



# KC HELP

The Knights Community Hospital Equipment Lend Program  
Regional Operation Center Locations,  
Tri Cities 324 W. Margaret St., Pasco, WA 99301  
Wenatchee, 625 S Elliott Ave, P.O. Box 3850 Wenatchee, WA 98801  
Poulsbo, P.O. Box 1951, Poulsbo, WA 98370

## KC Help Annual Report 2020

Greetings; Friends of KC Help

Operation and Growth of the Knights Community Hospital Equipment Lend Program (KC Help) in 2020 was a challenge like we have never faced before in our 25 years of service. KC Help has become a critical participant in our area's healthcare network by providing durable medical equipment. Hospitals and physicians rely on our service to fill the gaps in coverage. We are designated an essential business by Washington State and we made major changes in our operations in response to Covid-19 federal and state requirements. Throughout 2020, our service to the communities remained strong and our volunteers and staff responded with a can do attitude. Thus, we emerged at the 2020 year's end stronger.

The attached Profit and Loss statement show all KC Help branches and their financial health. As the attached performance charts, graphs and highlights document, our program has been an essential link in the health care services in our communities. Included are details for the areas we serve. For the Tri Cities, we highlight the high call volume, wide areas of service, the high volume of equipment items placed (2169), amount of equipment donations received (1393), and the financial gifts we have received. Additionally, our Wenatchee and Poulsbo branches have provided similar performance charts.

Highlights in 2020 include placing thousands of durable medical equipment items with clients who would otherwise have had to do without. Equipment donations challenged us to find space for storing, repairing and issuing. We simply have run out of room! We are receiving so much equipment we had to place temporary holds on receiving some types of equipment until space became available. Individual client financial donations decreased due to Covid and loss of employment. The decrease in clients making financial donations was offset by increased efforts applying for Grants. Grants from 3 River Community Foundation for a large sustaining grant and for COVID Relief, individuals from community, and forgivable loans from the Small Business Association were key to filling our financial needs. This trend will most likely continue and coupled with impacts to individual disposable income from the business shutdowns and limiting operational restrictions from the State due to COVID-19, financial contributions from clients and individuals may be even less in 2021.

Our Wenatchee and Poulsbo branches, continued their service even with the restrictions required during the pandemic. Both these areas are growing and building a sound foundation of service. Our newest eastern Washington area received a positive council vote and efforts to open a Colville branch is ongoing. Our Mexico operation continues to place essentially everything we send to them. Border crossing and meeting the legal requirements continues to challenge us, but we were able to send one shipment of equipment to our San Felipe operation in Mexico even with the Covid border restrictions. Our website blog continues to grow and there are articles featured for you to access anytime ([www.kchelp.org](http://www.kchelp.org)).



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We ended 2020 with sound operations, financial stability and great support from our volunteers and the communities we serve. 2020 was both a challenge and a blessing. It required us to think out of the box and find ways to serve safely as an essential business during the COVID-19 pandemic. We emerged a positive force and was able to fulfill our role in the health care network. With our Covid required changes in place, our first client was waiting at our warehouse when we arrived to open. His dad had contacted Covid-19. The hospital suggested his son come to us to get what he needed to care for his dad at home because of limitations at the hospital.

Thankfully, no one on our staff or our volunteers contacted the virus. 1,430 clients were served from the Tri Cities branch. Wenatchee served 1,813 clients, and our new branch in Poulsbo served 310 clients - a total of 3,553 individual people each with their own story. Listening to stories of need was emotional for all of us. Their expressions of hope and joy when we were able to help, confirmed we were doing meaningful and essential work.

Our communities' need of our service continues to grow and equipment donations are increasing to a point where we must build additional infrastructure. Additionally, our State K of C Officers have requested we establish more KC Help branches in Washington State. Plans for 2021 include planning and approving a project to build a corporate facility to support revenue and distribution enhancements. This will position us to support the growth needed throughout Washington and in Mexico. This and the outlook for individual donations warrant a change to improve our storage and revenue in the future.

To this end, attached is an overview of the existing land and an artist's rendition of additional warehouse storage and a mini-storage rental facility to be built on 5 acres the Richland Knights of Columbus recently approved deeding to KC Help. We are currently working with the City of Richland for an egress permit, sectioning, and zoning change.

Our volunteers and friends of KC Help are the cornerstone of our service and our community support speaks volumes on just how much value is seen in our service. I am overwhelmed by the generosity I witness and the compassion of everyone involved. Many of our clients and their care givers tear up when they hear us say "Sure, we can help."

Faithfully submitted

Jerry Rhoads

CEO KC Help



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## Before



Image Landsat / Copernicus



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## After



## KC Help Corporation Campus

### Overview

**Building 1** Two-story building with KC Help Corporate Office, Equipment sanitization, Repair, and Distribution sections for each type of equipment. Each story 4000 sq. ft. Total 8000 sq. ft. and equipped with freight elevator.

**Building 2** Two-story building with KC Help Mini Storage Office. Control environment commercial storage and refurbished equipment holding and storage to stage for KC Help branch facility resupply. Each story 4000 sq. ft. Total 8000 sq. ft. and equipped with freight elevator.

Gated Mini Storage facility with individual unit security and lighting.

RV and Watercraft storage area.

