



OPEN M

**OPEN M
ANNUAL
REPORT**

20

23

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Leadership

A MESSAGE FROM JULIE



Julie Carneal
Chief Executive Officer
j.carneal@openm.org

This past year has been incredibly rewarding at OPEN M. We have distributed thousands of pounds of food, provided critical healthcare services and offered employment support to over 67,000 individuals! Each interaction represents a life touched, a burden eased and a spirit uplifted. Each one is a testament to the commitment and compassion of our funders, donors, partners, staff and volunteers.

Our mission is firmly rooted in the teachings of Jesus Christ. It compels us to see and treat each person we encounter with love, respect and dignity. Our small, but dynamic, team of passionate visionaries is dedicated to furthering OPEN M's visibility and impact. Guided by our faith and the needs of our community, we remain committed to deepening our effectiveness. Beyond just providing material assistance, we strive to provide spiritual reinforcement, an aspect we believe is as essential as any physical need.

For 56 years, our organization has served as a beacon of light and support for our neighbors in Greater Akron, providing food, health and employment services. In 2023, we spent considerable time laying out a new strategic plan to map a path forward for the next three years, ensuring that we develop and adapt to meet the changing needs of our community. As we embark on another year of service, we are committed to serving our community with the same dedication that has been the hallmark of OPEN M for over half a century.

None of this would be possible without your unwavering trust and support. Together, we are making a difference and building a stronger, more compassionate community, one day at a time. We are grateful for each partner, funder, volunteer, donor and staff member – working together we can provide pathways out of poverty by feeding the hungry, caring for the sick and strengthening the community. Thank you for joining us on this journey!

OUR MISSION AND VISION

The **mission** of OPEN M is to provide pathways out of poverty by feeding the hungry, caring for the sick and strengthening the community.

The **vision** for OPEN M is to be a community leader in breaking the cycle of poverty and transforming lives, one person and one family at a time.



The following percentage of residents in households with income below the Poverty Line:

48.2% 44311 > 22.7% Akron > 13.4% Ohio > 11.5% U.S.

Per the U.S. Census Bureau

Our Services

OPEN M provides our services free of charge to income eligible residents of Greater Akron and Summit County

Food Services | A comprehensive group of food programs, including emergency food assistance, direct distributions, supplemental food programs, lunches, and more.

Health Services | Provides compassionate quality medical care, dental care, health education, and prescription medications to uninsured adults.

Employment Services | Assists individuals in overcoming personal barriers to find meaningful employment and advance their careers through class topics on conflict management, barrier identification and resolution, soft skills training and general job readiness.

GUIDE STAR

OPEN M is a vetted non-profit organization. In 2023, OPEN M achieved certification through Candid Guidestar, earning the prestigious Gold Seal of Transparency. This certification underscores our unwavering commitment to accountability, integrity, and transparency in all aspects of our operations.

By providing comprehensive and accurate information about our mission, programs, and finances, we aim to build trust with our supporters, partners, and the community at large.

This achievement reflects our ongoing dedication to making a meaningful impact and fostering positive change in the lives of those we serve. We are immensely proud to receive this recognition and remain steadfast in our pursuit of excellence as we continue to serve our community by encouraging and providing pathways of Faith, Hope, and Healing.



