

# STORIES OF FORTITUDE

40 years of helping your neighbors in need

FORTY YEARS OF CAN  
FORTY YEARS OF WILL  
FORTY YEARS OF  
**MUST**



2011 ANNUAL REPORT

"Defend the cause of the poor and fatherless! Rescue the oppressed and suffering!" — Ps. 82:3





**MUST**  
Ministries

*Serving our neighbors in need...*



Dear Friends,

When MUST Ministries began 40 years ago, no one could have guessed the incredible impact that would be made on the community over such a long period of time. Lives have been changed and thousands have been rescued with help and hope.

Nothing demonstrates the depth of MUST's effectiveness like the words of those who have received assistance... hot meals, emergency shelter, housing, clothing, jobs, healthcare, financial assistance, lunches for their children, toys at Christmas. This annual report recaps some of the amazing stories of FORTITUDE.

Whatever the basic need has been, MUST was there serving and reaching out to those who struggle. MUST is a beacon of hope, a place of refuge. But none of this is possible without community support. Those of you who have helped make this possible will be encouraged to read both the expanded services now offered and the stories of perseverance and strength.

For 40 years, MUST has been a servant leader. With God's guidance and your help, we have lived up to our 40th anniversary slogan:

**40 years of CAN**

**40 years of WILL**

**40 years of MUST**

Sincerely,

Andrew Riddle

Chairman of the Board, 2011

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# MISSION

*Serving our  
neighbors in need...  
transforming lives  
in response to  
Christ's call*

*"When Joe was laid off from Cobb County Schools after eight years of teaching and coaching, it was devastating to our family. Like many school systems across America, Cobb was forced to make cuts. Joe immediately began helping me with my small business while we juggled caring for two young children. Then Joe's mother was diagnosed with Stage 4 cancer, so we began supporting her as well. We're part of the growing number of people falling out of the middle class and coming to MUST for help. They've given us food and we are grateful for the Christmas gifts we received from the MUST Toy Shop."*

*- MELISSA*





"MUST is a lighted candle in the darkness."

- A VOLUNTEER



# VOLUNTEERS

6,000 volunteers and community service workers

255,482 hours of service

## At the center of serving

More than 6,000 volunteers are helping MUST Ministries achieve its goal of being Georgia's most respected servant-leader. Outnumbering staff members 80 to 1, the volunteers are at the heart of providing services to those in need.

Many volunteers work regularly, assisting in the three food pantries, handing out breads and sweets in four locations, helping clients shop for free items in the four clothes closets or checking people in at the Elizabeth Inn Emergency Shelter. Volunteers also teach classes, staff the four computer labs, serve hot meals in the Loaves and Fishes Kitchen, wash laundry in the shelter and work with support groups.

Some volunteers work on special events or seasonal programs, making and serving lunches to hungry children all summer, serving as personal shoppers for clients in the Toy Shop, sorting much-needed food or clothes in the Donation Center and more. Special events like the Gobble Jog call for hundreds of people to pitch in so each event is an exciting success. At MUST, the volunteers provide relational ministry in a way that transforms lives.... the clients' and theirs.



# HIGHLIGHTS

Transforming lives and communities every day means a constant flow of wonderful accomplishments. Some may seem small - like giving school shoes to a young boy - but all of them are important. Nothing can overshadow the impact of what MUST does in the realm of human compassion, but here are some organizational highlights from 2011 that have helped propel the ministry forward.

**40th Anniversary** • MUST celebrated a landmark year of serving our neighbors in need, reviewing our history and recommitting to a continued vision. More people than ever were served in five counties.

**Summer Lunch** • A record 141,893 sack lunches fed hungry children last summer. The Cobb, Cherokee and Paulding program expanded to North Fulton and Gwinnett in an exciting outreach to children on the free and reduced lunch program who need food during the summer months. The lunches and deliveries were all provided by dedicated volunteers under the direction of the dynamic MUST team.