Convenient access and departure from Van Giesen

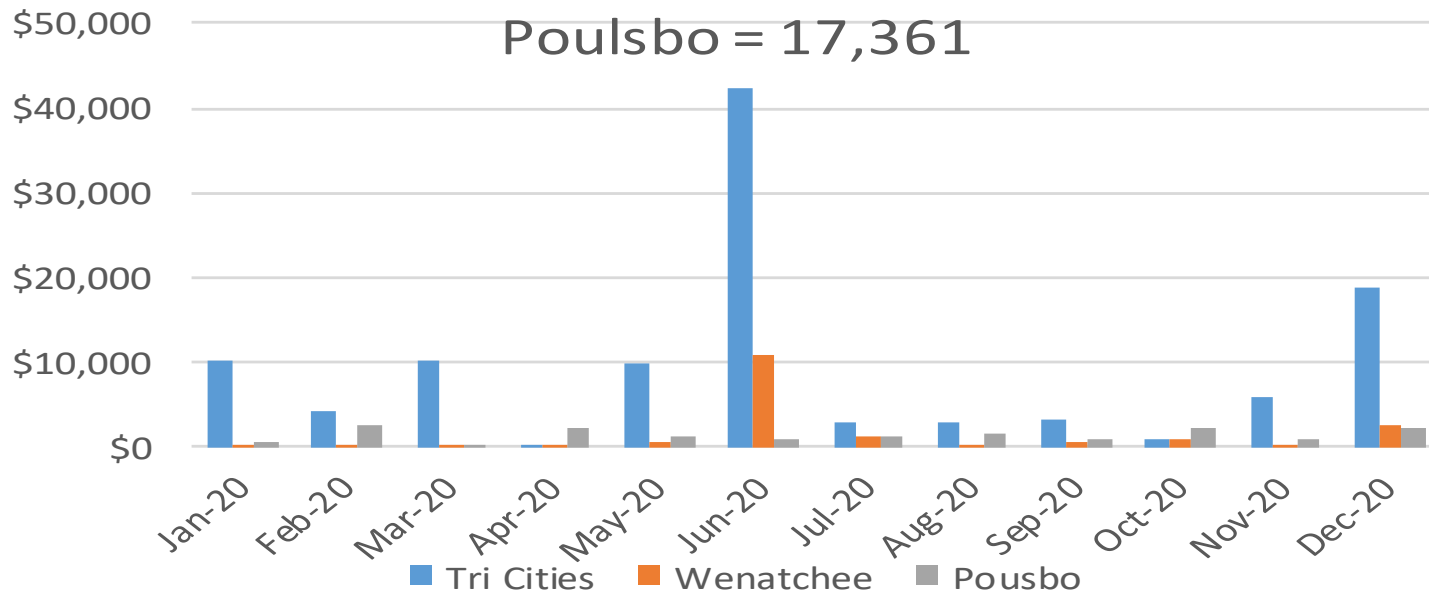
# KC Help 2020 Annual Report

## Financial Donations 2020

Tri Cities = 112,642

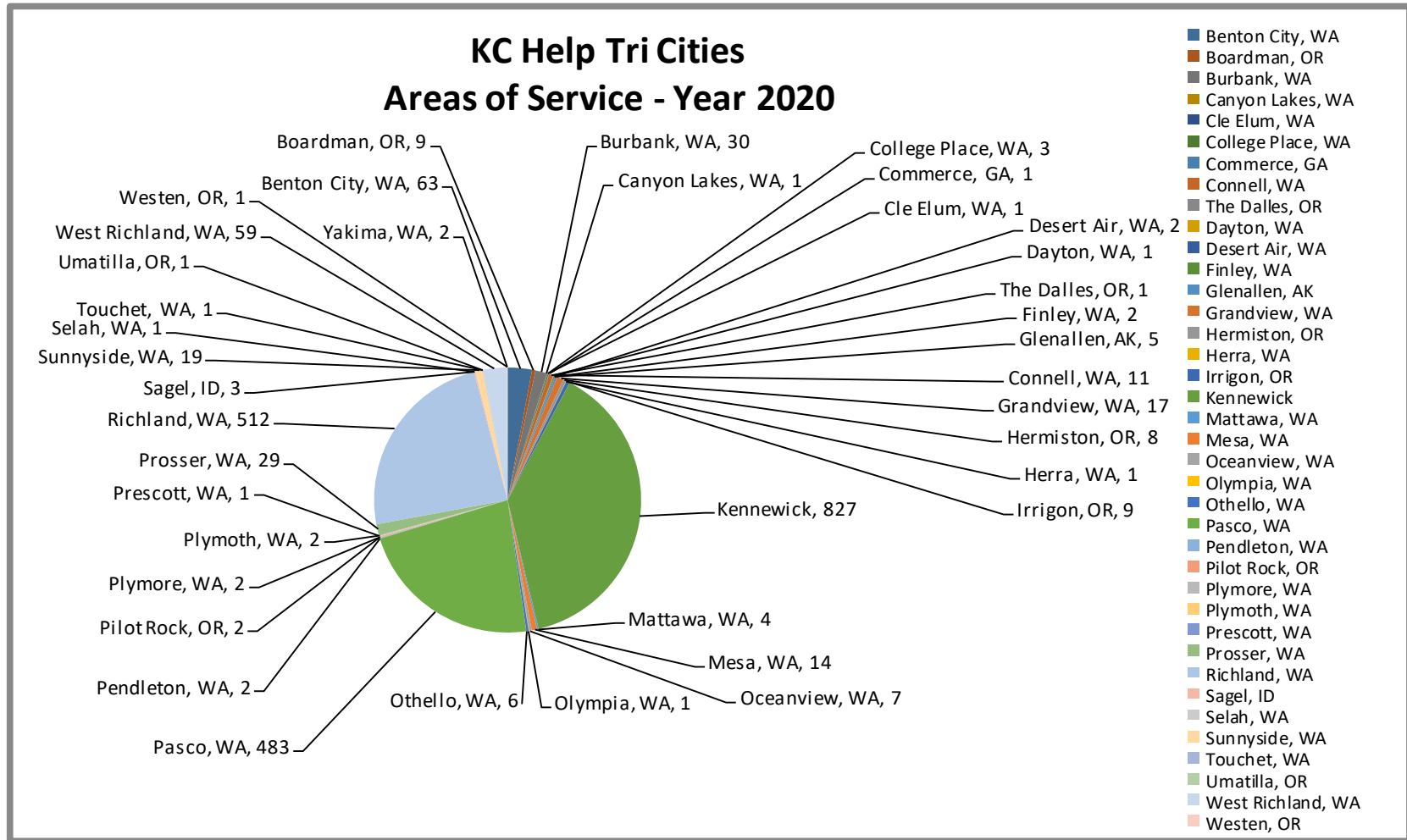
