. They comfortably putter in their garden without concern for their own safety.

One of the many ways Senior Reach helps clients who live in the houses where they raised their families is by providing group volunteer events to rake the leaves in their yards. In fall 2020, a number of groups were very interested in outdoor volunteer opportunities, especially ones that helped seniors who were hard-hit and isolated by COVID. Five groups were able to rake the leaves for all six residents who requested help, and for each resident the job was done twice – once just before the first City of Rockville curbside leaf pick-up and once just before the second pick-up. Both the volunteers and clients enjoyed each other's company as well as the needed service.

Housing – Jefferson House

PERMANENT SUPPORTIVE HOUSING FOR MEN ESTABLISHED 1991

Number of clients served:	Nights spent in one's own bedroom:	Case Management Hours:
4	1,460	209
Volunteers:	Volunteer hours:	In-kind goods & services:
28	120	\$34,221

★ Services

- Case Management
- Client Support
- Life Skills
- Affordable Housing



"Mr. L," who has lived at Jefferson House since 2017, celebrated 6 years of sobriety last February. Before he was sober, he remembers family members would think, "What does he want now?" when he came to visit, and did not want to open the door to let him in. They did not want to see him. Now that he has maintained his hard-fought sobriety for years, "Mr. L" has been able to rekindle those relationships. His family sees he is now a responsible person who they can trust. They call to check on him, have a conversation, and invite him to join them for a meal. He spends more time with his son, and it is quality time. "Mr. L" is proud to have become sober and even prouder that he continues to maintain his sobriety. Many are not able to say that, and doing so is a true accomplishment for those who fight the disease of addiction every day.

Housing – Rockland House

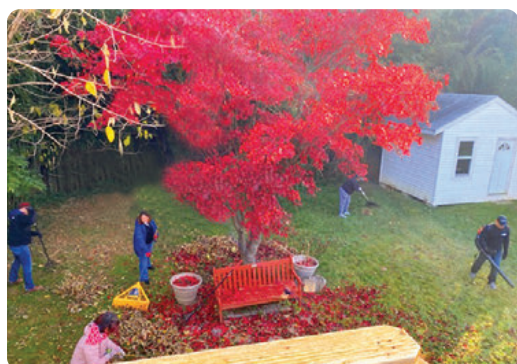
PERMANENT SUPPORTIVE HOUSING FOR WOMEN ESTABLISHED 2014

Number of clients served:	Nights spent in one's own bedroom:	Case Management Hours:
4	1,404	139
Volunteers:	Volunteer hours:	In-kind goods & services:
32	261	\$9,282



★ Services

- Case Management
- Client Support
- Life Skills
- Affordable Housing



Montgomery County is seeing an increase in the number of people in danger of becoming homeless. Shelters can no longer accommodate the same numbers due to the danger of infection. Add to this situation a long-term recovery from COVID infection?

Many are now in danger of becoming homeless in Montgomery County. Shelters can't accommodate as many people due to social distancing. It takes longer to recover financially with fewer available jobs. Reach's Jefferson and Rockland Houses are needed now more than ever.



From "Ms. D" at Rockland House:

"Some of the things I accomplished in 2021, in spite of COVID limitations, that were possible because I have a safe place to live:

- I was able to volunteer as a "friendly caller" for the Senior Reach Program, contacting a client from that program every week to make sure she received homecare services, and to give her the opportunity to share about her week.
- I crocheted and knitted items that I donated to organizations that provide for the displaced so they are warmer and know others care about them.
- I was able to donate yarn and other items even while COVID keeps me from continuing to teach knitting and crocheting to women staying at the shelter run by Interfaith Works.
- I took an online quilting class, increasing my skills in this time-honored craft that is also an art and form of communication and expression.
- I always remember that Rockland House has been, is now, and always will be a blessing."

