



Annual Report for 2001

Middleton Outreach Ministry



The Caring Faces of MOM in '01-02

(First three columns, left to right) Connie Ott heads up the MOM Clothing Closet; Howard Young moves furniture; Claudia Miska coordinates POP & Adopt-A-Family for MOM; Ellen Carlson manages the MOM office; Dietrich Gruen directs MOM; Julie Posselt, coordinates MOM volunteers; Kermit Hovey manages MOM Distribution Center and data systems. Steve Barber does community social work with Joining Forces for Families (JFF); Blong Thao does Employment & Training; Tommy Thompson serves with the Nehemiah Corporation; Ge Her with JFF; Julie Sarbacker with the county's Health & Economic support unit; Chris Logan with Community Action Coalition (CAC). **Not in photo:** Jim Govier, MOM bookkeeper; Jennifer Daigle & Stephanie Foss, JFF interns.

Changing Places at MOM

These folk all worked at MOM in '01. (top, left to right) André Bernard served with Nehemiah; Janet Belke in the MOM office; (clockwise) Kit Arrastia, Rachel Martin, Laiman Mai, Kristen Stefonek & Jacob Johnson each interned with JFF; so did (left to right) Kate Kipp, Catherine Murray, and Bridget Parsons (a.k.a. "bridge person"); Sherry Oliver headed up Neighbor-to-Neighbor at MOM; Marion Zimmerman was our receptionist; Salome Faye Ross served with Nehemiah; Julie Kleinheinz & Marilyn Feil both served with CAC.

? Also "missing" from this gallery of local heroes are the hundreds of volunteers and donors who play support roles behind the scenes. See the honor rolls inside.

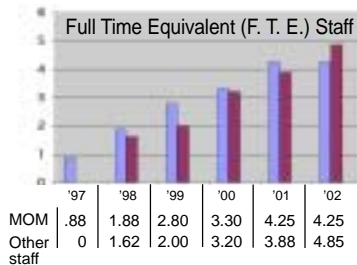
Achievements in mission vary...

1. Mission Growth: Five-years-at-a-glance are off-the-charts

In 1997, we offered little more than a food pantry—an excellent one at that. Back then, MOM was a “mom and pop” operation. *Only two* part-time staff, total, ran the pantry and POP operations.

By 2002, MOM has become *the* place for other social service agencies to deploy their staff resources and program services on the west side. Because *cooperation and partnership with others* is a core value of MOM, this eclectic staffing pattern fits our mission and clients well.

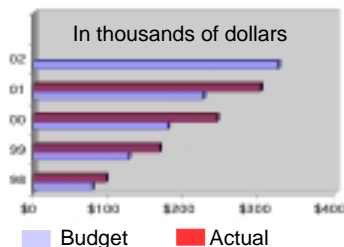
Staff Growth at MOM 1997-02



- ◆ In five years we've grown from one F.T.E. (full-time equivalent) staff at MOM to *almost ten* F.T.E. staff by mid-2002 (see chart to left).
- ◆ In five years, the MOM volunteer base has also grown at least *three-fold!*
- ◆ It now takes almost 19,000 hours of donated labor to run MOM programs.
- ◆ At \$10/hour, that's a *\$190,000 savings in the MOM payroll!*
- ◆ Even with volunteers more than doubling our payroll, the MOM budget has increased *four-fold* from \$78,000 in 1998 to \$324,000 in 2002.

Exponential growth in staff and programming takes its toll—especially in terms of fragmented schedules, crowded spaces, and increased demand for funds. Our growing need for more space to store food, furniture, clothing and household items matched St. Luke's need for space to fit their growing congregation. While our client food pantry remains in St. Luke's basement, we moved our food storage site last fall to the 3500-sq. ft. Distribution Center in Middleton's industrial park. There volunteers store, sort and redistribute other donated commodities, too.

Budget vs. Actual 1998-02

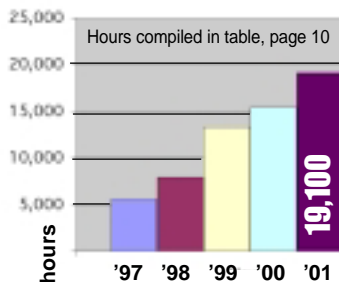


2. Mission possible: “Day in the life” of staff & vols at MOM

Though faces and places keep changing, MOM keeps caring, daily, for the poor—now four times as many as we cared for just three years ago. On a typical day that MOM opens its doors, *we offer more than 75 client service-units, e.g.:*

- ◆ 10 income-eligible families visit the Pantry—no one is turned away empty-handed.
- ◆ 3 families visit the Clothing Closet, some even when it's officially open!
- ◆ 2 families ask for free furniture, but only one gets a delivery that day, as we have not enough manpower to deliver the goods to all inquirers.
- ◆ 11 elderly request a friendly visitor, driver, or chores—we answer them all!
- ◆ 10 of the working poor request and 5 receive Good Samaritan emergency funds for medical, transportation, or utility assistance.
- ◆ 5 clients visit with a Good Neighbor or a Stephen Minister assigned to care for needs that are acute or chronic.
- ◆ 9 families ask for rental assistance from a housing counselor, 1.5 qualify for our help that day; the others persist and get collateral services and referrals.
- ◆ 25 open cases are managed by staff making follow-up visits and calls.

Volunteer Hours 1997-01



3. Mission of mercy: Without vision, all is mere busyness

Now imagine that daily scenario repeated 250 times. That's 18,750 service-units through MOM in Year 2001. *But all mission activity would be just busyness, if not compelled and shaped by an abiding vision and motivation from God.*

The mission of MOM has always been to encourage a beloved community of good neighbors who provide emergency and extended care, social and support services, and an ecumenical Christian witness demonstrated in acts of mercy to all our neighbors, especially the poor (“in spirit,” as well as monetarily). Besides affordable housing, living wage jobs, and the right formulas for welfare reform, other very real opportunities and threats represent challenges to MOM's future:

- ◆ How shall we fit the concepts of *moral duty, social justice, relational mercy, and mentoring* into MOM, so that volunteering is more than *putting in time*?
- ◆ How can we make room for staff who work at different paces and places?
- ◆ How can we anticipate “good growth” and avoid “bad growth”?
- ◆ We anticipate still other churches and agencies will join MOM in 2002-04. How will these additional partners connect with MOM in joint mission?

