



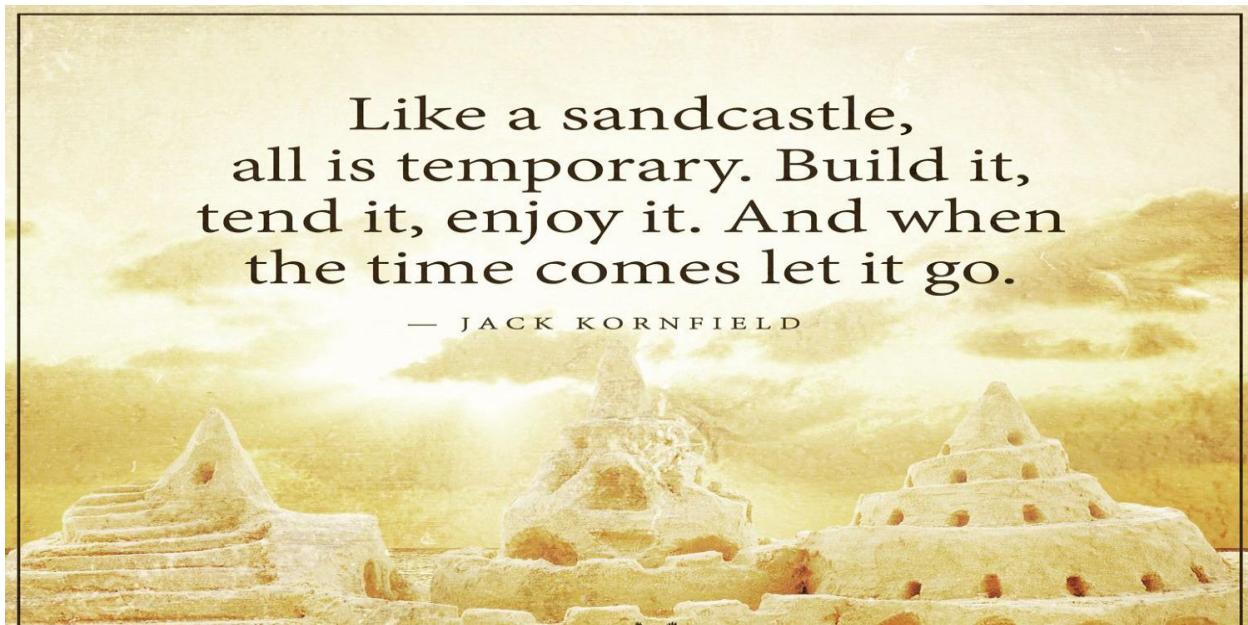
"I was watching the waves breaking my sandcastle when I dreamt of building castles that won't be washed off by the waves of hatred and malice." Srivastava

COUNCIL OF THE SOUTHERN MOUNTAINS 2024 Annual Report

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304-436-6800

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councilofthesouthernmountains.com

"Bringing Opportunities Within Reach"



Like a sandcastle,
all is temporary. Build it,
tend it, enjoy it. And when
the time comes let it go.

— JACK KORNFIELD

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Agency Mantra:

There is a destiny that
makes us all brothers,
As none go this way
alone.

For all that we place
into the lives of others, Comes
back into our own.

Edwin Markham



Message from Tom Morsi CSM Board President



As Jack Kornfield said, “Build your sandcastle but when the time comes, let it go.” Our time is short here but we can make it our life’s mission to build sandcastles of hope and dignity for the people we serve.

I give honor to the members of this community and organization that allows me to build sandcastles of hope through my service. As I have stated before, the disciple James said, “For as the body without the spirit is dead, so faith without works is dead also” (James 2:26). Faith is much like the sandcastles we built at the beach in times past. Without building those grainy structures, there would have been no faith shown that the spirit of mankind is to create works that inspire faith. The lack of works, even the stacking of grains of sand on top of each other forms a creation of “hope when many feel despair,” revealing how life can lift the desire for a better existence.

The work of building sandcastles, in which people believe may inspire others to act on their dreams, is also evidence of striving for salvation. Actions in building hope always results in good works as faith without works is dead. Building our daily sandcastles comes from a heart that has been regenerated by God. Building sandcastles are statements of faith that have the power to change lives. This is why my visionary sandcastles represent my service to the community at the Council of the Southern Mountains.



MESSAGE FROM THE EXECUTIVE DIRECTOR

Randal Johnson



Sandcastles, somewhat the theme of this year's Annual Report, symbolize creativity, the fleeting nature of beauty, and the joy of living in the moment. These temporary sculptures, built with care and imagination, remind us of the impermanence of our creations and the resilience required to start anew. Sandcastles offer lessons on the art of letting go, the value of the present, and the importance of cherishing memories. As we build and watch them return to the sea, sandcastles teach us to savor life's moments and to find strength in the face of change, reminding us that while they may not last, the lessons and joy they bring endure within our spirits.

People build sandcastles and yet accept their temporary existence for many reasons but primarily because they fundamentally believe that just by being able to build the sand structures, a sense of self-satisfaction and personal achievement prevails. This fundamental self-expression maintains peoples' determination when inequities threaten our right to fulfill our dreams, threatening our very emotional existence. Once people feel that their hope for expressing their creativity and goals are gone, then their optimism turns to hopelessness. When we no longer can build our sandcastles of joy, it takes away our feelings of self-worth, our self-expression, and then our spirits surely decline. The time for tolerance slips away when the evil of injustice is foisted on people with no regard for understanding, acceptance or compassion. For we all know that it does no good for a person to destroy others' sandcastles of dreams, when theirs' too will ultimately wash away.

It is easy enough to see that our society is often blind to injustice. Dismantling this oppression is a hard and never-ending process we must be working to overcome. The idea of keeping a spirit of hope during change or strife is necessary for us to never stop building our sandcastles. These temporary monuments are bastions of hope for those that find inspiration in their very existence and our knowledge that we made the world a little more beautiful with these expressions of fleeting creation.

Randal Johnson

Mission Statement:

The Council of the Southern Mountains strives to provide quality services and opportunities to help people to overcome their causes and effects of poverty and achieve the dignity of self-sufficiency.

Vision Statement:

The Council will improve the quality of life in our communities and eradicate poverty by helping people to overcome barriers to success.

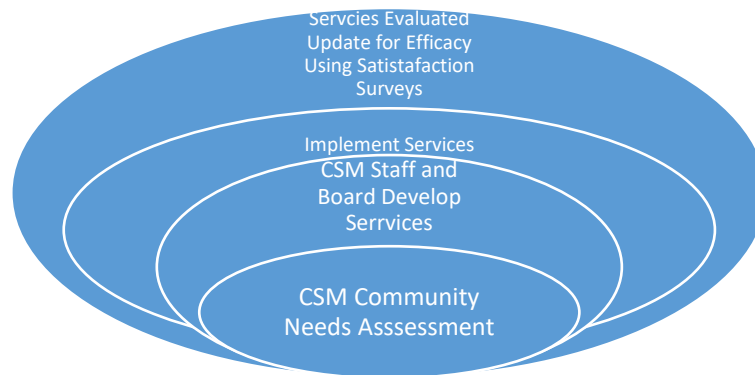
Reaffirmed by the Board of Directors on October 15, 2024

OVERVIEW OF PROGRAMS: The Council of the Southern Mountains currently implements the following programs, in which 3,598 unduplicated individuals were served, along with the total number served and Results Oriented Management Accountability Goals addressed since the last Needs Assessment.

Program Name	Service Area (County)	Service Provided	Number Served
Youth Exposure Series	McDowell	Youth ages 6-18 participate in recreational/ educational activities	13
Volunteer Income Tax Assistance	McDowell	Provide free tax assistance to low income families	586
Title XIX Waiver	McDowell Mercer	Provide in home care and Case Management to individuals with a disability	52
RSVP	McDowell	Provide seniors with telephone reassurance calls	334
	Wyoming Mingo	Assist communities in maintain neighborhood watch groups	44
Emergency Repair Replacement Program	McDowell	Provide low income families with heat and a/c when they are without	50
Food Pantry	McDowell	Provide nutritional services to low income people	500
Credit Union	McDowell	Provide saving opportunities for residents	32
Fitness Center	McDowell	Provide health facility for McDowell County residents	50
Family Day Care Food Program	McDowell Wyoming	Provide nutrition education to family day care providers	12
Foster Grandparent Program	McDowell, Raleigh Mercer, Mingo Wyoming, Summers Monroe	Volunteers provide one-on-one services to special needs children	53
Bill Pay	McDowell	Provide accessibility to allow residents to pay their bills.	385

Emergency Utility Program	McDowell	Provide assistance to low income families for emergency heating assistance	92
Tourism/Economic Development	McDowell	Promotes recreational/ educational tourist attractions visitmcdowellcountywv.com Headofthedragonwv.com	2,000

These programs address various needs as stated in the agencies previous Community Needs Assessment and Strategic Plan.



CSM Emergency Repair and Replacement Program

LATONIA FOSTER

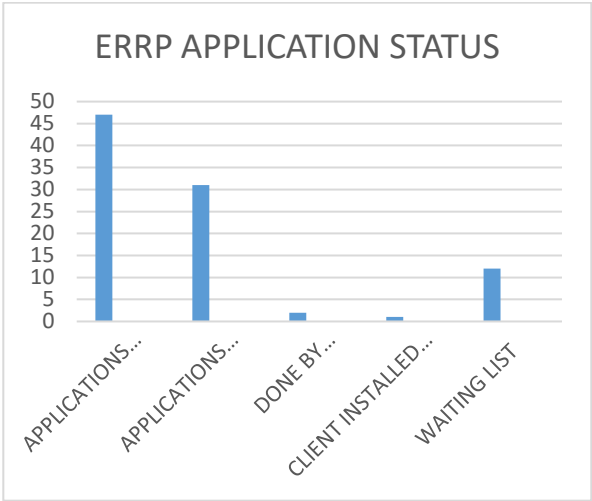
ERRP COORDINATOR

ANNUAL BOARD REPORT



THE COUNCIL OF THE SOUTHERN MOUNTAINS ERRP PROGRAM HAS BEEN VERY BENEFICIAL TO THE LOW-INCOME RESIDENTS IN MCDOWELL COUNTY. APPLICATIONS ARE RECEIVED ALMOST DAILY. FROM OCTOMBER 2023 TO SEPTEMBER 2024 WE RECEIVED 47 APPLICATIONS, WITH 31 COMPLETIONS, two APPLICANTS RECEIVED

SERVICE THROUGH A WEATHERIZATION PROGRAM. ONE APPLICATION RECEIVED HAD RECEIVED SERVICE IN 2018 AND COULD NOT RECEIVE ASSISTANCE. THERE IS STILL 12 ON THE WAITING LIST. THIS PROGRAM IS MUCH NEEDED. SEE THE CHART BELOW.



Dustin Short, ERRP Inspector

Low-income homes receive heat and a/c

Average cost per completion is over \$8,000.

CSM average cost per completion is at comparable rate as State

CSM cost per completion to decrease as more homes are completed.

