



PLATEAU OUTREACH MINISTRIES

Compassionately Serving Our Community

2021 ANNUAL REPORT



A note from our Executive Director:

Looking back at 2021, it was like a merry-go-round that just wouldn't stop. No matter how hard we all wanted to jump off, we couldn't. The horse goes up. It goes down. And then up again. Even the music stays the same. The endless "go-round" made us dizzy and we found ourselves asking the same question over and over again, "are we done yet?"

And while the merry-go-round continues to spin, we look back and see the moments of goodness. Our case managers continued to listen to those in the community that needed it. Our donors continued to support us with financial gifts, food donations, gifts of time, prayer, and encouragement. We were even able to re-open More Pennies From Heaven a few days a week.

Despite all the challenges we continued to face with case management still being primarily over the phone and our back alley being the host to drive-thru food bank for a second year, we got through it together. As a team.

Without our donors faithfulness, our staff's commitment to helping others and each and every one of you who helped us in 2021, those moments of goodness would be hard to find. So now, we pray that 2022, is the year the merry-go-round will finally stop.

Elisha Smith-Marshall

Vision

A plateau where every family, every person, thrives in a community of love and support.

Values

Plateau Outreach Ministries joyfully serves as Christ's hands. We:

- Value the dignity of all people
- Respond compassionately to spiritual, physical, and emotional needs
- Promote church community involvement and support
- Help those in need regardless of faith, age, gender, gender identity, LGBTQIA+, ethnicity, or national origin.

Mission

To provide Christ-centered social services to the community on behalf of the churches of the Plateau Ministerial Association.

Who We Are

Comprehensive Basic Needs Assistance



At the corner of Cole Street and Marshall Avenue in the heart of Enumclaw, you'll find a place of hope. At POM, we focus on supporting those in crisis by providing basic needs such as; food, clothing, housing, emergency financial assistance and extended case management, including counseling referrals, for issues causing crises. We also walk alongside our clients with individual case management to best address each person's unique needs.

Plateau Outreach Ministries is a non-profit organization that was formed in 1998 to assist neighbors in crisis. It began with one, initial gift from the Estate of Catherine A. Kohl, who asked that the elderly in the community be taken care of. Today, the services provided by POM extend beyond senior citizens to children, individuals and families--all of our neighbors in need of assistance.

Churches of the Plateau Ministerial Association have joined with members of the Enumclaw plateau communities to help those in crisis, translating Christ's call to "Love Thy Neighbor" into action.

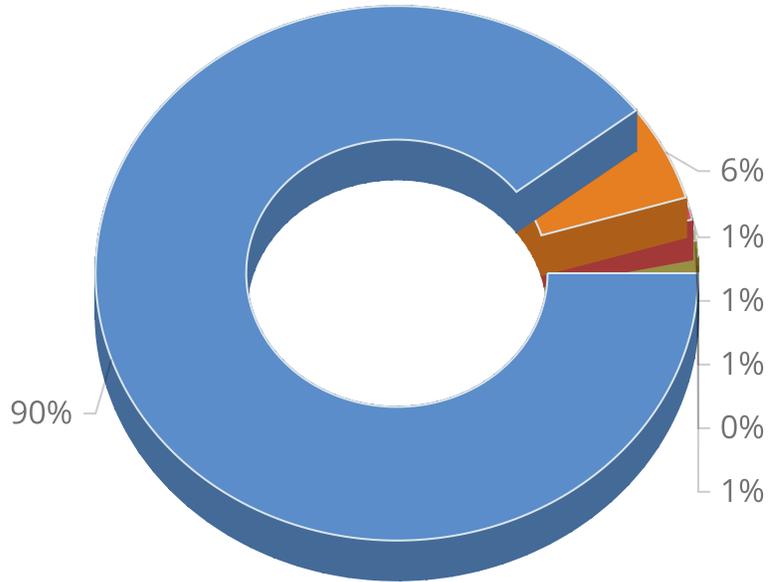
"But the way POM listened to me was outstanding. It wasn't so much how they were able to help me, but that they just listen. That they say "it's okay to not be okay," ~ Former POM Client

Who We Serve

Serving rural communities in King and Pierce Counties:
Enumclaw, Buckley, Black Diamond, Ravensdale, Greenwater, Burnett,
Wilkeson, Carbonado, South Prairie, Cumberland and Selleck.

