2019 Annual report

STABILITY in the STORM

MUST Ministries
Serving Our Neighbors in Need
Battered by the elements of poverty, surviving without enough is a difficult way of life…. not enough food, not enough for housing and not enough income.

MUST Ministries has been protecting people against the storms of poverty for 48 years and this year, we have served an unprecedented 33,547 (unduplicated) clients. Fifty-five percent of these individuals are children.

How do we provide protection in the storm? Our expansive food program coupled with housing resources and job coaching provide the “wrap around services” necessary to move forward with hope.

Extensive services combined with a servant’s heart and compassion allows MUST’s team of volunteers, employees, board of directors and community partners to make a lasting difference.

*This annual report will show you why serving others matters and how we change lives together.*

Rev. Dr. Ike Reighard
*President and CEO*
More than 475,000 people in our service area are "food insecure". Sadly, that means they don’t know where they will find their next meal.

3 PROGRAM SERVICES PANTRIES
(Canton, Marietta, Smyrna)
580,702 lbs. of food distributed
15,531 people received food

70,107 LOAVES AND FISHES COMMUNITY KITCHEN MEALS
Faithful volunteer groups provided and served meals to those living in homelessness

486 THANKSGIVING BOXES
MUST provides complete Thanksgiving meals to hundreds of Cherokee County residents

245,266 SUMMER LUNCHES
Lunches were distributed every weekday to 5,809 children.

184,328 DAILY BREADS AND SWEETS
Distributed breads and sweets in four locations every weekday

34 NEIGHBORHOOD PANTRIES IN SCHOOLS
* 3,901 at-risk students and their families served in Cobb County, Cherokee County, Marietta City Schools, + Kennesaw State University
* 263,337 lbs. of food distributed
Thousands of your neighbors are struggling to pay rent or house payments, yet stable housing is essential to weathering the storm of poverty.

**HOW MUST HELPS**

- **1,522 GIVEN A “HOME”**
  MUST’s diverse housing programs combined with experienced, compassionate case managers helped provide 1,522 people with a “home”.

- **915 SHELTER GUESTS**
  After about 30 days on a guided plan with case management, guests can move forward thanks to housing, jobs and budgets.

- **607 HOUSING CLIENTS SERVED**
  Permanent Supportive Housing, rent and utility assistance, hotel vouchers and Cold Weather Shelter are ways MUST provides short-term and long-term housing solutions.

- **92,089 SAFE NIGHTS OF REST**
  On any given night, about 300 people are sleeping in a bed provided by MUST. The Elizabeth Inn Shelter and various housing programs provide a place to develop long-term solutions.
JOBS For Stability

Providing our clients with one-on-one career assessments, state of the art resumes, job-search techniques and job interview skills enables them to find jobs that transform their lives by earning a steady income at a livable wage.

GOOD WAGES
The average starting wage for individuals who find employment through MUST is now 60 percent above minimum wage.

SERVSAFE CERTIFICATION
provided access to careers in the food industry

HOW MUST HELPS

PROPER WORK ATTIRE
Steel-toed boots, slip-resistant shoes and other work-ready apparel enabled our clients to meet minimum safety standards and be prepared for new jobs.

FORKLIFT CERTIFICATION
training provided career opportunities to individuals in the warehouse industry

541 PEOPLE FOUND JOBS
The unemployed and under employed found work thought MUST's Workforce Development team of staff and volunteers, amounting to $11.3 million in earnings returned to the local economy.
CLOTHING For Stability

140,318 CLOTHING ITEMS DISTRIBUTED
About 8,794 clients received clothing during the year.

9,348 HYGIENE KITS
Toothpaste, toothbrushes, shampoo, soap and a host of other necessities not covered by food stamps were distributed throughout the year.

HOW MUST HELPS

940 DIAPERS
So many babies need diapers to prevent infection and irritations that come with not changing them often enough.

4,320 CHILDREN CLOTHED
New hats, scarves, gloves, blankets, underwear and socks were just part of the many Christmas Toy Shops MUST hosted for children age 0–18.

Children can’t go out at recess without a coat, so some lose their play time. Adults can’t interview without appropriate clothing and some have no work clothes even if they do get a job.
A VOLUNTEER-DRIVEN ORGANIZATION
MUST hosted 17,399 volunteers who donated talent and compassion to serve their neighbors in need. Their valuable efforts equaled an estimated 176,138 hours of time.

MUST TEAM MEMBERS
With numerous locations in Cobb and Cherokee counties and programs in another five counties, MUST operates services for 33,500 people with only 75 paid employees (and many are part-time). The small, gifted team takes “serving” to a new level.
**SOURCES OF INCOME**

- **UNITED WAY**: 3%
- **OTHER**: 3%
- **MUST MARKETPLACE**: 4%
- **RELIGIOUS**: 6%
- **CORPORATION**: 7%
- **SPECIAL EVENTS**: 9%
- **FOUNDATION GRANTS**: 10%
- **FEDERAL GRANTS**: 27%
- **INDIVIDUALS**: 31%

**Contributions/Special Events**: $8,030,481
- **Gift-in-Kind**: $3,211,993
- **Federal/Foundation Grants**: $2,515,325
- **Other Revenue**: $410,915

**Total Revenue***: $14,168,714

*Includes $4.4 million for Build Hope a Home future construction (capital campaign)

**TOTAL OPERATING EXPENSES**

- **ADMIN/ SUPPORT**: 8%
- **FUNDRAISING**: 12%
- **PROGRAM SERVICES**: 80%

- **Program Service**: $8,095,729
- **Admin/Support**: $796,931
- **Fundraising**: $1,215,188

**Total Expense**: $10,107,848
Build Hope a Home, the capital campaign for the new campus and shelter, was a key focus this year. MUST raised $4.4 million plus much more in pledges to build facilities for your neighbors in poverty. With the groundbreaking planned for Spring 2020, this effort has been a key priority for the MUST team while also working hard to sustain the operating costs of the ministry. On behalf of the MUST clients, thank you for supporting both the MUST programs and the future facilities designed to meet the specific needs of those we serve.
Board of Directors

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MUST Ministries is a faith-based 501(C)3 organization serving 33,500 people in poverty in eight counties each year. MUST provides food, housing, workforce development and clothing to men, women and children. Eighty-four percent of MUST clients are women and children. ©2019 MUST Ministries. All rights reserved.