Dealing with alienation, deprivation and oppression will challenge MOM staff and volunteers to rely on God. Hence, we recommit ourself “to do justice, to love mercy, and to walk humbly with our God” (Micah 6:8) in overcoming the barriers to success that challenge our staff, volunteers and clients:

- ◆ Overcome *alienation* by connecting one another to God and to Christian community through intentional relationships of mercy;
- ◆ Overcome *deprivation* with food, clothing, furniture and other basic commodities that show the Church's love-in-action;
- ◆ Overcome *oppression* by advocating for just and hopeful resolutions and marshaling resources that enable one to thrive as well as survive.

“We offer more than 75 client service-units [a day].... That's about 18,750 service-units through MOM in Year 2001. But all mission activity would be just busyness if not compelled and shaped by an abiding vision and motivation from God.”

—Data collected from staff reports compiled in 2001-02; Interpretation of data by Gruen

... But God's vision abideth still

Letter from '97 presents God's abiding "call to ministry"

This sense of mission is not much different, except in one key respect, than what I first envisioned in 1997. To show you how abiding that vision is, I share this excerpt from the letter I gave the Board upon accepting God's call to ministry at MOM.

The gospel to the poor is holistic, involving the Bread of Life, as well as daily bread and commodities. It means meeting deep-seated emotional needs as well as obvious physical needs. I realize MOM has been handing out Band-Aids with its cash vouchers and commodities program. But I also want to extend the spiritual resources that will move the poor off dependency on the welfare state onto interdependency in the Body of Christ.

A church-based, merciful and resourceful outreach ministry, such as MOM, is uniquely capable of doing this. Unlike bureaucratic government hand-out programs or arms-length private charities, MOM has the potential to offer relational mercy. We want to get to know poor people through mutual learning, prayer, and a church connection—not just help them with cheap convenient grace that parcels out mercy in the form of a voucher.

To do this right, MOM has to become more in-the-trenches, more risk-taking, more intentional befriending, and more time-intensive in its Good Samaritan assistance, its problem-solving, and its adopt-a-family approach.

- ◆ *This may mean that deacons from our constituent churches, or other qualified MOM and POP volunteers, will make "follow-up" quarterly visits to a few families at a time who get food or vouchers from us.*
- ◆ *This may mean linking traditional freebies, like groceries and vouchers, to faithful participation in a "life skills" training class or discipleship.*
- ◆ *This may mean time-intensive volunteer support in practical areas—like baby-sitting, budget counseling, transportation needs, and job searches.*

As we concentrate on knowing fewer families, with a true adopt-a-family approach and welfare-to-work mentoring, this may mean the "numbers" we typically report will go down. But when the poor take on faces with names and real needs, this will give many more of our church people a vital place to serve and make a difference, one life at a time. Bringing together the "haves" and the "have-nots" will also bring about lifestyle changes that benefit not only the poor and the outcast, but the self-indulgent middle-class church itself.

Making the shift to a relational ministry of mercy is not easy.... Only in the context of developing personal relationships with the poor, can we come to address our recipient's spiritual needs. Only then can we know what great Ends and lasting change you want the Executive Director of MOM to pursue.

Sincerely your partner in mission,



P.S. Five years later: Having been on the frontlines and in this community five years now, I could update the practical concerns and mission strategies suggested above with "tried and true" ones. Yet some of the above-stated action points have yet to be tried! Despite, or maybe *because* of this attempt to develop MOM into a place "where everyone knows your name," MOM grows and grows—numerically, financially, exponentially! Such growth defies facile explanations and extends beyond this director's predictions or Board budgets or any traditional master plan. Could it be that the Master Planner blesses those who are "faithful in few things," putting MOM "in charge of many things"? I hope so. When all is said and done, I want to have been found true to my first calling and hear my Master's accolade, "Well done, good and faithful servant." Join me as I cultivate relationships with the poor and with our neighbors, so that together we can give and receive whatever it takes to bridge the gap, climb out of poverty, enter the marketplace, and enjoy independent living.

P.S. from client: MOM makes a difference, so she can "pay it forward"

Nita first came to MOM facing an impending eviction and carrying all the burdens of unwelcome single-parenting. Commodities of food and cash assistance helped avert a crisis. But having suffered the rebuff and loss of a runaway husband, she was still devastated. A caring Stephen Minister, a supportive divorce care group, and a new church family made a positive lasting difference in that summer of 2001. We even helped Nita and her two daughters relocate to NJ at summer's end.

Her letter (*see sidebar*) exemplifies the acts of mercy that are multiplied by our clients who "pay it forward" after receiving a helping hand through MOM. MOM is committed to God's vision to do relief and recovery work on behalf of the jobless, the homeless, and the hopeless in our area—people like Nita (*see also inside back panel*).

Page 3,
Vision



Executive Director Dietrich Gruen pals around with long-time client and friend, Terri Hatchett. This single mom has participated in many MOM programs and has been "adopted" by others—for Christmas, Mother's Day and for subsidized housing. Terri exemplifies the long-term investment in the relational mercy advocated by Gruen.

"As we concentrate on knowing fewer families, with a true adopt-a-family approach and welfare-to-work mentoring, this may mean the "numbers" we typically report will go down. But when the poor take on faces with names and real needs, this will give many more of our church people a vital place to serve and make a difference."

—Dietrich Gruen,
MOM Director, Sept '97



"Yes, I now work for a nonprofit just like you. I am a job developer. My job is to assist and document an intensified 30-day job search for people applying for welfare. I've only worked two weeks, and already I've helped to place eight people in full-time employment."

—Nita Deas,
former MOM client in '01



MOM Donors for 2001

We recognize that many more donors than are listed here give to MOM anonymously, either through their church or through the United Way. That's terrific! Most of those designated dollars benefit MOM directly. Many others give to MOM in-kind donations of food, clothing, or furniture—probably more than give cash or checks. Such in-kind gifts have a real tangible value, too—just not one we can record and acknowledge here. Others donate professional services, pro bono, which is to their credit and MOM's benefit. In any event, the Lord knows who you are and will bless you.

Over 920 individuals, families, groups, and corporate donors gave of their financial means to MOM in 2001. That's a 40% increase over Year 2000.