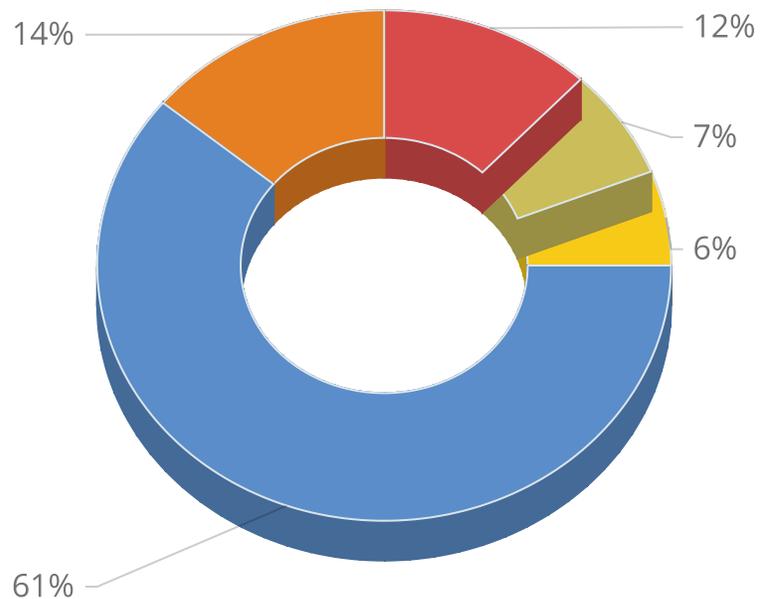
2021 Food Bank Recipients*

■ Enumclaw	90%
■ Buckley	6%
■ Black Diamond	1%
■ Other	1%
■ Wilkeson	1%
■ Carbonado	0%
■ Greenwater	1%



2021 Samaritan Services Recipients

■ City of Enumclaw	61%
■ Enumclaw	14%
■ Buckley	12%
■ Black Diamond	7%
■ Other	6%



COVID-19

almost two years later



When COVID-19 was declared a global pandemic by the World Health Organization in March 2020, we had no idea how much our every day way of life was about to change. Now, almost two years later, COVID-19 (and it's multiple variants) continue to be our "new normal". But that hasn't stopped POM.

We continued to host Food Bank drive-thru style, seeing on average, a total of 72 families a week. We also continued our partnership with Door Dash, to reach those individuals and families who were unable to leave their homes, serving an average of 35 a week.

Our case management, or Samaritan Services, continued to be held mostly over the phone.

Unfortunately, due to restrictions, Winter Shelter was cancelled and we were unable to provide hot showers or laundry services to those clients who are unsheltered.

Food Bank

The Food Bank is open Wednesday mornings*.
Emergency bags of food are available during office/store hours.



3,744

Household Visits

92% from Enumclaw
6% from Buckley



10,660

Individuals Served

40% under the age of 18



151,557

Pounds of Food

Value: \$270,900



\$126,699

In-Kind Items

Toilet Paper, Diapers, Soap,
Walkers, Canes, etc.



\$60,000+

in grocery giftcards



25 families a month

with food and supplies for
their pets

Supported by:

YOU! The
Community

New Hope
Garden

Northwest
Harvest

Grocery
Outlet

Local Farmers

Safeway

**Due to the ongoing pandemic, we continued to operate Food Bank as a*

Samaritan Services



Levels of Samaritan Services

Emergency Assistance: to help relieve immediate crisis.

Extended Services: for those who require more in-depth case management.

Turning Point: for those who are ready to commit to a long-term plan to end the cycle of living in crisis.

