

2017 COMMUNITY IMPACT REPORT

Donate. Reuse. Repeat.



"Growth is never by mere chance; it is the result of forces working together." — James Cash

CEO & Board Chair Letter

This fiscal year has been a life-changing year for Project MEND. Our staff and Board of Directors made the decision to embark on our first Capital Campaign project. This project will bring a new state-of-the-art warehouse facility at a new location in San Antonio. Over the past few years, the staff and Board of Project MEND have discussed the need to build a headquarters that will combine program and warehouse staff in one location in order to greatly enhance the service experience for our customers. The added efficiency and expansion will result in our ability to serve more people throughout Texas. It's time to get moving and fiscal year 2016-2017 has proven to be a time for growth and experience for Project MEND as we begin the Capital Campaign process. Hold onto your hats — it's going to be a heck of a ride moving forward!



*Matthew Swantner
Board Chair*



*Cathy Valdez
CEO*



I am very thankful for the help Project MEND has provided to me. I don't know where I would be without the wheelchair I received.

— Martin
Project MEND
Customer

Ain't Nothing Gonna Break Our Stride

If at first you don't succeed, try, try again. Our sixth application to Impact San Antonio was a winner. Of 109 applicants narrowed down to 8 finalists with 4 Impact SA \$100,000 Grant Awards, we were selected as a recipient. The grant is specifically to fund the purchase of equipment to increase our efficiency and expand our service area. The \$100,000 will be used to purchase a 20/80 UV HUBSCRUB that is more environmentally friendly; and a new Bobtail truck and cargo van allowing us to safely and effectively reach a broader geographic area. The women of Impact SA voted to fund Project MEND's "Delivering Efficiency" Project, recognizing it as a great investment in our city and in Texas. By expanding our geographic footprint, more refurbished wheelchairs and other medical equipment will impact lives rather than rusting away in a landfill. Thank you to the women of Impact SA for allowing us to serve all and for recognizing Project MEND as a good investment for Texas now and in the years to come.

Project MEND got a much needed face lift! Our new website, launched September of 2017, has a fresh look and is user friendly. The new site focuses on client stories, community impact, clear descriptions of program services and a news feature allowing the reader to stay current and engaged. Take a look and let us know what you think!

projectmend.org • For day-to-day updates, like us on Facebook!

Meet a Donor



Dawn Dixon, Executive Director of CONNECT + ABILITY at Warm Springs, is a long-time donor to Project MEND. We asked Dawn what inspires her to give to Project MEND. She said, "The aspect of the mission that inspires me to give is the fact that Project MEND fills an essential need in our community by providing access to durable medical equipment and supplies that helps people with disabilities to remain as independent as possible." When asked why others should consider supporting Project MEND, Dawn added, "Project MEND's Board of Directors and staff are excellent stewards of resources. They are a great partner to other organizations in the community, which allows resources to be leveraged to their fullest. Without Project MEND, many people in our community would not be able to maintain their independence." Thank you, Dawn, for your ongoing support of our mission to help people who need a "hand up."



Different Ways You Can Help

Every year, Project MEND helps adults and children living with disabilities in need who are uninsured and underinsured. And while the specific needs of each individual varies, one thing remains constant: we couldn't do it without your help. We depend on volunteers for our Reuse Program. Volunteers help us refurbish and sanitize wheelchairs and other medical equipment items. Our volunteers develop a sense of comradery as they watch what a difference their contribution of time, equipment or money makes in the lives of individuals living with disabilities. Whether you have equipment you want to donate, can lend a hand in our warehouse or have a school, church, civic or corporate group in need of a meaningful volunteer opportunity, we can show you how to maximize your efforts for the greatest impact.



Project MEND Veterans Relaunch

After a one-year hiatus from funding through the Texas Veterans Commission, Project MEND was humbled to be selected as a 2017 \$250,000 grant recipient to serve veterans and their family members in Texas. There is a common misconception that veterans receive all the medical services they require. Texas is the second-largest veteran-concentrated state, and the Veterans Administration simply cannot meet all the needs. In recent years, the demand for services through the VA has increased by 76%. Project MEND is honored to bridge the gap and serve those who served. We provide hospital beds, wheelchairs, ramps and other assistive technology devices. In 2017, we served a total of 434 veterans and their family members, representing a 429% increase from the previous grant year. The Texas Veterans Commission Contract — which is supported by the purchase of lottery tickets and donations at the DMV — truly impacts the lives of veterans.

Ethan
Project MEND
Customer

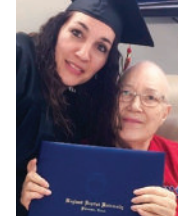


MEET OUR CUSTOMERS

Ethan has Perthes disease. He is unable to bear any weight on his legs and cannot stand, jump or walk. Ethan required a specialized wheelchair that was more than his family could afford. Project MEND provided the miracle he needed. Ethan can now participate in school and church, and be a kid again. Ethan is happy and without pain. The right piece of equipment at the right moment in time will allow his body to rest and be rehabilitated.