CSM PROGRAMS

CSM I/DD Waiver	
52 Consumers	• People with Developmental Disabilities Receiving Community Based Services
\$2,700,000 Annual Revenue	• 80 Employees Receiving Living Wages

Title XIX Waiver



Shauntina Reed, Director of Residential Services

ANNUAL REPORT

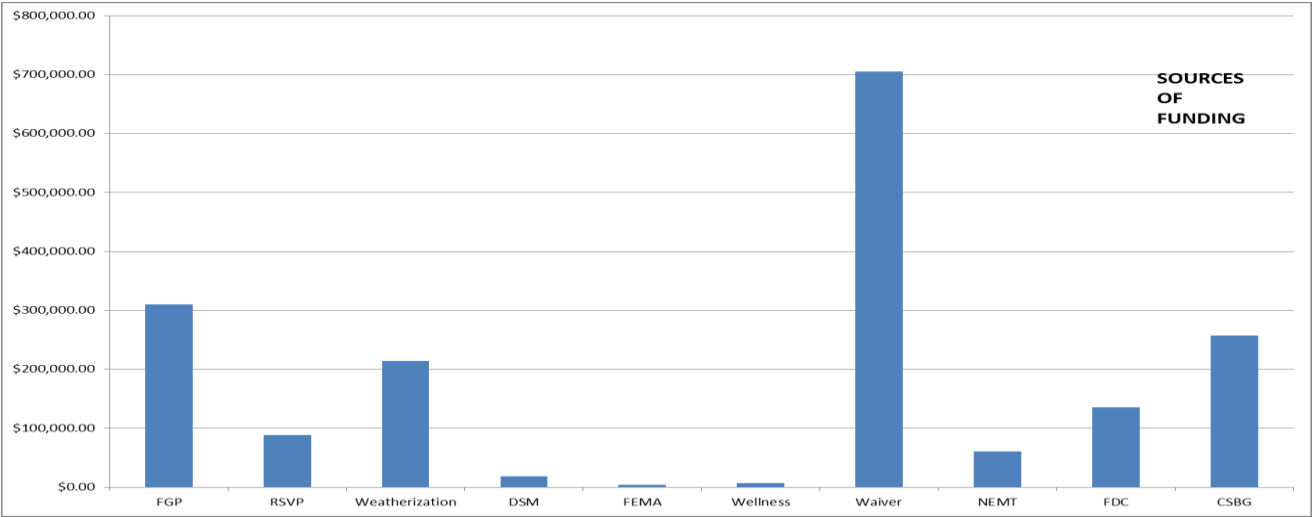
TXIX WAIVER: (For the Intellectually Developmentally Disabled)

The I/DD Waiver (I/DD) Program is West Virginia's home and community based services program for individuals with intellectual and/or developmental disabilities. The I/DDW Program is a program that reimburses for services to instruct, train, support, supervise and assist individuals who have intellectual and/or developmental disabilities in achieving the highest level of independence and self-sufficiency possible. The I/DDW Program provides services based on a person's annual functional assessment and assigned individualized budget in natural settings, homes, and communities where the person resides, works, and shops.

We currently have 52 consumers each having direct care staff working with them. Our Title XIX staff include Shauntina Reed, Residential Director, Janet Edwards, Case Management Director and Behavior Support Specialist, Pam Lindsey, R.N., Judy Taylor, R.N., Brianna Dunn, Administrative Assistant, Marvin Dowell and Ariel Buchanan, Residential Coordinators and four LPNs. At present, we have 75 employees in this vital program operating around the clock every day of the year.

Each consumer is allocated a maximum budget for services and this range in total to approximately \$2,700,000.00 annually. Please keep in mind, the budgets fluctuate because we have different begin dates and end dates per consumer. In addition, factors like vacations, sickness, and lack of staff affect the total outcome of the budgets used.

This is a needed program as we help so many individuals with disabilities maintain their lives in the community. Without the support of the Council of the Southern Mountains, many of our consumers will do without. Examples of this are birthday parties, holiday celebrations, attending community events and making life decisions on their own. However, the program is constantly being reviewed and there are many problems. We have trouble hiring staff and always meeting guidelines. There are disallowances and Plans of Correction that must be submitted, approved and then followed. This program is difficult but agency staff are striving to meet standards and “Bring Opportunities Within Reach” for our consumers.



This graph shows the revenue from the Title XIX Waiver Program and how it is so important to the people we serve and our agency.



FOSTER GRANDPARENT PROGRAM

2024 ANNUAL REPORT



Foster Grandparent Program Director



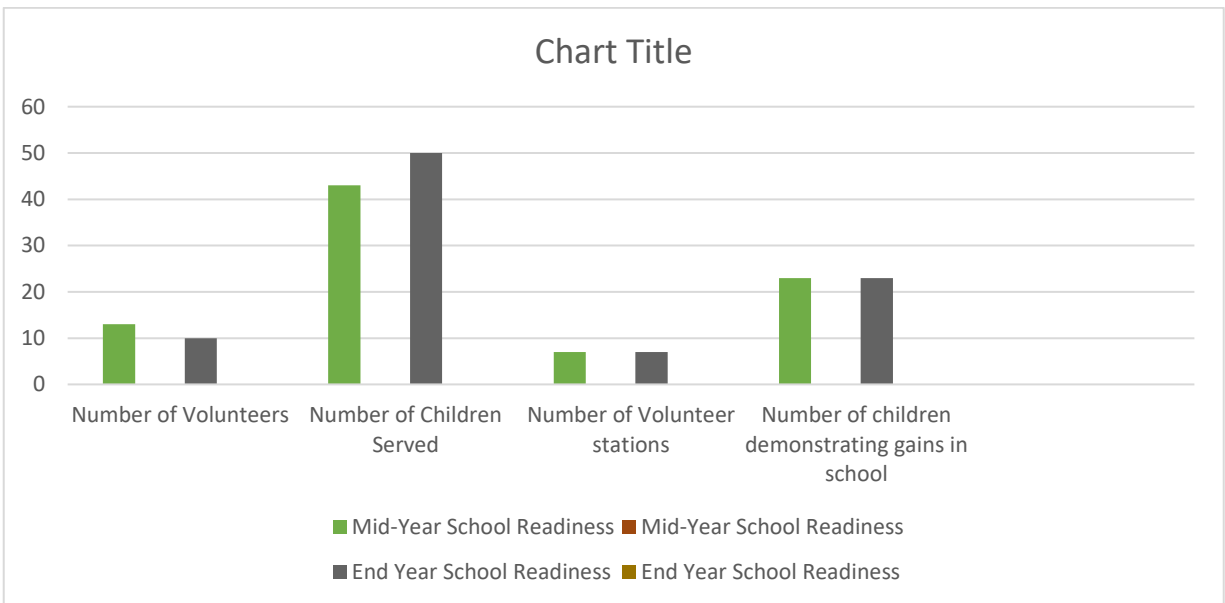
Latonia Foster
Foster Grandparent Program Coordinator

Listed below is information on the Foster Grandparent Program's Annual Accomplishments

Foster Grandparent Volunteers Served	53
Total Number of Hours Served	57,732
Total number of Children Served	190
Total In-Kind Support Received Meals, Physicals, Transportation, Meeting Space, Recognition and Public Service Recognitions.	\$68,861.05

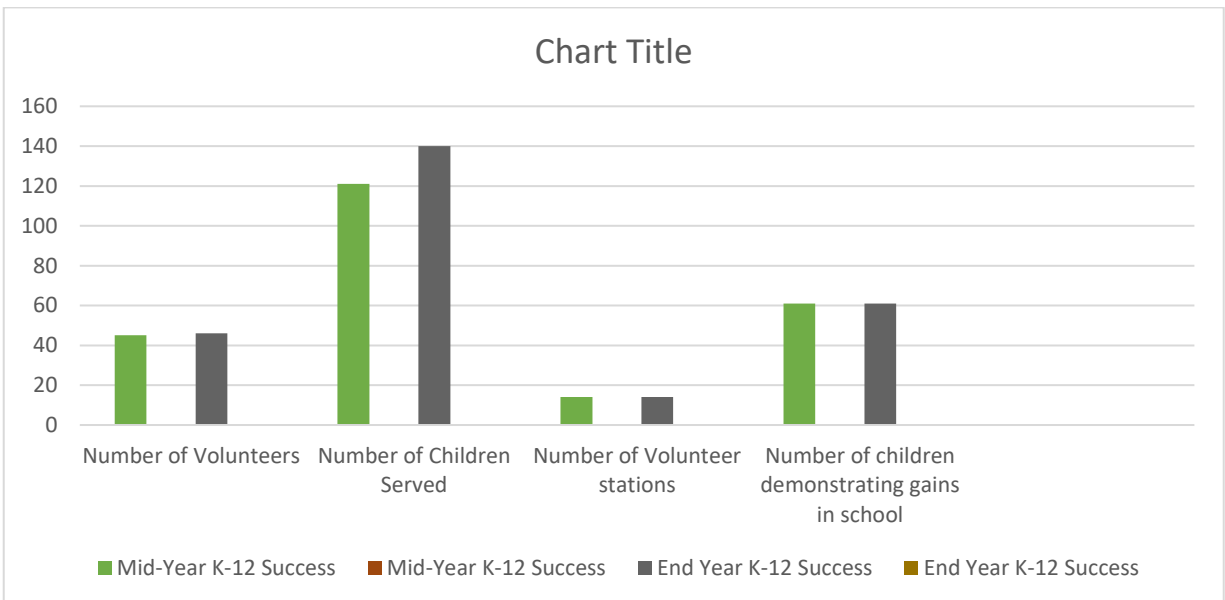
- **Work Plan: School Readiness/Head Start/Early Childhood Education:**

Ten Foster Grandparent Volunteers have served 50 children at seven stations to enhance their social skills, emotional skills and cognitive skills on a daily basis. Thus far, 42 children have shown improvements in their social skills, emotional and cognitive skills on a daily basis allowing them to Transition into kindergarten.



- Work Plan: K-12 Success:**

Forty-six Foster Grandparent Volunteers has served this program year to 140 children at 19 stations to help level the playing field in academic, attendance and emotional development skills thus allowing increased learning measures. Teacher reports that 32 children have shown improvement in reading, math and/or behavior of which 108 of children are in special education.



Other

Our new funded level is 51 volunteers beginning July 1, 2023. We are currently carrying 52 Volunteers.

Success Stories

Helen Ratliff, Foster Grandparent Volunteer assigned to a male student in Kindergarten back in 2012 at Princeton Primary School. She recently learned from a retired teacher that this young man graduated class of 2024 from Princeton High School. He was the Salutatorian in his graduating class, graduated with honors. He received a full ride to Harvard University, Brigham Young University and some other colleges. He has decided to attend Brigham Young University (BYU) and major in Mechanical Engineering. The Parents, Teacher and the Foster Grandparent Volunteer are all so proud of him and his accomplishments.

Student 2

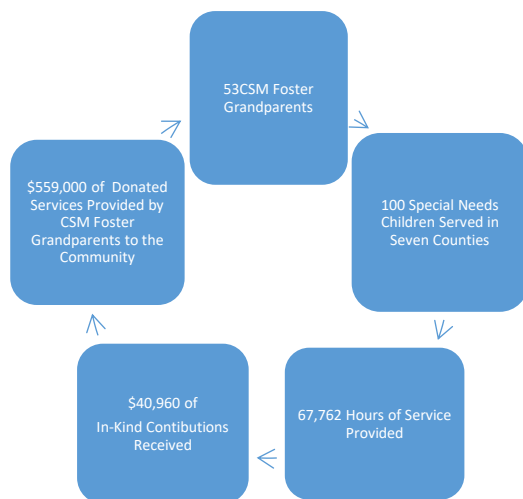
One student at Welch Elementary School has soared in his English Language Arts class due to having Mr. Brogdon, Foster Grandparent Volunteer provide him with assistance. Although he is assigned to certain children to provide on- on- one to the treat all the children the same and do not make them feel left out. They all love him.