Wenatchee = 17,364

Poulsbo = 17,361



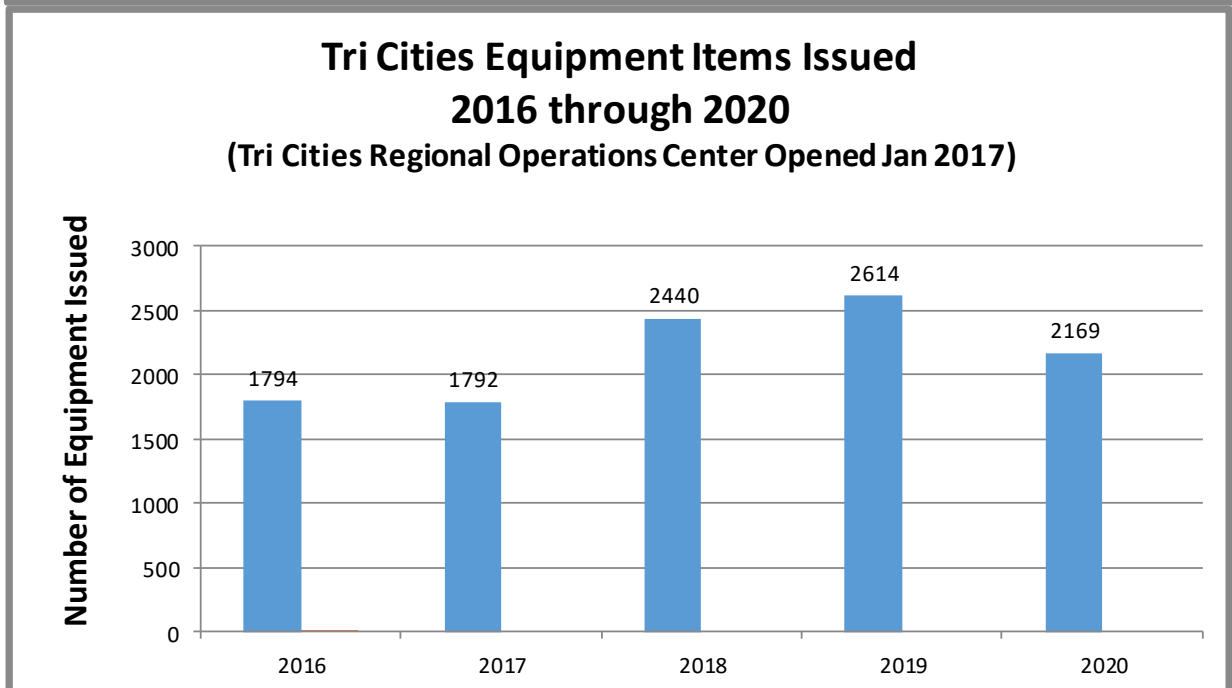
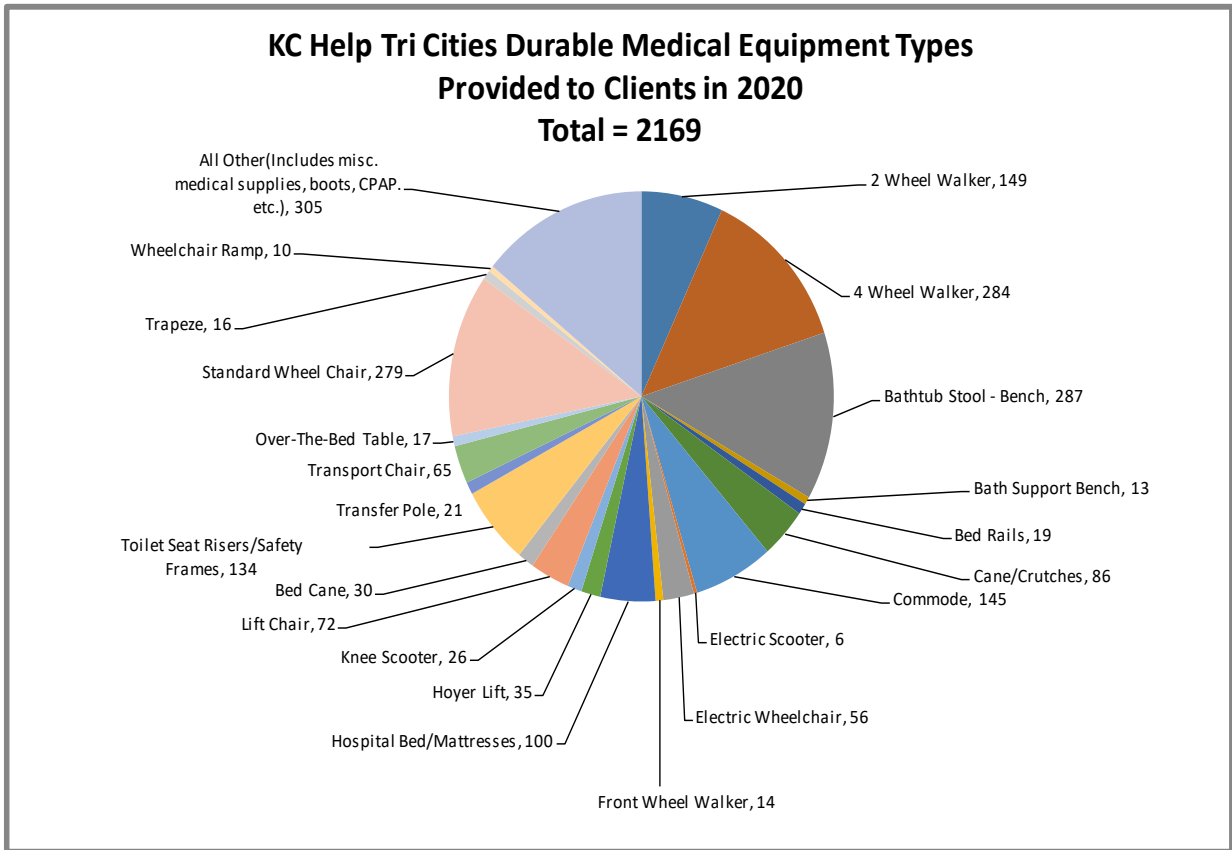
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## KC Help Tri Cities