\$306,273

Voucher Assistance

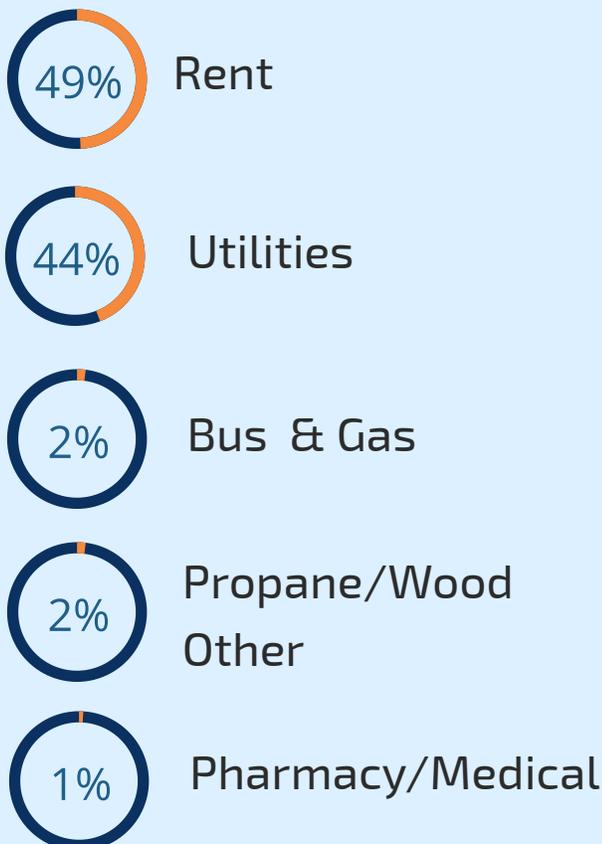
All assistance is given in voucher form, never cash.

1,177

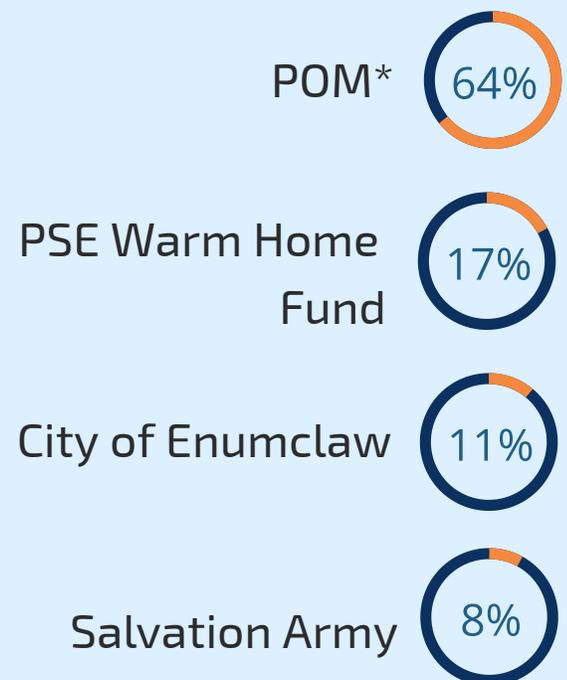
Families Served

3,082 Individuals,
46% 18-54 years old

Vouchers Written



Source of Voucher Funds



More Pennies From Heaven

PLATEAU OUTREACH MINISTRIES

MORE PENNIES FROM HEAVEN

\$2,362

In-Kind Assistance

Free products provided to clients receiving case management through Samaritan Services

65+

Store Volunteers

The thrift store is powered by an army of volunteers, who provided 4,413 hours, which keeps overhead low.

\$13,708

In-Kind Provisions

Items provided to the clothing bank, outside missions, and local partner organizations.

After being closed most of 2020, due to COVID-19, More Pennies From Heaven was re-opened to the public in February 2021. Revenue from MPFH covered 100% of administrative and fundraising costs in 2021.

Partners in Service



Partners in Service

We are exceedingly grateful to our local partners with whom we share services:

- Valley Cities Behavioral Health
- Rainier Foothills Wellness Foundation
- Enumclaw & Black Diamond Senior Centers
- Enumclaw Lions Club
- VFW 1949
- Enumclaw School District
- Harvest Against Hunger

Our rural communities are miles away from the urban centers where public services are clustered. It isn't practical nor affordable for our clients to travel to these services so we bring them here, to our own community.

- King County Coordinated Entry for Homeless
- King County Public Health
- Multi-Services Center (Low Income Home Energy Assistance Program)
- Salvation Army
- Washington Connection
- Seattle Humane Society
- Members of the South King County Food Coalition, the Washington State Food Coalition and the White River Family First Coalition.
- AmeriCorps



Special Thanks



White River Hometowns Fund



King County

Veterans, Seniors & Human Services Levy



Donor Impact



- Food Bank donations from the community were up 11% over 2020
- 71 new donors to POM
- Donors created Facebook fundraisers to raise over \$2,200 for POM

“ We thank everyone associated with POM! We are grateful and blessed that we can donate to this wonderful organization that is always there to help anyone in need. Thanks so much! ”

~ POM Donor

Volunteer Impact

6,200+

Volunteer Hours



100+

Volunteers

Our volunteers were excited to come back after the restrictions of COVID-19. We are so grateful to those who help in our offices, in the thrift store or at Food Bank!