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With this increasing donor base, MOM was able to expand its program services and add staff to meet the ever-increasing demands of our clients.**

**** NOTE: See page 11 for table of INCOME: "Where does it come from?" and EXPENSES: "Where does it all go?"**

When a donor group by the name of "Theis, Van Horn, Wise" showed up as one entity on this list, we at first catalogued it as a law firm. Turns out this group is three girls by the name of Tanya, Megan, and Angela, who organized a neighborhood fund-raiser for MOM.

Our donors range in age from 6 years old to 102 years young.

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Helen Mack
Darrel P. Markham
Alice C. Marquis
Anne Marion
Beatrice Martig
Myra Massey
Edna Maxey
Don & Nancy Mayo
John & Valerie McAuliffe
Marie McBride
Julie A. Shipe McClain
Molly H. McClaire
Barbara Joan McFarland

Kevin & Laurie McMahon
Ross & Vicki McVey
Anna P. Meyer
Lila & Ralph Meyer
Barbara Mezera
Alfred E. Michaelis
Georgellen & Ken Mikkelsen
Marian Milbauer
Miriam & Richard Miller
Edward & Mary Miller
Helen M. Miller
Lorraine & William Miller
Joyce Miller
David & Nancy Molitor
Rose Mollack
Elizabeth E. Monson
Leona Moore
Terry & Shirley Morrison
Shirley A. Morrow
Mary A. Moser
Faye L. Mosigin
Eleanor B. Mulvihill
Dianna L. Murphy
Betty Nashold
Kathryn M. Nelson
Judith P. Nelson-Stern
Judith & Ronald Nichols
Katherine & Larry Nix
Dale Nordeen
Delores Norman
Joann & Mark Novak
Lena & Thomas Oberwetter
Sherri L. O'Donnell
Michael J. Olson
Margaret E. Olson
Reid & Gabriela Olson
Denise & Timothy O'Rourke
Ann & Meredith Ostrom
Frances Pagenkopf
Sam & Dorothy Parisi
Patricia & Ronald Paska
Joan M. Paske
Marilyn V. Passini
Robert F. Patton
Richard & Roberta Pawlak
Kym & Limeuel Peacock
Jean Pecotte
Shirley J. Perlick
Martin & Virginia Pfeiffer
Virginia L. Pfothauer
Shirley M. Pike
Ann Pike
Julie A. Pohlkamp
Barb & George Pulvermacher
Barb Purcell
Gladys M. Pursell
DeAnne & William Pursell
Charles M. Quackenboss
Charlotte Quale
Kathleen S. Rahn
David & Julie Rasmussen
Donna Rau
Donna J. Read
Kelly J. Rego
Brian P. Reince
Mary J. A. Reinke
William G. Reinke
Joanne P. Reis
Priscilla Reisdorf
James & Nancy Reyzer
Carol & Larry Richgels
Kerry & Patrick Riley
Beth Ringgenberg
Marvin P. Ripp
Ollie Rissue
Kathleen & Larry Rittenberg

Barbara & Richard Roe
Paula Romeo
Wilma Romine
Roger & Virginia Rowe
Mary C. Rowin
James & Kathleen Russell
Lois Sachtjen
Virginia Sample
Sheila Sanchez
Carl W. Schaefer
Donald & Sherry Ann Schaefer
Edna Schara
John & Linda Schilling
Thomas Schlicht
Mary & Stephen Schlough
Richard & Sharon Schlough
Elmore & Marian Schmale
Robert & Rosemary Schmelzer
Carl J. Schmidt
Gladys Schoenberge
B. Schreier
Karen & Roland Schultz
Mary Schulz
Nancy & Robert Schumacher
Pamela E. Schuster
Faye & Gary Schwager
David & Heidi Schwarz
Marikaye & Robert Schweitzer
Constance & Don Servais
Julia J. Seymour
Robert & Ruth Shaffer
Kathryn Shaffer
Daniel & Loretta Shea
Bernadine M. Shields
Mary V. Shimpach
Betsey & Mark Siebold
Rose C. Sime
Timothy J. Simon
Teresa Ann Sizer
Carlyce & Harley Skjervem
Cathy & Ronald Slater
Lois & Milton Smith
Patricia E. Smith
Jean E. Smith
Diane & Neal Smith
Lauralee Smith
Karen Soderholm
David R. Soens
Edward A. Solner
David & Rosalind Sorber
Mary K. Spike
Lon & Susan Sprecher
Rita L. Springman
John Stampler
Robert John Stanley
Hanna & Joe Stark
Shirley Stauber
Eleanor & George Stegeman
Laurie Stockmeier
Donald & Helen Stoffel
Chuch & Janet Stonecipher
Verena & Willy Straubhaar
Judith A. & Robert Strauser
James & Victoria Struve
Igor & Wanda Sviatosladky
Marian Sweeney-Werth
Devona & Harland Swiggum
Charles & Matred Taylor
Tanya Theis
Thomas & Pam Thieding
Helen J. Thomas
Charles & Constance Threinen
Rowland & Marian Todd
Margaret Tongue
Genevieve M. Torrance
Edwin & Jo Turner

James & Sheila Twesme
Clara M. Tyler
John & Linda Van Heuklom
Sandra & Thomas Vandervest
Megan Van Horn
Richard & Virgene Vatthauer
Luis & Susanne Villar
Kay Voss
Evelyn & Stanley Wagner
Kathy Walch
Rose Marie Walch
Mickey Walder
Terry L. Walker
Alice Wallace
Barbara & Roland Walsler
Karen Wanke
Laurie K. Warnken
Margaret Weiss
Brian & Cynthia Welchko
James & Joan Westgard
Cara J. Westmark
Jan-Ann White
George & Patti Whitely
Lyman & Lyn Wible
Mary M. Wickman
Helen Wilding
Kristina G. Wilborn
Mary & Steven Williams
William C. Williams
Ruth M. Wilson
Rhonda Wipperfurth
Angela Wise
Betty Jo & John Wise
Ken & Natalie Witte
Tom & Judy Wohlheber
Oliver & Virginia Wolters
Ken & Joan Worden
Gary & Lorraine Woroch
Thomas H. Wright
Carla J. Wright
Guang Yin Fang &
Xiuhua Zhou
M. Youngerman
Bill & Marlene Zander
Chuck Zastrow
Henry & Mary Ann Zauner
Paul & Rebecca Zervas
Elizabeth E. Ziegler
Andrew & Joanne Zintel

Businesses

Ema Miller & Associates
Financial Planning Services
Lawrence & Lawrence Co.
Symantec
TCA Fulfillment Services
Wells Fargo Bank

Churches

Holy Transfiguration Orthodox
Grace Episcopal Church

School

Elm Lawn Elementary
Sunset Ridge Elementary

Service Groups

Boy Scouts
Catholic Knights Branch 280
Girl Scouts
Middleton Kiwanis Club
Middleton Opti-Mrs
Optimist Club of Middleton
Sauk Prairie Ladies of Harley

MOM's Adopt-A-Family Donors



These 148 individuals and groups gave time and treasure to adopt a family in need at Christmas. Some 180 families were adopted through MOM in 2001.