Student 3

Our class Foster Grandparent (Rebecca Lewis) at Bluefield Primary School has stepped in a full roll of a grandparent per say. She encouraged when a child feel like giving up. She hugs the tear away when our children are having a hard day. The children she is assigned to have developed a bond with Granny Lewis. They invite her to participate in all aspects of their lives as if she was indeed their grandmother. She attend birthday parties, and even attended a court hearing for the adoption of one of our students. This is a wonderful program and we are so grateful that our assigned students have Granny Lewis in the background cheering them on.

Student 4

Ms. Linda Kanode, Foster Grandparent Volunteer at Peterstown Elementary School was assigned to spend her time focusing on a male student who was originally to be retained last year. By mid-year, he was reading on grade level. He is now reading above grade level at the end of this school year. She also assist the child in improving his handwriting. His handwriting has went from completely illegible to now being able to read it. The student has become very aware of the importance of good handwriting and is now very conscientious. Without the help of the Foster Grandparent Volunteer, this student would be struggling. She is a blessing to our students.



Retired and Senior Volunteer Program

2024 ANNUAL REPORT

Donna Turner
RSVP Program Director



RSVP is America's largest volunteer network for people age 55 and over. There are over 300,000 volunteers across the country who are tackling tough issues in their communities. With RSVP, you choose how and where you want to serve, the amount of time you want to give, and you choose whether you want to draw on your skills or develop new ones. You find the opportunity that is right for you.

During this past year, we have lost some volunteers. Some have moved to be with family, some are now in nursing homes and some have passed. RSVP has 334 volunteers serving the counties of McDowell, Raleigh, Wyoming and Mingo during this period. These volunteers have donated 97,727 hours. Some volunteers give time to more than one volunteer service.

Please see the charts below for RSVP statistics:

JOB	# OF VOLUNTEERS	OUTCOME
TELEPHONE REASSURANCE	252	88,633 HOURS YEARLY
NEIGHBORHOOD WATCH	42	5,255 HOURS YEARLY
HOSPICE	4	170 HOURS YEARLY
DISASTER PREPAREDNESS	3	156 HOURS YEARLY
ITMAN FOOD PANTRY	32	2,463 HOURS YEARLY
ADDICTION COACH	1	50 HOURS YEARLY
TOTAL /VOLUNTEERS HOURS	334	97,727 TOTAL YEARLY HRS



On June 22, 2024, RSVP had a recognition dinner in Gary, WV. During this time, we also had a site monitoring, which was a complete success. Please see the picture attached, pictured from left to right is Elizabeth Capparelli, Portfolio Manager, Mid-Atlantic Region, Marcia Mullins, Foster Grand Parent Program Director, (who had a site monitoring too), Donna Turner, RSVP Program Director, Latonia Foster, RSVP Volunteer, and Angela Rodriguez, Portfolio Manager, Mid-Atlantic Region.



This beautiful young lady is CSM/RSVP's oldest volunteer, Hazel Donohue. She has been volunteering since 2022. She is 102 and will have a birthday this December making her 103 years young. RSVP has recorded her serving 390 hours and she is still going strong. When asked why she volunteers, she said, "It is important we all know we are not alone in this world. We all need to be checked on." Ms. Donohue volunteers her time doing telephone call reassurance

In 2024, we had five recognition dinners to say thank you for volunteering. We showed our appreciation by having recognition dinners, giving away gift cards and prizes. The big prize this year was a 50" screen television. We had a drawing and the winners of the television are as follows: from left to right is Robert Little, Judy Chapman, Patricia Brown, Sandra Coleman and Virginia Stacey.



Senior Companion Program



This program has shown how vital it is for seniors in our area due to the isolation caused by the Covid virus, quarantines, social distancing, and most recently the damage brought on from the Hurricane Helene. CSM is grateful for these dedicated companions.

Senior Companions are volunteers age 55 and over who make a difference by providing assistance and friendship to adults who have difficulty with daily living tasks, such as shopping or paying bills. We help these adults remain independent in their homes instead of having to move to more costly institutional care. Senior Companions give families or professional caregivers much-needed time off from their duties, to run errands, and often provide friendship for their clients. Volunteers receive pre-service orientation, training while on duty, and may qualify to earn a tax-free hourly stipend by working 20 hours a week. The Volunteers will be receiving training from the organization where they serve. We are proud to report that the Council of the Southern Mountains operates the largest Senior Companion Station in West Virginia.

“Bringing Hope to Those in Need”

2024 COMMUNITY SERVICES (CSBG)



Council of Southern Mountains

Community Services Block Grant Program

Community/Emergency Services

The Council of the Southern Mountains, a nonprofit organization, chartered by the State, had its origin in 1964 because of concerted efforts of State and Federal agencies declaring an all-out war on poverty, its causes and effects.

The overall purpose of the Council is to provide quality programs, products and services that:

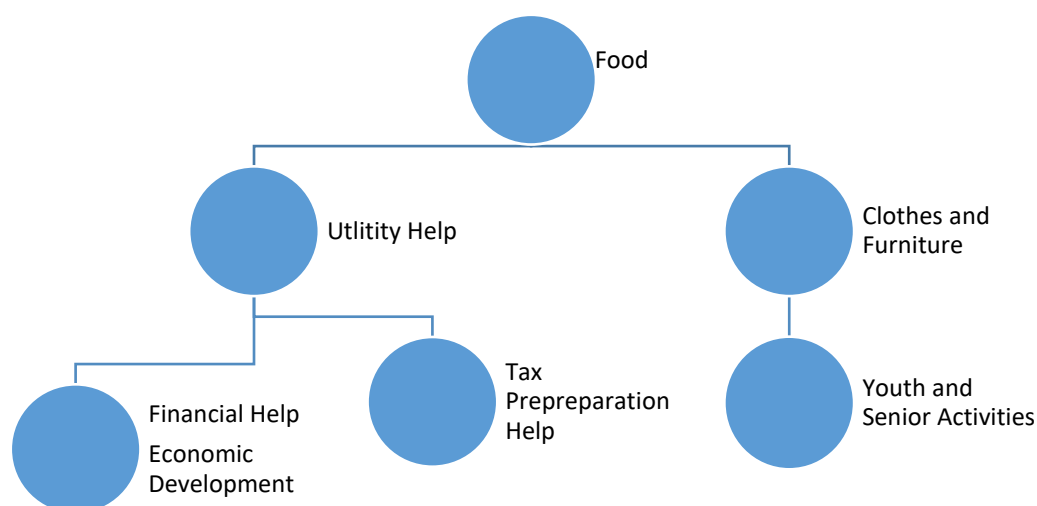
1. Promote and facilitate financial, social, and psychological self-sufficiency;
2. Contribute to the revitalization of McDowell County; and
3. Empower the participants and/or recipients to take control over their futures.

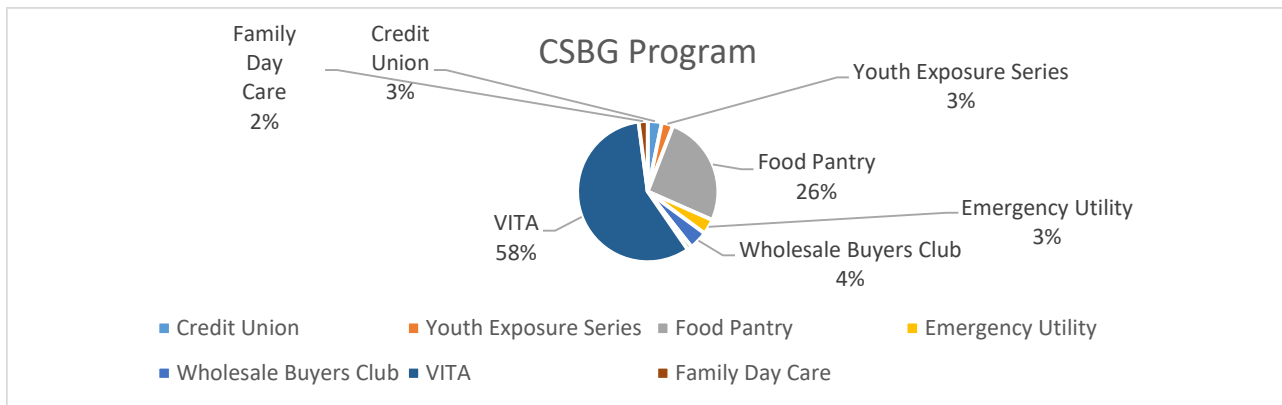
CSBG is continuing networking, collaborating, and cultivating relationships with business and corporate communities as a service of funds, programs, and services- the key components in this united effort.

CSBG remains oriented in the Results Oriented Management and Accountability (ROMA) goals as stated in the Government Performance and Results Act (GPRA). The program strives to help low income people become more self-sufficient; combat the conditions in which low-income people live; help the low income own a stake in their community; create partnerships among supporters and providers of services to low-income people. This program helps CSM increase our capacity to achieve self-sufficiency for low-income people and vulnerable populations. This is accomplished by providing opportunities for them to achieve their potential by strengthening family and other supportive systems.

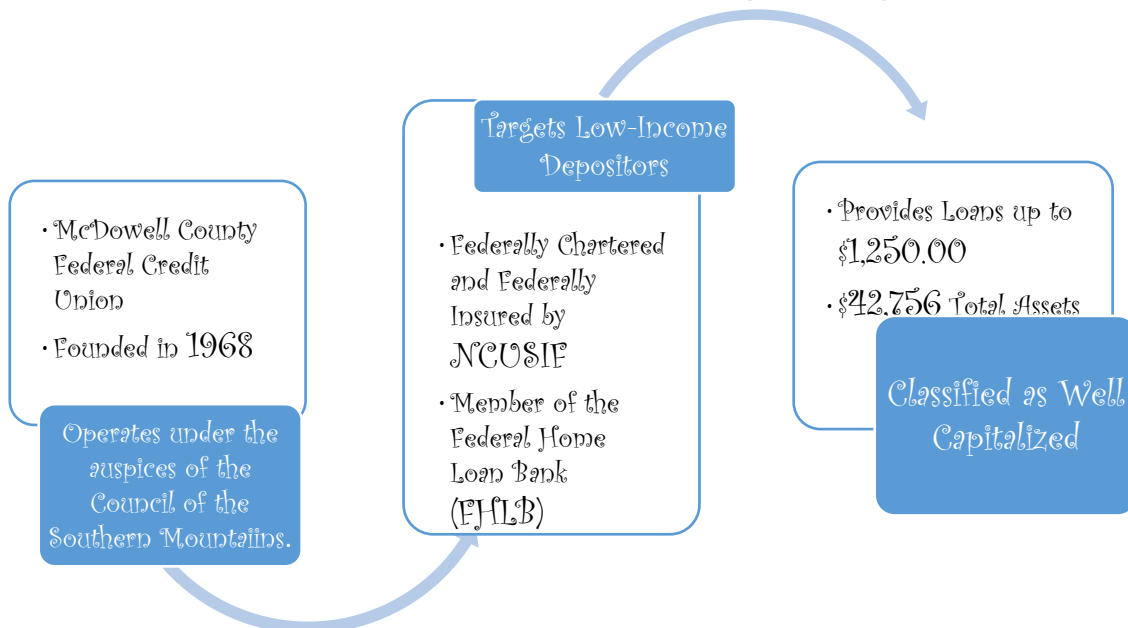
During the 2024 year, CSBG served a total of 683 families (983 individuals) in the areas of:

1. Food
2. Utility assistance
3. Clothing and furniture through referrals
4. Emergency Food and Shelter Disaster Support
5. Personal Assistance
6. Income taxes
7. Youth Activities
8. Economic Enhancement





CSM McDOWELL COUNTY FEDERAL CREDIT UNION



McDowell County Federal Credit Union was founded in 1968 and operated under the auspices of the Council of the Southern Mountains. Headquartered in Welch, West Virginia, McDowell County Federal Credit Union is a federally chartered and federally insured credit union, operating within the regulation of the National Credit Union Association (NCUA) and being insured through the National Credit Union Share Insurance Fund (NCUSIF). McDowell County Federal Credit Union services 34 members. It has \$42,756 of total assets and \$14,316 of net worth. Based on its asset size and net worth ratio, McDowell County Federal Credit Union is classified as a Well Capitalized small credit union. McDowell County Federal Credit Union offers a number of deposit and loan products

Credit Unions

- Non-profit financial institutions that focus on helping their members save and borrow and receive affordable financial services.
- Things they do
- Insured by the NCUSIF



*The following services have been performed by the
COMMUNITY SERVICES BLOCK GRANT staff in 2024*

Regina Sanders, Community Services Advocate

Mary Reed, Community Services Advocate

The Volunteer Income Tax Assistance Program offers free tax assistance to those with low to moderate incomes. In 2024, 589 tax returns were completed with refunds totaling \$921,231.00. The average savings for free tax assistance is \$165,984 based on the average payment for tax preparation of \$273 per return.