2021 First's for POM

AmazonSmile

With COVID-19 causing the world to become more digital and less hands on, we looked for new, innovative ways to receive Food Bank donations. In March 2021, we launched our Amazon Smile Charity Wish list. With everything from peanut butter to diapers, our list was full of our most basic needs for Food Bank. At the end of 2021, we had received 124 items, totaling almost \$2,400 in donations.

Support Plateau Outreach Ministries.

When you shop at smile.amazon.com, Amazon donates.

[Go to smile.amazon.com](https://smile.amazon.com)



PLATEAU OUTREACH MINISTRIES
Compassionately Serving Our Community

Plateau Outreach Ministries - Food Bank Donation Wish List

Item	Price	Quantity Needed	Action
PRODUCTS			
Campbell's Soup	\$16.96	1 needed	Add to Cart
Quaker Oats	\$16.94	1 needed	Add to Cart
Quaker Oats	\$14.94	1 needed	Add to Cart
Quaker Oats	\$12.90	1 needed	Add to Cart
Hunt's Sauce	\$6.94	1 needed	Add to Cart
Hunt's Sauce	\$12.96	1 needed	Add to Cart
Quaker Oats	\$3.48	Unlimited need	Add to Cart
Quaker Oats	\$3.96	Unlimited need	Add to Cart
Quaker Oats	\$1.24	Unlimited need	Add to Cart
Quaker Oats	\$1.44	Unlimited need	Add to Cart
Quaker Oats	\$7.94	Unlimited need	Add to Cart
Quaker Oats	\$10.96	Unlimited need	Add to Cart
Quaker Oats	\$21.92	Unlimited need	Add to Cart
Quaker Oats	\$21.92	Unlimited need	Add to Cart



Plateau Outreach Ministries

ENUMCLAW, WA

Plateau Outreach Ministries is a nonprofit organization focused on providing human services. It is based in Enumclaw, WA. It...

Cryptocurrency

On the rise since the Bitcoin was established in 2009, cryptocurrency became another new way for POM to accept financial donations. By utilizing a third party, every.org, to handle all the conversion and reporting of the cryptocurrency, all POM had to do was advertise that we now accepted this type of donation. In fact, in November 2021, on GivingTuesday, we received our first cryptocurrency donation of \$100.