- | | |
|--|---------------------------------------|
| Frank & Sheila Ace | Kim & Pat McBride |
| Penelope Adams | Robin McCarthy |
| AE Business Solutions | Debbie McCluskey |
| John & Karen Albright | Kent & Carol McDonald |
| Mark and Ellen Anderson | Eileen McGrath |
| Leigh Arora | Kevin & Laura McMahon |
| Asbury Methodist PEP Club | Cathy Meinholz |
| Becky Ballering | Kristi Menninga |
| Rita Bardell | Bill Meyer |
| Joseph & Carolyn Bellissimo | Ross Michaels |
| Pam & Mike Berg | Middleton Jaycees |
| Rena Bevars | Northside Elementary School |
| Bishop's Bay Book Club | Sonja Oetzel |
| Jeff & Kelly Bond | Gabriela Olson |
| Tia & Gary Bunz | Ron Phelps |
| Dianne & Peter Calgaro | Piper Jaffery |
| Patricia Cameron | Planning Associates |
| Lisa & Tim Carey | Plastic Ingenuity |
| Cross Plains Optimists | Annika Ridlehoover |
| Cub Scouts, Pack 340 | Beth Ringgenberg |
| Cub Scouts, Pack 82 | Steve & Kathy Rothering |
| Cub Scouts, Den 6 | Patricia & Fritz Ruegsegger |
| Donna Cushman | Gary & Lois Sater |
| Sherri Cyra | Mary & Matt Satterlund |
| Jude Dereszynski | Nette Schlinsog |
| Bill Dickmeyer | Kathryn Schnelle |
| Maureen Dietland | Arlene & Jeff Shaheer |
| Carl & Terry Dvorak | Merv & Carol Shanley |
| Rich & Jill Endres | Mary Jane Sims |
| Jeff Erickson | St. Bernard's "small faith community" |
| Jermoe & Mavis Fieber | Marie Soderholm |
| Shari Fleischacker | MHS, a "special needs class" |
| Andrea Flickinger | St. Martin's Lutheran Church |
| Gloria Gadmundson | Terri Stakston |
| Heidi Gaugert | State of Wisconsin Investment Board |
| John & Letty Geanon | Mimi Steinhorst |
| Girl Scout Cadette Troup #819 (c/o Carol Lutz) | Joyce Stendahl |
| Glacier Creek Drama Club | Margaret Strauss |
| Glacier Creek Student Council | Sunset Ridge Elementary |
| Kristy Glashagel | Kelsey Sweeney |
| Kerrie & Michael Goeden | Dean Swenson |
| David & Donna Grah | Julie Swiggum |
| Pam Gross | Phil & Sarah Symes |
| Jeff Groth | Penny Symes |
| Wilma Gurt | Sally & Mark Taber |
| Cindi Haglund | Mark & Julie Tanin |
| Andrea Hallman | Salathea Taylor |
| Chris Halverson | Thomas & Pam Thieding |
| Peter & Mary Hanson | Cheryl Trachsler |
| Joyce Hart | Edwin & Jo Turner |
| Jaci Hausman | Joann Turner |
| Debby, Jack & Brent Hemb | Mary Upshaw |
| Judith Hoard | Kathy Van Epps |
| Linda & Beth Hoff | Thomas Vandervest |
| Beth & Jeff Jauch | Lori & Brett Veerman |
| Julie & Jason Jensen | Mary & Warren Von Ehren |
| Christy Johnson | Evelyn & Stanley Wagner |
| Tammy Jones | Marc Weinberger |
| Robert Jorgenson | West Middleton Elementary |
| Doug Kellogg | Westminster Presbyterian |
| Karin Kirchhoff | West Towne Monona Tire |
| Karen Kolash | Jan-Ann & Richard White |
| Tom & Nancy Kottraba | Carol Whitney |
| Kromrey Middle School | Kristina Willborn |
| Tina La Haise | Mary Ann Wipperfurth |
| Ann & Greg Landry | Tom Wohlleber |
| Mary Laufenberg | Pam Wood |
| Pat Leighty | Joan Worden |
| Christine Lipo | Kelli Wright |
| John & Laurie Lynch | Matthew Wright |
| Connie Lyon | Julia Wright |
| Diane Lytle | Wright Family |
| Suzanne Martin | Kathryn Young |
| Misty & Jordan Mayrand | |



These children enjoy the gift of giving at the "Kid's Christmas Store"—one of three MOM Christmas programs.



The Jackson family finds emergency shelter and a new home, then is "adopted" through a MOM Christmas program.



This group of church ladies, led by Nette Schlinsog, adopts a single-parent family not only at Christmas time, but also in August for school supplies and in May for Mother's Day.

These top 35 individuals gave at least 100 hours in 2001 (2 hrs/wk) and gave their hearts to others through MOM.

While 300 volunteers are listed here, it seems that 900 volunteers, giving almost 19,000 hours, total—are required to run MOM programs in 2001 (see table, page 10).

