FROM HIS HANDS
THROUGH YOUR HANDS
TO THEIR HANDS.
Dear Friends,

MUST Ministries is an ongoing story about provision. God provides to you and you provide to others. MUST is the conduit that connects you to those in need. Knowing that He cares deeply for each of His children, He is faithful to meet needs through many of you who give time, talent and money to help your neighbors.

On a daily basis, MUST sees the hand of God providing at every turn. The unexpected pallets of food donated by a church, the increase in Gobble Jog sponsors and runners, the bakery donating small birthday cakes for children, the child who collects food or money in lieu of birthday presents, the grandmother knitting infant blankets and the volunteers writing encouragement notes to each resident at the Elizabeth Inn… large and small acts of thoughtfulness, kindness and provision are always evident.

One of the biggest stories of provision this year was the new MUST facility in Marietta. After months of sitting empty, the new building was purchased by MUST for a very reasonable price and finished at cost, thanks to the benevolence of Brassfield and Gorrie. Vendors donated flooring, lighting, paint and other supplies, making the facility both beautiful and affordable. Now, thousands of people are served at the Foothills location on Highway 41, and all because of the miracle of generosity.

A friend of mine once said, “Find out what God is doing, then get in the middle of it.” We are truly “in the middle of it” at MUST, a catalyst for people helping people and knowing we are all working together to serve others. We are blessed by our volunteers, clients, churches, board, staff, corporate partners, foundations, community groups, school affiliations and local government support.

MUST is a place that unites. A place that serves. A place that is humbled each day by the servant hearts of others.

Blessings,

Rev. John R. Moeller, Jr.
Executive Director

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Devon Seabough, Chairman
Metro Atlanta Ambulance Service
Paul Lopez, Vice Chairman
Elevation Funding

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Walton Communities
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Earl Stein
Retired
Hon. Kelli Wolk
Judge, Cobb County Probate Court

He shows no partiality to princes and does not favor the rich over the poor for they are all the work of His hand.  
~ Job 34:19

*Sbefore I came to MUST, I was homeless and living under a bridge… not at all at peace with myself. God answered my prayers and He brought me to MUST. I found total peace. I got my family back and my self-esteem. MUST has done so much for me. I got a second chance at life. MUST is so God-sent. I love the ministry and I praise God for it.*  
- Stefan Brown, supportive housing resident

Key Staff : 770-427-9862

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This year, 36,612 people were served by MUST. A powerful, volunteer-driven organization, MUST is blessed with 4,596 community members doing the immense work of the ministry. The small staff could never reach the number of people who request help, but the thousands of volunteers are a vibrant army of support.

Volunteers work 265,152 hours in every aspect of MUST, serving in food pantries, MUSTWear, education and employment, special events, board of directors, reception areas, Donation Center, Elizabeth Inn Shelter, intake areas, clinic, toy shop, summer lunch program and more. Wherever there is a need, the volunteers are there as a mighty force.

Donating time and talent is a gift that cannot be measured on this side of heaven. In addition, many MUST volunteers also give financially because they understand the depth of the need and the careful way donations are used. It all works together to create an effective process, but more than that, it’s a relational ministry that changes lives because so many people are united in the cause of serving others.

Major accomplishments throughout 2008-2009 are too numerous to mention, but here are some key accomplishments from the year:

- Served 31,612 distinct clients, a significant increase in Canton, Marietta and Smyrna.
- Opened and fully staffed new Foothills location at 1407 Cobb Parkway North for Marietta Day Services.
- Added Marietta Education/Employment program.
- Raised $5.7 million in Capital Campaign.
- MUST Cherokee coordinated Cherokee County’s first homeless count in January 2009.
- Sound fiscal practices and banner year for fundraising ended 2009 with solid foundation for next year.
- Maximized enrollment in Supportive Housing program and celebrated first graduates.

More important than the physical highlights are the mental, emotional and spiritual ones. Here is one of many meaningful testimonials of what God has done through MUST this year:

“I had moved my pillow and blanket into the woods so I could drink myself to death. In my insanity, I asked God to help me. I went to MUST’s Elizabeth Inn and made a commitment to do whatever it took to get sober and stay sober. I applied for MUST’s Supportive Housing and now live there. I took vocational rehabilitation. I have never had a job with benefits nor a place where I feel useful and needed. I am a sober woman with a job I love very much and I have a host of very close friends. I thank God every day for the doors and opportunities MUST has opened for me through the grace of God. My life today is a good one.”