FINANCIAL REPORT

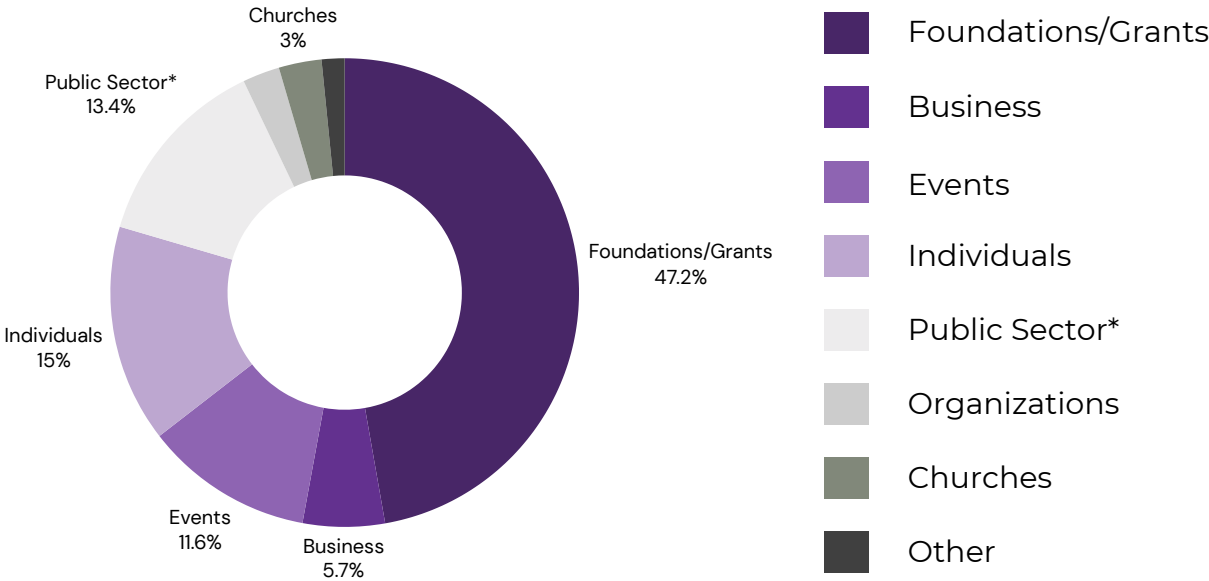
For twelve-month period ending 9/30/2023

Revenue	2022	2023
Business	\$40,422	\$67,375
Organizations	\$36,781	\$30,555
Churches	\$56,676	\$35,272
Foundations	\$448,168	\$563,300
Individuals	\$184,017	\$178,995
Public Sector - SCDJFS Contract	\$93,520	\$159,304
Events	\$131,005	\$138,636
Other	\$1,713	\$18,880
Total Revenue	\$992,302	\$1,192,317
Expenses		
Compensation & Benefits	\$648,327	\$672,936
Professional Fees	\$57,256	\$84,096
Events	\$32,793	\$29,052
Operating Expenses	\$210,641	\$230,768
Total Expenses	\$949,017	\$1,016,852
Net Surplus/ (Deficit)	\$43,285	\$175,465
Cash, Equivalents & Other Current Assets	\$800,438	\$673,331
Beneficial Interest in Perpetual Trust	\$356,344	\$356,344
Property & Equipment (net)	\$1,419,511	\$1,368,238
Total Assets	\$2,576,293	\$2,397,914
Liabilities & Fund Balances		
Accounts Payable & Other Current Liabilities	\$13,190	\$16,104
Total Liabilities & Fund Balances	\$2,384,724	\$2,560,189
Total Assets	\$2,397,914	\$2,576,293
OPEN M Foundation		
Total Foundation Assets	\$767,140	\$843,743

Revenue reflects funding only. Value of in-kind donations and services provided not included.

DIRECT SUPPORT BY SOURCE

For twelve-month period ending 9/30/2023



OPEN M is grateful for the generous support of our funders!

For twelve-month period ending 9/30/2023

Grants & Family Foundations	Total Received
Akron Community Foundation/ Capital Fund	\$20,375.00
American Academy of Family Physicians Foundation	\$9,846.00
American Endowment Foundation	\$300.00
Bridgestone Americas Trust Fund	\$5,000.00
Brott Foundation	\$1,500.00
Charitable Healthcare Network	\$5,150.00
Dayspring Foundation	\$200.00
Downtown Kiwanis Foundation Inc.	\$100.00
Feth Family Foundation	\$2,000.00

