

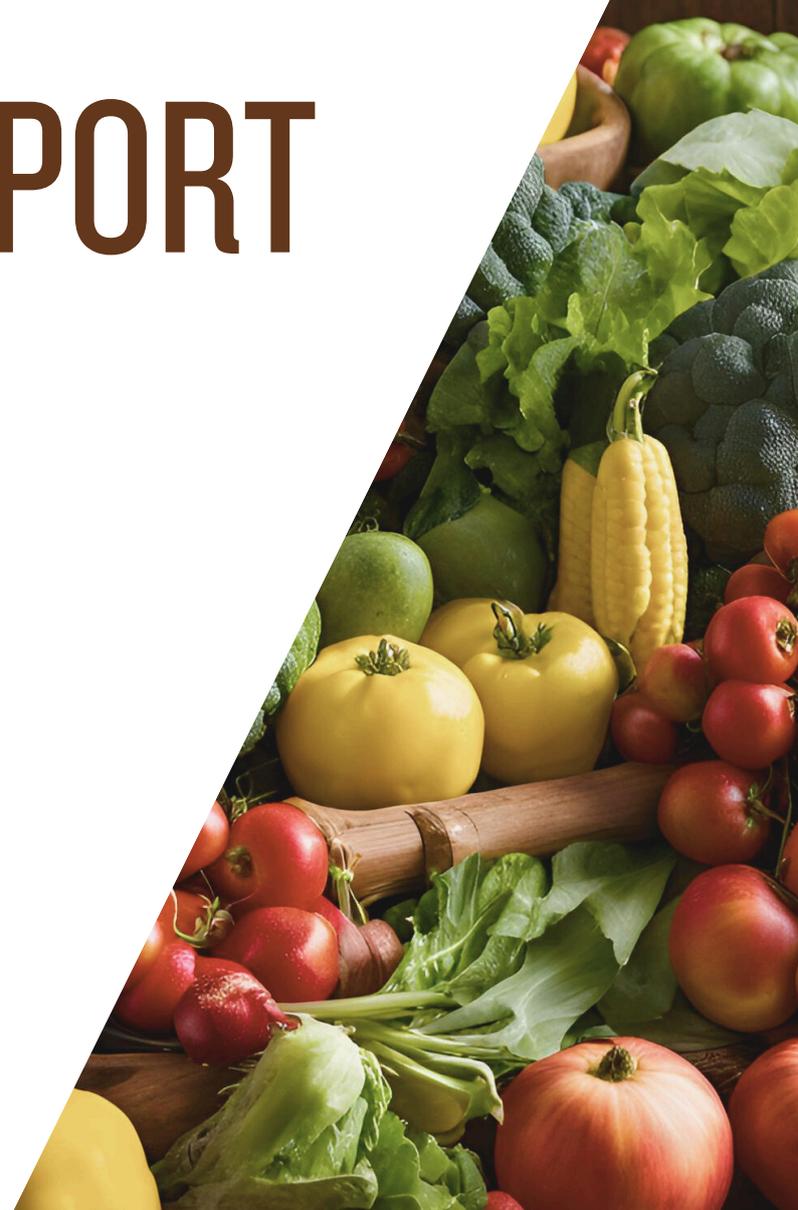


**Stafford Emergency Relief  
through Volunteer Efforts**

# **ANNUAL REPORT**

## **2023 - 2024**

Designed by





## CORE VALUES

- 1 Just Be Yourself
- 2 Hunger for Excellence
- 3 Go the Extra Mile
- 4 Service Driven
- 5 Lead with Integrity
- 6 Teamwork over ego. Always



## OUR VISION

To engage in activities that promote the general health and well-being of our community.



## OUR MISSION

With the help of our partners, the mission of **SERVE** is to strategically address food insecurity, provide emergency relief, and promote programs that give **HOPE** and **UPLIFT** our neighbors.



## OUR HISTORY

In 1979 Jeri Dulin (Redman), a social worker, and three pastors (Jim Treslow, Jack Hancox and Glenn Thomas) from local Stafford churches realized there was a growing challenge to provide for emergency assistance and resources for families in the Stafford and surrounding areas. They also noticed that responses to these challenges were not approached in the most effective or efficient manner, usually being conducted through churches with limited resources or over-burdened government social services programs. With a deep understanding of the community and a desire to provide compassionate support they were inspired with a vision for an organized and coordinated effort that could effectively provide for the needs of local Stafford families in need of emergency assistance. The culmination of their vision was the establishment of Stafford Emergency Relief through Volunteer Efforts, affectionately known as SERVE. Since its establishment, SERVE has continuously provided Stafford and surrounding neighbors in need with food, health/wellness services and education and emergency utility assistance.