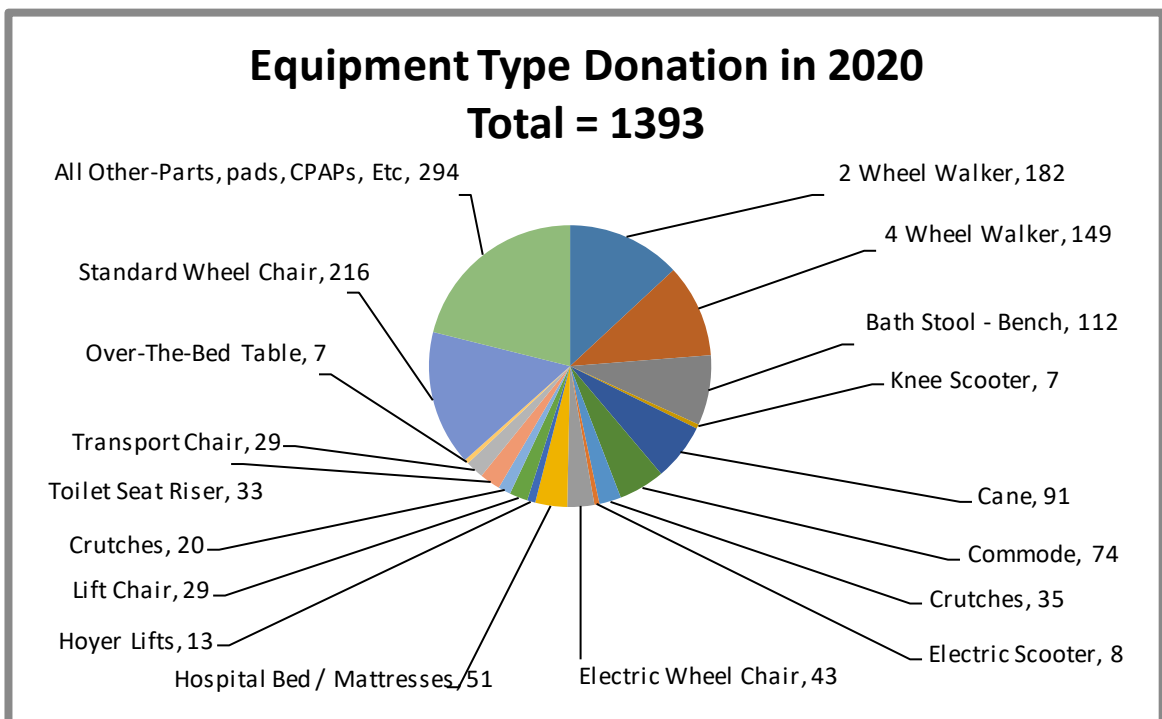
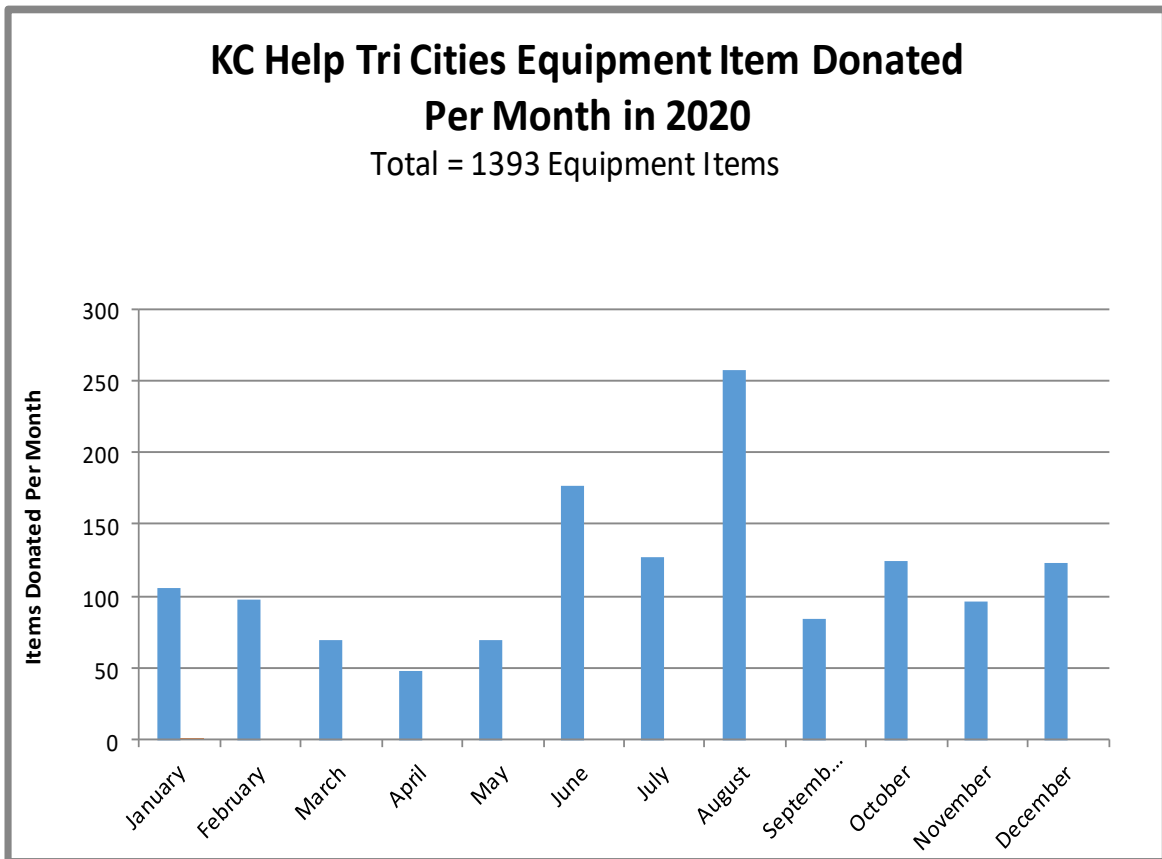
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## KC Help Tri Cities