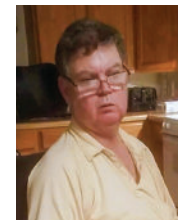
Ethan is happy and without pain. My family will never be able to thank Project MEND enough for the difference they've made in Ethan's life.

— Ethan's Mom



Janie was 72 when diagnosed with B-cell Non-Hodgkin's lymphoma in February 2017. Janie was prepared for a long fight. Project MEND was there to

help her remain as independent, mobile and self-sufficient as possible. Janie's insurance would not cover the cost of all the medical equipment she needed. We are humbled that because of donations from you, Project MEND was able to provide 5 pieces of medical equipment to keep Janie comfortable through the end of her life. All these items were re-donated and will give another person in need the opportunity to live with dignity.



George, a US Army Veteran, lives with cerebellar ataxia and needed a power chair. His insurance would not provide one. George felt helpless and secluded

from the world. Thanks to funding from the Texas Veterans Commission, Project MEND was privileged to provide a refurbished and sanitized power chair, donated by a fellow veteran when it was no longer needed.



THE FUTURE OF PROJECT MEND



Expansion of Services

People living with disabilities need their medical equipment to work properly and they need options when it fails. If a bolt or screw falls out of a wheelchair or if a wheel bearing suddenly locks in place, it's the equivalent of your car not starting when you turn the key or having a flat tire as you hurry to make your way to your child's important soccer game. A person utilizing medical equipment has limited options for emergency repairs.

In 2017, Project MEND launched a fee-for-service repair program for all. Our expanded repair services are designed to meet the needs of the entire disability population, assisting the 75% who live outside the definition of poverty. Repair services for medical equipment are in high demand. In our first year providing this new service, 155 individuals received the repairs they needed to their equipment, protecting their mobility.

The success of any nonprofit is, in-part, determined by its ability to diversify its revenue stream. Our services are feasible because individual donations, corporate sponsors, government contracts and grant support allow us to fill the gap in service and meet the needs of our community. Launching social enterprise strategies, i.e., providing retail services, repairs, maintenance contracts, sales of overstock, generate revenue that is directed back into programs. This results in sustainability; allowing us to serve more individuals in an expanding geographical footprint.

Capital Campaign

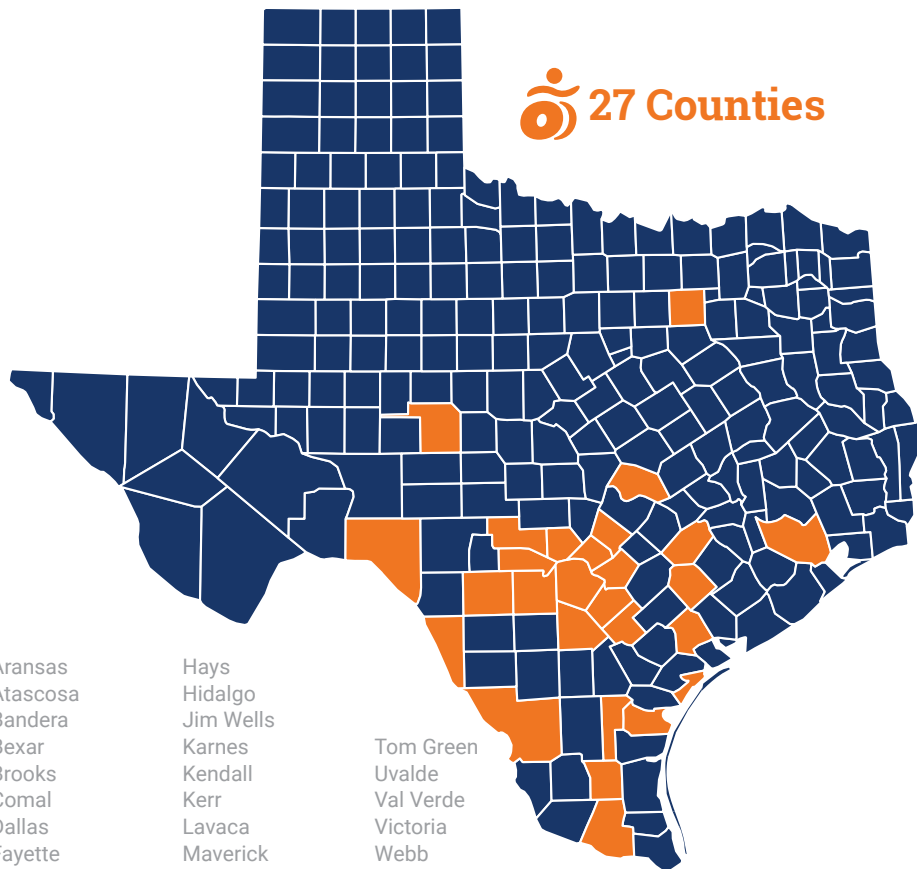
The future of Project MEND requires a more efficient location helping us to assist more people in San Antonio and South Texas. The need is great, as Texas'

population booms and baby boomers age. For over 25 years, through our life-changing programs, Project MEND has:

- Helped people become mobile and independent, improving their quality of life and enhancing interaction with friends, family and community;
- Given individuals the technology needed to communicate with their family and caregivers; and
- Saved equipment from dump sites, keeping unsanitary and potentially biohazardous equipment out of the hands of untrained individuals while promoting a "green friendly" environment.