## A MESSAGE FROM OUR...



### BOARD PRESIDENT

**Dom Bee**

"As I thought about the message that I wanted to convey in this Annual Report, the one word that kept coming to mind is "gratitude". I feel extremely grateful that SERVE is in very good shape. We went through a lot this year and came out well prepared for the challenges ahead. We started the year with a two-star Charity Navigator rating, an indicator that we had work to do. And we did. As a result of persistent and focused efforts to improve our rating, I am very pleased and grateful that we now have a four star rating (98%) with Charity Navigator, the highest possible. We also increased our Candid rating to Platinum, the highest level. I'd like to express my gratitude to my wonderful colleagues on the Board of Directors for allowing me to be their President. I greatly appreciate their continued support and pledge to continue to earn their trust and confidence. I'd like to express my gratitude to our Executive Director, Lee Cheney, for her tireless efforts to make SERVE the best food pantry around. She has made great improvements to our organization since coming aboard, such as instituting Open Choice, having fresh produce, Wellness Days, obtaining major grants and her partnership with Mary Washington Hospital to name a few. I am also grateful for our wonderful SERVE staff who are deep in the trenches of the food insecurity business and do their best to make the trains run on time. I want to thank our volunteers for all they do and I want them to know how critical they are to our success. Without them, we could not do what we do and I appreciate them very much. Lastly, I want to thank our donors, both individuals and corporate. Donations are the mother's milk of non-profits and we are totally dependent on them to continue to serve the less fortunate in our community. Without you, we would not exist so I am deeply grateful for your ongoing support and ask that you continue to support us with your time, food and financial contributions as your circumstances permit."



### EXECUTIVE DIRECTOR

**Lee Cheney**



Each year, I am asked to write a message to our supporters. First and foremost, it remains an honor and privilege to lead SERVE. Founded by Ms. Jeri Redman 45 years ago, SERVE has had many dedicated leaders, who all fought for the same purpose; to provide dignity to our neighbors in need by providing not just food, but MEALS for their families. So, I speak for myself, the staff and guests of SERVE, when I say THANK YOU for making an investment in our work. The work that we accomplish at SERVE remains relevant, and crucial to our neighbors in need. We continue to build new partnerships with community members to provide wrap-around services to our guests so together, we can UPLIFT them. From July 2023 to June 2024, we experienced a significant increase in community needs, from 750 guests per month to nearly 4000 guests per month, a 450% increase. Today, our food distributions are nearing 800,000 pounds of food annually. The staff at SERVE is dedicated to being effective and forward thinking. Our volunteers are the cornerstone of our daily guest services. We recognize that YOUR investment is vital to our work, and transparency along with our deep commitment to our community, will allow for your continued support. While our Board of Directors provide oversight, they also ensure that SERVE remains fiscally responsible and accountable. We have re-structured our organization, better defined our roles, increased our building capacity and improved our day-to-day processes which allow us to execute effective and efficient pantry distributions, with more dignity to our guests. SERVE actively implements new opportunities to utilize the food, funds, and volunteer contributions provided by our generous community, to include the establishment of an OPEN CHOICE pantry, where guests are able to choose their own food. This has been a tremendous benefit to our guests. I am honored to share that SERVE is a first-time awardee of Virginia Department of Agriculture funding, to procure farm fresh food, works weekly with 13 Virginia farmers and 5 North Carolina Farmers to acquire a variety of locally grown produce. This effort has been tremendous in expanding produce availability and supporting our Veteran, minority and 4th generation Farm partners with financial security. This added benefit of additional weekly produce has allowed SERVE to establish home delivery service for our homebound neighbors and initiate a partnership with Mary Washington Healthcare to set up mobile fresh food pantries at local healthcare facilities. We THANK YOU for the trust and the investment you extend to us every day and we look forward to continuing our mission to strategically address food insecurity and implement programs that give HOPE and UPLIFT our community neighbors.

