

UPPER VALLEY MEND 2020 ANNUAL REPORT



MEETING EACH NEED WITH DIGNITY
SINCE 1988

Photo credit: Claire Seaman



Dear friend of MEND,

Last year was a wild ride for everyone, MEND programs included.

We saw the need for our programs spike and drop, depending on what other types of aid were available. Sometimes the availability of programs like unemployment, rent assistance and government food assistance changed month to month, or even week to week. As programs constantly fluctuated, we saw frustrated clients struggling to access support that was intended to help them.

As the pandemic has dragged on, we've come to understand that the world we are living in is akin to a natural disaster. And while it feels like we've been living like this for a long time, the reality is that our work has barely begun. In disaster recovery, struggling people need the most help months and sometimes years after the disaster has ended.

This is because during a disaster year like 2020, the needs of our neighbors are visible and in front of our face. After the disaster ends, people go back to living their normal lives. But many of our neighbors will be stuck with months of back rent they can't pay, trying to find jobs after theirs have been eliminated, or trying to get back on their feet after they or their family have dealt with the devastating effects of COVID-19.

It's not all doom and gloom. Because of you, generous Upper Valley community members, Upper Valley MEND is ready to step in and support our neighbors as they work to get back on their feet. In 2020 we saw record donations as people have shared their hard-earned income, donated their stimulus checks, and given more than ever before. With that, we are well equipped to help more people with larger amounts of support than we ever have, so they can get back on their feet more quickly, and with less stress. This increase in support is only possible because of you.

Thank you for taking this journey with us,



Kaylin Bettinger
Executive Director



2020 Board of Directors

Andy Lane, *President* • Cindy Rudolph, *Past President* • Chuck Reppas, *Secretary/Treasurer* •
Cyndi Garza • Jose Hurtado • Tim Jenkins • Tricia Ortiz •
Bridget Ryan • Darryl Wall • Greg Steeber • Katie Walker • Zachary Miller

You Made a Difference

Last year, 744 households relied on the Community Cupboard food bank to have enough to eat. A total of 111,548 pounds of food was donated. This food was donated by local grocery stores, community members and local businesses.



A total of 36 patients received urgent care at the Monday night Free Clinic before it was closed in March due to the pandemic. Despite not having access to the dental vans, workarounds were found, and 28 community members received dental care, including five locals who got help with the cost of dentures. Fifty-five locals received flu shots last year.



In 2020, 59 families received emergency financial assistance, including help paying rent, mortgages, utilities, transportation and emergency shelter.

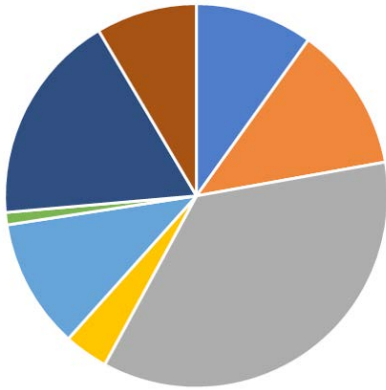


Community Harvest's ninth season was a record year, full of "mores". More volunteers (172) donated more hours (733) at more farms, orchards and backyards (62) to glean an astonishing 69,699 pounds of produce, valued at \$153,822. This bounty of health and wellness went to people in need locally, across Chelan and Douglas Counties, and across Washington State.



Financial Statement January - December 2020

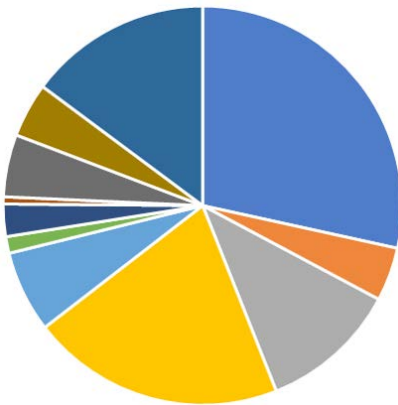
2020 Income



Das Thrift Haus sales	\$177,486
Jubilee Global Gifts sales	\$219,745
General donations	\$640,183
Other program income	\$66,421
Community Cupboard in-kind food donations	\$195,735
Upper Valley Empty Bowls Festival	\$18,656
Grants	\$319,728
Community Harvest in-kind	\$152,530

TOTAL INCOME \$1,790,484

2020 Expenses



Community Cupboard	\$370,983
Community Cupboard special projects	\$56,861
Das Thrift Haus	\$146,140
Jubilee Global Gifts	\$268,399
Emergency Assistance	\$86,343
Upper Valley Free Clinic	\$17,586
Affordable Housing	\$34,173
Cornerstone Community	\$7,498
General and Administration	\$65,933
Fundraising	\$57,714
Community Harvest	\$193,462

TOTAL EXPENSES \$1,305,092

The Upper Valley community was incredibly generous in 2020, giving record donations to help their neighbors in need. Need is expected to increase as the pandemic drags on, and this generous funding allows for aid money to reach more people in need in 2021 as they work to get back on their feet.