“Volunteering at MUST is incredibly rewarding, eye-opening and enjoyable. I am humbled that I get to make the best use of the things I’ve learned, and then turn them back to my community MUST keeps me connected to reality.”

-Jimmy Penson, facilities volunteer

Guided Foothills construction and Elizabeth Inn remodel
Food Pantries

No one should go hungry in a community that is so richly blessed. Because of private donations of food and money, MUST’s three Food Pantries are able to give away a ton of food a day to those in need.

The Breads and Sweets area of each pantry allows anyone who is hungry to receive bakery items donated from local grocery stores. Volunteers pick up donations to help ensure everyone who comes to MUST has something to eat.

Canned goods and other non-perishable items such as diapers, pasta, peanut butter and cereal are available to Cobb and Cherokee residents in need. Households may receive food four times a year, free of charge.

Feeding neighbors in need has always been a core component of the ministry, and remains a constant reminder of the miracle of the loaves and fishes.

Food Pantries

When I retired, I thought, ‘This is my time to give to God.’ The MUST staff insists that we serve people with dignity. MUST has meant a humble attitude. We of privileged levels have no idea. We’re busy with MUST all the time because it’s really in our hearts and we do love it. This is a service to God when we are serving the people who are needy.”
- Carolyn McDowell, volunteer MUST Symrna

Loaves And Fishes Kitchen

Every day, a crowd gathers at the MUST “soup kitchen” to receive a hearty meal that is far more than soup. Churches and other groups provide, prepare and serve meals for anyone who is hungry.

Lunch is always a welcomed site for the hungry men, women and children who visit the Loaves and Fishes Kitchen. In addition, breakfast and dinner are served to residents of the Elizabeth Inn. The 64 residents have two meals a day together and are always assured they will not go hungry. They even receive a sack lunch each weekday so their work day meals are provided by MUST.

Holidays are a busy time for the Loaves and Fishes Kitchen, including more than 8,000 holidays meals served. For many community members, preparing and serving food during the holidays has become an annual tradition with deep meaning.

544,904 pounds of food were distributed to 46,777 individuals. That translates to a TON of food a day and a retail cost of $898,878.

Lunch meals at the Loaves and Fishes Kitchen equal 27,700. Additionally, 44,176 meals were served to Elizabeth Inn guests. That’s 71,876 meals at a value of $104,437.78 provided to fight hunger in Cobb County.
Every person deserves a place of refuge—a place to begin to recover from financial disaster, drug/alcohol addiction, discouragement or job loss. Sometimes, life seems to be one hurdle after another and there needs to be a place to regroup.

MUST provides the Elizabeth Inn Emergency Night Shelter for those who find themselves in distress and need a safe sanctuary of rest. Open to men, women and children, Elizabeth Inn offers two tracks: shelter only and recovery-plus. Anyone who passes the breathalyzer and drug tests can stay up to 8 days. The second track allows a six-week stay provided clients are working and children are going to school.

With three meals a day and MUST’s extensive support services—like case management, education and employment, library, laundry room, clothing, Bible studies, computer lab, clinic and recovery meetings—clients have an opportunity to turn their lives around. And many do just that.

“Never thought MUST would impact me the way it has. It’s a unique experience. There’s a bond between you and the clients, and you realize what God put you on this earth for. All of the things I’ve done prior are not nearly as important as this.”

- Ron Bickerstaff, Elizabeth Inn volunteer

MUST provided 17,670 bed nights at Elizabeth Inn. 148 guests moved into permanent housing.

HOUSING

The Supportive Housing Program at MUST provides assistance to more than 70 individuals who are chronically homeless and live with disabilities. Through a Housing and Urban Development grant, MUST operates two programs in Cobb—one exclusively for veterans—and one in Cherokee. A stable living environment with case managers for guidance helps move clients to more independence.

Everyone is expected to develop goals for living in the community and gain more self-sufficiency. The residents may be living with mental illness, serious medical needs or recovery from addiction issues. Three furnished apartments, case managers and the coordination with other services provide support to people who are often overlooked and underserved.

MUST provided 18,633 bed nights in permanent supportive housing and 2,375 bed nights in transitional housing.

“When it comes to food and clothing, MUST is there. If you need counseling, they’re always there. I feel more confident, more peaceful and I don’t feel the insecurity any more. I’m not worried about being homeless so therefore my self-esteem is a lot higher than it was before. I feel that way because of MUST.”

- Renee Henson, supportive housing resident
I wouldn’t be involved with MUST if it wasn’t a Christ-based ministry. I am able to reach out to those who have so little and need so much... and help them find things that work for their life needs. It’s a real blessing that you can’t understand it until you see someone get something that they so desperately need.”