Language Outreach Program (LOP)

ENGLISH AS A SECOND LANGUAGE, CITIZENSHIP, AND CONVERSATION CLASSES ESTABLISHED 1993

The **goal of LOP** communication classes is that **students will be able to fully participate in their community** by clearly understanding and speaking with employers, medical providers, their children's teachers, and their neighbors. Strong English skills provide better employment opportunities and a path to financial independence.



of Unduplicated clients: 360 Adults | 60 Children

ESL Instruction:
1,594 hours

Citizenship instruction:
30 hours

Conversation Instruction:
456 hours

Childcare/tutoring:
1,088 hours

of students who became U.S. Citizens: 20

75% of students who enroll **complete the semester of ESOL instruction**. In FY 2021, 58% of students who completed a course "graduated" to the next ESOL course level. **It takes the average adult learner seven years to become proficient in English.**

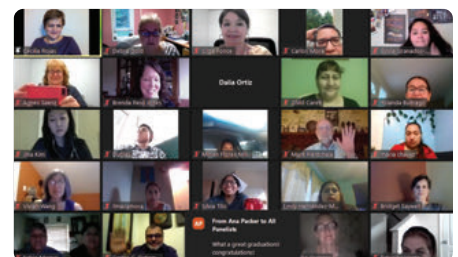
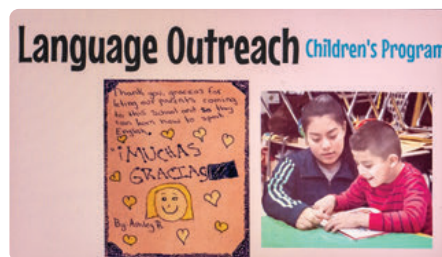
Volunteers:
8

Volunteer Hours:
596

In-kind goods and services:
\$8,579

★ Services

- English as a Second Language (ESOL)
- Citizenship Test Preparedness
- Conversation Instruction
- Child Tutoring and Child Care
- Naturalization Application Assistance
- Communication through Technology



"Mrs. J" found a minimum wage job in the kitchen of a fast food restaurant after she began taking beginner ESOL classes. By working hard and continuing to improve her English with ESOL classes, she steadily moved up the corporate ladder. Now "Mrs. J" is an assistant manager at one of the restaurant's busiest locations. The increase in salary meant she and her husband were able to buy a house in Montgomery County. Without her continued studies, she does not believe she would have been able to rise as far in the organization, or that her family would be able to own a home.

In addition to vocabulary and grammar, LOP's classes teach skills that are immediately usable in the real world. As part of her LOP class, "Ms. S" learned the skills needed to complete a work application and then to successfully interview for a job. She credited her class for her success in attaining her first job in the US.

Holiday Giving

MAKING THE HOLIDAYS SPECIAL FOR THOSE IN NEED

Thanksgiving
Meals Provided:
280

December Holiday
Meals Provided:
191

Children Served
with Toys:
365

Teens Served
with Gift Cards:
65

Value of Toy
Donations:
\$9,976*

Val. of Holiday food
and gift cards:
\$45,376

Number of Holiday
Giving Donors:
43

Number of Partner
Organizations Assisted:
3

*Included \$2000 in financial donations used to purchase toys.

Volunteers:
27

Volunteer hours:
114

In-kind goods & services:
\$54,856

★ Services

- Food Basket Distribution
- Toy Distribution



In fall 2020, due to social distancing, and work-from-home rules, Reach supporters were initially unsure if they could commit to the same level of Thanksgiving Dinner donations as in recent years. In a leap of faith, Reach accepted referrals for almost as many families as usual – 244 families that included 522 adults and 539 children. Supporters came through even during this difficult time and provided 281 dinner baskets. Reach donated the baskets that were not claimed by referred families, to partners in the Montgomery County Holiday Giving Program that had not received as much community support. This process of “passing it on” is one Reach does every year if there are dinner donations over and above the families we committed to serving.