MEND also received additional grant support in 2020. Between private grants, CARES Act funds and our regular partnership with the City of Wenatchee to fight homelessness, grants made up a more sizeable part of the budget than in other years. With the help of additional grant

2021 Budget: Income

Das Thrift Haus sales	\$180,051
Jubilee Global Gifts sales	\$273,189
General donations	\$375,693
Other program income	\$37,542
Community Cupboard in-kind food donations	\$183,389
Upper Valley Empty Bowls Festival	\$4,600
Grants	\$116,112
Community Harvest in-kind	\$114,882
BUDGETED INCOME	\$1,285,458

2021 Budget: Expenses

Community Cupboard	\$375,379
Das Thrift Haus	\$152,517
Jubilee Global Gifts	\$307,890
Emergency Assistance	\$145,269
Upper Valley Free Clinic	\$22,049
Affordable Housing	\$36,477
Cornerstone Community	\$8,172
General and Administration	\$59,217
Fundraising	\$61,954
Community Harvest	\$155,080
BUDGETED EXPENSES	\$1,324,004

unds, we were able to build a walk in refrigerator at the Community Cupboard in 2020, which significantly increases our capacity to distribute fresh produce.

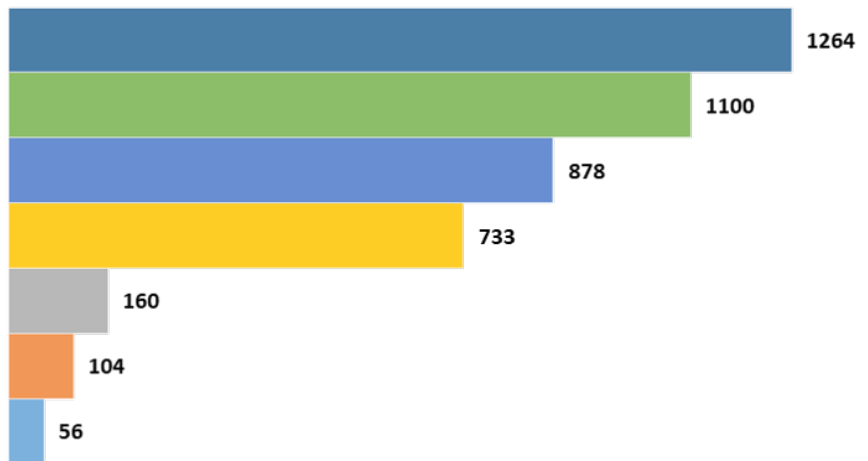
Retail stores Das Thrift Haus and Jubilee Global Gifts were both closed for three months in the spring of 2020, meaning lost income. After reopening, sales numbers have been lower than normal, as we continue to limit shoppers in the stores and require social distancing to protect our customers, volunteers and staff. We expect to continue to see lower retail income at least through the first part of 2021.



Volunteers kept on going

Upper Valley MEND's volunteers make a difference every day in the community. They sort donations for Das Thrift Haus. They collect and deliver groceries from local stores. They harvest fresh local produce. They bring their professional skills to the Upper Valley Free Clinic. They serve on Upper Valley MEND's board of directors.

In a year where social distancing and isolation was the norm, volunteers gave 4,295 hours to help their neighbors.



- Das Thrift Haus
- Board of Directors
- Community Cupboard
- Community Harvest
- Grocery Rescue
- Upper Valley Free Clinic
- Jubilee Global Gifts



From our Board President

Dear friend of MEND,

I learned something about you last year. I learned that you are stubbornly and compassionately committed to helping our friends and neighbors. You demonstrated your compassion and commitment even in the face of the uncertainties that emerged in 2020 – more accurately, especially in the face of the uncertainties you helped ensure there was food and emergency assistance for those in need. For you, I am grateful.


A lot happened last year. MEND was awarded a \$50,000 Endowment Grant from the Community Foundation of NCW. This endowment fund pays out a percentage each year. Though small at first, with investment and additional donations, the annual payout will increase and will provide a dependable stream of income.

We also added a full-time Emergency Assistance Program Manager, Liz Hurtado. Here's what this means – without a support system, it's easy to get overwhelmed in the face of financial or medical problems. This can make it almost impossible to see a way out of a crisis. Having someone there to help one make, and follow, a plan is a huge step not only to get out of a crisis, but to stay out of crisis. This position was the result of a successful one-year pilot program by volunteer Meleah Butruille and generous funding by supporters.

Also in 2020, Board member and former MEND president Brian Koblenz retired from the board. I appreciated Brian's ability to problem-solve complex issues. Mary Rossing, manager of Jubilee and Das Thrift Haus, also retired in 2020. Mary did an incredible job to make both stores into the strong and popular retail stores they are today. And they remain in good hands – we are happy to have Catalina Arellano managing Das Thrift Haus and Kirstie Miethe managing Jubilee.

Thank you for your part in MEND's success.

Sincerely,



Andy Lane
Board President





Contact Us

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