# IMPACTS

## VOLUNTEER HOURS



FY 2023-2024: 10,325 ↑  
FY 2022-2023: 5,376

## FAMILIES SERVED



FY 2023-2024: 8,785 ↑  
FY 2022-2023: 4,561

## INDIVIDUALS SERVED



FY 2023-2024: 30,189 ↑  
FY 2022-2023: 14,689

## MEALS SERVED

620,240  
FY 2022 - 2023



## FRESH PRODUCE, DAIRY, AND MEAT DONATED

FY 2023 - 2024: 246,374 ↑  
FY 2022 - 2023: 127,360

## CANNED & DRY GOODS DONATED

FY 2023 - 2024: 259,873 ↑  
FY 2022 - 2023: 214,735



## DONATIONS

477,108 lbs  
FY 2022-2023



**736,284 lbs**  
**FY 2023-2024**



We have partnered with Mary Washington Healthcare for mobile pantry distribution. Twice a month our mobile produce market sets up at Mary Washington healthcare facilities to tackle the challenges of healthy food access. We are bringing fresh food directly to the individuals who may have transportation challenges that may limit their access to healthy food. We are changing the narrative and the way we SERVE our guests.

# MAJOR DONORS

## GIVING PLATFORM

Stafford County



\$100,000

\$250-\$999  
Caring Neighbors

208 Caring Neighbors

\$1,000-\$4,999  
Community Champions

Lions of Virginia Foundation Inc, Hulls Memorial Baptist Church, Jason Kim, Lisa Haas, James Ashworth, Troika Solutions, Hope of Christ Presbyterian Church, Emmanuel Nicolis, Rysheda McClendon, Horizons (Freedom) Church, Pohanka Honda, Pat Martin, William Balestreri, Charissa Hollyfield, Jenna Brooks, Sandra Pilkington, Ebenezer United Methodist Church, Mari Bottelson, Hope Finance, Foe Wayne, Clark Aerie, Lifepoint Church, Peter Tait, Fraternal Order of Eagles FOE #4123, John Harper, Erik Krushinski, Daniel Stanton, Curtis Goss, Rxo Logistics, Aquia Lions Charity INC, Rhessa Ashbacher, Krista McKendree, Donald Horan, Ben Canon, Karl Solomon, Robert Watt, Keith Larimore, Max Larimore, Kevin Oakes, Debra Shiring, Cindi Johnson, Dale & Marea Heck, David Ponder, Marvin Ferguson, Paul Watson, Gustavo Nascimento

