

MADISON EMERGENCY SERVICES ASSOCIATION, Inc.

2020 ANNUAL COMMUNITY REPORT

Our Mission:

To be a resource for our Madison County Neighbors in need



March 2021

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Hello Neighbors!

Madison Emergency Services Association, Inc. (MESA) is excited to show you the impact our programs and services have been able to make in Madison County in 2020. Despite the unanticipated COVID 19 pandemic challenges, MESA continued to be a safety net for our Madison County neighbors in times of need.

It is a blessing and honor to be able to help the number of people we do each year, but nothing we do would be possible without the dedication and commitment of the many people in our community who empower MESA's mission:

Our Donors: who gave a combined total of \$149,892 in 2020 towards our client programs, services, and operations.

Our Community Partners: who donated food, services, and more totaling thousands of dollars in value.

Our Volunteers: who gave over 3,350 hours of service in the food pantry, thrift shop, maintenance, committees, and taskforces in support of program and service delivery.

Our Board of Directors: who all volunteer of their time and expertise to provide oversight and direction to MESA.

Our Staff: most of whom are part-time, but who always go over and above as needed to provide service to clients and to MESA.

2020 was an unforgettable year, and we could not have served our neighbors in need without your support. On behalf of those we serve, thank you for your gifts of time, talent, and money to sustain MESA's outreach.

Sincerely,

John

John Huelskoetter
President, Board of Directors

Eleanor

Eleanor Mower
Executive Director

INTRODUCTION

The Madison Emergency Services Association (MESA) is a 501 (c) (3) charitable organization established in 1982. Over the last 39 years, MESA has provided safety-net services to countless numbers of Madison County neighbors and friends. Our mission is to be a resource for our Madison County neighbors in need. In 2020, our services included a food pantry, Thrift Shop, Barbara's House, and emergency monetary assistance through our Client Services group. MESA has grown from humble beginnings to become a mainstay of support for Madisonians in need. It has grown because of the extraordinary gifts of volunteer time and monetary donations of many people who reside here.

This Annual Report celebrates all that the people of Madison County make possible each year. On behalf of the Executive Director, members of the Board, staff, and especially our dedicated volunteers and donors, we say a hearty thank you!

FOOD PANTRY

MESA fights food insecurity through our Food Pantry, which provides a vital link between food and families by offering food assistance to those in need in Madison County. MESA's hunger relief program focuses on healthy eating, better nutrition, and a non-judgmental place for neighbors to come to get food and other items for their personal needs.

On a monthly average, MESA's pantry provided free food to over 400 people, and during 2020, the role that MESA played in the community was even more vital. At least eight percent of the population for whom poverty status is determined in Madison County live below the poverty line – and a larger percentage are “working poor.” The largest demographic living in poverty are females 55 - 64, followed by males 55 - 64 and then females 35 - 44. And while many of the pantry's clients are on public assistance/food stamps, the assistance is meant to supplement a family's nutrition, and is often not enough. MESA fills the gap.

In 2020, one full-time staff member, supported by many dedicated volunteer pantry helpers and food pick-up drivers, devoted hundreds of hours receiving, sorting, and storing thousands of pounds of food, and serving the pantry's clients. These champions were:

Corine Barden, John Black, Judy Butler, Pauline Clatterbuck
Valerie Cruz, Tina and Calvin Gilley, Margaret Gilley, Mike Hale
John Huelskoetter, Jana Jackson, Carl Kerby, Patricia Lloyd, Parker McMillen
Jeanne O'Donoghue, David Pollack, Josh Powell, Sandra Powell, Cecelia Rowe,
Donald Rowe, John Storey, Donna Yeager, Lynn Young

The pantry offers healthy options like low-sugar, low-sodium canned goods and cereals. Fresh produce and eggs are received from local farmers and from larger chain food stores in the area. However, the largest and most consistent donations come from local churches and community members. MESA benefits from several food drives coordinated by the local churches, the U.S. Postal service, local schools, and others in the community.

In addition, the pantry provides personal hygiene products such as toilet paper, toothpaste, deodorant, cleaning supplies, and diapers for infants, toddlers, and adults. During the summer, bag lunches are offered to school-aged children who normally receive free breakfast and lunch at school.

Two major food pantry partners with MESA are the Blue Ridge Area Food Bank¹ (BRAFB) and the U.S. Department of Agriculture (USDA) Emergency Food Assistance Program (TEFAP).²

In 2020, MESA’s Food Pantry served 5,236 individuals and 1,716 households:

| | Individuals | Households |
|------------------|-------------|------------|
| Yearly Totals | 5,236 | 1,716 |
| Monthly Averages | 437 | 143 |

In 2020, MESA’s USDA Food Distribution Program served 1,737 individuals and 728 households:

| | Individuals | Households |
|------------------|-------------|------------|
| Yearly Totals | 1,737 | 728 |
| Monthly Averages | 158 | 66 |

EMERGENCY SERVICES

MESA’s Emergency Services program offers help to those who have unexpected emergencies or who are struggling and need support right away. No appointment is necessary; a Client Intake Manager is on site Tuesday and Thursday from 10 a.m. – 3 p.m. to meet with patrons to understand their need for support and or for temporary emergency relief. MESA offers a wide

¹ Serves 25 counties and 8 cities on either side of the Blue Ridge through distribution centers; provides nutritious food through a far-reaching network of more than 200 food pantries, soup kitchens, schools, churches, and other nonprofit groups.

