

2022

ANNUAL REPORT

Madison Emergency Services Association, Inc.



A resource for our Madison County Neighbors in need

MADISON EMERGENCY SERVICES ASSOCIATION, Inc.
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Dear Friends,

The foundation of our organization is the community support that is provided by so many people in a number of ways. We are incredibly grateful for the contributions of our generous donors and volunteers who help us serve the many families that need our help. Thank you so much!

Madison Emergency Services Association, Inc. (MESA) is pleased to highlight the impact our programs and services have been able to make in Madison County in 2022. 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 our community of partners, supporters, and friends who empower MESA's mission:

Our Donors: who contributed a combined total of \$270,340 in 2022 towards our client programs, services, and operations.

Our Community Partners: who along with monetary support, gave donated food, service, needed in-kind items, such as hygiene products, valued at many thousands of dollars.

Our Volunteers: who contributed 3,295 hours of service in support of our program needs, service delivery, operations, governance, and maintenance. The value of these volunteer hours is estimated to be over \$98,000!

Our Board of Directors: who gave generously of their volunteer time and expertise to provide governance and oversight to MESA, as well as their service on committees.

Our Staff: most of whom are part-time yet go above and beyond to provide service to clients and to MESA.

This annual report celebrates all that the people of Madison County make possible each year. We could not have helped our neighbors in need without your support. On behalf of those we serve, thank you for your generosity and trust.

Sincerely,

Trish

Trish Livingston
President, Board of Directors

Eleanor

Eleanor Mower
Executive Director

INTRODUCTION

*VISION -Building community by
empowering our neighbors*

*MISSION - To be a resource for our Madison
County neighbors in need*

STRATEGIC GOALS

Help Neighbors

Achieve Sustainability

Engage Community

Increase Visibility

Improve Systems

The Madison Emergency Services Association, Inc. (MESA) is an IRS designated 501(c)(3) charitable organization whose mission is to be a resource for our Madison County neighbors in need. Established in 1982, MESA has served the community for 40 years by providing reliable safety-net services to countless numbers of neighbors and friends.

MESA has grown from humble beginnings to become a mainstay of support for Madisonians in need. At the same time, our community, like many all over the country, is experiencing unprecedented economic challenges, which required the Board of Directors to explore options to improve the facilities and the level of service MESA provides to the community. Their deliberations resulted in important steps in 2022 to improve MESA's capability and capacity for service delivery, service operations, and the general overall experience of those who come to MESA for help. These changes included:

- Completion of the sale of MESA's former office and Barbara's House to an organization who will operate it in a manner that is consistent with the original vision-- to improve lives in Madison County.
- Closing the Thrift Shop on November 1. Given the sales of the shop had decreased significantly over the last several years, the closing was in the interest of ensuring our programs and services were making meaningful contributions to MESA's mission.
- Expanding the food pantry hours on November 9 to include Wednesday evenings (6pm – 8pm) and on Saturdays (10am – 12Noon) to accommodate those who were not able to come to the pantry during the regular weekday hours.
- Relocating the food pantry service area to the front of the facility to allow for improved customer service, more space for displaying food choices, and an inside sitting area for clients as they wait to be served.

In 2022, MESA continued to touch the lives of many by delivering critical services and support through its Food pantry, Emergency Services, and Thrift Shop.

MESA’s FOOD PANTRY

MESA’s pantry provided free food to over 500 people each month, and during 2022, the role that MESA played in the community was even more vital, as the cost of living, particularly the cost of food increased forcing more people to seek assistance at MESA. Nine percent (9%) 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 pantry clients are on public assistance/food stamps, the assistance is meant to supplement a family’s nutrition, and is often not enough. *MESA provides an important stop gap because 1 out of every 12 children and 1 out of every 12 neighbors living in the Blue Ridge service area experiences hunger.*

MESA fights food insecurity through its Food Program, working collaboratively in partnership with the Blue Ridge Area Food Bank¹ (BRAFB), local grocery stores, area churches, farmers, and the general community at large. In 2022, our grocery store partners – Food Lion, Sheetz, Martin’s, Wal-Mart, Trader Joe’s, and Yoder’s – **donated 308,656** pounds of food. In addition, weekly food donations from churches, individuals, local groups, and several food drives resulted in the pantry receiving **81,956** pounds of food items such as canned goods, eggs, fresh produce, and other assorted groceries.

The pantry also provides personal hygiene items, such as toilet paper, toothpaste, deodorant, cleaning supplies, and diapers for infants, toddlers, and adults. An annual hygiene drive by St. Veronica Catholic Church and the Knights of Columbus provided over **1,500** pounds of products to MESA’s pantry. Other food and hygiene drives were conducted during the year by community members, the U.S. Post Office, local schools and businesses, and other community groups. And, throughout the year, bag lunches were offered to school-aged children who normally received free breakfast and lunch at school.