**Certificate of Excellence** • Few non-profits have achieved what MUST was able to accomplish last year. The coveted Certification by the Standards of Excellence Institute has been awarded to only 230 charities in America. The national initiative promotes the highest standards of ethics and accountability in nonprofit governance, management and operations.

**OSHA Alliance** • MUST is only the second OSHA Alliance in this area, offering training in a variety of safety issues that leads to certification. Everyone who passes the OSHA test with a 70 or higher received a free pair of steel-toe work boots so they could begin work quickly after receiving an offer.

**New President and CEO** • Dr. Ike Reighard joined MUST in 2011, launching a new leadership era with his extensive background in business, ministry, motivational speaking, writing and leadership training.





*"I was a widow with three grown children when we all moved here for me to go back to school and participate in the campus work-study program. The first week I moved in, I ran out of food and came to MUST. I asked one of your staff members to pray for me and she did. She was a God-send. Once, when my car broke down, she even brought me food on her own time. I have come to MUST for food and counsel over the years. Today, I have my BA in psychology, master's in community counseling and a job. Thank God, for He is GOOD!"*

- ARRAINA



*"My church was having a food drive for MUST, so I took a flier to FedEx to have it printed. The gentleman who helped me looked at the flier and said, 'MUST fed me for a year.' He explained that he lost his job and it took him a long time to find a new one. 'I couldn't have made it without the help I got from MUST and I will always be grateful for that help.'"*

- BETH

# FOOD

## LOAVES AND FISHES KITCHEN

97,321 meals. Value: \$226,391

## 4 BREAD AND SWEETS DISTRIBUTION SITES

Distributed free daily to anyone hungry. Thousands of dollars in food.

## 3 FOOD PANTRIES

547,121 pounds of groceries. Value: \$1,412,257

## SUMMER LUNCHES FOR CHILDREN

(Cherokee, Cobb, Gwinnett, North Fulton, Paulding)

141,893 meals. Value: \$245,748

Most people agree that going hungry should not happen in our communities. Our society has been richly blessed and despite the economic situation, those who haven't missed a meal can still share with those who have.

Because of private donations of food and money, MUST's three Food Pantries are able to give away an astounding 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.

Canned goods and other non-perishable items such as canned meats, diapers, rice, 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.

In memory of the miracle of the loaves and fishes, MUST operates the Loaves and Fishes Kitchen. Every day, about 150 gather to receive a hearty lunch. Churches and other groups provide, prepare and serve meals for anyone who is hungry. In addition, breakfast and dinner are served to residents of the Elizabeth Inn. The 64 residents have two meals a day together and even receive a sack lunch each weekday.



# HOUSING

145,991 safe nights of rest

## ELIZABETH INN EMERGENCY SHELTER

1,068 individuals served

## TRANSITIONAL HOUSING

36 individuals served

## PERMANENT SUPPORTIVE HOUSING (INCLUDES VETERAN'S HOUSING)

89 individuals served

## RAPID REHOUSING PROGRAM

660 individuals served

On any given night, 150 people rely on MUST for a safe night of rest. Between the Emergency Shelter, Transitional Housing and Supportive Housing, MUST serves as a place of refuge for many in our community.

The Elizabeth Inn is a sanctuary for those who need a safe, encouraging place to regain their footing. Open to men, women and children, the Elizabeth Inn provides meals and extensive support services, including case management, education and employment (job readiness), computer lab, recovery meetings and assessments.

For some clients, the next step is Transitional Housing to help ease clients back into a regular routine of living on their own. Transitional Housing offers up to 6 months of shelter and support for individuals and families. Residents in this program receive ongoing case management, assistance with budgeting and securing new housing, and much-needed support.

The Supportive Housing Program at MUST provides long term housing to more than 70 individuals who have been chronically homeless and live with disabilities. Through grants from HUD, 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.