² TEFAP distributes federally supplied commodities such as canned and frozen food to eligible households. Eligibility is based on recipient income; distribution is limited to one time/ month per family. MESA provides USDA food to its eligible recipients at Beth Car Baptist Church in Madison, VA.

variety of assistance, such as monetary support, information, supportive guidance, and referral to other community resources and family programs.

In 2020, MESA gave 772 individuals help and assistance with:

- ✚ utility payments
- ✚ rent/mortgage payments
- ✚ personal needs
- ✚ firewood
- ✚ referrals to other service providers
- ✚ transportation (gas, car repairs, car insurance, licenses)
- ✚ school supplies
- ✚ diapers for children & adults
- ✚ clothes for the family
- ✚ medical and dental expenses

In addition, MESA's emergency services coordinated with Catholic Charities and provided 40 families with Christmas presents, gift cards, and dinner baskets.

BARBARA'S HOUSE

Barbara's House (BH) provides families or individuals a safe and secure place to reorganize their lives, offering a large (over 3000 sq. ft) building that is divided into five (5) apartments, with an onsite playground. BH offers two (2) three-bedroom furnished units, and three (3) two-bedroom furnished units. Families can stay rent-free for up to a year, while volunteer mentors help and guide them through their life's challenges.

In 2020, and before BH was temporarily closed in March due to the COVID 19 pandemic, three families were living in the house that included 4 adults and 8 children.

Since BH first opened its doors, it has helped over 110 families—not only in providing transitional housing, but while these families lived at the house, they received help in finding employment, received counseling on nutrition and health issues, and guidance on money management and parenting.

Barbara's House (BH) is named after longtime MESA treasurer Barbara Sherman and has been a residential transitional housing program for families in need since October 2002. The house was planned and built through grant money, donations, and the extraordinary effort of community volunteers. It is maintained and run through a program called *Families-In-Transition (FIT)*. Only those who agree to participate in the *FIT* program are permitted to live in the residence.

THRIFT SHOP

MESA's Thrift Shop is open to all and sells used goods—clothing, books, music, housewares, videos, collectibles, and furniture—donated by members of the public. Revenue from the Thrift Shop annually supports both our client services and emergency relief fund. However, during

2020 the Thrift Shop was closed 39 days due to the COVID-19 pandemic, and when it reopened in mid-June, the hours of operation for shoppers were reduced as a safety precaution. These changes had a major impact on sales.

The Thrift Shop is managed by one full-time staff and a part-time assistant who receive and sort on a weekly basis, approximately 10-15 boxes of home goods, 10-12 large bags of clothes, and many furniture items. Critical assistance was provided by a limited number dedicated volunteers in 2020 who gave 192 hours of volunteer time and assistance to MESA's Thrift Shop. These wonderful helpers include:

Cheryl Dawson, Joyce Garrison, Joyce Humphrey, Norma Larkin
Gene Mower, Liz O'Mara, Robin O'Mara, Debbie Powell
Maya Powell, Mary Ann Shifflett, Elisabeth Storey, Pat Streu
Lindsey Throckmorton, Alicia Turcious, Sheila Vinson
Maryvonn Longley, Karen White

FINANCIAL SUMMARY
Fiscal Year Ended December 31, 2020

REVENUE AND SUPPORT

| | |
|----------------------------|------------------------------|
| Gifts and support | <u>\$ 149,892</u> |
| Donated food | \$ 37,859 |
| Contributions ³ | \$ 112,033 |
| Other revenue | <u>\$ 202,999</u> |
| Grants | \$ 53,001 |
| Other ⁴ | \$ 149,998 |
| TOTAL REVENUE | <u>\$ 352,891</u> |

EXPENSES

| | |
|-------------------------------------|------------------------------|
| Program services | \$ 183,235 |
| Fundraising | \$ 1,962 |
| Management and general ⁵ | \$ 80,361 |
| TOTAL EXPENSES | <u>\$ 265,558</u> |

NOTES:

Revenues: Revenues were \$352,891 or \$27,841 better than budgeted. Higher revenue was the result of increased individual donations, a very successful end-of-year campaign, and the award of several private grants.

Expenses: 2020 expenses of \$265,558 were \$37,317 lower than budgeted. Lesser expenses were the result of lower maintenance costs and increased payroll support from the CARES Act.

Surplus/(Deficit): MESA ended the year with a greater surplus than projected.

Bank Accounts: MESA has three (3) bank accounts with a total current cash balance of \$229,937.03

Mortgage: Current mortgage balance is \$448,929.25. Interest paid in 2020 was \$12,559.05. The mortgage payment is \$19,981, due each September.

³ Donations, sales

⁴ Fundraising events, rents

⁵ Includes yearly mortgage cost

2020 MESA Board of Directors

John Huelskoetter, President
Dan Albrant, Vice President & Treasurer
Jeannine Utz, Secretary
Dan Barden, Director
Jerry Butler, Director
Jana Jackson, Director
Dink Kreis, Director
Gerald Monnat, Director
Erin Nicholls, Director
Katherine Thomas, Director

2020 MESA Staff

Eleanor Mower, Executive Director
Shiphra Berman, Office Manager
Phyllis Browning, Consultant, Client Services
Robin Corum, Pantry Coordinator
James Martin, Assistant to Thrift Shop Manager
Katie Throckmorton, Thrift Shop Manager
Cindy White, Bookkeeper