UPPER VALLEY MEND

2021 Annual Report

Meeting Each Need with Dignity since 1988
Joy Hill and Johnny Owen are full of love and laughter despite multiple medical problems over the past five years. They’ve been living on a tight fixed income in housing ill-suited to their needs. Thanks to donors like you, their future looks a lot brighter: in a few months, they will be moving into affordable housing close to medical care.

Joy and Johnny moved to Leavenworth in 2015 so Johnny could take care of his mom. When Johnny fractured his heel in 2016, Joy left her job to care for both Johnny and his mom. They were living off Joy’s social security and the only place they could afford to rent was in Merritt, 20 miles outside Leavenworth.

In the past five years, Johnny’s suffered a broken leg, spinal fractures, and broken ribs. Most recently, a car accident led to two surgeries to resolve bleeding in his brain. He’s in constant pain from nerve damage in his heel.

“You Made a Difference

In 2021, Community Harvest volunteers gleaned 16,176 pounds of produce, valued at $44,401. 129 community members spent 283 hours volunteering at 214 gleaning events in partnership with 36 farmer partners. This healthy food was distributed to more than 10,000 families in need across Chelan and Douglas Counties.

In 2021, 562 households shopped at the Community Cupboard food bank. Community members, local grocery stores and businesses donated 99,385 pounds of food.

In 2021, 94 community members received medical care at the free health clinic, 43 flu vaccines were administered, and 28 people received free dental care or received help with dental costs.

144 families received emergency financial assistance. 45 families received help with rent, 11 with shelter, 58 with transportation, 24 with utilities, seven with medical and seven with other financial needs.

In 2021, Lake Wenatchee Fire and Rescue’s (LWFR) Mike Pirotto, who heads up their Community Outreach Program. As well as clearing snow and delivering groceries, Joy credits Mike with saving Johnny’s life by transporting him to the hospital when he suffered the second brain bleed.

MEND and LWFR’s Community Outreach Program work together to better serve rural residents. Mike suggested the couple contact MEND’s Emergency Assistance Manager, Liz Hurtado, to help them find affordable housing closer to medical care.

Liz visited Joy and Johnny at home to fill out applications and set up appointments. Liz also helped them get on the Section 8 waitlist and, eventually, secure an affordable apartment in Wenatchee.

“They have been instrumental in getting us out of the situation we are in now,” Joy said. “Upper Valley MEND has been so wonderful. Our story isn’t over yet, we need to resolve issues for medical and safety reasons. But we’re doing our best to enjoy life.”
Financial Statement

2021 Income

- Das Thrift Haus Sales: $302,687
- Jubilee Global Gifts Sales: $431,843
- General Donations: $621,272
- Other Program Income: $22,075
- Community Cupboard In-Kind: $187,662
- Upper Valley Empty Bowls Festival: $14,831
- Grants: $176,543
- Community Harvest In-Kind: $43,771

**Total Income**: $1,800,684

2022 Budgeted Income

- Das Thrift Haus Sales: $306,613
- Jubilee Global Gifts Sales: $435,737
- General Donations: $621,472
- Other Program Income: $33,218
- Community Cupboard In-Kind: $187,661
- Upper Valley Empty Bowls Festival: $14,831
- Grants: $74,296
- Community Harvest In-Kind: $47,321

**Budgeted Income**: $1,721,149

2021 Expenses and Aid

- Community Cupboard: $375,204
- Das Thrift Haus: $173,013
- Jubilee Global Gifts: $357,192
- Emergency Assistance: $139,395
- Upper Valley Free Clinic: $24,635
- Affordable Housing: $32,693
- Cornerstone Community: $7,108
- General and Administration: $63,196
- Fundraising: $85,782

**Total Expenses**: $1,328,977

2022 Budgeted Expenses and Aid

- Community Cupboard: $382,794
- Das Thrift Haus: $189,471
- Jubilee Global Gifts: $417,276
- Emergency Assistance: $167,785
- Upper Valley Free Clinic: $22,744
- Affordable Housing: $98,825
- Cornerstone Community: $7,404
- General and Administration: $69,130
- Fundraising: $77,899
- Community Harvest: $96,676

**Budgeted Expenses**: $1,530,004
Volunteers Helped More Than Ever

Last year Upper Valley MEND volunteers gave 5,392 hours to help their neighbors.

They provided health and dental care, gleaned fresh produce, and diligently delivered grocery rescue. They stuffed envelopes to help raise funds and brought their skills and experience to governance. Volunteers gave an amazing 3,556 hours to sort and display donations for Das Thrift Haus, helping the thrift store finish the year $122,636 over-budget.

2021 Volunteer Hours

<table>
<thead>
<tr>
<th>2021 Volunteer Hours</th>
<th>3556</th>
</tr>
</thead>
<tbody>
<tr>
<td>Das Thrift Haus</td>
<td>1100</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>783</td>
</tr>
<tr>
<td>Upper Valley Free Clinic</td>
<td>783</td>
</tr>
<tr>
<td>Affordable Housing</td>
<td>333</td>
</tr>
<tr>
<td>Grocery Rescue</td>
<td>353</td>
</tr>
<tr>
<td>Community Harvest</td>
<td>353</td>
</tr>
<tr>
<td>Community Cupboard</td>
<td>283</td>
</tr>
<tr>
<td>Administrative</td>
<td>263</td>
</tr>
<tr>
<td></td>
<td>252</td>
</tr>
</tbody>
</table>

From the Executive Director and President of the Board

Dear friend of MEND,

Despite the ongoing impact of the Covid pandemic, your support allowed MEND programs to grow in 2021, meeting your neighbors needs with dignity in new and creative ways.

Last January, your support added a full-time, bilingual social worker to our staff. Along with assistance paying for rent, utilities, transportation and shelter, our clients now have access to case management, home visits, rides to appointments and ongoing support in both English and Spanish. Our neighbors in crisis have personalized support as they work to get on their feet.

In November, MEND sold the property known as “Meadowlark.” The sale will allow MEND to take a more active role in building and acquiring affordable housing in the Upper Valley region. Proceeds from the sale will support upcoming affordable housing efforts.

Every five years the Upper Valley MEND board undertakes the exciting and sometimes daunting task of creating a new strategic plan. Last year, the Upper Valley MEND board created our 2022-2027 strategic plan. During this planning process, MEND board and staff studied data on community trends. We considered the organization’s strengths, weaknesses, opportunities and threats. We surveyed you, our community, to see what you think will challenge the Upper Valley in the next five years. Ultimately, this new plan will guide the direction of the organization through 2027.

The Upper Valley faces huge challenges in coming years. The skyrocketing cost of housing threatens the core of our community – our local workforce – and puts increasing pressure on MEND’s programs that operate in rented spaces. Fortunately, the community’s support has never been stronger. We’re ready to roll up our sleeves and work alongside you to ensure the Upper Valley continues to be a welcoming, supportive place for all.

You can find our new strategic plan on our website at www.uvmend.org. We’d love to hear what you think. Thank you for your part in MEND’s success.

Sincerely,

Kaylin Bettinger
Executive Director

Andy Lane
Board President
Upper Valley MEND  
P.O. Box 772  
347 Division St  
Leavenworth, WA 98826  
(509) 548-0408 • info@uvmend.org • www.uvmend.org

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

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

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

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