*"I lived like there was no tomorrow and became a drug addict and alcoholic. I became homeless, living on the streets of Atlanta and eventually went to jail. I wanted to commit suicide but instead I wished for a place that would teach me. I never learned basic responsibility or how to manage money. When I got out, I went to MUST and heard about the Permanent Supportive Housing Program. I thought it might be a dream, but I've lived here at MUST for two years now and have a huge amount of support. I've been through training and got a job. I've been sober for 9 months and go to AA daily. This lifestyle is totally different. I'm secure here and committed to this life. For some reason, God has let me survive and come to this place. He must have a purpose for me."*

- MICHAEL



*"The Elizabeth Inn Emergency Shelter offered me structure, the opportunity to renew my spiritual beliefs and a chance to find out who I am once again. Today, I am alcohol and drug free, and live with the love of my family, true friends and God as the head of it all."*

- ANONYMOUS





*"Two years ago, I checked into the Elizabeth Inn and began searching for job postings in the MUST computer lab. I got a job as a sales clerk and completed the shelter's 6-week program. I constantly refined my resume and polished interview skills with the help of the MUST Education and Employment staff. Soon, I accepted a better position at a higher wage with a public storage facility and they offered me an apartment on site! I still stop in and see my friends at MUST who helped me so much."*

- TONY



*"I'd like to say thank you for your valuable assistance during my job search. Thank you for not judging me and providing me with good, solid leads. I'm happy to report that I have found my dream job in advertising sales!"*

- ROBBIN

# EDUCATION & EMPLOYMENT

335 clients found employment with assistance from MUST

Estimated gross income returning to the community:  
\$4,700,000 - \$6,200,000

## CLASSES

### CAREER COUNSELING

### COMPUTER LABS

### OSHA TRAINING ALLIANCE

Since the recession began, MUST's dynamic Education and Employment departments in four locations have helped an astounding 1,200 people find employment. MUST provides individualized job coaching and group-centered learning activities to enhance the skills of those looking 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. Visitors can use the computer labs to establish an email address, create a resume and apply for work.

MUST is also in an alliance with OSHA and provides safety training in conjunction with local businesses. Georgia Work Ready, basic literacy, resume preparation, career assessment, job search assistance, job readiness and life skills training are all part of an effective program at MUST Ministries.



# CLOTHING

4 Clothes Closets

200,997 items distributed. Value \$489,404

18,607 unduplicated individuals served

## MUSTWear Clothes Closet

Whether it's clothing for an interview or for a child to go to school, the four MUSTwear clothes closets meet an important basic need. Qualified individuals shop for free clothing twice a year and can select 20 items each visit. People living in homelessness can receive additional clothing from week to week.

If someone needs a warm coat, work pants, new underwear or a pair of shoes, generous community members have donated those things and more. Thoughtful donors from churches, companies, clubs and organizations join individuals in hosting coat or blanket drives, purchasing new socks and underwear or making baby blankets.

*"I have no parents, no one. I moved here for a job that didn't work out and ended up in jail for forgery. I spent a year in prison and had anxiety and depression. Now I'm living at MUST and am blessed. MUST got me clothes and shoes. I've never had anything of my own. I'm working on my GED and going to AA meetings. MUST helps people get themselves together and everyone here is grateful for all MUST has done. It's been excellent for me, a big second chance to grow up and be a woman."*

- MICHELLE



*"When I was traveling through a storm, you were my refuge. You gave me shelter, clothing and food. You are the redeeming quality of the community."*

- MUST CLIENT





*"I came to the clinic for elevated blood pressure, blood sugar and cholesterol following screenings at a community health fair. After learning how to change my lifestyle with diet, exercise, medication and spiritual connection, all of my numbers returned to an acceptable range. Now I am eager to teach others how to be successful in managing their diabetes and blood pressure."*

- DORIS



# HEALTHCARE

IN PARTNERSHIP WITH KENNESAW STATE UNIVERSITY WELLSTAR  
SCHOOL OF NURSING  
1,968 patients served

## The KSU Community Health Clinic at MUST Ministries

Many clients who come to MUST are caught between the need for healthcare and the ability to pay. Sometimes a wet washcloth is their only medical care. These patients need medical attention, but they also need encouragement and health education from nurses, staff and volunteers who show compassion.

The clinic is a collaborative effort with Kennesaw State University's Wellstar College of Health and Human Services, Center for Community Health Care. 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.