† 2002 Board Members

- † Ron Braem, St. Bernard's Catholic
- † Mary Classen, Middleton Community Church—UCC
- † Mike Davis, Member-at-Large
- † Fran Diederich, High Point Church
- † Elsie Eddy, St. Luke's Lutheran
- † Ken Endres, Member-at-Large
- † Bev Everson, Asbury United Methodist
- † Andrea Flickinger, Gateway Community Church
- † Audrey Gilliam, Middleton Community Church—UCC
- † Marge Gray, St. Luke's Lutheran
- † Doug Hunt, High Point Church
- † David Huttleston, St. Bernard's Catholic
- † Philip Krause, Asbury United Methodist
- † Roy Lembecke, Dale Heights Presbyterian
- † Richard Roe, St. Dunstan's Episcopal
- † Merv Shanley, West Middleton Lutheran
- † Bob Topel, Lutheran Church of the Living Christ

MOM Volunteers

* 100-hour Volunteers

- * Helen Black, POP driver
- * Laura Bloomenkranz, POP
- * Ron Braem, Board Treasurer
- * Richard Brown, food pick-up
- * Elsie Eddy, receptionist & Board Secretary
- * Andrea Flickinger, client counselor & board member
- * Jonne Fleming, POP driver & food pantry
- * Sue Gruen, Co-Director of Stephen Ministry, PR events
- * Barb Hook-Schunk, receptionist
- * Mary Howick, POP driver
- * Nora Johnson, POP driver
- * Scott Kramer, POP driver
- * Cindy Kulakowski, basement organizer, household goods
- * Deb Kutchin, food pantry
- * Sue Maurer, Stephen Minister
- * Randy Miller, POP volunteer & Stephen Minister
- * Joyce Miller, data entry
- * Julie Miller, receptionist
- * Lanty Monroe, N2N vol
- * Mike Nonn, bookkeeper
- * Lisa Osborne, Stephen Min
- * Connie Ott, clothing closet
- * Arlene Peterson, POP driver
- * Barb Purcell, receptionist and linens organizer
- * Nette Schlinsog, Christmas Fest & Festival of the Forks
- * Ann Schmidt, data entry
- * Carol Shanley, food pantry & Stephen Minister
- * Merv Shanley, receptionist & Board Vice President
- * Elayne Sutter, Stephen Min
- * Bob Topel, furniture program & Board President
- * Chris Van Haren, food pantry
- * Ray Walker, furniture mover, business consultant
- * Ann Walser, clothing closet
- * Fred Weigt, furniture mover
- * Howard Young, furniture mover

Other MOM Volunteers

- Alejandra Adame-Barcenas
- Susan Ames
- Jackie Anderson
- Andy Annen
- Florence Annen
- David Arn
- Rod Armeson
- Karen Arvold
- Don Asplin
- Nancy Backus
- Diane Banke
- Patricia Barsanti
- Carol Beggs
- David Belleau
- Matt Belke
- Ceress Berwanger
- Marie Bigley
- Adelle Bilzing
- Kathy Bitgood

- Margie Blau
- Jeff Boldt
- Sherry BonDurant
- Danielle Braun
- Leo Braun
- Angela Breitbart
- Phyllis Breunig
- Betty Bromley
- Johanna Brown
- Todd Brown
- Dennis Brown
- Helen Brumm
- Elaine Brye
- LeTisia Carranza de la Rasc
- Sandra Carrick
- Betty Casey
- Agnes Champeau
- Lu Chou
- Harry Chou
- Steve Christy
- Jan Cibulla
- Kathy Collins
- Mary Connors
- Richard Corey
- Wendy Coyne
- Randall Crow
- Jennifer Cullen
- Randall Cullen
- Andy Czerkas
- Jenny Czerkas
- Mary Damon
- Minh Dao
- Barb Davidson
- Wendy Dawson
- Mike Devine
- Greg DiMiceli
- Cole Dochter
- Carrie Doersch
- Katie Dryburgh
- Therese Durkin
- Lois Dvorak
- Muriel Eid
- Connie Ellefson
- Paul Elliott
- Linda Ellis
- Derekk Engelen
- Mona Engelhart
- Gerald Engelhart
- Laura Engler
- Norm Everson
- Sara Ewing
- John Fasanella
- Sharon Fassbender
- Kris Fedenia
- Steve Fine
- Mark Finley
- Mary Ann Fitzsimons
- Judy Follet
- Betty Fralka
- Ruth Fruehling
- Emily Gabriel
- Charlotte Ganley
- Carol Gannon-Hembel
- David Garno
- Joan Gassen
- Mary Gay
- Dan Geisler
- Eugene Gilbert
- Barbara Gilbert
- Marilyn Goodrich
- Charmaine Grippio
- Eric Gruen
- Mark Gruen
- Lisa Haas
- Cosette Hamilton
- Lucille Hanson

- Mary Jane Harbour
- Kristen Hartjes
- Karl Hauth
- Tyler Heinzmann
- William Hobbins
- Ruth Hodgson
- Linda Holmes
- Elizabeth Howe
- High Point Church youth "Mission to Madison"
- Erin Huemer
- Mary Ann Hunt
- Laura Jacobson
- Tim Jeffery
- Mary Johnson
- Laura Jones
- Karen Jordan
- Hilda Karlovich
- Mary Kefer
- Don Kirner
- Joan Knudson
- Wilma Kohlhardt
- Nicholas Koncz
- Nisha Kotecka
- Bobbi Krenz
- Carrol Kunkel
- Kay Kurz
- Linda Laboy
- Kevin Lafky
- Fred Lampkins
- Arvid Lekies
- Wanda Lekies
- Christine Leonard
- Saul Levin
- Cindy Lewerenz
- Ann Lewis
- Todd Liebergen
- Christine Lipo
- Leah Lomax
- Ken Luedtke
- Carol Lutz
- Peg Lyons
- Kristy Maffet
- Joann Malcolm
- James Marshall
- Kim Marshall
- Priscilla Marshall
- Ruth Marshall
- Barbara McCabe
- Patrick McCaffrey
- Laurie McMahon
- Myrna McNatt
- Rick Messman
- Edward Miller
- Carole Miller
- Leona Moore
- Marilyn Mosigin
- Adric Mueller
- M. John Murphy
- Bridget Nesseth
- Lori Newby
- Mary Nordling
- Van Nutt
- George Ott
- Lisa Parr
- Robertta Pawlak
- Debbie Payne
- Michael Payne
- Cindy Pearson
- Richard Pelkey
- Tom Pellitteri
- Virginia Pfothenhauer
- Trish Pinka
- Curtis Poehlman
- Kim Popovich
- Phyllis Porter