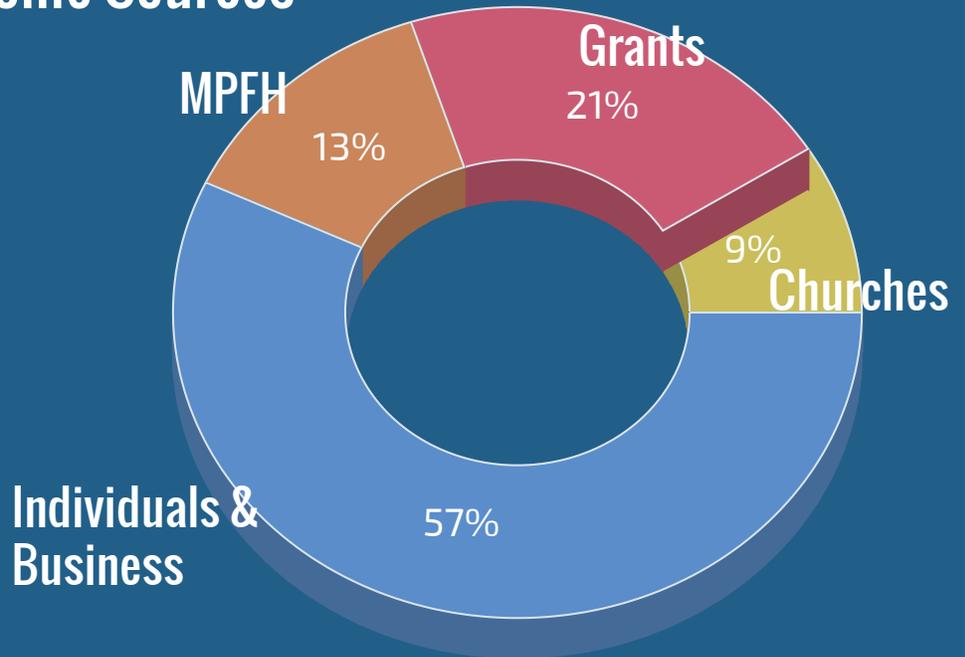


Financial Review

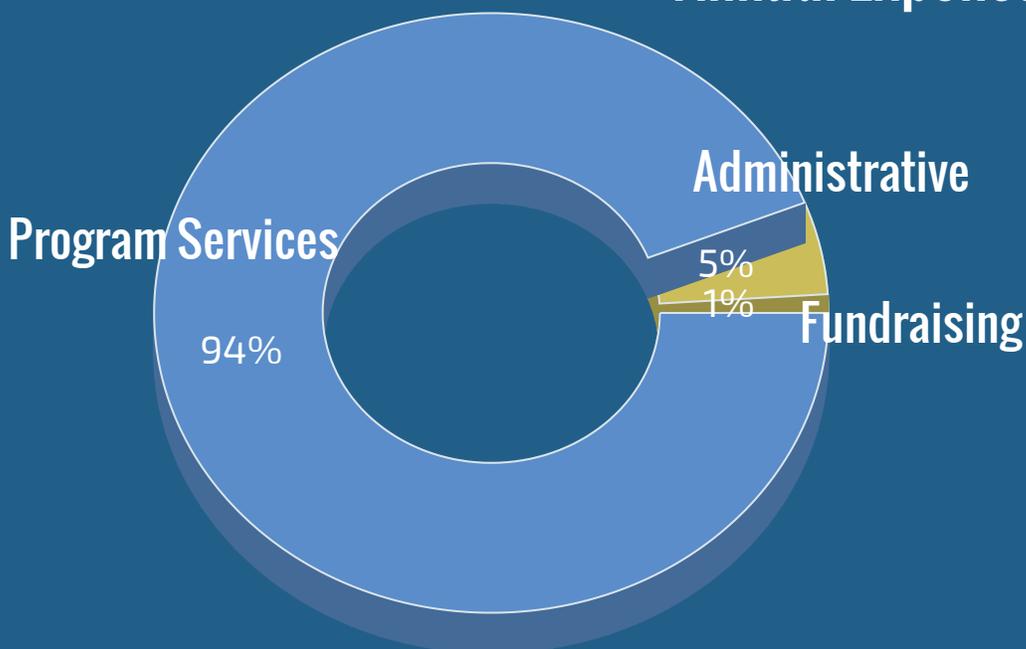
We continue to be blessed by those who donate and support POM.

Because of our faithful community, we can continue to help our neighbors who are struggling and bring home, amidst the crisis.

Income Sources



Annual Expenses



In 2021, POM's administrative costs were 5% of total expenses. Lower than 2020 or 2019.

2021 Staff

Elisha Smith-Marshall - Executive Director
Melissa McGuire - Director of Community Engagement
Britt Nelson - Business Manager
Fred Pahlow - Case Manager, Samaritan Services
Lisa Napolitano - Outreach Case Manager, Samaritan Services
Horacio Castillo - Bilingual Case Manager, Samaritan Services (Spanish & English)
Ginny Schorzman - Administrative Assistant
Karmella Fiebke- Manager, Thrift Store
Corey Philbrook - Staff, Thrift Store Associate

Service Area

Serving rural communities in King & Pierce Counties:
Enumclaw, Buckley, Black Diamond, Ravensdale, Greenwater, Burnett, Wilkeson, Carbonado, South Prairie, Cumberland and Selleck.

Contact & Location

Physical Address
1806 Cole St. Enumclaw, WA 98022
Mailing Address
PO Box 391 Enumclaw, WA 98022

Phone - 360-825-8961
Website - www.plateauoutreach.org
Email - info@plateauoutreach.org

Questions?

We'd love to hear from you! Contact us by phone or email:

Elisha Smith-Marshall - Executive Director
360-825-8961 or director@plateauoutreach.org

Melissa McGuire- Director of Community Engagement
541-371-5853 (cell) or Melissa@plateauoutreach.org

2021 Board of Directors

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