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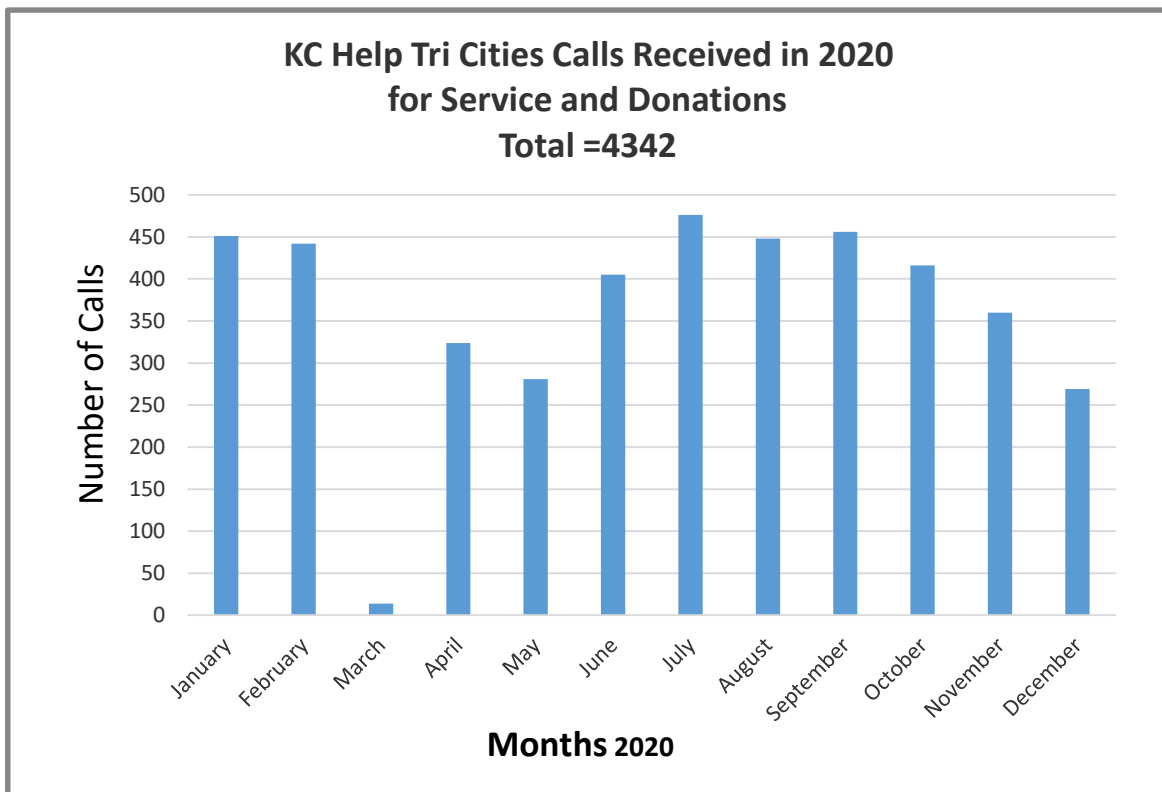
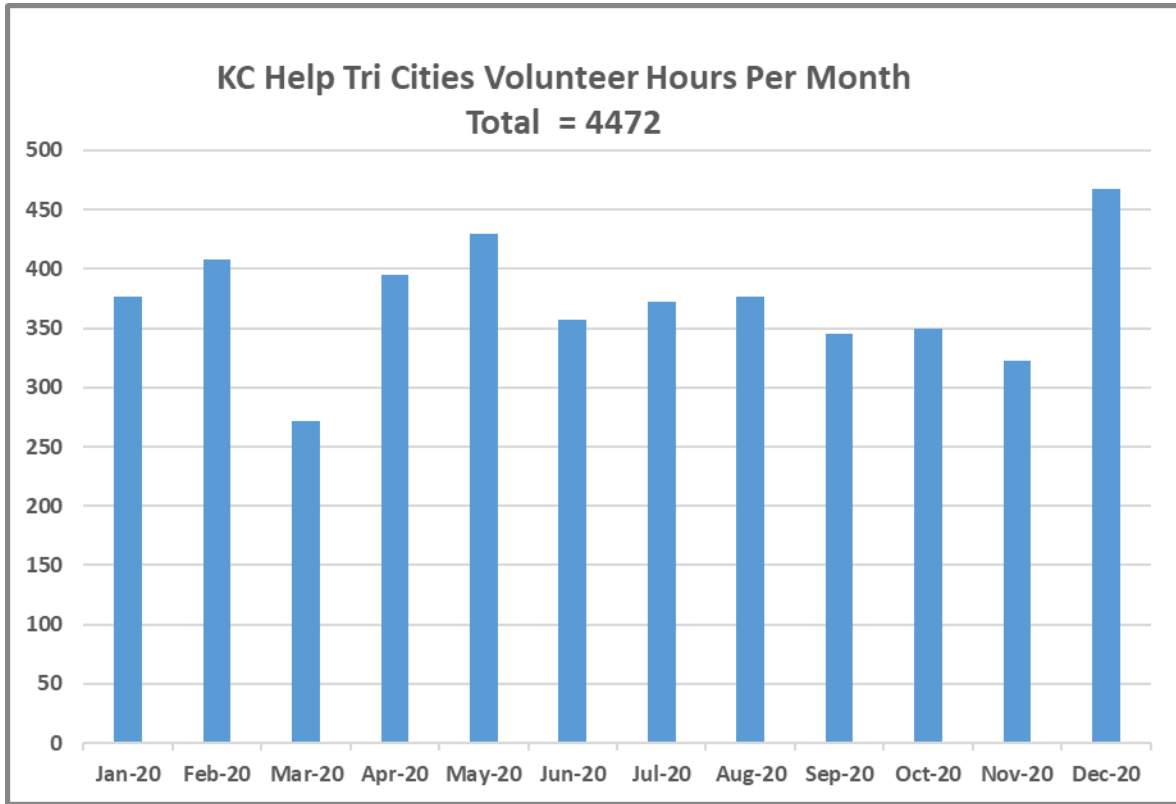
## KC Help Tri Cities