# CHILDREN

Almost half of those MUST serves are children, a heart-breaking reality in these desperate economic times. At MUST, our team of volunteers and staff members go beyond the basics to offer extra services to the 15,000 children we serve each year.

## Summer Lunch

Thousands of children who normally eat free and reduced cost school lunches are home during the summer with little or no food. Most are children of minimum wage workers who must leave their young ones in the care of a neighbor or older child.

This critical situation is overcome in part with the effective MUST Summer Lunch Program. Every weekday for 10 weeks, sack lunches are packed and hand delivered to targeted locations suggested by school counselors throughout the area. Cherokee, Cobb, Paulding, North Fulton and Gwinnett are all in the Summer Lunch network where staff, volunteers and donors bring daily meals to grateful children.

## Toy Shop and Secret Santa

Christmas morning is exciting for the 4,500 children whose struggling parents come to shop at the MUST Toy Shop. Children in Cherokee and Cobb counties received toys, blankets, stocking stuffers, hats, scarves, gloves, school supplies and a family game.

Thanks to thousands of donations, the Toy Shop is well stocked for each parent to make special selections for their children. And volunteers and staff who work in the shop during the month of December claim every family has a gripping story of need and a heart of gratitude toward the miraculous help received.

*"Nothing was more meaningful this year than feeding hungry children in my community. What a simple way to make a tremendous impact. Our church helped MUST make sandwiches, pack lunches and take them to children in great need. Their gratitude warmed my heart and I realized there is so much I can do right here in my own community."*

- ELLEN



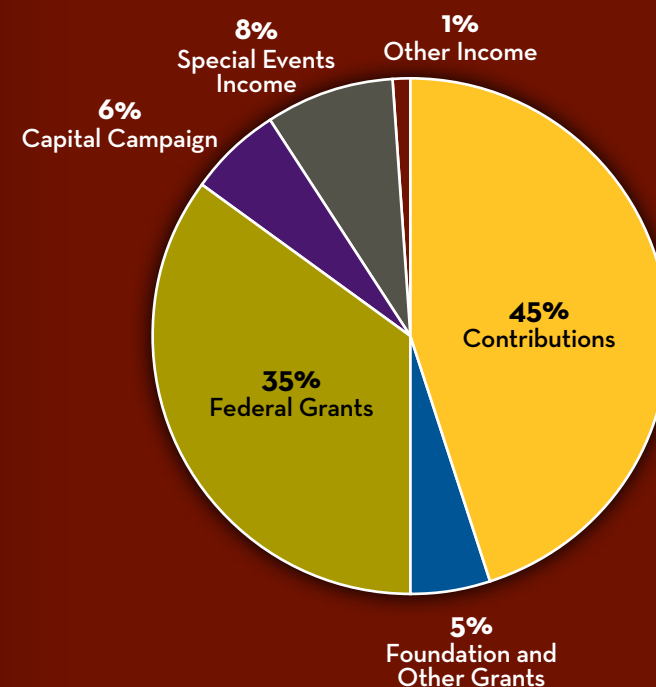
*"MUST has helped me in a lot of ways, including food and clothes. You particularly helped me when I thought there was nothing else that I could do for my child at Christmas. Thank you for the Toy Shop."*

- SHANNON





# FINANCIALS



## SOURCES OF INCOME

|                              |              |
|------------------------------|--------------|
| Contributions                | \$ 2,235,493 |
| Foundations and Other Grants | 258,502      |
| Federal Grants               | 1,793,658    |
| Capital Campaign             | 287,154      |
| Special Events Income        | 426,982      |
| Other Income                 | 60,787       |

|                                  |                     |
|----------------------------------|---------------------|
| <b>Total Revenue and Support</b> | <b>\$ 5,062,576</b> |
| In-Kind                          | 2,841,195           |
|                                  | <b>\$ 7,903,771</b> |

# DONATION CENTER

Food and clothing is accepted 5 days a week, Tuesday - Saturday at the Donation Center. Staff and volunteers at the large warehouse also accept shoes, blankets, new toys, 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.

