



# UPPER VALLEY MEND 2019 ANNUAL REPORT



MEETING EACH NEED WITH DIGNITY

SINCE 1988



Dear friend of MEND,

2019 was a year of refining and building a foundation for a busy 2020.

Last year, we refined the food bank shopping model and continued to improve the thrift store. The new food bank model, the first of its kind in North Central Washington, operates like a small grocery store, providing shoppers the option to choose the groceries they want in exchange for monthly points. This provides dignity and respect while incentivizing nutrition. About one in five people in the Upper Valley have shopped at the food bank since January 2019 and they're telling us they love the choice and selection.

More good news came from our little thrift store as more people than ever before turned to Das Thrift Haus in 2019 for low-cost clothing and goods. Sales provided sustainable funding for programs like the food bank, affordable home ownership, and emergency financial assistance.

We started 2019 with a new format for our housing programs, turning over much of the responsibility for governance of the two affordable neighborhoods to neighborhood leaders. These leaders are working with their neighbors to tackle neighborhood projects like creating additional parking and organizing work parties for common area maintenance. This community leadership is in line with the values of community mindedness and rooted home ownership that we have worked to create at MEND.

Upper Valley MEND programs all rely on support from the community, and their successes are a testament to your willingness to step up and help your neighbors. You volunteer your time, donate your money, pass along your secondhand goods, and donate food. You shop at Das Thrift Haus and Jubilee Global Gifts. You care about your neighbors. You make our little community a strong community.

Thank you for taking this journey with us,



Kaylin Bettinger  
Executive Director



---

## 2019 Board of Directors

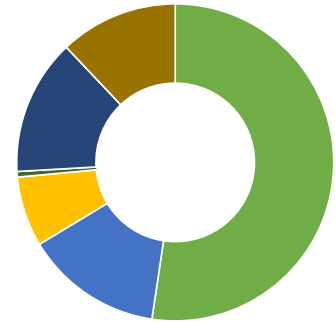
Cindy Rudolph, *President* • Andy Lane, *Board President-Elect* • Chuck Reppas, *Secretary/Treasurer* • Cyndi Garza • Jose Hurtado • Tim Jenkins • Brian Koblenz • Tricia Ortiz •  
Bridget Ryan • Darryl Wall

# You Made a Difference

---

Volunteers donated **5,973** hours of service in 2019.

- Community Cupboard
- Das Thrift Haus
- Community Harvest
- Jubilee Global Gifts
- Upper Valley Free Clinic
- Administration and Governance



**71** volunteers with Community Harvest picked **27,333** pounds of produce from **51** orchards, farms and backyard growers. This fresh, nutritious food was distributed through the Community Cupboard and food banks across Chelan and Douglas Counties.

**52** volunteer nurses, doctors, dentists, acupuncturists, translators and receptionists at the Upper Valley Free Clinic worked to meet the medical and dental needs of **287** patients in 2019.



**97** families received emergency assistance in 2019, including help with rent, utilities, transportation and shelter.

**841** households relied on the Community Cupboard food bank in 2019, an increase of 130 households, or 18%, over 2018.



# Financial Statement January - December 2019

---

In 2019, income exceeded expenses by more than \$100,000. As a nonprofit, we generally have break-even financials, but this year a few deviations from budget led to a surplus.

Early in 2019, we restructured our housing programs, which led to cost savings through eliminating a staff position.

Through a grant, we purchased beautiful new fridges and freezers for Community Cupboard. These were capitalized, leading to a large savings compared to a budgeted expense.

Das Thrift Haus had another strong year in its new space, continuing to wow locals and visitors alike with great deals, and exceeded budgeted sales.

Lastly, we received a small increase in funding from the City of Wenatchee, which pays for short hotel stays for our neighbors facing homelessness.

This surplus from 2019 is being invested to support MEND’s future work. The board of directors voted to set aside \$25,000 to add to reserves for the future home of the Community Cupboard. In 2020, some of these funds will allow for growth of the Community Resource Navigator position, and ensure Upper Valley MEND is sustainable for many years to come.

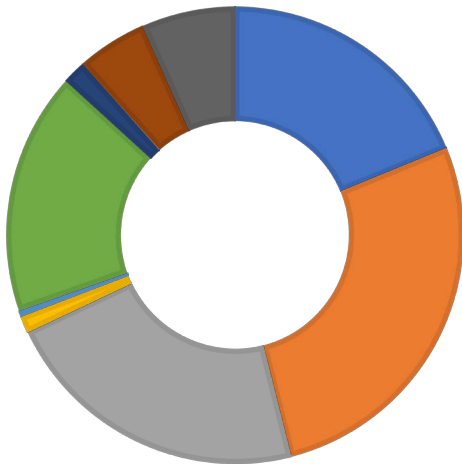
---

## 2020 Budget

Das Thrift Haus sales	\$250,115
Jubilee Global Gifts sales	\$362,649
General donations	\$288,866
Other program income	\$10,771
Cornerstone Community support	\$9,984
Community Cupboard in-kind food donations	\$225,737
Upper Valley Empty Bowls Festival	\$21,944
Grants	\$42,692
Community Harvest Gleaning Program in-kind	\$86,895