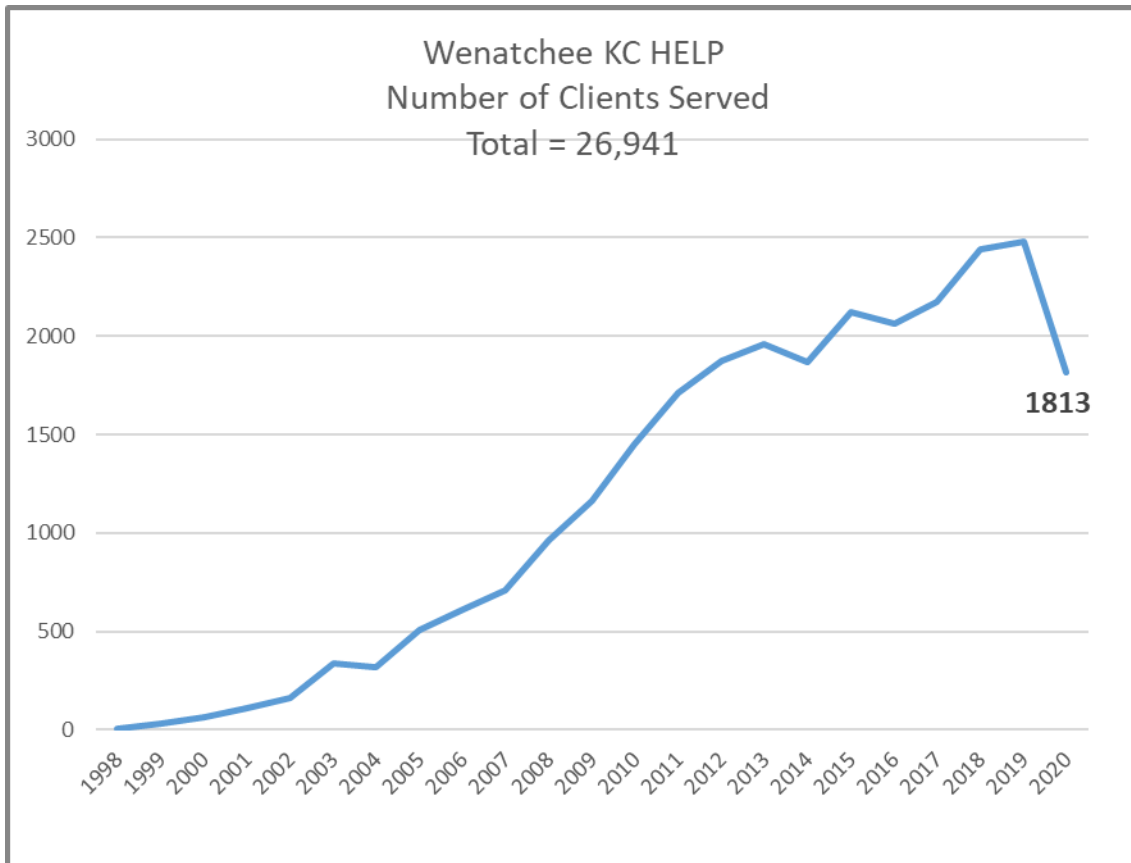
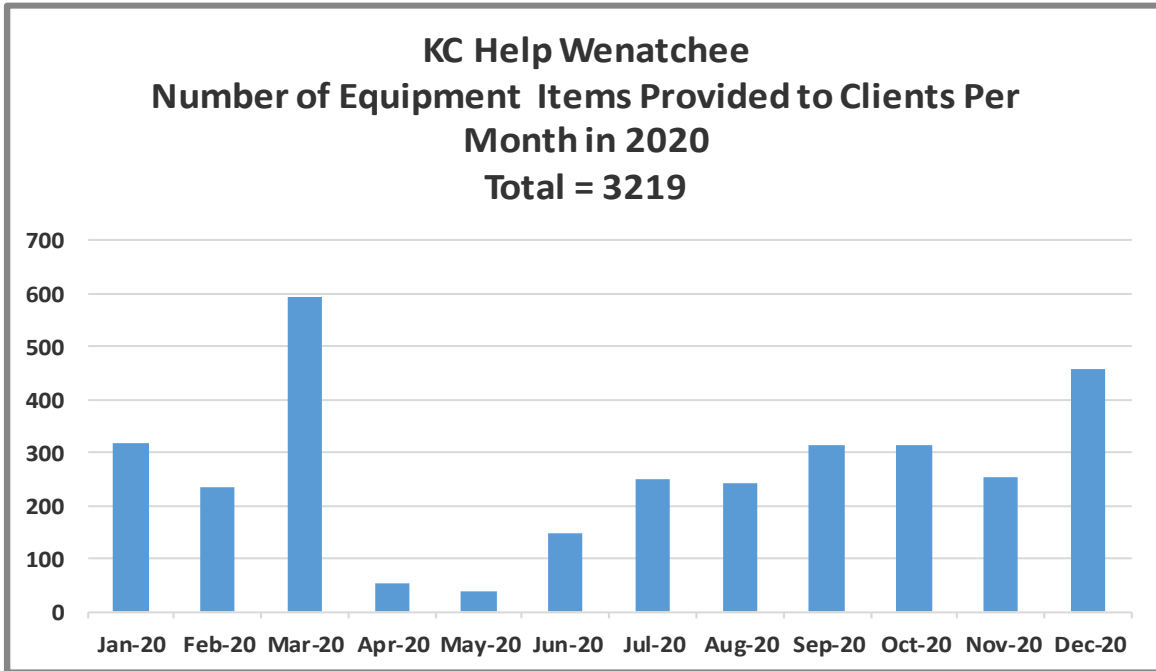