- Tricia Pridemore, MUSTWear volunteer

Donation Center
The Donation Center is a large warehouse designated for clothing and food given for clients. MUST also accepts shoes, blankets, towels, books and toiletry items, in addition to new socks and underwear. Volunteers greet donors at their cars, help carry contributions and then distribute tax receipts at the time of donation.

The Donation Center is conveniently located off Cobb Parkway near the Elizabeth Inn and is open Monday – Saturday, 9 a.m. – 5 p.m.

Needs
- Work clothes/shoes
- Professional clothing
- Rain ponchos
- Seasonal clothing
- New underclothes
- Temp out tents
- Flashlights, radios and batteries
- Bath and hand towels
- Blankets
- Luggage
- Umbrellas
- Diapers
- Non-perishable foods

Mustwear Clothes Closet
Qualified individuals and families can come to MUSTWear to select a generous number of clothing items. Whether a person needs a warm coat, a tie for a job interview, school shoes or new socks and underwear, the clothes closets in three locations are available. Community members donate gently used clothing, while companies often give new items to help clothe the people in Cobb and Cherokee Counties. People living in homelessness can receive additional clothing from week to week.

The generosity of people who give to others is always a blessing to both the giver and the receiver. The MUST Warehouse on Cobb Parkway is a busy site where clothing – and food – is donated on a daily basis and then delivered to Canton, Marietta and Smyrna facilities for distribution.

160,709 items of clothing were distributed to 9,943 unduplicated clients. The value is estimated at $466,436.
3,119 children benefited from the MUST toys in Cobb and Cherokee.

**Toy Shop and Secret Santa**

When thousands of children come to MUST Marietta and MUST Cherokee for Christmas, it’s cause for true celebration. Thanks to hundreds of volunteers and donations of in-kind gifts from individuals, congregations, groups like The Home Depot employees and Steele+, each child receives a selection of toys, socks, underwear, hats, gloves, bookbags and school supplies.

Unlike other holiday programs, MUST allows parents to choose items for Christmas gifts. Parents appreciate selecting a favorite color or toy knowing that gift will be particularly appreciated. In addition, a Secret Santa Shop is available for children who want to select a small gift for a parent. MUST truly makes Christmas a cherished event for those in need.

Perhaps the most heart-wrenching situation is a child in desperate need. At MUST, our team of volunteers and staff members go beyond the basics to offer extra services to the almost 15,000 children we serve each year.

**Summer Lunch**

Every summer, thousands of children who normally eat reduced cost school lunches are home with little or no food. To help overcome that critical situation, MUST created a summer lunch program. Every weekday for 10 weeks, more than 2,000 sack lunches are packed and hand delivered to targeted, low-income locations throughout the area because the MUST team of staff, volunteers and donors are there.

97,258 summer lunches for children were provided by MUST in Cobb and Cherokee. The value of those sack lunches equals $205,633.50.

**Back to School**

While many children delight in returning to school to see their friends and find out which class they’re in, some dread the day because they are not prepared to return. At MUST, we partner with local congregations, nonprofit organizations and school systems to coordinate Back to School Programs.

1,989 Cobb children and 1,514 Cherokee children received school supplies and other items at the annual Back to School programs.

1,197 children benefited from the MUST toys in Cobb and Cherokee.
Education and Employment

MUST provides individualized job coaching and group-centered learning activities to enhance the skills of those looking for work. Most educational courses are designed to complement MUST's core programs—food, housing, and financial assistance.

MUST's four Education and Employment locations helped 383 people secure jobs in the past year, a remarkable accomplishment in this economy. Visitors can use the computer labs to establish an email address, create a resume and apply for work. Courses such as Budgeting Basics, Understanding Your Credit Report, English as a Second Language, and computer basics create a strong foundation for building a career or finding a job.

383 clients found employment through MUST: an amazing accomplishment in this difficult job economy. This achievement represents the approximate equivalent of $6,894,000 in gross income returning to the community and government services.