## NEEDS

Work clothes/shoes  
Professional clothing  
Rain Ponchos  
Seasonal Clothing  
New Underclothes  
Tarps or Tents  
Flashlights, Radios and Batteries  
Bath and Hand Towels  
Blankets  
Luggage  
Umbrellas  
Jar candles  
Toddler diapers

## FOOD NEEDS

### *All non-perishable items*

Canned meats  
Peanut butter  
Jelly  
Spaghetti Sauce  
Cereal/breakfast items  
Juice  
Powdered milk  
Canned fruit

*"Thank you for the help. I live with three children, but with the economy so bad, I needed help. MUST was there for me. Thank you so much. I hope you will be able to help other people for a long time."*

- DEBBIE



# EVENTS

For years, MUST Ministries has been synonymous with meaningful events. The Gobble Jog has become a Thanksgiving tradition for people all over America. One of the largest races in the South, the 10K, 5K, 1 mile and Tot Trot create a festive environment for families and friends gathering on the historic Marietta Square. The annual gala celebrates the many lives transformed by MUST and the generous support that makes it possible.



*When 9,400 participants and their cheering fans flood the Finish Line, it's a site to see!*



*The new Gobble Jog mascot is a big hit with children... and everyone.*



*New MUST Pres. and CEO Dr. Ike Reighard (l) visits with the FISH radio morning crew. Kevin and Taylor and their producer, Griffin, ran in the race to add to the festivities. Their station was a valuable media sponsor.*



*Dinner by the Georgia Aquarium fish tanks is an amazing experience.*



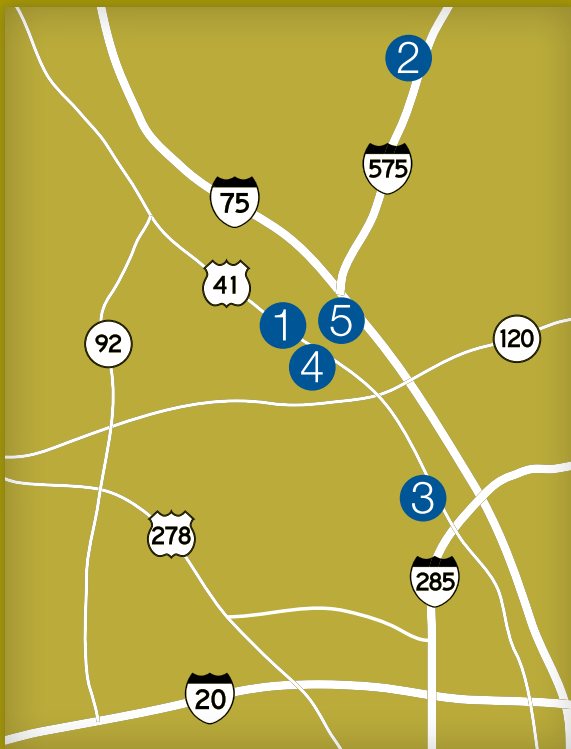
*Lee Rhyant (Lockheed Martin) celebrates with his family after being honored as a servant leader.*



*Sherrie Gulley at the RGI table bids during the live auction.*



*WellStar CFO and MUST Board member Jim Budzinsky is encouraged to bid on an auction item.*



- 1 **MARIETTA DAY SERVICES**  
1407 Cobb Parkway N. · Marietta, GA 30062  
770.427.9862
- 2 **CHEROKEE DAY SERVICES**  
141-B Marietta Road · Canton, GA 30144  
770.479.5397
- 3 **SMYRNA DAY SERVICES**  
460 Pat Mell Road · Smyrna, GA 30080  
770.436.9514
- 4 **ELIZABETH INN CAMPUS**  
55 Elizabeth Church Road · Marietta, GA 30060  
678.218.4531
- 5 **DONATION CENTER**  
1210-B Kennestone Circle · Marietta, GA 30066  
678.581.8090

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**Serving Our Neighbors in Need™**

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