Mansfield Kaseman Health Clinic

ESTABLISHED 2009



Patients Served: 987



Patient Visits: 4,812

Primary Care Visits:
2,345

Behavioral Health Visits:
195

Endocrinology Visits:
141

Gastroenterology Visits:
158

Gynecology Visits:
60

Podiatry Visits:
177

Pulmonology Visits:
14

Lab Visits:
1,722

Telehealth Visits:
615



Referrals to Outside Specialists:
401

Behavioral Health Screenings:
878

Patients Enrolled in Behavioral Health:
120

COVID Testing (from October 2020 to June 2021):
6,367

COVID Vaccination (from April to June 2021):
482

Clinic Days: 290 Clinic Hours: 3,933

Volunteers:
132

Volunteer Hours:
5,601

In-kind goods and services
\$1,259,722

★ Services

- Primary Care
- Behavioral Health
- Cancer Screening
- Gastroenterology
- Gynecology
- Health Education
- Laboratory Tests
- Pharmacy
- Podiatry
- Pulmonology
- Referrals to Specialty Care
- Referrals to Surgery
- Telehealth

Patients come back to MKHC because they trust that the staff cares about them. Although one patient did not immediately remember the name of nurse practitioner, Leslie, he came to the clinic to see “my doctor, the one with the green eyes.” The patient liked and trusted Leslie because she had arranged for him to receive a surgery that he did not think he could afford, but that he needed in order to relieve his unrelenting pain. He wanted to thank her and tell her the surgery was a success. Leslie and the MKHC staff were able to work with our healthcare partners so the patient could get the care he needed at a price he could afford. Another patient, a veteran who had seen many doctors at prestigious locations like John Hopkins, said the MKHC staff was much more caring than at those well-known institutions. He was seen by volunteer Nurse Practitioner, Stephanie, described her as very professional, and said she listened to all his concerns. If she was unable to address all concerns during an appointment, she scheduled a follow-up appointment or phone call, and now he only wanted his healthcare to be provided by Stephanie.

FY21 HEDIS Outcomes at MKHC

Patient care and the improved health of our patients is one of the main goals of the Kaseman Health Clinic. The Clinic tracks medical quality measures using the Healthcare Effectiveness Data Information Set (HEDIS) benchmarks for chronic care including diabetes and hypertension, and for cancer screenings including cervical, colon, and breast cancer.



65%

of Diabetic patients had an A1c below 8
(HEDIS 48.1%)

50%

of Hypertensive patients had blood pressure readings under 140/90
(HEDIS 56.8%)

66%

of age-appropriate female patients received Breast Cancer Screenings
(HEDIS 50.4%)

70%

of female patients received Cervical Cancer Screenings
(HEDIS 66.7%)

56%

of age-appropriate patients received Colorectal Cancer Screenings
(HEDIS 59%)

89%

of all patients received Depression Screenings
(HEDIS 75%)



Volunteers choose MKHC for many reasons: An FY2021 volunteer interpreter stated “I appreciate (MKHC) because it supports and cares for vulnerable populations that have difficulty accessing health care. Since I grew up visiting community health centers for my own treatment, I know that they serve as a bridge between the vulnerable and quality health care. Therefore, I have been proud to volunteer as a Spanish-English interpreter. I have enjoyed serving as the linguistic and cultural bridge between clinician and patient.” Our pro bono specialists are practicing and retired providers who want to give back to the community and offer the same healthcare to the underserved that their private patients receive. Many of our administrative volunteers are considering a career in medicine and want to experience a welcoming, caring patient setting before making that education commitment.



A Message from Our Leadership

Our Fiscal Year 2021 ended on June 30th. The challenges of the COVID pandemic followed us into and through the twelve months that preceded that date. This was not a situation that was unique to Reach, of course. It was the same for our clients, staff, supporters, community, country, and world. Throughout the year, Reach was resilient and continued to adjust to changing circumstances.

Last winter, it seemed our community would soon return to safer socialization, as adults became vaccine eligible, with children expected to follow soon after. Our staff stayed busy keeping up to date, providing **vaccine efficacy information, eligibility status, and then helping clients find and schedule vaccines.** We even **shared this information with our nonprofit colleagues.** Additionally, mask mandates and the number of people who could gather safely kept changing. It was a period when recommendations and rules altered weekly.