Basic Services
- Resume Preparation
- Cover Letter Development
- Career Assessment
- Job Search Assistance
- Job Readiness and Life Skills Training
- Access to computer/fax/email
- Basic computer classes are offered in keyboarding, email, and using the internet to find employment
- Budgeting Basics is offered in all MUST locations, and anyone receiving financial assistance must attend
- Networking Workshops are monthly

Other Classes
- TOPSTEP meets every other month with Dept. of Labor (program for ex-felons)
- Basic Literacy: This program is in partnership with the Literacy Volunteers of Metro Atlanta. Every week, volunteers hold classes for MUST clients and the Cobb community at large. Each student has a personal tutor to address specific learning needs.
- GA Work Ready - MUST is a GA Work Ready test site. The program has been a huge success with clients receiving bronze, silver, and gold certificates. This program is a collaboration with Chattahoochee Technical College.
"I was an honor graduate of a state university who worked in 6-figure jobs and even owned my own company. But along the way, prescription pain killers and alcohol stole everything and I came to MUST from jail one night. MUST was the first church steeple I came to and I joined AA, went to the health clinic and improved immensely. I am a diabetic and after receiving treatment and talking to a nutritionist at MUST, my blood pressure is down, my sugar levels normal and I've lost weight. I've changed emotionally, spiritually and physically. I am so thankful for MUST that I can not even put it into words."

- Morgan McIntosh, clinic patient, Elizabeth Inn guest and current transitional housing resident

Approximately 3,000 patient contacts occur at the clinic each year. The new facility set to open in spring of 2010 will more than triple that capacity.

From a single-wide trailer with two tiny exam rooms (below, left) to a 2,600-sq.-ft. clinic with six exam rooms (right), the clinic will soon have the potential for care for 10,000 patients a year. It is the only free, walk-in health clinic in the area.

The KSU Community Health Clinic at MUST Ministries

No where else in our area is there a free urgent care center. Last year, 3,000 patients who came to MUST were caught between the need for healthcare and the ability to pay. Many were children. These patients need medical attention but they also need encouragement and health education from nurses, staff and volunteers who show compassion.

The clinic, a collaborative effort with Kennesaw State University’s Wellstar College of Health and Human Services, Center for Community Health Care, serves people who have a need, but no money. A wide range of health and wellness services benefit those who are homeless, underserved and/or uninsured.

In addition, the clinic is an excellent practice site for student nursing experiences and volunteer clinical practice by faculty members from the School of Nursing.

The KSU Community Health Clinic at MUST Ministries

The 6.8 million capital campaign was accompanied by an $800,000 fundraising effort to support the clinic construction. After years in a single-wide trailer the clinic moving to its beautiful new 2,600 sq. ft. space in the MUST Marietta Day Services Center. The clinic will allow MUST to expand from two exam rooms to six. The additional capacity for health education, increased staff, larger waiting area, nursing station and physician's office will allow a significant increase in patient capacity.

More than 30,000 Cobb County residents live at or below the poverty level, and many of them without adequate healthcare. The capital campaign to build the new clinic will help MUST serve some of those who need it most.

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Financial Summary 2008-2009

Contributions

- Individual = 42%
- Religious = 7%
- Corporations/Civic = 8%
- Foundations = 6%
- United Way = 6%
- Government = 13%
- Special Events = 6%
- Other/Designated = 3%

Includes the value of in-kind contributions of $1,681,497 and Capital Campaign pledges and gifts of $2,782,746. Eighty percent of all contributions go directly to client programs.

Donor Publication Available

A special edition booklet of Donor Appreciation thanks many faithful supporters of MUST. Because of space limitations, only those giving $1,000 or more are publicly acknowledged, unless they request anonymity, but MUST is deeply grateful for every gift of every size.

Eighty Cents of Every Dollar Revenue and in-kind goes directly to client programs. MUST Ministries served 31,612 people, and approximately half were children.

FINANCIALS

EVENTS

Gobble Jog - Thanksgiving Day

Special events at MUST are not only great fun, but also a valuable source of support for the thousands of clients helped annually. The Gobble Jog, Thanksgiving Day’s premier event, hosted 5,400 runners from throughout the United States on the Marietta Square. The 1 mile, 5K and 10K are all top-quality events with the coveted Gobble Jog t-shirt as the ultimate reward. The infamous hot foil is a wonderful family fun and allows even the smallest participants to enjoy the morning.

MUST has received its third 4-star rating from Charity Navigator, America’s largest independent evaluator of charities. Less than 13% of the charities they evaluate have received at least three consecutive evaluations of their highest rating, indicating that MUST outperforms the majority of nonprofits in America with respect to fiscal responsibility. This “exceptional” designation from Charity Navigator differentiates MUST from its peers and demonstrates to the public it is worthy of their trust.

Revenues

Contributions and Special Events: $3,987,956
Capital Campaign: $2,282,246
Government Housing Grants & Contracts/Others: $823,102
TOTAL: $7,593,804 (includes capital building fund)

Expenses

Program Services: $4,303,280
Administrative Support: $382,755
Fundraising: $686,448
TOTAL: $5,372,483

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