GRANTS & FAMILY FOUNDATIONS

For twelve-month period ending 9/30/2023

Grants & Family Foundations	Total Received
GAR Foundation	\$14,000.00
Governor & Mrs. Mike and Fran DeWine Family Foundation	\$150.00
Granger Endowment Fund, Inc.	\$750.00
H. Peter Burg Fund of Akron Community Foundation	\$3,000.00
H.A. Flannery Family & James R. Family Fund of Akron Community Foundation	\$14,250.00
JAH Foundation	\$7,500.00
Jeff and Missy Wert Family Fund	\$5,000.00
Kenneth L. Calhoun Charitable Trust	\$5,000.00
Kovatch Family Charitable Fund	\$35,000.00
Laura R. & Lucian Q. Moffitt Foundation	\$1,500.00
Lloyd L. & Louise K. Smith Memorial Foundation	\$5,000.00
Lucy & Emily Beasley Charitable Trust	\$35,000.00
Mary & Dr. George L. Demetros Charitable Trust	\$7,500.00
Maynard Family Foundation	\$15,000.00
MG O'Neil Foundation	\$5,000.00
Musson Charitable Foundation	\$3,500.00
Nancie J. Smith Foundation	\$2,500.00
Northern Ohio Golf Charities Foundation, Inc.	\$10,000.00
PEG's Foundation	\$39,725.00
PNC Foundation	\$900.00
Polsky Selection Committee, and ACF Board of Directors & Staff	\$1,000.00
Robert O. & Annamae Orr Family Foundation	\$20,000.00
Sisler McFawn Foundation	\$20,000.00
State Farm and State Farm Companies Foundation	\$200.00
Summit Portage Area Health Education Fund	\$2,000.00

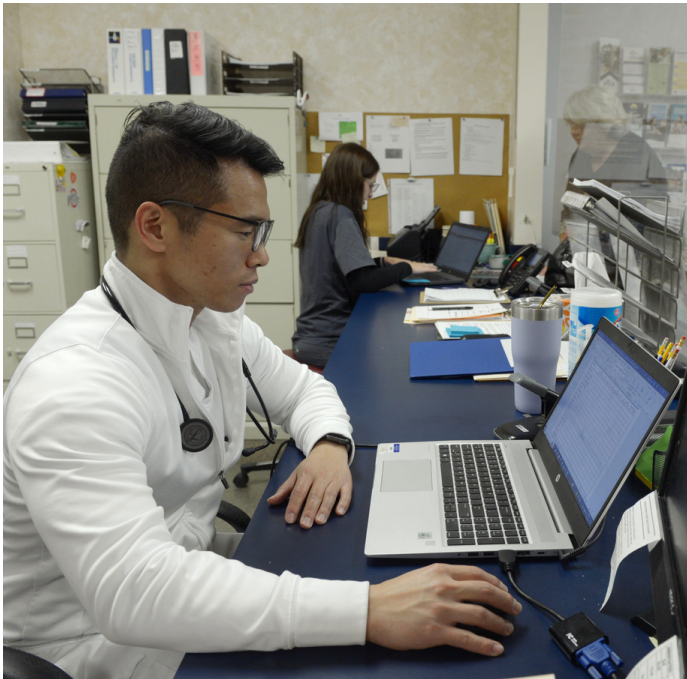
GRANTS & FAMILY FOUNDATIONS

For twelve-month period ending 9/30/2023

Grants & Family Foundations	Total Received
Synthomer Foundation	\$5,150.00
The Akron Rotary Foundation	\$4,650.00
The Christ Foundation	\$70,000.00
The Glenn R. & Alice V. Boggess Memorial Foundation	\$1,000.00
The H.E. Graves, Jr. Family Foundation	\$2,000.00
The Henry V. & Frances W. Christenson Charitable Foundation	\$500.00
The Hillier Family Foundation	\$8,000.00
The Hugh & Stephanie Pace Charitable Fund	\$5,200.00
The Huntington-Akron Foundation	\$40,000.00
The Lehner Family Foundation	\$5,000.00
The Mary S. and David C. Corbin Foundation	\$20,000.00
The MPB Charitable Foundation	\$10,000.00
The Pendergrass Family Fund	\$20,000.00
The St. John - St. Paul Evangelical Lutheran Church Endowment Fund	\$9,700.00
The Tom, Mary and Becky Babcox Family Foundation	\$10,000.00
Third Federal Foundation	\$20,000.00
Tuscora Park Health & Wellness Foundation	\$10,000.00
United Way of Summit and Medina	\$18,000.00
W. Paul Mills and Thora J. Mills Memorial Foundation	\$1,000.00
William and Ginny Post Family Charitable Fund	\$2,250.00
WITAN Community Projects Fund	\$10,000.00
Women's Endowment Fund	\$5,000.00
Yield Giving Open Call Fund	\$500.00

HEALTH SERVICES

2023 calendar year



RX value of
\$574,210

\$109,500
Total Cost of Clinic Care

OPEN M Health Services provides free services to help individuals access healthcare and improve their lives. When our patients and participants are adequately fed and have their medical requirements covered, they are able to move towards stable employment.