- Promega Corporation at MOM for UW "Day of Caring"
- Darby Puglielli
- Joe Punzel
- Barb Reese
- Larry Richgels
- Pam Rieder
- Violet Riesch
- Nancy Ringdahl
- Barb Roberts
- Howard Rom
- Dee Rudolph
- Marilyn Ruedy
- Andrea Rutledge
- Pam Sailing
- Karina Sater
- Lois Sater
- Bill Schlinsog
- Linda Schilling
- Ruth Ann Schoer
- Susan Schroeder
- Shirley Schunk
- Loretta Shea
- Daniel Shea
- Kris Schutte
- Gaye Sicari
- Marcia Smith
- Luna Sorensen
- Peggy Spiewak
- Joe Stage
- Sally Stanek
- Tywanda Steward, Community Service Job thru "W-2"
- Doug Stockstad
- Bill Strip
- TASC employees at MOM for United Way "Day of Caring"
- Cherie Teal
- Howard Teal
- Lorrey Thabet
- Joyce Thompson
- Tommy Thompson
- Robert Tierney
- Esther Tinglum
- Jahn Tinglum
- Lisa Topash
- Jeanne Topel
- Mary Torke
- Shawn Tracy
- Grant Turner
- Joann Turner
- Jo Turner
- Lori Veerman
- Chris Vergeront
- Kathy Wackerle
- Zoe Murphy Wade
- Shirley Walker
- Jeff Wegner
- Dave Weigel
- Brenda Weiss
- Kay Weiss
- Evan Whitcomb
- Carol Whitney
- Lyn Wible
- Julie Wilke
- Oliver Williams
- Maureen Williams
- Jennifer Wizarde
- Tom Wohlleber
- Kwok-yeung Timothy Wong
- Cheuk Man Mandy Wong
- John Worrel
- Julia Wright
- Vina Yang
- Ray Yingling
- Brad Young
- Georgia Zink

Corporate Supporters of MOM



MOM Churches

Asbury United Methodist Church
Dale Heights Presbyterian
Gateway Community Church
High Point Church
Lutheran Church of the Living Christ
Middleton Community Church—UCC
St. Bernard's Catholic Church
St. Dunstan's Episcopal Church
St. Luke's Lutheran Church
West Middleton Lutheran Church

MOM in-house Partners

*Community Action Coalition
Dept. of Health & Economic Support
Div. of Employment & Training
Joining Forces for Families
Nehemiah Comm Development Corporation

Other Area Churches

*Black Earth United Methodist
*Blackhawk Evangelical Free
*Crossroads Church—Madison
*Grace Episcopal Church—Madison
*Eastside Faith Community Network
*Lake Trails Presbyterian—Madison
St. Andrew's Lutheran—Middleton
St. Martin's Lutheran—Cross Plains
St. Mary's Catholic—Pine Bluff
St. Peter's Catholic—Ashton
*St. Stephen's Lutheran—Madison
Salvation Army
*Sisters of St. Benedict
*Waukegan Ecumenical Board
*Westminister Presbyterian—Madison

Other Service Agencies

*CareNet Pregnancy Center
First Call for Help ("Daneneed")
Hospitality House
Interfaith Hospitality Network
*Jewish Social Services
Madison Urban Ministry
Middleton Senior Center
Tenant Resource Center
Transitional Housing, Inc.
United Way of Dane County

Foundations

*Anonymous—Madison
Community Foundation
*Attic Angel Association
Goodman Foundation—UWDC

Local Businesses

*A J Specialty Services, Inc.
*AE Business Solutions
Aid Association for Lutherans
Alpha Advertising
Alliant Energy
American Family Insurance
*American TV and Appliance
Anchor Bank
*Arneson's Auto Repair & Towing
Associated Bank
*Bennett's Middleton, Inc.

*Bristled Boar Saloon & Grill
Bruce Company, The
*Buechner (John) Builders
Chorus Communications
City of Middleton
Colonial Motel
Creative Laminating
Crestwood Auto
*CUNA Mutual
*Curves for Women—Middleton
*E & W Heating
*Equifax Card Services—Madison
*First Business Bank
*First Federal Savings Bank
*Food Concepts, Inc.
*Glenn Randall's Gift Baskets
Gordon Flesch Co.
Happy Pastime
*Hartjes Dental
*Holiday Inn Hotel/Suites
Hubbard Avenue Diner
K & M Concrete, Inc.
*Land's End
M & I Bank
Marriott—Madison West
Marshall Erdman & Associates
Middleton Community Bank
Middleton Construction, Inc.
*Middleton Police
Middleton Sport Bowl
Middleton Times-Tribune
Middleton Travel
*Morgan Stanley Dean Witter
Norwest Bank
*Piper Jaffrey
*Planning Associates
*Plastic Ingenuity
*Pleasant Company
*PowderJect Vaccines
Printing Place, The
*Promega Corporation
*Rees Group, Inc.
*Rusty's
Sign-A-Rama
*Springs Window Fashions
State Bank of Cross Plains
Stagecoach Plumbing
Sue's Hallmark
*TASC
TDS Metrocom, TDS Telecom
TJ Consulting—Tim Jeffery
United States Postal Workers
University Coin, Stamp, Jewelry
*Van Haren's Storage
*Verlo Mattress Factory
*Wells Fargo Bank
*West Towne Monona Tire
Western Center Properties, Inc.
Wheeler, Van Sickle & Anderson
*William Thomas Designs
Wisconsin Built, Inc.
*Wisconsin State Investment Board
Wright Vending, Inc.
*Zietz Dental
*Zimbrick Acura Volkswagen

Scouts

Boy Scouts Troop #140
Brownie Troops #374 and #761
Cub Scout Troops #82, 240, 340
Girl Scout Troops #331 and #728

Area Service Clubs

Jaycees—Middleton
Kiwanis & Key Club—Middleton
Knights of Columbus
Lions—Middleton
*Melody Chapter #150 OES
Optimists—Cross Plains
Optimists—Madison
Optimists—Middleton
Rotary—Middleton
*Sauk Prairie Ladies of Harley Riders
Sertoma—Middleton
VFW & Ladies Auxiliary—Middleton

Area Schools

*Abundant Life Christian School
Edgewood High School
High Point Christian (K-8)
St. Peter's Catholic (K-8)
E. G. Kromrey Middle School
Elm Lawn Elementary School
Glacier Creek Middle School
*Memorial High School
Middleton Alternative Senior High
Middleton High School
Northside Elementary School
Sauk Trail Elementary School
Sunset Ridge Elementary School
West Middleton Elementary School
UW—Madison

Food Businesses

Bavarian Family Restaurant
Clasen's European Bakery
Copp's Food Center
CUB Foods—West
Dane County Food Pantry Network
Farmers' Markets
*Gardner Bakery
Kohl's Food Emporium
Madison Sourdough
McDonald's—Carrie Barndt
PDQ Food Stores
Scott's Pastry Shoppe
Second Harvest Food Bank
Sentry Foods
*Starbucks Coffee—Gammon Place
UW Provisions

* = NEW in 2001. 60 of the 172 corporate supporters listed are new in giving time, talent or treasure to MOM. We THANK YOU, one and all, new and old!