BUDGETED INCOME \$1,299,653

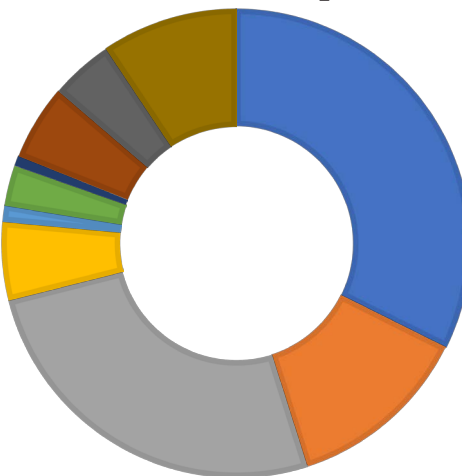
## Income



Das Thrift Haus sales	\$247,638
Jubilee Global Gifts sales	\$358,999
General donations	\$289,104
Other program income	\$15,880
Cornerstone Community support	\$5,700
Community Cupboard in-kind food donations	\$225,418
Upper Valley Empty Bowls Festival	\$21,944
Grants	\$64,772
Community Harvest Gleaning Program in-kind	\$87,321

**TOTAL INCOME** \$1,316,776

## Expenses



Community Cupboard	\$387,691
Das Thrift Haus	\$153,397
Jubilee Global Gifts	\$311,342
Emergency Assistance	\$64,508
Upper Valley Free Clinic	\$13,605
Affordable Housing	\$33,222
Cornerstone Community	\$8,541
General and Administration	\$62,627
Fundraising	\$52,160
Community Harvest Gleaning Program	\$112,532

**TOTAL EXPENSES** \$1,199,625

Community Cupboard	\$383,038
Das Thrift Haus	\$155,519
Jubilee Global Gifts	\$318,540
Emergency Assistance	\$62,090
Upper Valley Free Clinic	\$12,640
Affordable Housing	\$87,795
Cornerstone Community	\$9,660
General and Administration	\$88,208
Fundraising	\$63,274
Community Harvest Gleaning Program	\$114,669

**BUDGETED EXPENSES** \$1,295,433

# A Promising New Program

In 2019 we piloted a Community Resource Navigator position, an innovative new way to help clients address issues in all areas of their lives. Clients may first visit the Community Cupboard food bank to supplement their grocery needs, but their underlying issue may be a lack of secure housing, transportation, medical or legal problems. The Community Resource Navigator helps clients work through their most difficult situations, increasing the likelihood of a successful outcome.

Over the course of 2019, our volunteer Community Resource Navigator Meleah Butruille worked closely with 15 clients. She helped them schedule appointments, brainstorm how to address situations, provided referrals to resources they didn't know existed, and acted as a listening ear and an accountability partner.

Anne had been an Upper Valley MEND client for years, regularly accessing the food bank and emergency assistance program. When she met Meleah, she was struggling with legal bills, childcare concerns, unstable housing, and extreme stress - and she couldn't address it alone. In appointments and follow up calls, Anne and Meleah were able to talk through Anne's situation. Meleah offered reassurance, and helped Anne create a plan. Meleah referred Anne to volunteer attorney services in Wenatchee for legal support, and leveraged MEND's network of donors to find a CPA to do her taxes pro bono. She offered support and a listening ear as Anne made some difficult decisions. Anne was able to get the help she needed and take better control of her situation.

Due to the success of this pilot project, the board of directors has given direction to move towards a new staff position. In 2020 we will be working to secure funding for a full-time position, ultimately supporting life-long sustainability for our most vulnerable clients.

A 2019 survey of 300 households who access Upper Valley MEND's services found that:



73% of households reported earning less than \$27,000 per year.



27% wondered where their next meal would come from at least once in the previous month.



40% reported being homeless at some point in their lives. People who have been homeless in the past have a much higher likelihood of becoming homeless again.



66% reported they have Medicaid, Medicare or a combination of the two for their insurance. 23% reported not having insurance.



73% reported not having dental insurance.

# From our Board President

---

Dear friend of MEND,

2019 was a good year that passed too quickly. Many goals were met at Upper Valley MEND, thanks to all of you; our supporters, donors and volunteers. Hungry people were fed, medical attention given to those who needed it, and much-needed dental services were expanded, to name a few.

Our denture program is especially exciting to me as I think back to a close family member, who had an accident that caused cracked front teeth that he could not afford to fix. That accident opened the way for a low-grade infection that affected his health for years. When an opportunity came to replace the cracked teeth with dentures, relief came. He told me, "I never knew I felt so bad, until it was gone."

Years later, I have wondered if other health issues that cropped up had their source from the untreated cracked teeth. How many other families are affected by unattended dental needs and other preventative care, like cholesterol tests or blood pressure checks? I am so grateful for the volunteer nurses, doctors and dentists who staff the Upper Valley Free Clinic for the relief from pain they bring to so many community members each year.

Thanks to you, Upper Valley MEND continues to focus on the health and well-being of all members in our community, works to keep everyone, young and old, from going hungry each night, and also helping them to plan for a brighter future.

2019 was my last year as President of the Upper Valley MEND Board. It has been an honor. I look forward to continuing as a board member and volunteering with you in the coming years to meet each need with dignity.

Sincerely,

*Cindy Lee Rudolph*

Cindy Rudolph  
Board President





## Contact Us

Upper Valley MEND  
 P.O. Box 772  
 347 Division St  
 Leavenworth, WA 98826  
 (509) 548 0408  
[info@uvmend.org](mailto:info@uvmend.org)  
[www.uvmend.org](http://www.uvmend.org)

Community Cupboard  
 219 14th St  
 Leavenworth, WA 98826  
 (509) 548 6727

Jubilee Global Gifts  
 900 Front St  
 Leavenworth, WA 98826  
 (509) 548 3508

Das Thrift Haus  
 211 14th St  
 Leavenworth, WA 98826  
 (509) 888 9990

Cornerstone Community  
 12125 Detillion Rd  
 Leavenworth, WA 98826  
 (509) 888 3311