Project MEND is the oldest and largest Medical Equipment Reuse nonprofit in Texas. Most of our customers are seniors or aging adults and this population is expected to grow by 20% every 5 years. Individuals are often required to wait 3-5 months to receive medical equipment and public healthcare only pays for 2 pieces of medical equipment, regardless of need. Our Capital Campaign will allow us to build a headquarters that will reunite our program and warehouse teams, positioning us to expand and better serve our customers. Our new space will include a training demonstration center, allowing customers to "try out" their new device in real-world scenarios, elevating future safety. Adequate warehouse space to collect items that require special permitting, including nebulizers, O₂ concentrators and CPAP machines, will also be included. A repair center will allow us to expand our repair services to all members of our community, enhancing our earned revenue stream.

 **27 Counties**

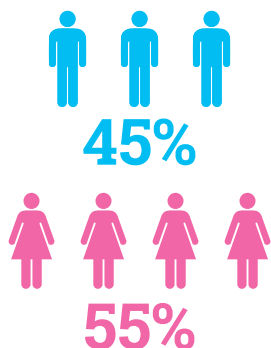


Aransas
Atascosa
Bandera
Bexar
Brooks
Comal
Dallas
Fayette
Guadalupe
Harris

Hays
Hidalgo
Jim Wells
Karnes
Kendall
Kerr
Lavaca
Maverick
Medina
Nueces

Tom Green
Uvalde
Val Verde
Victoria
Webb
Williamson
Wilson

1,194 SERVED



6%
Ages 0-18

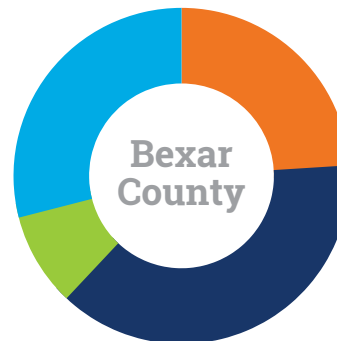
30%
Ages 19-59

64%
Age 60+

2,954
Pieces of
Equipment

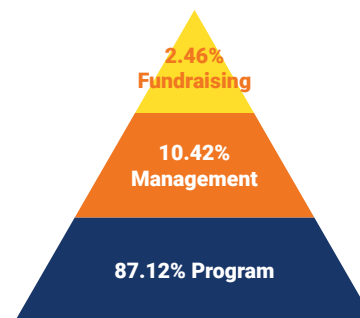


\$791,082
Retail Value

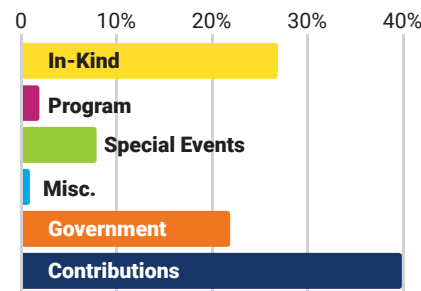


Precinct 1 24%
Precinct 2 38%
Precinct 3 9%
Precinct 4 29%

Impact of Your Dollar



**87¢ of every \$1 goes to
program expenses**



Honoree – '17 Toast of the Town



The lobby was a delightful buzz of activity during the reception of the 2017 Toast of the Town.



Glasses were raised high in honor of Carol Zernial, Executive Director, WellMed Medical Management and Foundation.



Board Vice Chair Dexter Moon congratulates Carol on receipt of the Murlin B. Johnson Legacy Award.

Individual Donors

Globally, individual donors give around \$435/yearly on average to the nonprofit(s) of their choice. The average nonprofit raises 17% of their individual donations online. The average online donation is \$210.
givetoprojectmend.org

Board of Directors 2016-2017

Matthew Swantner
Chair

Dexter Moon
Vice Chair

Lee McKenna
Secretary

Tyson Gaenzel
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Jack Cantrell, Jr.

Charlie Weil, Jr.

Josh D. Newton, AIA

Marcie Casas

Vanessa E. Vance

**Cathy Valdez,
CEO & ex officio**

OUR MISSION

Project MEND is committed to improving the quality of life for individuals living with disabilities and illness through the refurbishment, reuse and distribution of medical equipment and other assistive technology.

OUR VISION

Believing that mobility and independence are basic human rights, Project MEND promotes the health and self-sufficiency of people living with disabilities or life-altering illness by providing innovative solutions that assist in overcoming obstacles and barriers.