As shown above, MOM commodities—food, clothing, and furniture—have to be picked up, stored, and sorted, before they can be delivered into the hands and homes of our income-eligible clients. This year, additional volunteers were also called upon to relocate and rebuild our warehouse at its new location in Middleton Industrial Park, at 8710-2 Montclair Drive.

Since October of 2001, MOM has made good use of a heated, well-lit Distribution Center, complete with office amenities and other conveniences. The total amount of donated labor it takes to run all the MOM programs—not just run through the Distribution Center—now approaches 19,000 volunteer hours (*see accompanying table on programs and activities run by volunteers*).

To the table of financial information (*facing page*), we must factor in not only the value of volunteer labor (at \$10 per hour)—that is, about \$189,000—but also the value of all the donated goods last year. By one standard (garage sale prices for clothing & furniture, and 50¢ per pound for food), we estimate the value of donated goods given free to income-eligible clients to be about \$112,000. Additionally, MOM appreciates the priceless value of pro bono professional services.

Program or Activity	# of vols	# of hrs
Board meetings (from 10 churches)	15	180
Board committees (with others)	31	250
Data entry & bookkeepers	10	826
Food Programs (Food Fair, Pantry, food drives)	244	2,834
Clothing Closet (incl. W-2 workers)	12	1,160
Furniture Program	25	2,000
Distribution Center (open 3 months)	37	148
Relocation Effort (by UWay, churches)	36	432
Good Samaritan, Case Management & Housing Help (MOM/JFF interns)	9	2,460
Neighbor-to-Neighbor (N2N)	19	1,250
Project for Older People (POP)	50	3,020
Receptionist, referrals (front desk)	10	1,980
Stephen Ministry (with MOM clients)	15	1,500
Adopt-A-Family (at Christmas)	140	420
ChristmasFest (at St. Bernard's)	204	500
Festival of Forks (on Terrace Ave)	45	150
TOTALS (includes vols duplicated between programs)	900	19,110

Income & Expense for 2001

Where does it come from?



INCOME: Support, Revenue and Reclassifications	Audited Actual 2000	Audited Actual 2001	Budget for 2002
Contributions	\$184,515	\$217,083	\$218,000
United Way of Dane County	19,048	25,987	27,750
Dane County Dept of Human Services	16,800 ¹	24,604 ¹	6,300
Donated facilities, materials, and services	42,085 ²	82,295 ²	80,000 ²
Other grants	8,896	26,785 ³	21,000
Investment income	2,349	8,834	7,700
Other	242	1,273	1,250
Total INCOME	\$273,935	\$386,861	\$362,000
EXPENSES			
Program services	\$181,474	\$269,658	\$302,500
Management and General	33,151	54,827	41,200
Fundraising	39,441	33,139	41,300
Total EXPENSES	\$254,066	\$357,624	\$384,500
INCOME over (or under) EXPENSES	\$ 19,869⁵	\$ 29,237⁴	(\$22,500)⁵

Footnotes

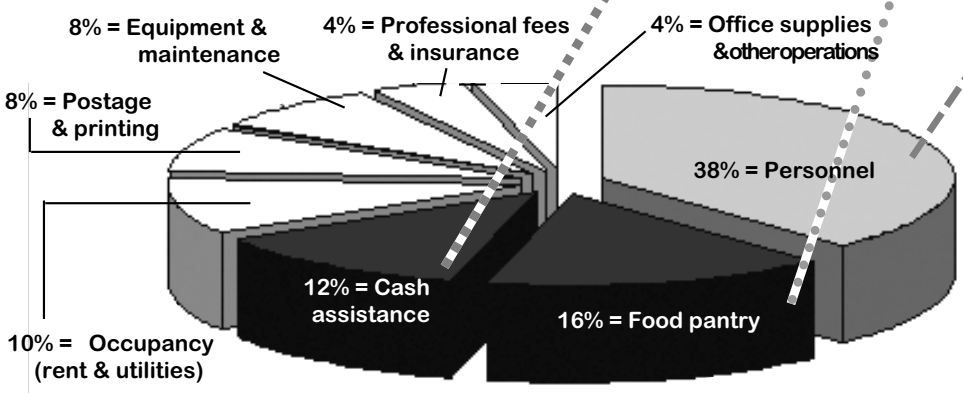
¹ Dane County Department of Human Services's contract to do the "Neighbor-to-Neighbor" program extended three years (1999-01) and expired in 2002.

² MOM considers donated facilities of office and warehouse space at their estimated fair rental value, and donated materials and services at estimated market value. Donated "materials" include such in-kind gifts as food (112,984 pounds in 2001, valued at 50¢ per pound); "services" include legal consultants, human resource consultants, and other pro bono professional services.

³ Includes \$20,000 from the Attic Angel Association, most of which was earmarked for MOM's rental assistance in 2002, but was received in December of 2001, resulting in a large 2001 surplus that carries over to help balance the 2002 budget.

⁴ MOM accrued an additional \$7,088 gain in temporarily restricted net assets with the promise of office space at 7432 Hubbard Ave at below fair rental value. This fund balance from 2001 carries over to offset the deficit planned for 2002.

⁵ Surplus funds raised in one year are generally spent the next year. In 2002, surplus funds from 2001 are designated for added staff and client benefits, especially for eviction prevention.



NOTE: These figures and chart are derived from the official audit by Wegner & Associates. Not reflected in these numbers is the value of 19,100 hours of donated labor (see table, page 10), plus all the county staff who serve clients at MOM, but are not on MOM's payroll. Having all that volunteer and pro bono staff quadruples what can be done at MOM's Place, which makes for an effective "one-stop-shop service center" on the west side.