Throughout the year, the assistance our clients needed, and how we could provide that assistance as safely as possible changed as the situation morphed:

Calls to our **Rockville Emergency Assistance Program (REAP)** for help with rent, utilities, and referrals for food continued to increase. **Referral requests alone increased by almost 60%.**

Our **Senior Reach** and **Housing** clients, who remained at higher risk of infection and bad outcomes, needed help accomplishing tasks they could no longer put off. Then they needed help finding and getting to vaccine appointments. To help relieve some of the isolation, **our volunteers increased their time reaching out to Senior Reach clients by 25%.**

Our **Language Outreach Program (LOP)** continued to hold classes online, with 70% more students participating in study. Requests for LOP's staff to tutor children of LOP students online and one-on-one increased almost 3 times, from 60 in spring 2020 to 158 in fall 2020 as parents realized short-term Zoom school was becoming long-term. We were pleased to **advance 125 students in ESOL classes** and help **20 students become U.S. Citizens.**

Our **Mansfield Kaseman Health Clinic (MKHC)** became a **partner in the newly formed Por Nuestra Salud y Bienestar**, a Montgomery County initiative created to offer equity to our Latino population, with access to accurate COVID information, testing, and later, vaccines. MKHC received an award from Montgomery County for our involvement in the initiative. The Clinic and our volunteers administered **over 480 COVID vaccines and more than 6,360 COVID tests** in FY21.

Our **Holiday Giving Program** changed locations so clients could be directly served at their cars. For Thanksgiving celebrations, constituents provided **280 dinners**. December holiday toy “shopping” mostly took place outdoors with **440 children and teens receiving toys and gift cards donated by Reach supporters**. Luckily, the weather cooperated with our distribution events.

Our second ever virtual event was the Mansfield Kaseman Health Clinic **Virtual Check-up** in November 2020. After expenses, our **sponsors and benefactors provided almost \$50,000** in funds to support the valuable health services of the Clinic. We held our second virtual **Gala** in April 2021. Through **the selfless contributions of our guests and volunteers, close to a \$24,000 increase** in our year over year net revenue for this event was realized. Our **Language Outreach Program Graduation** in June was again virtual, this time offering more opportunity for family and friends to publicly “shout out” encouragement to honored students. In June, our **Reach Board** met in person for the first time since January 2020. This was the culmination of our Fiscal Year 2021.

Now here we are in Calendar Year 2022. COVID continues to challenge us to refine the ways we help our constituents and the services we provide. We continue to improve our ability to make necessary changes quickly, and become more effective at reaching our constituents no matter what the restrictions are or how we can provide that help.

We do this so successfully because of the **strong partnerships we have forged** in our community, with our individual supporters, businesses, faith organizations, government agencies, collaborating nonprofits, and so many more. **Thank you** for supporting the work of Community Reach of Montgomery County! We cannot serve the most vulnerable in Rockville and Montgomery County without you.

With Gratitude,



Paul Love
Board Chair



Agnes Saenz
Executive Director



Thank You to Our Volunteers

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Faith Adler
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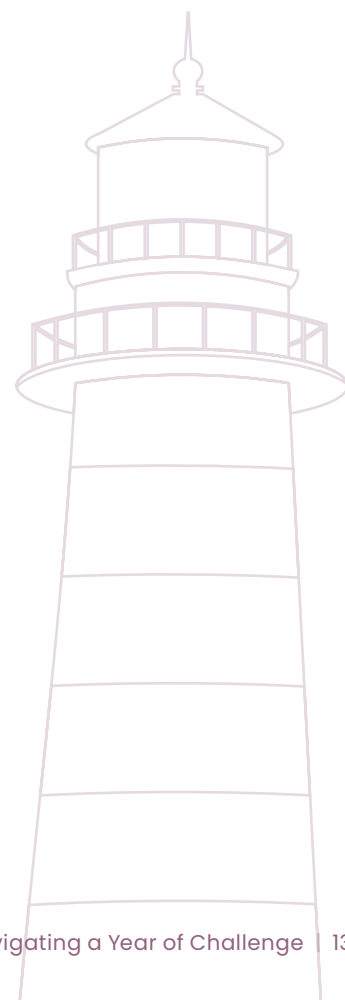
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\$50,000+