- **\$574,210** RX value worth of 90-day prescriptions dispensed
- **776** patient visits to the medical clinic
- **\$109,500** market value of total cost of care in the medical clinic

Partnering Healthcare Systems

Affiliated Area Hospitals

- Cleveland Clinic/Akron General
- Portage Path Behavioral Health
- Summa Health
- University Hospitals
- Western Reserve Hospital

Medical Training Schools

- Kent State University
- NEOMED
- The University of Akron
- Walsh University
- Towpath High School

HEALTH SERVICES MEMBERSHIPS

The National Association of Free & Charitable Clinics



Ohio Association of Free Clinics



Awards & Recognitions

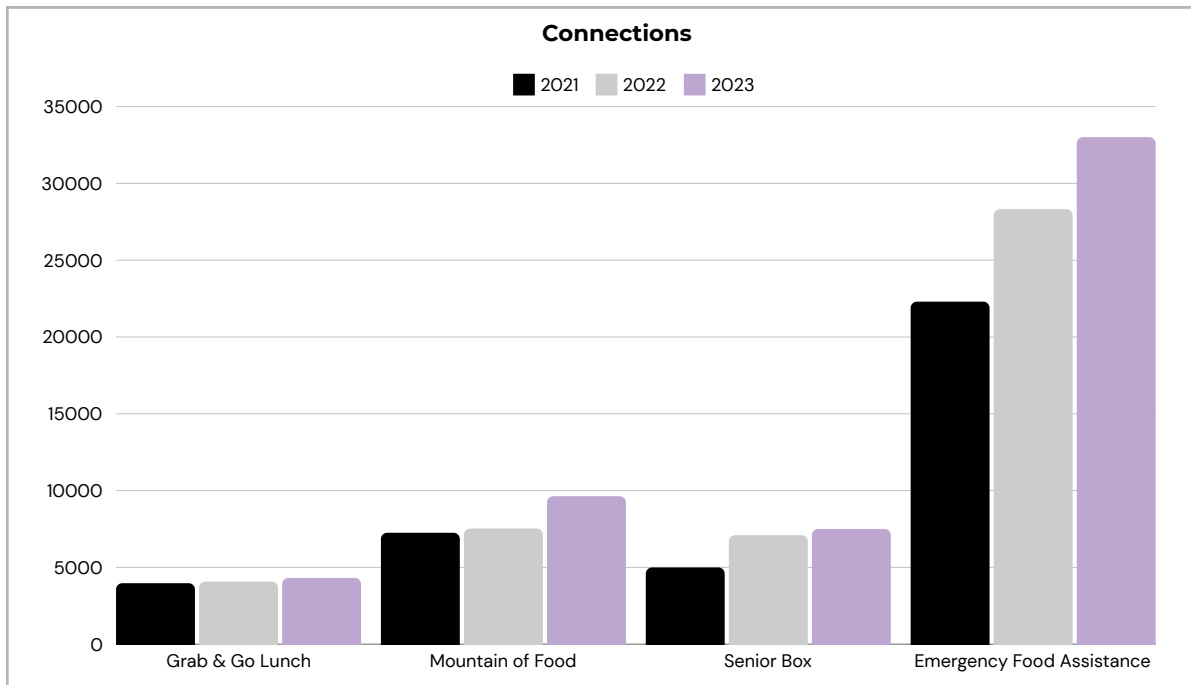
OPEN M's Medical Clinic earned Gold Ratings for the fifth year in a row from the National Association of Free and Charitable Clinic (NAFC) Quality Standards Program.