\$5,000-\$9,999+  
Mike Elliott Award

Arete Consulting LLC

•  
Carl Ruggiero

\$10,000+  
Jeri Redman Award

Argentum Risk Partners LLC

•  
Canaan's Faith Church of God

•  
Dominion Energy

•  
First Mount Zion Baptist Church

•  
Anonymous Family



## TOP FOOD DONORS

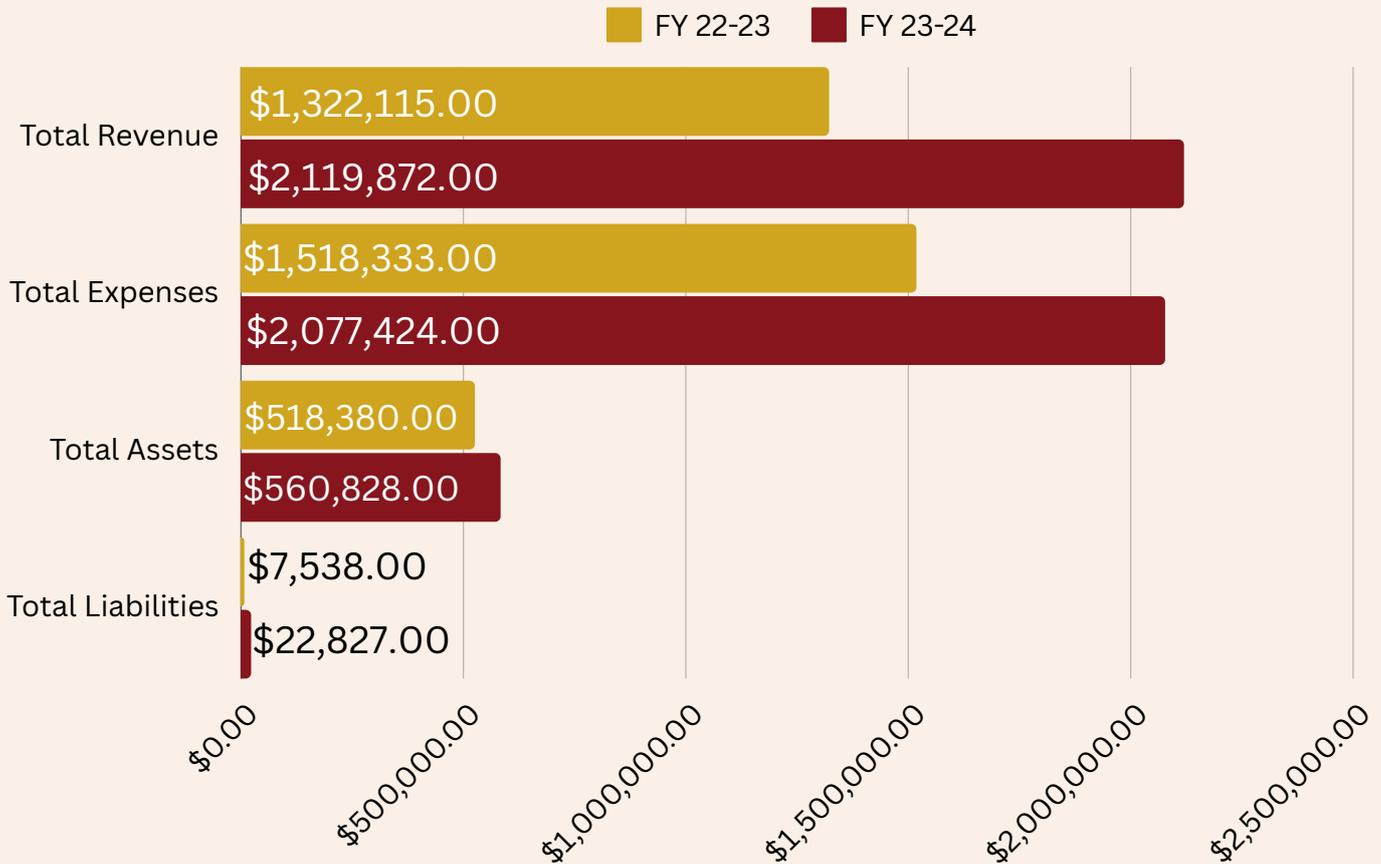


## SERVE PARTNERS

- American Legion • Anytime Fitness • Aquia Methodist Church • A-Z Meats • Bobby's Pitbull Rescue / SPCA • Buraq Auto
- The Church of Jesus Christ of Latter-Day Saints • Corp Solutions • Fred Hookies • Fredericksburg Eagles # 4123
- Ebenezer United Methodist • Howell Library • Lifepoint Church • Lions Club (Aquia & Falls Run) • The Mount
- Mike Shephard Family • One Life Fitness • Porter Library • Rotary Club • Stafford Eagles #4488
- Stafford Emergency Services • Shiloh Baptist Church • Stafford Gymnastics

# SERVE FINANCIALS

## TOTALS



## NET ASSETS



## REVENUE LESS EXPENSES



# OUR SERVE FAMILY

## BOARD MEMBER

Todd Eichberg

**"Hope and a Future"** My name is Todd Eichberg; I volunteer my time, talents and treasures to SERVE. **Who am I?** I was born in a poor farming village outside of Seoul, Korea. I begged, borrowed and stole food. We didn't have much, but I had hope for a better future. I was given a second chance through adoption. I was adopted and was raised outside of Buffalo, NY in the 80's – and given hope. I was educated at a Service Academy and served in the US Coast Guard in the 90's – through this experience I gained valuable knowledge and skills I use to this day. I am now a family man and business owner. I run a small but mighty consulting business – we are driven to deliver excellence for our clients while serving our community. I have 3 beautiful children and have been married to my wonderful wife of 26 years. I have lived in Stafford for 20+ years. I've seen the area expand and grow. Stafford has a population of 163,380 residents – recent data shows that 22,056 of our neighbors are food insecure. Our neighbors face rising food prices and have to make tough choices between paying routine household expenses or groceries. Feeding America – the largest hunger-relief organization in the US - says that nearly ½ of food insecure people may not qualify for SNAP benefits due to program eligibility. This is where SERVE comes in. SERVE acts as the lifeline to our food insecure neighbors. Robert Fulghum in his book, *All I Really Need to Know I Learned in Kindergarten*, says that when you go out into the world watch out for traffic, hold hands, and stick together. For better or worse; as family, friends, and community, we are all in this thing called life together. We need to take care of each other and be kind.

## STAFF

Kevin Hoban

Kevin Hoban is SERVE's warehouse associate. As the son of an Army officer, he was born at Andrews Air Force Base and has lived in Italy, Washington state, and Fort Dix, New Jersey. He is the middle child and has two sisters. He is currently married and has two daughters. Following his graduation from Potomac High School, he joined the Army at 17 and spent nine years as a parachute rigger in the 3rd Special Forces Group at Fort Bragg, NC and the 82nd Airborne Division. He deployed three times to Afghanistan and one time to Iraq. After his honorable discharge as a disabled veteran, Kevin obtained an Associate Degree in General Studies from Germanna Community College. Kevin enjoys working at SERVE, and is sure this is the right place for him. Service is in his family's DNA, so he loves the service aspects of SERVE as it gives him a sense of purpose and helps him heal inside and out. He especially enjoys working with court ordered volunteers.