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Rockville Housing Enterprises
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Healthcare Initiative Foundation

\$10,000 - \$19,999

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Financials and Ways to Help

PROGRAM	REVENUE	IN-KIND DONATIONS
Community Reach of Montgomery County	\$416,641	\$76,435
Rockville Emergency Assistance Program (REAP)	\$206,831	\$13,350
Senior Reach Program	\$219,813	\$13,618
Housing Program - Jefferson House	\$67,085	\$34,221
Housing Program - Rockland House	\$66,479	\$9,282
Language Outreach Program (LOP)	\$259,575	\$8,579
Mansfield Kaseman Health Clinic (MKHC)	\$1,291,939	\$1,259,722

Ways to Support Community Reach of Montgomery County

- Schedule a group project
- Attend an event and bring a friend
- Sponsor a Reach supply drive
- Volunteer at an event
- Volunteer with a Reach program
- Serve on a committee
- Donate items
- Make a financial donation
- Offer your expertise on a subject

THE IMPACT OF YOUR DONATION

\$25 would provide a toy for a child in our Holiday Giving Program

\$50 would pay for tuition and books for a student enrolling in our ESOL classes

\$100 would give a diabetic patient a week's supply of insulin

\$250 would offer a Senior Reach client 6 months of Life Link services

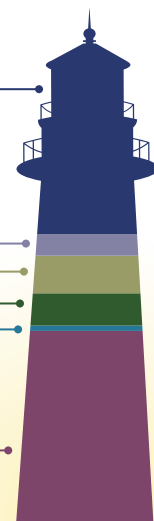
\$500 would cover the deposit for an apartment when a Housing resident is ready to return to self-sufficiency

\$1000 would protect a REAP family from sleeping in their car after an eviction

\$2000 would provide an ultrasound-guided breast biopsy to detect breast cancer in an MKHC patient

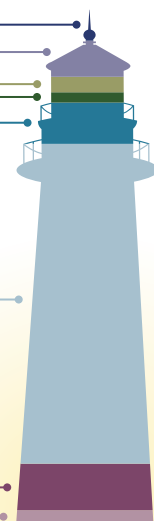
REVENUE BY SOURCE

Grants & Contracts	\$1,661,088	42%
Donations (individuals, foundations, businesses, faith organizations, United Way/CFC, other)	\$168,396	4%
Special Events	\$268,032	7%
Patient/Student/Client Fees	\$240,599	6%
Gain on Investments	\$7,211	>1%
TOTAL FINANCIAL REVENUE	\$2,528,363	64%
In-Kind Goods & Services	\$1,415,207	36%
TOTAL REVENUE	\$3,943,570	100%



EXPENSES

Rockville Emergency Assistance Program	\$202,981	6%
Senior Reach Program	\$227,406	7%
Housing Program - Jefferson House	\$110,595	3%
Housing Program - Rockland House	\$71,768	2%
Language Outreach Program	\$291,018	8%
Mansfield Kaseman Health Clinic	\$2,164,107	62%
Total Program Expenses	\$3,067,875	88%
Management and General	\$319,671	9%
Fundraising Expenses	\$96,970	3%
TOTAL EXPENSES	\$3,484,516	100%



Community Reach of Montgomery County's commitment to our mission is consistently demonstrated in the way spending is carefully managed, with 88% of expenditures going directly towards making a difference in the lives of those we serve. The financial statements of Community Reach of Montgomery County are audited annually by GRF CPAs & Advisors. A complete copy of audited reports, including all accompanying notes, can be requested by writing to: Community Reach of Montgomery County, 1010 Grandin Ave., #A1, Rockville, MD 20851.