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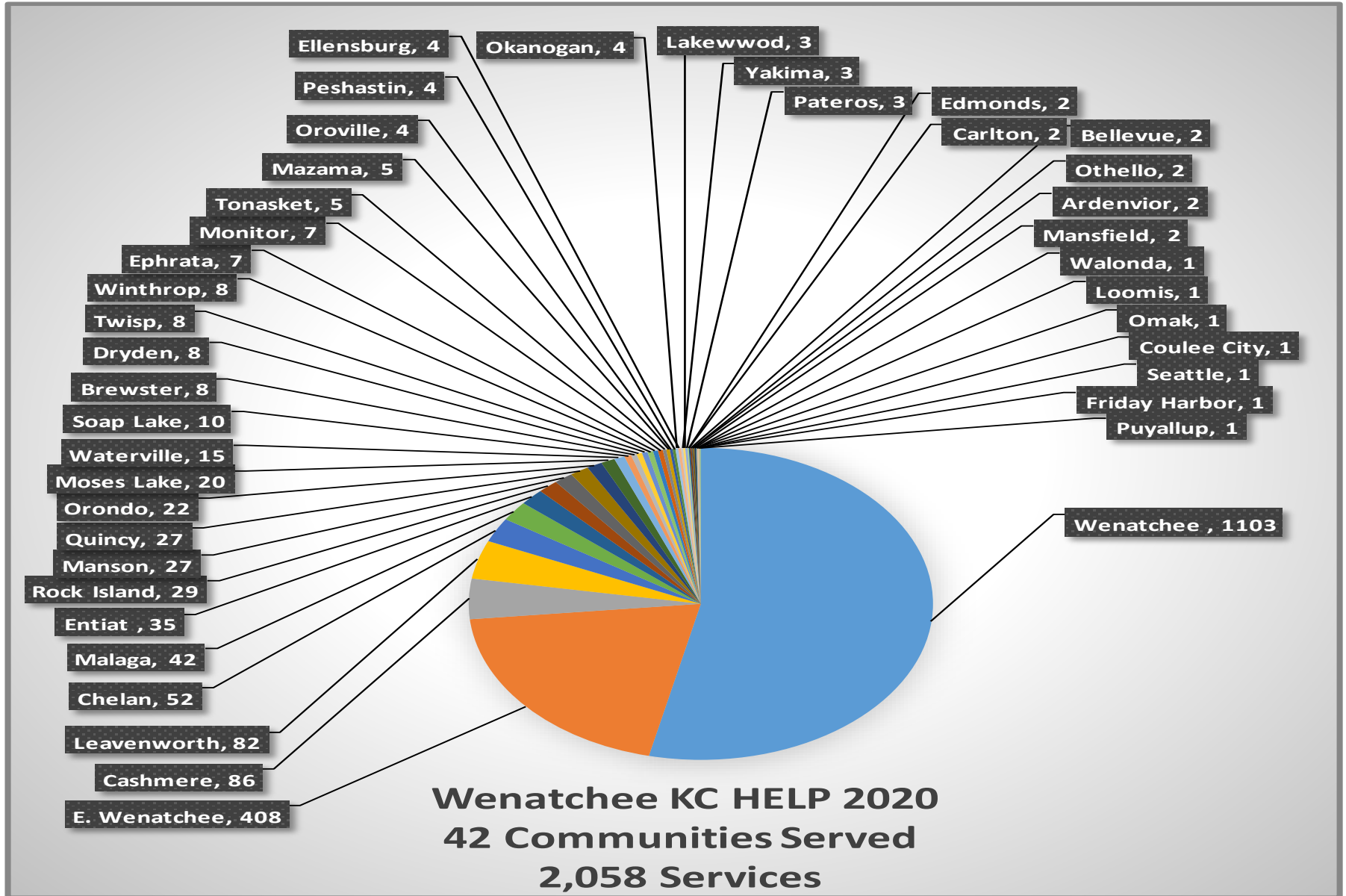
## KC Help Tri Cities