The Food Pantry has assisted 780 families (1275 individuals) with emergency food services. Items from the Food Pantry include, but not limited to, donated goods from Facing Hunger Food Bank and Mountaineer Food Bank.

The Wholesale Buyers' Club continues in a limited manner. This program allows customers to buy products in bulk at lower costs. Items purchased range from eggs to cleaning supplies. There are no requirements to participate in this program.

Emergency Utility Assistance Program has served 12 families (31 individuals). The Utility Assistance Program assists needy families with electric bills, coal, and oil.

In addition to the Emergency Utility Assistance Program, the CSBG program collaborates with the Dollar Energy Fund to provide electric termination assistance to low income families. The agency submitted 14 Dollar Energy Fund applications. The agency also assists low-income families with completion and submission of Low Income Energy Assistance Program (LIEAP) applications when needed.

The Youth Exposure Series started in June and continued through August. A total of 13 youth participated this year. There were events, which included trips to various community events and the WV State Fair. This program is to provide enriching experiences for eligible children to give them opportunities to have the same learning events as their peers.

The Family Day Care Food Program was established through the WV Department of Education to ensure that children in day care homes receive adequate nutrition. Providers are reimbursed eligible meals that are served to children in their care. During 2024, there were a total of 12 providers participating, with one being a Day Care Center in Wyoming County. Regulations state that providers must

receive annual training that is scheduled to be held in November at the McDowell Public Library in Welch.

Staff and Board members received training for the Results Oriented Management and Accountability Next Generation (ROMA Next Gen. ROMA Next Gen replaces the old version of ROMA, which reduces the number of Goals from 6 to 3 and focuses on a Theory of Change that will enable agencies to report on how agency activities affect the communities that are served. This transition also changed the annual reporting process used by community action agencies.

CSBG is proud of our accomplishments and look forward to the challenges of the future as we continue

“REBUILDING FOR THE NEXT GENERATION.”

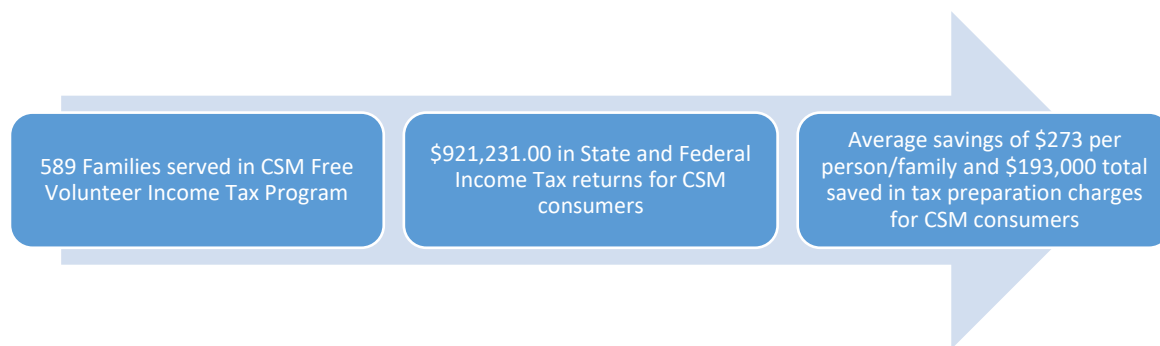


Shown above are CSBG staff members: left, Regina Sanders, sponsor of multiple events for CSM youth, special events Mary Reed, food for those in need, background checks and representative payee services for those with an intellectual disability.

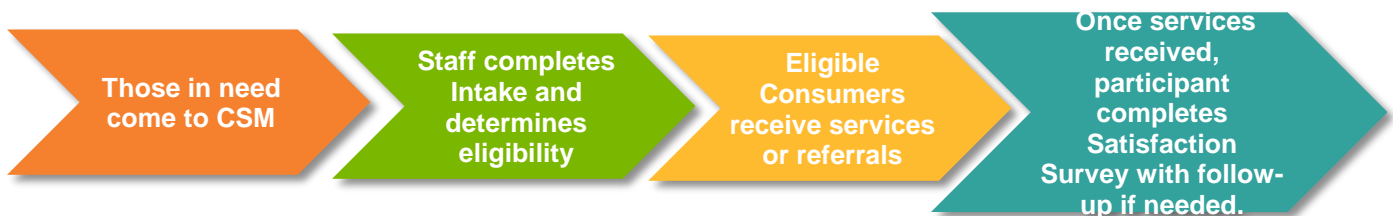


Distribution of fresh fruit and vegetables to the community by Board members and staff.

2024 Volunteer Income Tax Assistance Outcomes



This flow chart shows how CSM consumers are initially served.



CSM FITNESS/WELLNESS CENTER



The CSM Fitness Center is certified through the Humana Silver Sneakers program. . Staff will also be on duty at all times who are trained in CPR, First Aid and A.E.D utilization.

PRIVATE PAYING COMMUNITY MEMBERS
SILVER SNEAKERS SENIOR MEMBERS
PEIA/INSURANCE MEMBERS

The Council of Southern Mountains continues operation of a fitness center to serve the needs of McDowell County citizens. The facility is located at 148 McDowell Street in downtown Welch, WV. The center is fully equipped and is open Monday through Friday. The times during the week are 7:30 a.m. to 4:30 p.m. The telephone contact information is 304-436-6800.

Family Daycare Feeding Program



Ida Monroe, FDCFP Coordinator

The Daycare Program has a total of ten Providers and one center for a total of eleven. The Providers total expense for the year was \$55,963.68 and Tinker Tots Day Care Center expense was \$20,593.53.

The annual training has been scheduled for November 15, 2024 at the Welch Library from 10:00 a.m. until 2:00 p.m...

The Office of Child Nutrition conducted both Management Evaluation for Family Daycare and Tinker Tots. There were no findings. The application for Tinker Tots has been approved. The agency is currently awaiting approval for the application for Family Daycare Home Providers.

The program is in great standing for upcoming 2025.

Ida Monroe

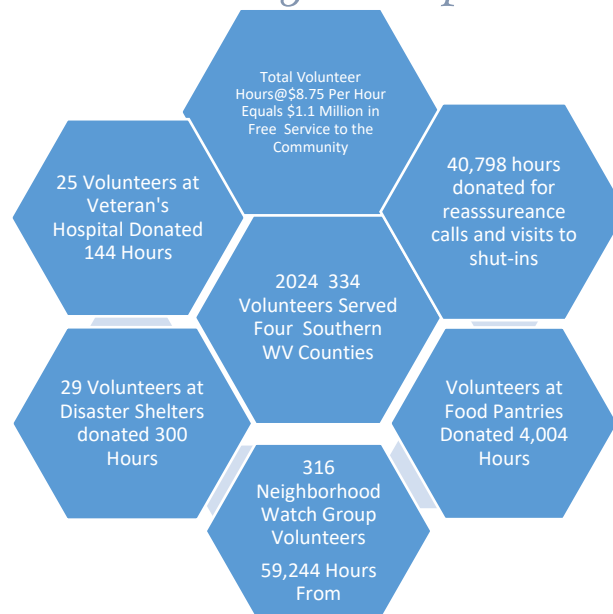
2024 BILL PAY SERVICE



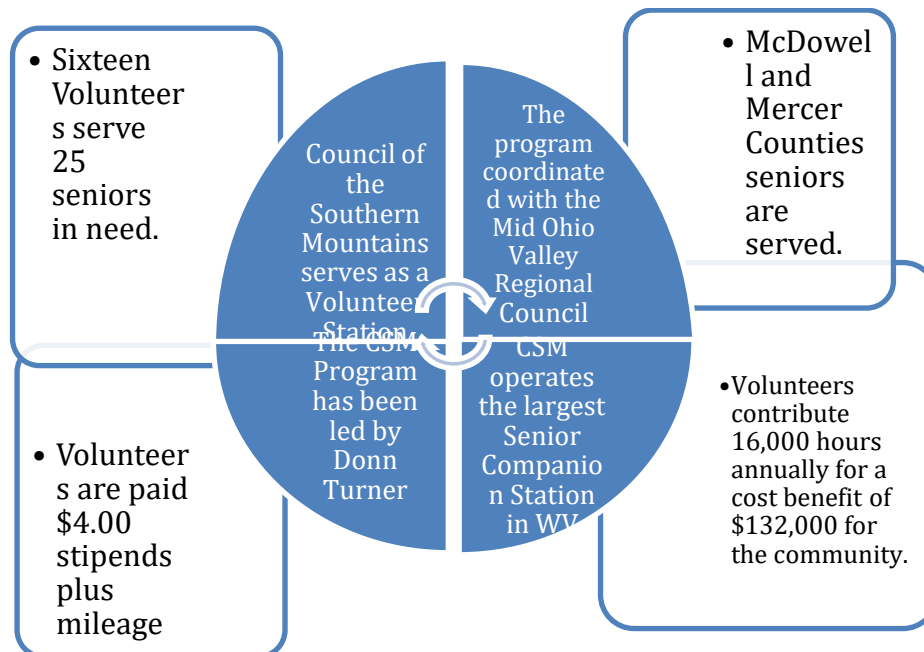
Approximately one-quarter of U.S. households (more than 30 million), representing \$1.3 trillion dollars in annual spending, do not utilize banks, according to the FDIC, the Bureau of Labor Statistics and the U. S. Census Bureau. Including illegal immigrants, the number of residents without bank relationships is reported to be millions of consumers who often have no other means of paying their bills but in person by cash. As of this date, over thousands of McDowell County residents have used CSM Bill Pay services at little to no cost.