Community Reach of Montgomery County & MKHC Staff

FY2022 Community Reach of Montgomery County Staff

Agnes Saenz
Executive Director

Andrea Kempner-Wink
Director of Development/
Volunteer Services

Enrique Viscarra
Senior Accountant

Odeth Berlin
Rockville Emergency Assistance
Program Director

Ann Hamlin
Housing Program Manager

Will Mohan
Senior Reach Program Manager

Cecilia Rojas
Language Outreach Program Director

Jessica Fagnani
Administrative Assistant

Mary Fortuna
Grants Manager

Melissa Jones
Accountant

FY2022 Mansfield Kaseman Health Clinic Staff

Agnes Saenz
Executive Director

Dr. Angeline Lazarus
Medical Director & Pulmonologist

Leslie Boylan
Nurse Practitioner

Sandra Galvin
Nurse

Magda Tranamil
Medical Assistant

Carmen Lezama
Clinic Manager

Teresita Castro
Patient Support Services/
Grant Report Assistant

Deanna Melara
Front Desk/Reception & Specialty Care
Referral Coordinator

Jody Eccleston-Gustavson
Medicaid/Medicare Biller

FY2022 Mansfield Kaseman Health Clinic Volunteer Staff

Dr. David Baek
Podiatrist

Blanca Cuervo
Behavioral Health Social Worker

Andy Jordan
Volunteer Coordinator

Dr. Angeline Lazarus
Pulmonologist

Dr. Sheila Levin
Gastroenterologist

Dr. Urvi Mehta
Internal Medicine

Dr. Thomas Miller
Family Medicine

Dr. Claudia Taubman
Gynecologist

Stephanie Wright
Nurse Practitioner

Community Reach of Montgomery County Board, MKHC Board, Reach Committees

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Principal, TriBridge Partners, LLC

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Provost, Montgomery College,
Retired

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Director, Aronson LLC, Tax Services
Group

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Business Owner, Retired

George Ashton
President, LISC Fund Management

Rae Pearl Canizares
Chairman, Board of Commissioners,
Rockville Housing Enterprises, Retired

Suzanne Rotbert
Principal, Miles & Stockbridge P.C.

Jim Skinner
Clinical Therapist, Willow Oak
Therapy Center

Nancy Sushinsky
Executive Director, Rainbow Place
Shelter, Retired

Agnes Saenz
Ex-Officio, President and Executive
Director

Donna R. Perry, MD
Ex-Officio, MKHC Board Chair

FY2022 Mansfield Kaseman Health Clinic Board

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Chair
Pediatrician, Retired

Barbara Courtney, RCEP
Associate VP, Clinical Integration,
Adventist HealthCare

Lynnette Gannaway
Senior Director National Account
Development, Hotels Made Easy

Jackie Lobien, RN
Capital Area Divisional Research
Coordinator, Johns Hopkins University

Bridget Plummer
Director, Urgent Care Operations,
Adventist HealthCare

Stephanie Wright, FNP, PHD
George Washington University
Professor Emerita

Agnes Saenz
Ex-Officio, Executive Director

Paul Love
Ex-Officio, Reach Board Chair

Angeline Lazarus, MD
Ex-Officio, Medical Director

Standing Board Committees

Development Committee

Faith Advisory Committee

Finance Committee

Governance Committee

Standing committees are comprised of
Community Reach Board members, staff
members and community members.



Save The Date

Community Reach of Montgomery County
ANNUAL GALA

**Saturday Evening
April 30, 2022**

Community Reach  of Montgomery County

1010 Grandin Avenue, #A1, Rockville, MD 20851

Email: Info@CMRocks.org | Telephone: 301-637-0730

www.CMRocks.org  [@CMRocks.org](https://www.facebook.com/CMRocks.org)  [@CMRockville](https://twitter.com/CMRockville)

Executive Director: ASaenz@CMRocks.org 301-917-6806

Director of Development/Volunteer Services: AndreaKWink@CMRocks.org 301-637-0172

Business Office: EViscarra@CMRocks.org 301-637-0746

**Rockville Emergency
Assistance Program**
OBerlin@CMRocks.org
301-917-6811

Housing Program
AHamlin@CMRocks.org
301-637-0208

Mansfield Kaseman Health Clinic
8 West Middle Lane
Rockville, MD 20850
CLEzama@CMRocks.org
301-917-6800

Senior Reach Program
WMohan@CMRocks.org
301-637-0171

Language Outreach Program
CRojas@CMRocks.org
301-251-2136