

MADISON EMERGENCY SERVICES ASSOCIATION, Inc.
2023 ANNUAL COMMUNITY REPORT

Our Mission:

To be a resource for our Madison County Neighbors in need



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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 all the people in our community 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 of our programs and services have been able to make in Madison County in 2023. 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 \$238,946 in 2023 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 4,866 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 \$145,980!

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: all 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

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 over 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 2023 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:

- MESA enrolled in The Emergency Food Assistance Program (TEFAP), a United States Department of Agriculture program for distributing surplus commodities to our clients. This program has allowed us to offer more shelf stable food that is donated through the government. We also have, when available, received frozen meats for our clients as well.
- MESA also enrolled in the Commodity Supplemental Food Program that is often referred to as the Senior Food Box Program. These boxes are offered to eligible seniors to provide additional free food each month. This program does not take the place of programs such as Meals on Wheels, SNAP, or any other food source.
- The MESA Board of Directors increased the budget for client services in 2023. This increase allowed MESA to expend 75% more in services in 2023 than in the previous year. More on those exact numbers to follow in the report.

MESA's service impacts for 2023 are described below. These services included a Food Pantry and Client Emergency Assistance.

MESA’s FOOD PANTRY

MESA’s pantry provided free food to 948 people each month, and during 2023, 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 in Madison County live below the poverty level – and a larger percentage being 23% ALICE households (Asset limited, Income Constrained, Employed - 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 2023, our grocery store partners – Food Lion, Sheetz, Martin’s, Wal-Mart, Trader Joe’s, and Yoder’s – **donated 287,746** pounds of food. In addition, weekly food donations from churches, individuals, local groups, farmers, and several food drives resulted in the pantry receiving 54,424 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 **1,200** 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. Throughout the year we also distributed, kid bags filled with snack items and juice for children to have an after-school snack.

In 2023, MESA’s Food Program served 11,378 individuals and 4,598 households.

	Individuals	Households
Yearly Totals	11,378	4,598
Monthly Averages	948	383

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, Mary Barnes, Karen Berk, Pat Berk, Heather Berry, Dana Berry-Jasper, John Black, Vicky Brown, Savannah Brown, Judy Butler, Mary Castillo, Molly Clair, Pauline Clatterbuck, Billy Clatterbuck, Karen Czar, Marissa Davis, Rhonda Dias, Cheryl Dodson, Connor Duszynski, Jim Duszynski, Tammy Dyer, Laurie Falk, Kendall Fears,

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.

Keith Forry Mary Gerloff, Margaret Gilley, Sharon Guenther, Mike Hale, Julie Heffron, Jana Jackson, Dorothy Irwin, David Jacobi, Hilary Jenish, Cathy Jones, Kelly Kelley, Carl Kerby, Jessica Kidd, Angie Lamb, Jess Langone, Bob Levinson, Tricia Livingston, Amy Lukachic, Chris Masill, Ferrell Mercer, Gene Mower, Diane Murray, Erin Nicholls, Jeanne O'Donoghue, Carl O'Donoghue, Josh Powell, Sandra Powell, Fran Prayluck, Larry Pryluck, Andy Pumphrey, Betty Pumphrey, Celene Pumphrey, Patti Rees, Susan Riddick, Ginny Rodriguez, Matthew Roelofs, Candace Roelofs, Carol Rosser, Cecelia Rowe, Sally Shifflett, Carol Shirey, Betsy Soulsby, John Storey, Robin Sweely, Sharon Sweely, Jennifer Taylor, Nancy Tschida, Michelle Vore, Jennifer Wharton, Cory Woodward, Marcie Yoder, Leona Yoder 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 2023, MESA provided monetary and in-kind assistance equal to **\$52,173 to 828 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 **63 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.

Fiscal Year Ended December 31, 2023

REVENUE AND SUPPORT

Donations	\$ 59,267
Rents/sales	\$ 36,277
Habitat Homes (net)	\$ 14,209
Campaigns/grants	\$ 171,433

TOTAL REVENUE \$ 281,186

EXPENSES

Client Services & Food Pantry	\$ 27,175
Marketing & Fundraising	\$ 15,302
Payroll & Employee Burden	\$ 84,004
Taxes & Insurance	\$ 13,852
Administration	\$ 11,382
Building ²	\$ 61,497

TOTAL EXPENSES \$ 213,212

NOTES:

Revenues: Overall revenue (excluding Habitat Homes) was down \$26.8k from the prior year, including a 55% reduction in donations, which gains from investment income and grant funding were able to partially offset.

Expenses: Expenses were \$87.1k / 24% lower than in 2022 due to the reduction in employees and the removal of the associated costs of the Old MESA and Barbara's House buildings (sold in 2022).

Bank Account: At the end of the year, MESA's balance of \$828.1k included \$57.3k in cash on hand and \$770.8k in other investments (CDs, Money Market).

Mortgage: MESA's mortgage balance for the Orange Road building is \$166,630.59. Interest paid during 2023 was \$4,992.06. The mortgage payment is \$19,981, due each September.

² Includes yearly mortgage cost, minor repairs, and utility expenses.

2023 MESA Board of Directors

Trish Livingston, President
Jim Duszynski, Vice President
Erin Nicholls, Treasurer
Celene Pumphrey, Secretary
Cathy Jones, Director
Robin Sweely, Director

2023 MESA Staff

Wendy Sacco, Office Manager
Karen Weaver, Operations Manager
Bobby Bragg, Pantry Associate
Matthew Roelofs, Pantry Stocker

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.