Retired Senior Volunteer Program Depiction & Update



CSM SENIOR COMPANION UPDATE



Senior Companions are volunteers age 55 and over who make a difference by providing assistance and friendship to adults who have difficulty with daily living tasks, such as shopping or paying bills. We help these adults remain independent in their homes instead of having to move to more costly institutional care. Senior Companions give families or professional caregivers a much-needed time off from their duties, run errands, and often provide friendship for their clients. Volunteers receive pre-service orientation, training from the organization where they serve, supplemental insurance while on duty, and may qualify to earn a tax-free hourly stipend by working 15-40 hours weekly. The Council of the Southern Mountains operates the largest Senior Companion Station in West Virginia.

COUNCIL OF THE SOUTHERN MOUNTAINS ECONOMIC DEVELOPMENT INITIATIVE 2024 ANNUAL REPORT



A Motorcycle Stunt Army rider performs during the 2024 event held on September 28 at the Kimball, WV Fall Festival.

2024 Head of the Dragon Motorcycle/Sports Car Event

Head of the Dragon Annual Report

The 2024 Head of the Dragon was good as it was well attended considering everything that was going on with the weather. Due to the intense weather conditions leading to the event we only had limited riders participating. Our furthest rider came from South Carolina around 320 miles away. We had random drawings of prizes for the people who returned after the ride ended. We only had about 3 riders not return after the ride was over. We usually see a significant number of riders who drop towards the end of the route and head home. This year we tried to make the prizes more focused on Head of the Dragon instead of just random donations being thrown together. We made four gift bags for the riders that

included, a HOTD keychain, a HOTD pin, patch, sticker, dragon keychain, tumbler, a dragon bracelet, a t-shirt voucher, and a dragon duck. There was a drawing for a cash prize for one lucky rider. This year we decided to do a first-year rider drawing so anyone that was riding it for the first time was placed in a drawing for one of the bags. We also had drawings for a Viking Bag and a helmet that was donated to us.

We had around 10-15 cars sign up for the car show. We lost many of the people who said they were coming due to fears of roads being unsafe and not wanting to risk damaging their cars. There were also two more car shows that were very similar to ours happening the same day. Every person who entered the car show this year received a trophy, and the first prizewinner got the money and a bigger trophy.

The festival itself also underperformed due to many challenges. Kimball had no power, water, or internet the day of the festival. Phone service was shaky all day and went out multiple times. No bands could perform due to no power, so Kimball plugged a speaker up to the generator and streamed music. Many vendors cancelled and others just did not show up. We expected around 30-40 total vendors and attractions. We ended up with around 10-15. Only three food vendors showed up. We had a mechanical bull, gaming truck, inflatables, stunt army, hula-hoop tricks, stilt walking, Aerial acrobatics, wrestling, and a magician. We lost a few vendors due to Welch's festival and many of the people that would have come to our festival.

We had a few things we need to investigate for next event we do. Some of the riders want designs on the back of the shirts instead of the front. We also need to look at getting a card reader because many people do not carry as much cash and end up buying less stuff.

Head of the Dragon Suggestions:

- * Card readers
- * People carry less cash than they used to, and this would help sales.
- * Shirts with designs on the back
- * A rider requested this at this year's event.
- * Doing multiple rides/events
- * Doing multiple rides/events at a smaller scale could increase our reach to different audiences and help bring in more money. Most of the big events you see for other places have a single focus and do not branch into other types of hobbies such as jeeps only, sports car only, or motorcycle only. I think we draw confusion and sour feelings when people see that we are having motorcycle, sports cars, and jeeps in one ride. People commented on the ad saying they cannot believe they do all of them together and others agreed. We can do motorcycles only ride/ meetups and have only one food vendor there and us selling stuff. You could charge the riders a ride fee that would include a hot dog, drink, and a side for

when they get back from the ride encouraging them to finish the route and have something hot when they got back. You could also do donations only instead of the fee, but the people who donate are entered into a drawing.

- * Movie events

- * We could do an outdoor movie something close a drive in theater in the field in Kimball. This would not take much planning and after doing the first one, the process would become much easier. Charge 5-10 dollars a person; sell food, drinks, candy, and popcorn. We would need a good projector, a projector screen or sheet, speakers, laptop to run it, concession, and chairs setup.

- * Jeep events

- * Do jeep meetup events and have them do it more like a car show. Most places do just this and have hundreds of jeeps show up. Have a few vendors and just some music playing from a speaker as people walk around and look at other jeeps. Before the event, a panel of judges should be picked to avoid any bias or people saying it was rigged or let the people vote. Make the prize pool a growing prize pool and require a sign-up fee. 25-50% of sign up goes towards the prize pool.

- * Car shows

- * Setup exactly like the jeep event above

- * Get our shirts up for sale on website

- * Currently working on getting the shirts ready to be ordered straight from our website just need someone to be able to ship them out when ready.

- * Computerized drawings

- * To eliminate people feeling like drawings are rigged we could use wheels and other things on a computer to spin for the winner of giveaways and prizes. Put all the names on a wheel and let one of the riders press the button.

- * Don't allow anyone else to sell anything with our name or logo

- * This year's event another vendor sold shirts that said Head of the Dragon festival on them. They were only \$5. People bought them instead of ours and we lost money on people who would have paid for ours because they wanted something that had Head of the Dragon on them. Unless we get a portion or all the money from the shirts, we should not allow this again.

- * Physical office for HOTD or just open on weekends

- * People who complete the ride on their own mostly do so on the weekends. If we

could find a way to have an office space or building open during weekends, we could potentially sell more merchandise, but you then have to worry about paying more money for people potentially working OT unless these people only worked at this office during the weekend.

* Annual event

* I think we should still do the annual event on top of the smaller events. The smaller events should not cost us much money and if done correctly we should be able to profit and use that money towards the big event. I think we should still run this at the same time as normal, but we would not have all our eggs in one basket this way, and if it does fail due to weather or whatever our other events could pick up the slack. The annual event could have a combination of the entire smaller event like it is currently.

* Getting the word out

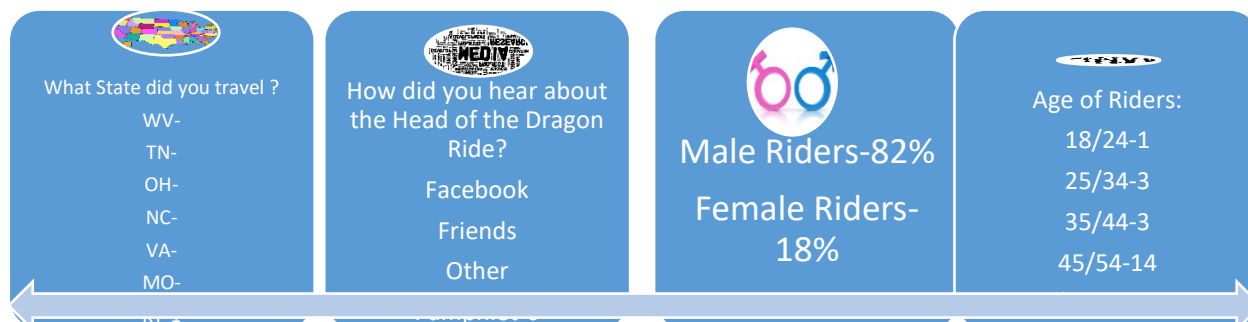
* Facebook ads worked amazingly for the website and event. We were just ruined by the terrible weather. If we do go through with the smaller events, we can advertise at these for our big annual event. This could help us build a bigger following and help bring in more people.

* Weekend events

* Other rides do 3 day and weekend events. This would be bigger scale than anything we have done, but it could also bring us in many more people and if one day the weather is bad, they can come the next day. The Welch festival used this longer event format, and it helped them with all the bad weather that came in. Each day have different vendors and events going on. Do this during the summertime and have slip and slides for the kids and other summer themed stuff. Weather should be less crazy during the time that we select.

* Partner with Kimball for community events

* The field in Kimball has much more potential than a fall festival and few small events. We could do a kids day event after they get on summer vacation with inflatables, slip and slides, and other stuff. Charge \$5 per kid and sell concession at the event.



COUNCIL OF THE SOUTHERN MOUNTAINS
2024 ANNUAL FINANCIAL REPORT
FISCAL YEAR ENDING AUGUST 31, 2024



Heather Mullins, MBA
Director of Finance



Patricia Vaughn
Payroll Specialist



Devin Short, BS
Administrative Coordinator

BILL PAY PROGRAM

The Bill Pay is a service to the community, which provides local access for residents to pay their bills. The program is set in conjunction with the agency fiscal year. The year-end profit of the program is \$2,283.02.

COMMUNITY SERVICES BLOCK GRANT

The Community Services Block Grant (CSBG) program year is set as a regular calendar year. The program has spent \$132,145.53 of its \$241,786 funding for the year. The agency also receives Technical and Training Assistance Grant (T&TA) from the same funding source. The agency has received a grant of \$15,000 to provide training to staff and board members in an effort to increase agency capacity.

FAMILY DAY CARE FOOD PROGRAM

The program provides meal reimbursements for daycare providers. Currently the program has 10 in home care providers and one-day care center. The program is reimbursed at a rate of \$147 per in home provider and 15% of the revenue from the day care center. The program year is October 1 to September 30.

FOSTER GRANDPARENT PROGRAM

The Program started the new three-year cycle in July 2024. As of August 31, the program has spent \$24,734.67 of its \$363,892 year one budget. The Program year runs July 1-June 30.

MONEYGRAM

MoneyGram provides access for residents to send and receive money. Bill payments and money order purchases can also be accessed through this program. The program coincides with the agency fiscal year. The program has a net profit of \$548.31 for the year ending August 31.

RETIRED & SENIOR VOLUNTEER PROGRAM

The Program began its new three-year cycle in April 2024. As of August 31, the program has spent \$36,189.21 of its 98,647 budget. The Program runs April 1 to March 31.

FITNESS CENTER

The Fitness Center coincides with the agency's fiscal year. The program has a profit for the year of \$65.03. The agency continues to recruit new members.

TITLE XIX WAIVER PROGRAM

The Title XI Waiver Program coincides with the agency fiscal year. At the end of August, the program is showing a projected loss for the year. The revenue for the program is projected and will be adjusted once all actual activity is reported to billing. The agency serves as Payee Representative for 20 clients. This service includes the handling of incoming and outgoing funds of clients.

EMERGENCY REPAIR & REPLACEMENT PROGRAM FOR HEAT/AC

The program grant year has been extended to November 31, 2024 beyond the original date of September 30. A funding increase of \$52,000 has been granted to complete additional homes. The program works in conjunction with the Appalachian Power Grant that ends December 2024. This grant allows more homes to be completed by sharing the cost of each completion.

INDIRECT COST POOL

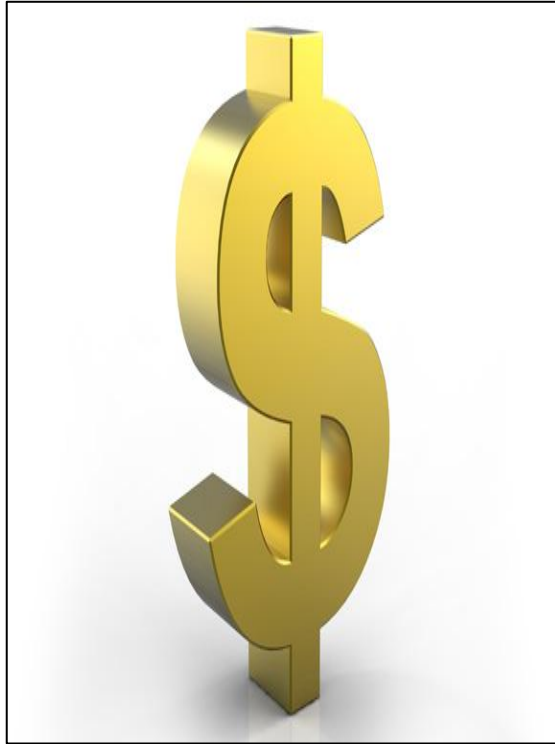
The Finance Office recently added an additional employee, Devin Short. Devin has been an employee of the agency for several years, working with the Title XIX Waiver Program and Head of the Dragon. We are excited to work with him and know that he will be a great asset to this office.