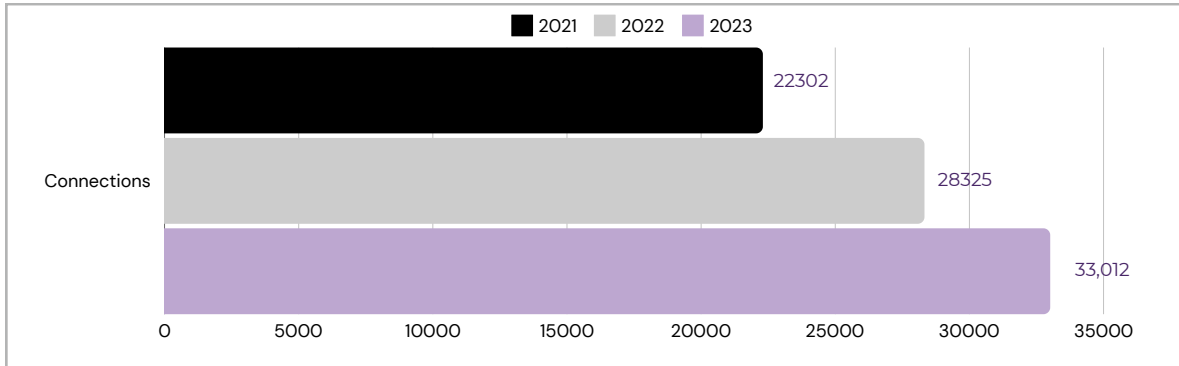
FOOD SERVICES

Pantry Outreach Report
For Period 01/01/23 to 12/31/23

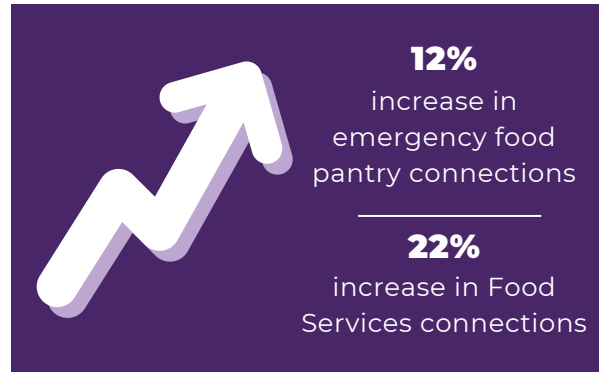
Program	Clients	Connections	Pounds	Value
Emergency Food Assistance	10,530	33,012	590,226	\$997,482
Mountain of Food	3,210	9,633	267,497	\$452,070
Christmas	175	881	18,444	\$31,170
Grab & Go Lunch	4,312	4,312		\$17,248
Senior Box	1,500	7,500		\$45,000
Backpack	1,600	1,600	8,100	\$13,689
Pets	2,587	5,170	12,780	\$25,850
Diaper Bank	1,765	3,661		\$17,037
Outreach Total	25,678	65,769	897,047	\$1,599,546



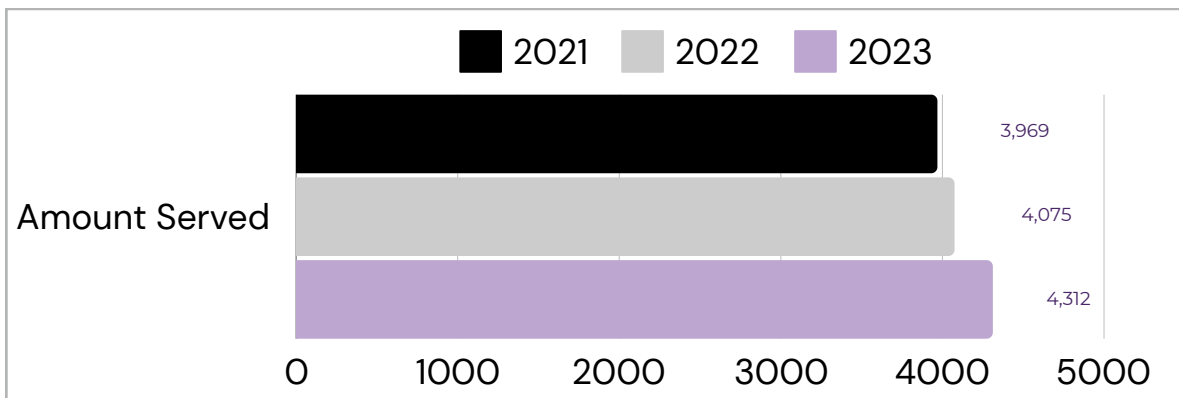
Emergency Food Pantry



Those in our service area receive a 3-day supply of food. (Zip codes 44301, 44307, 44308, 44311, 44320, 44321, and the Stow portion of 44224). In 2023, we distributed **900,000** pounds of food to over **65,000** participants, including a 3-day emergency supply to **33,012** adults and children.