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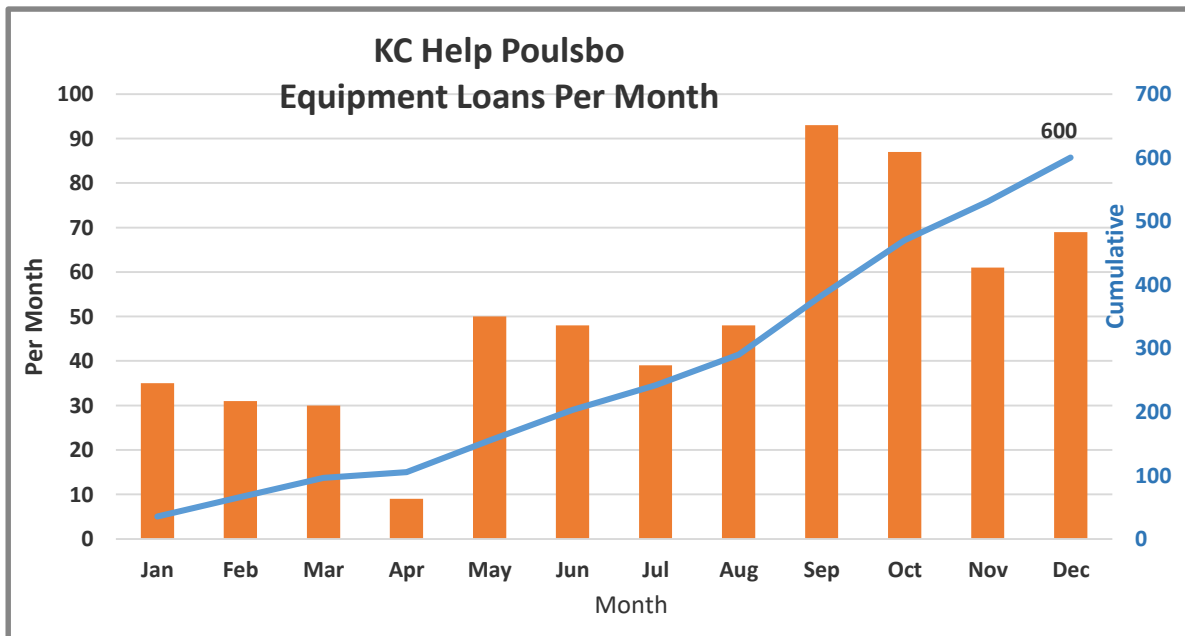
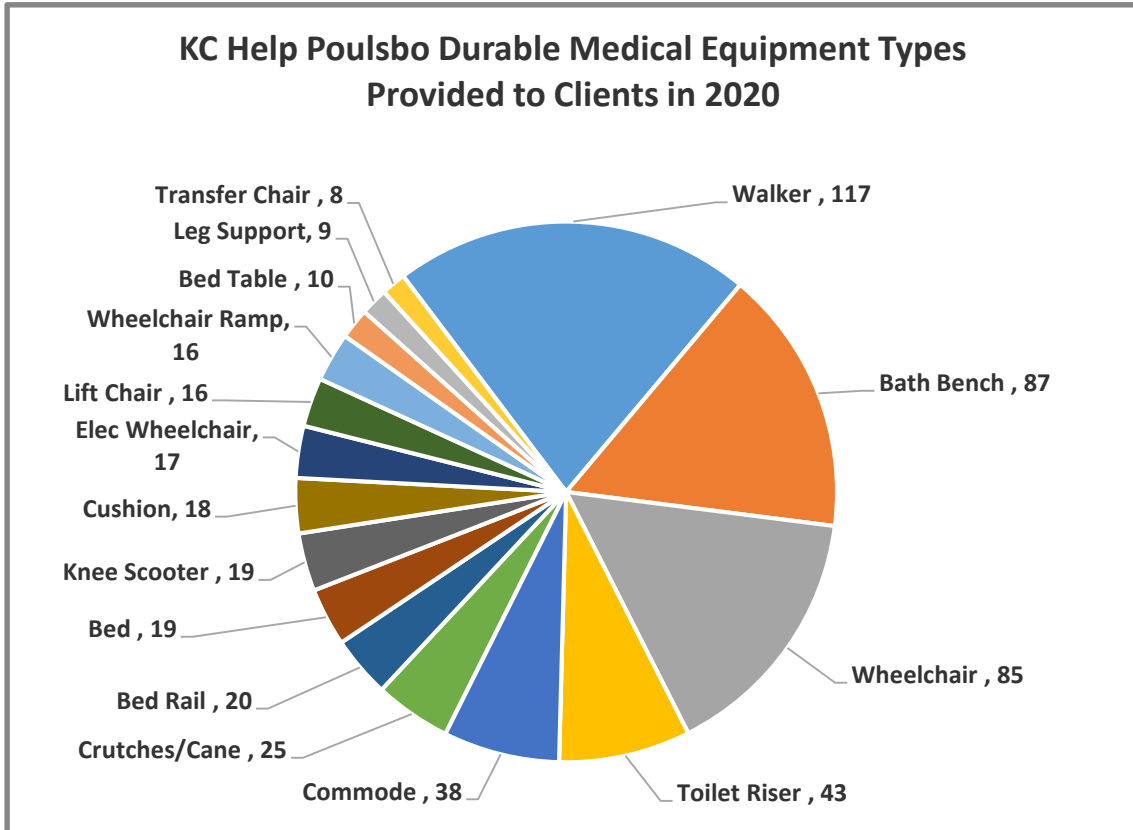


# KC Help 2020 Annual Report



# KC Help 2020 Annual Report

## KC Help Poulsbo



# KC Help 2020 Annual Report

## KC Help Poulsbo