During the year, payroll has changed for some of the employees resulting in payroll needing completed almost weekly. Patricia Vaughn, Payroll Specialist and CSM veteran staff, works diligently to ensure payroll is processed. The agency thanks her for her hard work and dedication.

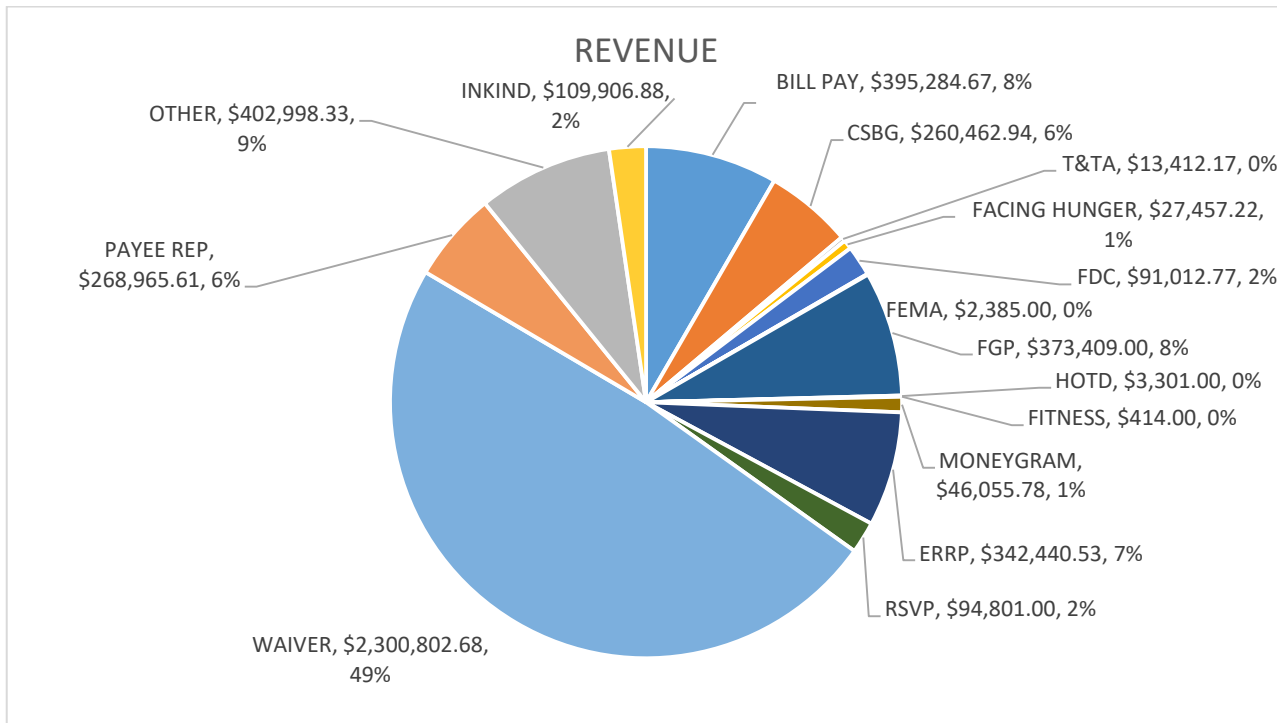
The Finance Office is preparing for the Annual Audit. The desired timeline is to have the audit completed by the end of December.



SEPTEMBER 2023 TO AUGUST 2024 AGENCY REVENUE

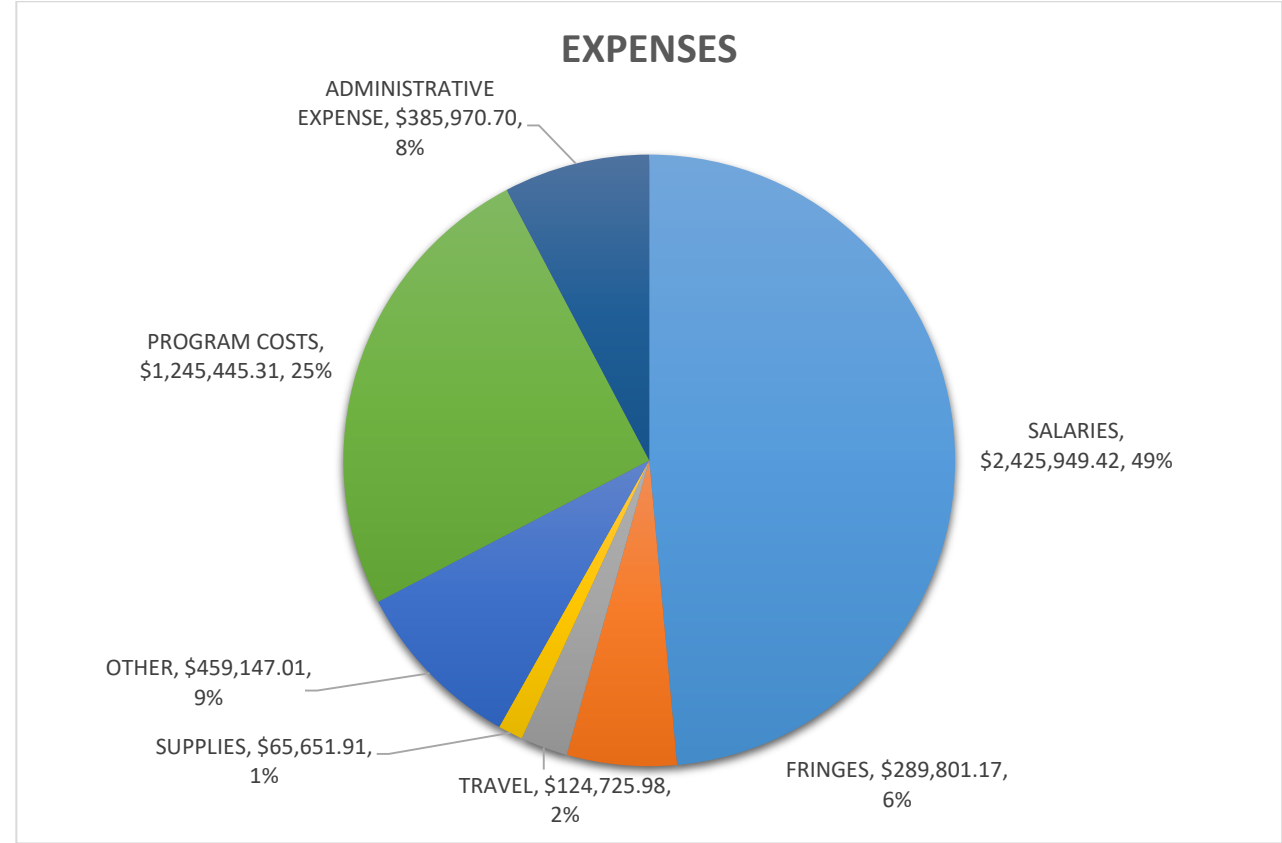
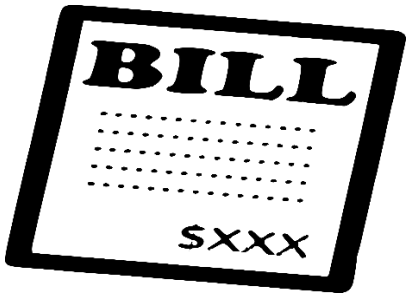


PROGRAM	REVENUE
BILL PAY	\$395,284.67
CSBG	\$260,462.94
CSBG T&TA	13,412.17
FACING HUNGER FOOD	\$27,457.22
BANK	
FAMILY DAY CARE	\$91,012.77
FEMA	\$2,385.00
FOSTER GRANDPARENT	\$373,409.00
FITNESS CENTER	\$414.00
HEAD OF THE DRAGON	\$3,301.00
MONEYGRAM	\$46,055.78
ERRP	\$342,440.53
RSVP	\$94,801.00
TITLE XIX WAIVER	\$2,300,802.68
PAYEE REPRESENTATIVE	\$268,965.61
OTHER AGENCY	\$402,998.33
REVENUE	
INKIND DONATIONS	\$109,906.88
TOTAL REVENUE	\$4,733,109.58



AGENCY EXPENSES AS OF AUGUST 31, 2024

SALARIES	\$2,425,949.42
FRINGES	\$289,801.17
TRAVEL	\$124,725.98
SUPPLIES	\$65,651.91
OTHER	\$459,147.01
PROGRAM COSTS	\$1,245,445.31
ADMINISTRATIVE EXPENSE	\$385,970.70
<hr/>	
TOTAL EXPENSES	\$4,996,691.50



PROGRAM REPORTS AS OF AUGUST 31, 2024

COMMUNITY SERICES BLOCK GRANT				
	MONTHLY	YEAR-TO-DATE	BUDGET	BALANCE
SALARIES	\$10,512.93	\$73,975.05	\$140,803.00	\$66,827.95

FRINGES	\$2,984.52	\$21,476.77	\$32,648.78	\$11,172.01
SUPPLIES	\$174.02	\$2,104.63	\$3250.00	\$1,145.37
TRAVEL	\$127.60	\$606.36	\$1500.00	\$893.64
VEHICLE MAINTENANCE	\$19.50	\$1,327.80		(\$1,327.80)
PHONE	\$123.89	\$864.28	\$850.00	(\$14.28)
UTILITIES	\$841.75	\$4,597.40	\$5998.00	\$1,400.60
VEHICLE INSURANCE	\$0	\$4,266.54	\$7,880.00	\$3,613.46
LIABILITY INSURANCE	\$0	\$228.52	\$302.00	\$73.48
PROPERTY INSURANCE	\$0	\$199.44	\$320.00	\$120.56
DUES	\$0	\$0	\$750.00	\$750.00
SPACE COSTS	\$428.22	\$3,024.49	\$6,500.00	\$3,475.51
FOOD PANTRY	\$1,535.40	\$1,554.38	\$6,328.00	\$4,773.62
EMERGENCY UTILITIES	\$0	\$0	\$3,500.00	\$3,500.00
YOUTH CHRISTMAS	\$0	\$0	\$2,000.00	\$2,000.00
YOUTH EXPOSURE	\$1,103.27	\$3,525.74	\$3,000.00	(\$525.74)
ADMIN EXPENSES	\$2,035.42	\$14,394.13	\$26,156.22	\$11,762.09
TOTAL	\$19,886.52	\$132,145.53	\$241,786.00	\$109,640.47

FAMILY DAY CARE FOOD PROGRAM

	MONTHLY EXPENSE	YEAR-TO-DATE EXPENSE
SALARIES	\$1,010.34	\$11,173.95
FRINGES	\$109.56	\$1,481.99
SUPPLIES	\$12.55	\$1,045.08
TRAVEL	\$0	\$92.59
PHONE	\$43.36	\$466.94
INSURANCE	\$0	\$147.89
SPACE	\$46.20	\$1,162.57
ADMINISTRATIVE EXPENSE	\$168.88	\$1,908.52
TOTAL COSTS	\$1,390.89	\$17,479.53
 REVENUE	 \$1,746.11	 \$17,222.78
 PROFIT/LOSS	 \$355.22	 (\$256.75)