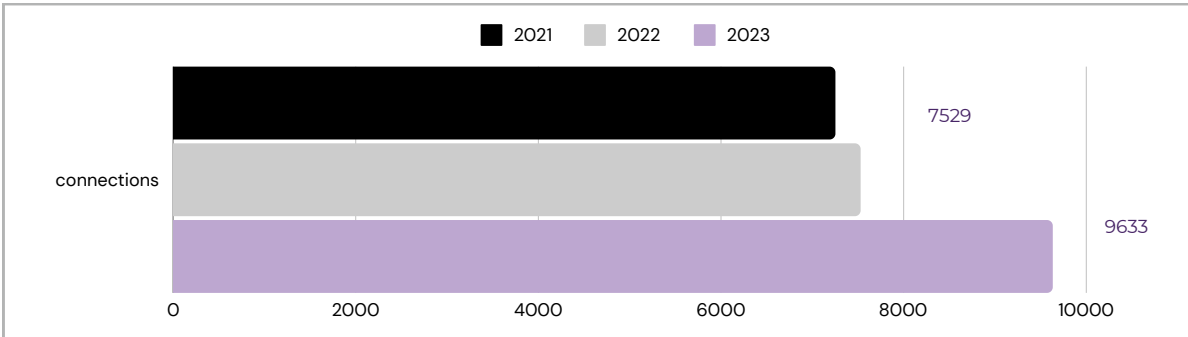


Grab & Go Lunch/Meals



During the last two weeks of most months, OPEN M offers meals on weekdays, serving Summit County. OPEN M distributed 4,312 meals to persons in need in 2023.

Mountain of Food



Mountain of Food is a Direct Distribution program of the Akron-Canton Regional Foodbank hosted by OPEN M and is held the third Friday of every month. It is a one-day, bulk distribution of foods such as produce, meat, breads and more.

Pets

OPEN M's support of pets and pet ownership has grown significantly over the past three years. In 2022, we gave away **4,153** pounds of pet food. In 2023, that number grew to **12,780** pounds. In addition, the Humane Society of Summit County makes mobile visits to OPEN M with their MABEL Mobile Veterinary Clinic.

THE COST OF OWNING PETS HAS INCREASED OVER THE LAST FEW YEARS. VETERINARY CARE, GROOMING, FOOD AND OTHER EXPENSES ADD UP QUICKLY. A FORBES ADVISOR ANALYSIS FOUND THAT ESSENTIAL DOG EXPENSES COST AN AVERAGE OF \$1,533 ANNUALLY.

Forbes www.forbes.com

EMPLOYMENT SERVICES

Outreach Report

In 2023, OPEN M Employment Services continued its contracted partnership with Summit County Jobs and Family Services to facilitate the NEXT Program (Benefit Bridge). This program helps bridge the gap between needing government financial assistance and self-sufficiency for employed participants. OPEN M's contracted focus is peer mentoring to assist the participants with job retention and holistic well-being.



In 2023, Employment Services (ES) staff continued to passionately work together to help Community Works Akron (CWA) participants become more self-sufficient by securing sustainable and meaningful employment. Our ES Specialists partner with participants to develop an individualized path to employment. They help each participant with much needed hard and soft skills while connecting them with our more than 50 Employer Partners. ES also focused on helping participants remove and navigate other barriers such as transportation and childcare.

EMPLOYMENT SERVICES CONSISTENTLY WORKS TOWARDS LIFTING TRANSPORTATION BARRIERS FOR IT'S PROGRAM PARTICIPANTS. IN 2023, ES PROVIDED TRANSPORTATION WITH A VEHICLE DEDICATED TO THE PROGRAM, BUS PASSES AND FUEL CARDS. THANKS TO A GENEROUS DONOR A CAR WAS DONATED TO A PARTICIPANT.