In 2022, MESA’s Food Program served **6,315** individuals and **2,453** households.

	Individuals	Households
Yearly Totals	6,315	2,453
Monthly Averages	526	205

MESA staff, supported by 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. The volunteer champions were:

Corina Barden, Karen Berk, Pat Berk, John Black, Judy Butler, Pauline Clatterbuck, Jason Darty, Jim Duszynski, Mary Gerloff, Calvin Gilley, Margaret Gilley, Mike Hale, John Huelskoetter, Jana Jackson, Carl Kerby, Patricia Lloyd, Tricia Livingston, Parker McMillen, Ferrell Mercer, Gene Mower, Erin Nicholls, Jeanne O’Donoghue, David Pollack,

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.

Josh Powell, Sandra Powell, Fran Prayluck, Larry Pryluck, Andy Pumphrey, Betty Pumphrey, Celene Pumphrey, Cecelia Rowe, Donald Rowe, John Storey, Robin Sweely, and Siri Zemke.

MESA'S 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 or for temporary emergency relief. MESA offers a wide variety of assistance, such as monetary support, information, supportive guidance, and referral to other community resources and family programs.

In 2022, MESA provided monetary and in-kind assistance equal to \$29,836 to 501 individuals, offering help 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
- ✚ clothing for the family
- ✚ medical and dental expenses

In addition, MESA's emergency services worked with Catholic Charities to provide 76 families with Christmas presents and gift cards.

If MESA is not able to offer the type of assistance someone may need, such as housing or employment services, we work closely with local area service providers in Madison County, such as the Department of Social Services, the Free Clinic, the Senior Center, as well as with other agencies in the surrounding counties, to find the resources and help needed.

MESA'S THRIFT SHOP

MESA's Thrift Shop was open to all and sold used goods donated by members of the public. It also provided clothing, furniture, and basic household items to those in need. As mentioned on page 2 of this report, the MESA Board explored different scenarios that might allow us to keep the shop open without having to pull funding from other programs. Unfortunately, after reviewing options, MESA's board concluded that the only responsible decision was to close the Thrift Shop on November 1, 2022, for an indefinite period.

FINANCIAL SUMMARY (Unaudited)

Fiscal Year Ended December 31, 2022

REVENUE AND SUPPORT

Donations	\$ 131,364
Rents/sales	\$ 123,260
Campaigns/grants	\$ 138,976
<u>TOTAL REVENUE</u>	<u>\$393,600</u>

EXPENSES

Program services	\$ 148,367
Fundraising	\$ 17,740
Management and general ²	\$ 85,161
<u>TOTAL EXPENSES</u>	<u>\$ 251,268</u>

NOTES:

Revenues: Revenues were \$393,600 or \$155,732 better than budgeted due to higher than projected revenue from campaigns, grants, and overall community donations.

Expenses: Expenses were \$13,372 higher than budgeted due to the unexpected delay in the sale of Barbara's House and unbudgeted costs related to property expenses (Old MESA & Barbara's House).

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

Bank Account: EOY cash balance was \$777,977.41, which included the sale proceeds from Barbara's House.

Mortgage: EOY mortgage balance was \$181,529.53. Interest paid was \$10,225.97. The mortgage payment is \$19,981, due each September.

² Includes yearly mortgage cost.

2022 MESA Board of Directors

Dan Albrant, President*
Trish Livingston, Interim President
Jerry Butler, Vice President*
Celene Pumphrey, Interim Vice President
Erin Nicholls, Treasurer
Jeannine Utz, Secretary
Dan Barden, Director*
Karen Czar*
Jason Darty*
Jim Duszynski, Director
Jana Jackson, Director
Robin Sweely, Director
Anne West*

[*due to various circumstances, these board members
needed to leave before their term ended.]

2022 MESA Staff

Eleanor Mower, Executive Director
Wendy Sacco, Office Manager
Phyllis Browning, Consultant, Client Services
Charlene Isner, Manager, Food Pantry
Robin Corum, Assistant Manager, Food Pantry
James Martin, Assistant Manager, Thrift Shop
Katie Throckmorton, Thrift Shop Manager
Cindy White, Bookkeeper

MESA OFFICE

927 Orange Road, Pratts, VA 22731
540-948-4427

ONLINE AT:

<https://mesamadisonva.org/>

LIKE US FACEBOOK:

<https://www.facebook.com/MesaMadisonCountyVA/>



MESA is an Equal Opportunity Employer and does not discriminate based on race, color, national origin, religion, sex, gender identity, (including gender expression) sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance programs, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program of activity funded by USDA Rural Development.