PROGRAM REPORTS AS OF AUGUST 31, 2024

FOSTER GRANDPARENT PROGRAM

	MONTHLY	YEAR-TO-DATE	BUDGET	BALANCE
SALARIES	\$5,900.70	\$11,661.96	\$69,693.00	\$58,031.04
FRINGES	\$453.38	\$1,134.97	\$7,318.00	\$6,183.03
OFFICE SUPPLIES	\$8.58	\$25.82	\$769.00	\$743.18
PRINTING	\$0	\$0	\$1,000.00	\$1,000.00
POSTAGE & SHIPPING	\$0	\$0	\$1,705.00	\$1,705.00

DUES	\$0	\$0	\$100.00	\$100.00
PHONE	\$43.36	\$86.72	\$720.00	\$633.28
UTILITIES	\$100.79	\$184.11	\$922.00	\$737.89
ADMIN TRAVEL	\$316.44	\$316.44	\$3,550.00	\$3,233.56
CONFERENCE TRAVEL	\$0	\$0	\$2,500.00	\$2,500.00
SPACE	\$44.94	\$89.88	\$1,536.00	\$1,446.12
MEETING SPACE	\$50.00	\$50.00	\$1,712.00	\$1,662.00
PROGRAM MEALS	\$10.50	\$10.50	\$3,779.00	\$3,768.50
EQUIP. MAINTENANCE	\$0	\$0	\$400.00	\$400.00
COPIER COSTS	\$3.48	\$10.44	\$457.00	\$446.56
PARTICIPANT INSURANCE	\$0	\$0	\$416.00	\$416.00
RECOGNITION	\$0	\$0	\$9,770.00	\$9,770.00
STIPENDS	\$8,192.00	\$8,192.00	\$212,976.00	\$204,784.00
BACKGROUND CHECK	\$35.25	\$35.25	\$460.00	\$424.75
VOLUNTEER TRAVEL	\$1,006.80	\$1,006.80	\$31,996.00	\$30,989.20
PHYSICAL EXAMS	\$0	\$0	\$500.00	\$500.00
ADMIN EXPENSE	\$958.20	\$1,929.78	\$11,613.00	\$9,683.22
TOTAL	\$17,124.42	\$24,734.67	\$363,892.00	\$339,157.33



EMERGENCY REPAIR AND REPLACEMENT

	MONTHLY	YEAR-TO-DATE	BUDGET	BALANCE
VEHICLE INSURANCE	\$0	\$1,066.64	\$2,150.00	\$1,083.36
CONTRACTOR COSTS	\$17,134.00	\$211,226.31	\$241,923.00	\$30,696.69
ADMIN EXPENSE	\$1,713.40	\$21,122.64	\$24,408.00	\$3,285.36
TOTAL	\$18,847.40	\$233,415.59	\$268,481.00	\$35,065.41

PROGRAM REPORTS AS OF AUGUST 31, 2024

RETIRED AND SENIOR VOLUNTEER PROGRAM

	MONTHLY	YEAR-TO-DATE	BUDGET	BALANCE
SALARIES	\$4,376.58	\$21,882.90	\$52,519.00	\$30,636.10
FRINGES	\$334.80	\$2,137.85	\$5,397.00	\$3,259.15
TRAVEL	\$0	\$1,196.97	\$4,996.00	\$3,799.03
LONG TRAVEL	\$0	\$0	\$2,500.00	\$2,500.00
SUPPLIES	\$0	\$127.05	\$804.00	\$676.95
LIABILITY INSURANCE	\$0	\$38.50	\$160.00	\$121.50
COPIER MAINTENANCE	\$65.29	\$179.86	\$744.00	\$564.14
COMPUTER MAINTENANCE	\$0	\$0	\$500.00	\$500.00

UTILITIES	\$16.57	\$379.60	\$1,200.00	\$820.40
SPACE	\$180.00	\$900.00	\$2,160.00	\$1,260.00
PHONE	\$24.41	\$131.66	\$276.00	\$144.34
PROPERTY INSURANCE	\$0	\$14.47	\$25.00	\$10.53
POSTAGE	\$0	\$0	\$2,115.00	\$2,115.00
PRINTING	\$0	\$0	\$400.00	\$400.00
DUES	\$0	\$125.00	\$100.00	(\$25.00)
PARTICIPANT INSURANCE	\$0	\$1,861.36	\$2,205.00	\$343.64
RECOGNITION	\$0	\$3,591.65	\$13,664.00	\$10,072.35
ADMIN EXPENSE	\$710.48	\$3,622.34	\$8,734.00	\$5,111.66
TOTAL	\$5,708.13	\$36,189.21	\$98,499.00	\$62,309.79

FITNESS CENTER

	MONTHLY EXPENSE	YEAR-TO-DATE EXPENSE
OFFICE SUPPLIES	\$2.45	\$84.14
STATE TAXES	\$0	\$39.83
LIABILITY INSURANCE	\$0	\$225.00
TOTAL COSTS	\$2.45	\$348.97
 REVENUE	 \$26.50	 \$414.00
 PROFIT/LOSS	 \$24.05	 \$65.03

PROGRAM REPORTS AS OF AUGUST 31, 2024

BILL PAY

	MONTHLY EXPENSE	YEAR-TO-DATE EXPENSE
OFFICE SUPPLIES	\$0	\$220.56
LIABILITY INSURANCE		
VENDOR PAYMENTS	\$34,253.19	\$392,781.09
TOTAL COSTS	\$34,253.19	\$393,001.65
 REVENUE	 \$34,490.99	 \$395,284.67
 PROFIT/LOSS	 \$237.80	 \$2,283.03

TITLE XIX WAIVER (PROJECTED)

	MONTHLY EXPENSES	YEAR-TO-DATE EXPENSE
SALARIES	\$220,146.29	\$1,869,044.07
FRINGES	\$16,841.21	\$183,896.34
TRAVEL	\$6,242.16	\$59,052.76
INSURANCE	\$0	\$15,432.90
CONTRACTUAL	\$1,164.24	\$16,379.06
SUPPLIES	\$2,299.98	\$21,819.79
BACKGROUND CHECK	\$858.00	\$5,346.50
STAFF TRAINING	\$92.03	\$1,241.46
FEES	\$0	\$59.00
PHONE	\$316.54	\$3,460.99
VEHICLE MAINTENANCE	\$30.72	\$5,727.89
UTILITIES	\$209.77	\$11,310.62
SPACE	\$1,701.06	\$20,808.06
UNREIMBURSED CLIENT EXP.	\$2,192.83	\$12,558.28
ADMINISTRATIVE EXPENSE	\$35,745.83	\$311,446.36
UNCOLLECTED ALLOWANCE	\$19,559.84	\$227,393.10
TOTAL COSTS	\$307,400.50	\$2,764,977.18
REVENUE	\$195,598.31	\$2,273,930.98
PROFIT/LOSS	(\$111,802.19)	(\$491,046.20)

PROGRAM REPORTS AS OF AUGUST 31, 2024**MONEYGRAM**

	MONTHLY EXPENSE	YEAR-TO-DATE EXPENSE
OFFICE SUPPLIES	\$0	\$180.00
VENDOR PAYMENTS	\$3,551.71	\$45,327.47
TOTAL COSTS	\$3,551.71	\$45,507.47
REVENUE	\$3,587.47	\$46,055.78
PROFIT/LOSS	\$35.76	\$548.31



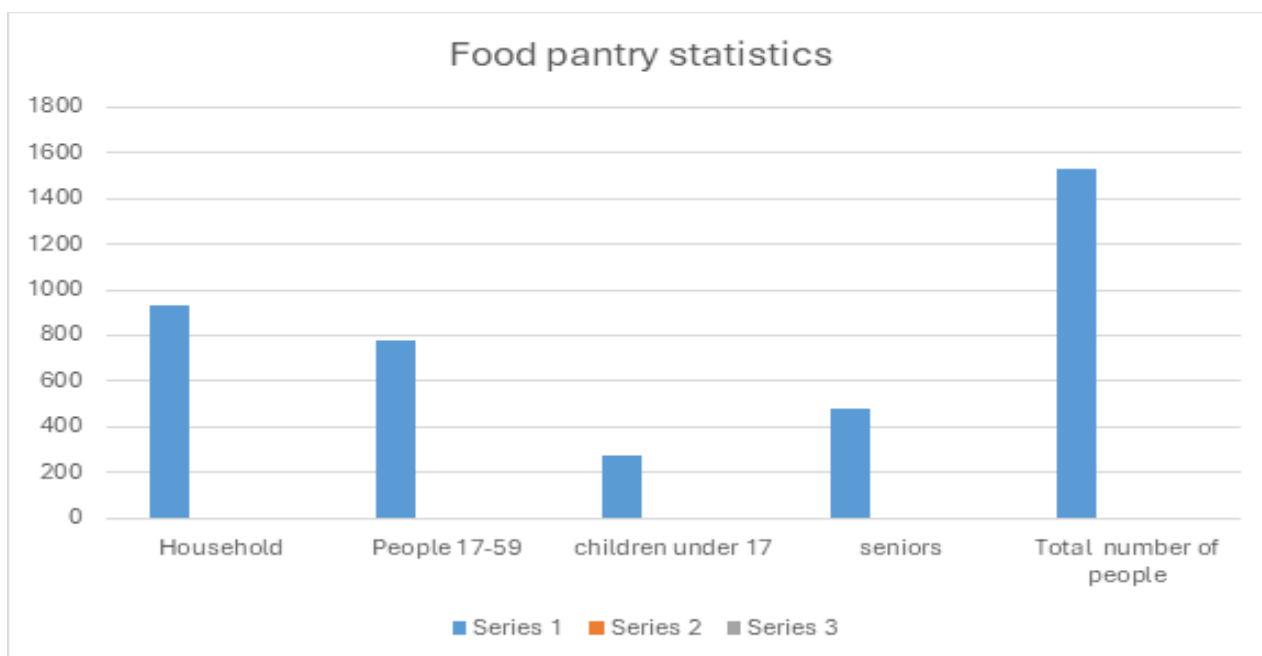
INDIRECT COSTS

	MONTHLY EXPENSE	YEAR-TO-DATE EXPENSE
SALARIES	\$24,436.78	\$263,259.87
FRINGES	\$4,788.18	\$55,312.82
FEES & CONTRACTS	\$0	\$3,366.90
OFFICE SUPPLIES	\$13,663.46	\$23,546.48
POSTAGE & SHIPPING	\$0	(\$2.04)
PHONE	\$341.10	\$3,915.32
UTILITIES	\$0	\$7.61
TRAVEL	\$0	\$19.56
VEHICLE MAINTENANCE	\$2,475.80	\$2,475.80
BOARD EXPENSES	\$0	\$1,131.52
AUDIT	\$0	\$26,390.00
LIABILITY INSURANCE	\$0	\$645.39
SPACE	\$584.13	\$7,099.56
TOTAL COSTS	\$46,289.45	\$387,168.79
 REVENUE	 \$41,332.20	 \$386,259.71
 PROFIT/LOSS	 (\$4,957.25)	 (\$909.08)



2024 Annual Report for Food Pantry

This year, our food pantry has provided critical assistance to 931 household, facilitated by partnerships with Facing Hunger Food bank and CSM purchases, and enhanced by a \$27,000 grant from Posey Perry Emergency Food Fund spent out within six months' time frame. Successful programs, including fresh fruit and produce giveaways and after school sports snacks for children, have effectively alleviated food insecurity, easing parental burdens. Despite progress the complex food insecurity landscape remains, driven by global food price increase, climate change, economic instability, inflation and strain on government assistance programs resulting in heightened demand for food banks and community organizations. Notably, revised SNAP requirements, requiring 20 hours of weekly work or volunteerism for individuals under 55, have significantly affected numerous clients, exacerbated by limited hiring and volunteer opportunities in McDowell County.