Collaborations

Employment Services has long-standing relationships with core employers throughout Summit County and continues to nurture those relationships while developing new ones. OPEN M's inaugural Job Fair took place in October 2023 where 33 partners shared job opportunities with over 60 community members seeking employment.



ES staff has also partnered with community organizations in alignment with OPEN M's mission to strengthen the community such as Citizen's Circle. Partnering with other nonprofit and community organizations allows ES to offer resources and expertise while building relationships.





16%

57% of new job seeking participants were hired, a 16% increase from 2022.

Outcomes

The following successes were documented:

- ES served 223 participants.
- ES Staff maintained relationships with participants up to 12 months, with over 3,500 points of service.
- 57% of new job seeking participants were hired, a 16% increase from 2022.
- ES provided transportation with an ES vehicle, bus passes, fuel cards and a car was donated to a participant thanks to a generous donor.
- Inaugural Job Fair to serve community job seekers was a success. 43 Employer Partners offered job opportunities and 66 job seekers attended. A final count of those hired is in process.
- ES hired one NEXT program participant and provided internship opportunities to students.





223

OPEN M had 223 participants in Employment Services programs in 2023.

3,756

The Employment Services team provided 3,756 hours of service in 2023.

33%

The Employment Services team increased the percentage of employer partners by 33% in 2023.

57%

57% of new job seeking participants in Employment Services were hired in 2023.

MARKETING & SOCIAL MEDIA

Overview Report

openm.org Page Visits

Webpage	Visits
Home	10,923
Food Services	6,205
Health Svices	2,736
Our Team	1,956
Contact Us	1,775
About Us	1,679
Volunteer	1,300
Christmas	1,250
Donate	949
Breakfast	904
Our Board	743

Facebook Analytics

529

In 2023, OPEN M's Facebook gained 529 more followers.

17.5K

In 2023, OPEN M's Facebook follows increased 87%

↑ 87%



CHRISTMAS FOR THE LOVE OF CHILDREN

581

581 children were sponsored
from 175 families in 2023!

40

During our Christmas for the
Love of Children program 40
volunteers helped sort donations
and distribute gifts

NEIGHBORHOOD COOKOUT



130 NEIGHBORS

Came out to eat, dance, and socialize

- Music was provided by Supreme Clientele Professionals, LLC
- 17 Community Sponsors shared information and hosted activities

aetna



Opportunities for Ohioans with Disabilities



ILENE SHAPIRO
CHIEF EXECUTIVE

Department of Job and Family Services



INAUGURAL BREAKFAST

On September 13, OPEN M hosted the inaugural Open Your Heart Breakfast, welcoming local leaders for a panel discussion on 'Envisioning a More Equitable and Sustainable Future for our Community'.



HIGHLIGHTS

You can view the panel discussion at openm.org/breakfast.

- In-person attendance: 200
- Net Income: \$65,000



MODERATED BY:

Sylvia Trundle,

Retired Captain, Akron Police Department



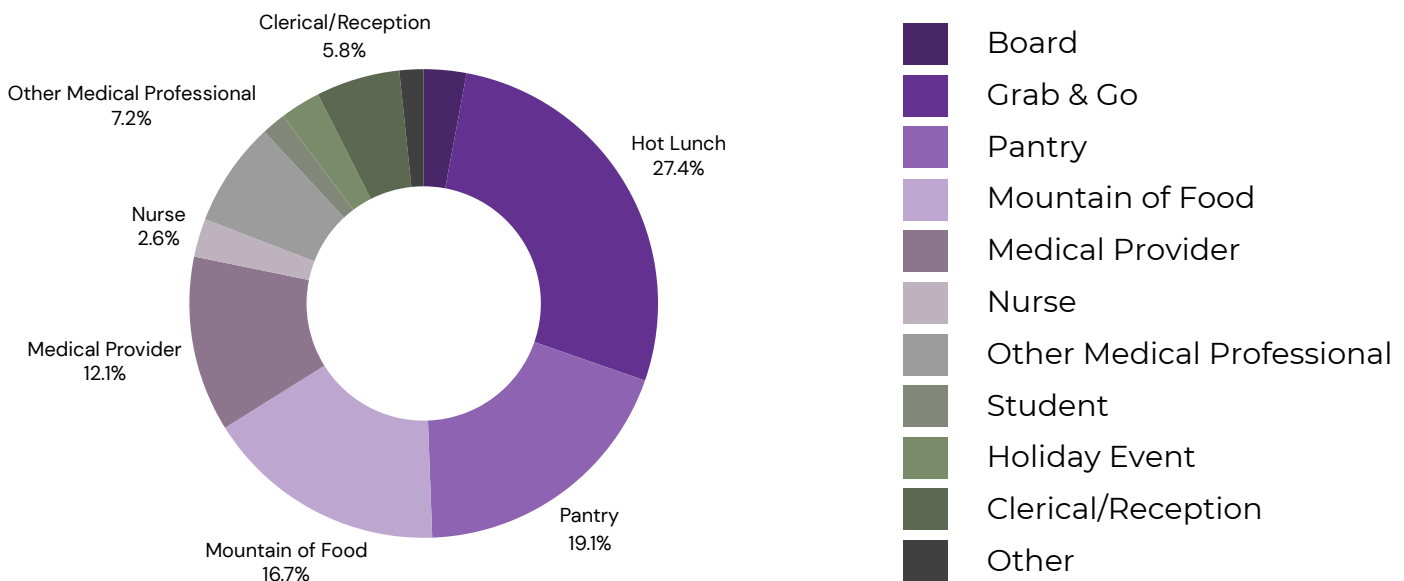
PANELISTS:

- **Perry Clark**, President and Founder, Truly Reaching You
- **David James**, Exec. Director, Summit Education Initiative
- **Shammas Malik**, Mayor, City of Akron
- **Donna Skoda**, Health Commissioner, Summit County Public Health

VOLUNTEERS REPORT

Service Area	Purview	Hours Worked
Advisory	Board	722.33
Food Services	Grab & Go	6742.05
Food Services	Mountain of Food	4104.89
Food Services	Pantry	4695.9
Health Services	Clerical/Reception	1423.93
Health Services	Medical Provider	2980.21
Health Services	Nurse	651.87
Health Services	Other Medical Professional	1781.36
Health Services	Student	408.9
Events	Holiday Event	685.28
	Other	409.50
Total		24,606.26

Hours Worked



2023 LEADERSHIP

2023 OPEN M Board of Directors (inclusive of all 2023 volunteers)

OFFICERS:

President: Patricia Smoot-Wicks, MSW
Owner, Patricia Smoot Wicks Consulting LLC/PATHworks!

Past President: Bob Pacanovsky
Chief Hospitality Officer, The Black Tie Experience

Vice President: Dan Culp
Senior Vice President Commercial Banking, Premier Bank

Treasurer: Ray Dunkle, CPA, CFE, CGMA
President, Red Flag Reporting

Secretary: Amy Garcia,
Community Development Services Manager, Third Federal Savings & Loan

MEMBERS AT-LARGE:

Dr. Brian Bauman
Medical Director of Pulmonary Service Line, Summa Health

Dr. Carrie Caruso
Doctor, Cleveland Clinic/Akron General

Dr. Jennifer Dougall, PCC
Assistant Professor of Counseling, Ashland Theological Seminary

Carole Ettinger, CHCIO, CDHE, CPHIMS
Vice President of Information Services Division, Akron Children's Hospital

Hanne-Lore Gambrell, Esq.
Attorney-at-Law, Law Office of H. Gambrell LLC

MEMBERS AT-LARGE:

John Margida, CPA
President, Margida & Associates

Donna Skoda, M.S., R.D., L.D.
Health Commissioner, Summit County Public Health

Dr. Richard Stratton
Associate Professor emeritus, University of Akron

Karen Talbott, MS, CPA, FHHC
President & CEO Child Guidance & Family Solutions

Vince Tersigni
Office Managing Principal, Jackson Lewis P.C.

CONNECT WITH US!



@openmministry

OPEN M is grateful for the continued vast contributions from all our stakeholders who take ownership and advance our mission including our valued volunteers. The dedicated staff of OPEN M appreciates your prayers and contributions that have resulted in this OPEN M 2023 Annual Report. Thank You!



Contact Us

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