Kevin's dream job is to be working for the Veteran's Administration in a peer support group. In the meantime, SERVE and the guests we serve will continue to benefit from his devotion, hard work, and positive attitude.



THANKS FOR ALL YOU DO FOR SERVE!

## VOLUNTEER

Ardelle Williamson



Ardelle Williamson has become a regular at SERVE. For the last two years, this wonderful volunteer spends seven hours two to three times a week in SERVE's warehouse helping our guests by putting together food boxes, loading and unloading food trucks, and helping guests with the Open Choice program, where guests get to pick the food they need. As a result of her outstanding commitment and dedication to SERVE, she was recently recognized as SERVE's 2024 Warehouse Volunteer of the Year. A native of Oacoma, South Dakota, her humble beginnings, helps her connect with those who are dealing with food insecurity. She was a military spouse for 32 years, finally settling in Stafford County in 1996. She has three grown children and two grandchildren. She is a lifelong volunteer with a desire to work, to help others and to give back to her community. She chose to volunteer at SERVE because she likes to connect with people. One of her most memorable experiences at SERVE was when a guest was so overcome with gratitude for the food that she received that broke out in tears. That experience really touched her and helped realize that she truly is making a difference in the lives of others. In addition to helping SERVE, Ardelle also supports "Days for girls", an organization that makes healthcare kits for girls in third world nations. THANKS FOR ALL YOU DO FOR SERVE!



## VOLUNTEER

Amy Brown

Every day that SERVE is open, visitors to the office will not be able to escape Amy Brown's radiant smile and her boundless energy. It should not be a surprise then that she was selected as SERVE's 2024 Office Volunteer of the Year. Amy is a mother of two girls, a grandmother of six and a great grandmother of one. She is a native of Willmington, NC and grew up with six brothers and six sisters. While she was raised in humble circumstances, she felt loved and had an attitude of gratitude instilled in her. Graduating from Bear Grass High School, she attended a job fair and interviewed for a job with the Internal Revenue Service (IRS). She was hired as a GS-4 and after a successful 33-year career, retired as a GS-14. During her time with the IRS, Amy served in various capacities, including being a Management Program Analyst, working with new hires, providing logistical support, drafting reports, and performing policy work. When Amy retired from the IRS, she wanted to continue to make a difference in the lives of others by becoming a volunteer. SERVE was the first place investigated, and she fell in love with the place. As a volunteer lead, she runs part of the intake process by putting together packages for guests that include hygiene items, pet food, and frozen meats. She loves the way that SERVE helps people where everyone can get something. She also enjoys the interaction with people, which she does effortlessly and with a huge smile! Amy plans to stay with SERVE for the near future, a plan that SERVE totally supports. Amy has learned that anything worth achieving is going to take work, so perseverance is key. Her current approach to life is to live one day at a time and to know your self-worth.

THANKS FOR ALL YOU DO FOR SERVE!

# BOARD MEMBERS AND STAFF

## Officers of the Board

President	Dom Bee
1st Vice President	Bart Randall
2nd Vice President	Diane Wright
Treasurer	Steven Brand
Secretary	Scott Uchtyl

## Members of the Board

Todd Eichberg
Tyler Carver
Lisa Haas
Mike Haas
<u>Founder and Board Member Emeritus</u>
Jeri Redman



## Executive Director

Lee Cheney

## Finance Director

Celeste Young

## Operations Manager

Tim Morgan

## Volunteer & Events Coordinator

Trevor Courtney

## Administrative Assistant

Laren Rowe

## Warehouse Associate

Kevin Hoban

## Driver

Josh Spaulding

Please consider making an investment in your community and help our food insecure neighbors using the QR code below:



Stafford Emergency Relief through Volunteer Efforts (SERVE)

[SERVE@SERVE-helps.org](mailto:SERVE@SERVE-helps.org)

P.O. Box 1357,

15 Upton Lane, Stafford, VA 22554

(540) 288-9603

## HOURS OF OPERATION

Monday - Thursday: 11:00am-4:00pm

Every 2nd Wednesday We extend our open hours to 6:30 pm

We are closed on all Federal Holidays.

## DONATIONS

Food donations are welcomed at SERVE at the following times:

Mondays - Thursday: 11:00 am-4:00 pm

Every 2nd Wednesday until 6:30pm

Or call (540) 288-9603 for pickup options.