"Where does it all go?" ... to MOM clientele

The biggest cash outlay for MOM is **Rental Assistance** (at 9% of budget), then **Good Samaritan** Emergency Funds (3%), plus reimbursable funds from Salvation Army. But the **Food Pantry** remains our biggest expenditure of goods and services (16%).

About 10-12 client families per month receive cash assistance of \$200 or more on a matching grant basis. A MOM housing grant leverages other funds to cover a month's rent or security deposit—all to prevent eviction and homelessness.

- To help put a face on MOM clientele seeking housing help, picture this:
- ◆ 83% are single women with kids; just one percent are solo dads.
 - ◆ 49% are employed, 15% are on SSI, 6% on W-2, 31% have no income.
 - ◆ 52% are African-American, 40% Caucasian, 7% Latino.
 - ◆ the majority are residents of Dane County for one year or more.

... to program staff

Cash and commodity assistance are only part of how we help others. We at MOM marshal our **personnel** resources (38% of budget) to avert a crisis or prevent homelessness; to run the office, pantry and warehouse; to assist the elderly; or to counsel clients on steps to get off welfare toward self-reliance.

Through housing counselors and case managers—15 of whom are pictured on the front cover—we engage clients and others with follow-up calls and visits, often 25 a day between all the staff. Program staff do budget counseling, tenant-landlord mediation, inter-agency collaboration, or advocate for collateral services—food, clothing, shelter, jobs, rides, health benefits—whatever it takes to bridge the gap or stabilize a family.

... to office operations

- The remaining third of our budget complements our program services:
- ◆ 10% = Occupancy (rent & utilities)
 - ◆ 8% = Postage & printing
 - ◆ 8% = Equipment & maintenance (computers, vehicles, depreciation)
 - ◆ 4% = Professional fees, insurance, etc.
 - ◆ 4% = Office supplies & other.

MOM did it, they said so!

"You taught me unending compassion! The greatest gift you have given me is MOM itself—I feel like I have an urban family now."
—Kate, JFF intern, '01

"Sometimes I wonder if you'll ever know what a difference you've made in my life. I guess I could have made it on my own if I'd never met you, but it would've been like stumbling through the night, never really knowing where I was headed or which way to turn. But then you came along. . .

You took me by the hand and showed me where to walk... You brought light to my path and gave me confidence. . . You helped me to believe in myself. . . You helped me to love. No one has ever given me a greater gift. . . No one has ever cared more than you.—Liz, age 94

"You are truly my Guardian Angel. You are there, while my family is not. If I have to be sick, thank God for people like you who have entered my life to make it better."—Kim, cancer patient

Mission of MOM . . .

established since 1980, is "To lead a community effort of Good Samaritans to provide care, service and Christian witness to all our neighbors."

What's inside . . .

Page 2, Five-years-at-a-glance shows great growth
Page 2, A "day in the life" of MOM staff and vols
Pages 3 & 12, The case for relational mercy
Pages 4-7, The 950 donors who make MOM possible, sustain its growth, assure its future
Page 8, The 35 most involved volunteers of '01
Page 9, The 172 churches, businesses, service clubs, and school groups who support MOM
Page 11, Wegner & Associates audits MOM and answer your money Q's

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Entertaining angels in our midst: two Stephen Ministers . . .



By Sue Maurer and Lisa Osborne

Thank God for Stephen Ministry! I (Sue Maurer, photo left) had wanted to be more involved with High Point Church but I wasn't sure I could fit it into my busy schedule. I work full-time as a Guidance Counselor; I am also a full-time mom, wife, cook, etc. (The list is endless!) So, for a week, I decided to pray, "When am I going to have time for this, God? I do want to serve You in some way, but this? I just don't know, please help me decide!"

Well, I called and talked to a very sweet lady named Sue Gruen. She explained what the ministry was and sent me more information. Still, I thought, "There's no way I can do this!" Yet I prayed again, and said "If You want me in this, God, then...."

God obliged. I put Him first in my life, and everything came together! I MADE the time for this ministry. Being too busy is not an excuse. I am never too busy to care about another individual who is in need. I have been meeting with my care receiver since February, 2001. We have bonded like sisters! I meet with her every week for one and a half to two hours. We talk, laugh, and best of all, we connect with prayer.

My sorority "adopted" my care receiver and her family. At Christmas time, we bought her a tree, gave presents to everyone in her family, brought dinner and groceries. Money was very scarce in January, so the sorority gave her a check for \$300. The sorority has supplied her with bags of groceries every month that I have collected at our monthly meetings. In April, we gave her and her daughter a birthday party complete with presents, dinner, balloons and cake, of course! She has made connections with several members of our group, so they will come and visit her also, as her medical condition is deteriorating, unfortunately. But I will continue as her Stephen Minister as long as she needs me! We have such a strong relationship that has enriched BOTH our lives. I have learned so much from her and am "humbled" every time I'm with her. I don't know how much time we have together, so I think about every moment we have together as a gift. I am so thankful I trusted God.



Through the Stephen Ministry, I (Lisa Osborne, photo left) discovered that I had a heart to serve and mentor others. After completing the five months of training, I linked up with two single women, both in need of a helping hand. With God's help, one woman is steadily making new choices in her life. She's awesome. She's taught me so much. My other friend has a harder time stepping out of difficult past situations. I'm one of the few people in her life who doesn't abuse her. Although trained to help, I find myself being helped by Stephen Ministry. I've grown spiritually, especially in my prayer life.

... a POP Volunteer

By Claudia Miska

Liz is 94 years young. She was referred to POP in 1999 while still living alone in a condo with failed hearing, legally blind, and walking only with a cane. I arranged a friendly visitor to come by twice a week. They would go out for dessert, a pleasant drive, shopping or just stay home, depending on what Liz felt like doing. Liz has since given up her car, sold her condo and moved into an independent living unit.

Her friendly visitor was there every step of the way. She informed Liz of other ride options. The visitor along with other POP volunteers helped Liz get moved in and out of her two homes. The friendly visitor has continued to visit and has also called Liz many times a day to reassure that she made the right decision and that all will be fine. Liz calls her "My friendly visiting angel" and says, "I just love her. I don't know what I would do without her."



POP Coordinator, Claudia Miska, is standing in the back (right), with other MOM staff entertaining, at a United Way banquet, two "angels" ourselves—furniture mover Howard Young (seated left) and Clothing Closet head Connie Ott (seated right).

... and two "Volunteers of the Year"