NONPROFIT FINANCIAL MANAGEMENT

SELF-ASSESSMENT TOOL-2024

FINANCIAL PLANNING/BUDGET SYSTEMS

	Don't Know	Inadequately Achieved	Partially Achieved	Fully Achieved
1. Organization has a comprehensive annual budget which includes all sources and uses of funds for all aspects of operations.				√
2. All grant or contract budget agreements with funders are incorporated into the comprehensive annual budget.				√
3. All grant or contract budget proposals are reviewed by fiscal staff before submission to funders.				√
4. Program managers play an active role in the development of budgets for programs under their direction.				√
5. A board committee has a detailed understanding of the annual budget and plays a significant role in directing the use of unrestricted funds.				√ Full Board
6. The full board formally authorizes the annual budget and revisions to the budget.				√
8. The organization has integrated meaningful consideration of financial issues into any strategic planning processes it undertakes.				√

a. Authorization functions for purchasing, signing checks, adjusting accounts, and extending credit are not performed by individuals who also perform recording functions such as disbursements and/or receipts, maintaining accounts receivable records, or cash handling functions such as receiving and depositing funds or preparing checks.				
	Don't Know	Inadequately Achieved	Partially Achieved	Fully Achieved
b. Review and verification functions such as reconciliation of the bank statement to the record of cash receipts and disbursements are not performed by individuals who also prepare checks, record checks, receive funds and prepare bank deposits, and/or record receipts.				√
5. Payroll policies and procedures are clearly documented and consistently followed.				√
a. Written authorization is required for all new hires and pay rate changes.				√
b. Written timesheets are prepared by all employees, signed by the employee, and approved in writing by the employee's direct supervisor.				√
c. Forms W-4 and I-9 are obtained and retained for each employee.				√
d. Policies regarding overtime, vacation time, sick leave, holiday pay, and other leaves with or without pay are written clearly, and reviewed regularly for compliance with state and federal law.				√

	Don't Know	Inadequately Achieved	Partially Achieved	Fully Achieved
6. Written purchasing policies clearly identify the purchasing authority of each staff position, and establish appropriate dollar limits for purchasing authority at each level.				√
7. There are clear procedures for review of and authorization to pay all vendor invoices.				√
8. Written policies and procedures for charging and collecting fees are followed consistently and reviewed regularly.				√
9. Cash handling policies and procedures are well-documented and are tested periodically.				√
a. All checks are restrictively endorsed upon receipt.				√
b. Receipts are given for all cash transactions and donors/clients are informed that they should receive a receipt for all cash payments. Pre-numbered, multi-copy, customized receipts are used.			√	
c. A receipts log is maintained by the person responsible for opening the mail.			√	
d. Cash reconciliation sheets are maintained by all individuals responsible for accepting cash. All cash counts are initialled by the individual preparing the initial count and the individual receiving the cash for further processing.				√

4. Accounting policies and recording procedures are clearly documented in the written fiscal policies and procedures.				√
5. Appropriate computer software and hardware is utilized to perform recording functions.				√
6. Appropriate electronic and physical security procedures are utilized to protect the integrity of computerized accounting records.				√
7. All accounting records are backed up daily. Back-up media are stored in a secure area away from computer equipment.				√
	Don't Know	Inadequately Achieved	Partially Achieved	Fully Achieved
8. Back-ups of accounting data are stored offsite at least monthly.				√
9. Detailed records of client fees and/or grants and contracts receivable are maintained and reconciled to the general ledger receivables balances.				√
10. All contributions are recorded in the accounting records. If more detailed records are maintained by staff responsible for fund development, the fund development and accounting records of contributions are reconciled monthly.				√
11. All general ledger balance sheet accounts are reconciled at least quarterly. All cash, payroll liabilities, and accounts receivable control accounts are reconciled monthly.				√

	Don't Know	Inadequately Achieved	Partially Achieved	Fully Achieved
1. The executive director and the program managers review the monthly financial statements carefully.				√
2. The fiscal manager highlights unusual items and identifies potential problems in notes to the financial statements shared with the executive director and board committee or full board.				√
3. A board committee or the full board reviews the monthly financial statements carefully.				√
4. The board or a board committee selects an independent CPA to conduct an annual audit or review. The board determines whether the organization should have an audit or a review, and whether or not the audit must be conducted within the guidelines of OMB A-133, as required for organizations receiving over \$300,000 in federal funds or recommended for organizations receiving more than \$100,000 each from more than one federal source.				√
	Don't Know	Inadequately Achieved	Partially Achieved	Fully Achieved
5. The board or a board committee reviews the auditor's report, including any management letters, and reports on internal controls and compliance with governmental law and regulation.				√
7. The board and executive director continually review the organization's financial statements to determine whether:				

2024 AGENCY TRAINING

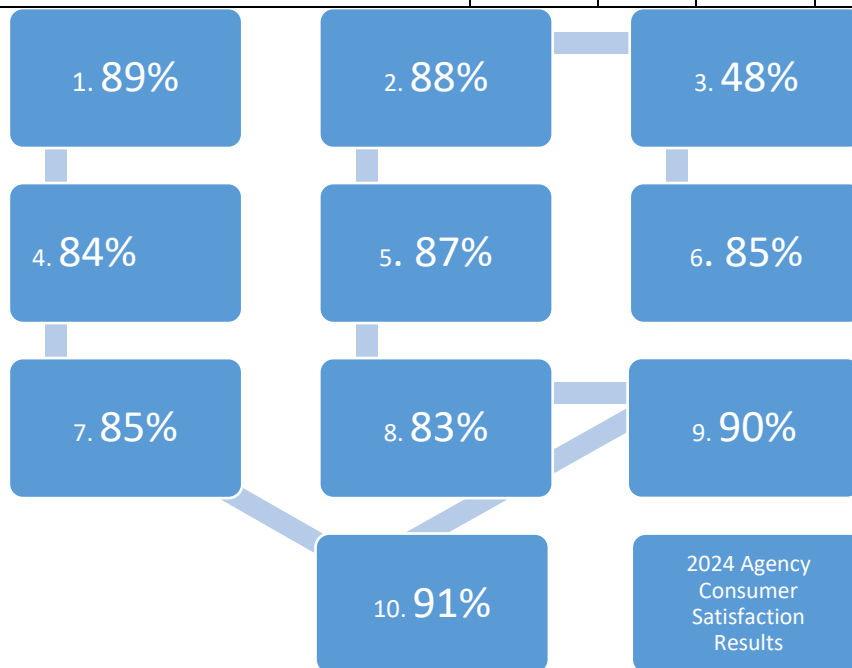


2024 FOOD PANTRY SATISFACTION

FOOD PANTRY CSM Consumer Satisfaction Survey Yearly 2024	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
I was treated with kindness and respect when I came to and/or called the agency.	141 89%	12	2	3		
The staff were willing to help me.	142 91%	11		2		1
Staff referred me to another agency if the Council could not help my request.	86 60%	10	6	1		38
I was waited on promptly and did not have to wait too long to receive services.	136 81%	26	5	1		
My privacy was honored.	138 89%	13	1	1		2
The services or assistance I received met my needs.	142 90%	11	2	2		
The building was neat and clean when I visited.	146 92%	10	1	1		
I would recommend the agency to others.	146 92%	9	1	1	2	

COUNCIL OF THE SOUTHERN MOUNTAINS 2024 OVERALL CONSUMER SATISFACTION SURVEY RESULTS

CSM Overall Consumer Satisfaction Survey 2024	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
I was treated with kindness and respect when I came to and/or called the agency.	701	57	6	1	4	22
The staff were willing to help me.	693	55	5	1	4	29
Staff referred me to another agency if the Council could not help my request.	346	55	17	3	2	295
I was waited on promptly and did not have to wait too long to receive services.	656	65	3	2	1	53
My privacy was honored.	675	55	3	2	1	37
The services or assistance I received met my needs.	654	67	2	2	3	40
The agency or services are conveniently located.	655	67	5	1	2	40
The building was neat and clean when I visited.	643	70	9	1	1	52
I would recommend the agency to others.	699	61	5	1	1	9
Overall, I am satisfied with the services I received.	709	58	3	1	1	9

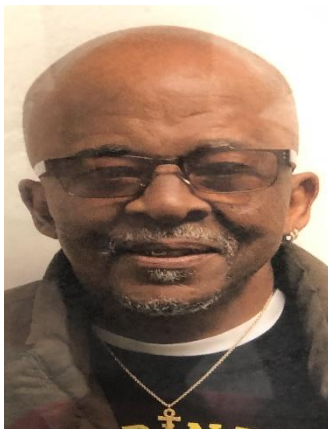




2024 CSM BOARD OF DIRECTORS OFFICERS



Tom Morsi
Board President



Jerome Newsome
Vice-President



Michael Crouse, Treasurer



Connie Odom, Secretary

COUNCIL OF THE SOUTHERN MOUNTAINS TRIPARTITE BOARD OF DIRECTORS

Board Composition

For private nonprofit entities, a minimum of one-third of tripartite board membership must be democratically selected representatives of low-income individuals and families who reside in the geographic area being served by the agency. One-third must be elected officials, holding office at their time of selection, or their representatives. If a sufficient number of elected officials or their representatives are not available to serve, appointive public officials or their representatives may take the place of elected officials. For private nonprofit entities, a minimum of one-third of tripartite board membership must be democratically selected representatives of low-income individuals and families who reside in the geographic area being served by the agency. One-third must be elected officials, holding office at their time of selection, or their representatives. If a sufficient number of elected officials or their representatives are not available to serve, appointive public officials or their representatives may take the place of elected officials. The remaining board members must be chosen from "business, industry, labor, religious organizations, law enforcement, education, or other major groups and interests in the community served."

Council of the Southern Mountains Board of Directors



Kenneth Gentry
Past Board President



Adam Gianato
Board Member



Elizabeth Scott
Board Member



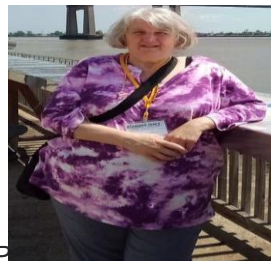
Terry O'Neal
Board Member



Ryan Harman
Board Member



Ken Vredingburgh
Board Member



Donna Mullins
Board Member



Marie Scales
Board Member

CSM WEBSITES/SOCIAL MEDIA

IN ORDER TO HELP CSM CONSUMERS ATTAIN SERVICES, FOUR WEBSITES ARE MAINTAINED. THE FIRST IS THE AGENCY WEBSITE DESCRIBING AVAILABLE PROGRAMS: COUNCILOFTHESOUTHERNMOUNTAINS.COM. NEXT IS OUR INITIATIVE TO HELP LOW-INCOME FAMILIES OBTAIN AND MAINTAIN HEALTHY HOMES AT HEALTHYHABITATHELP.COM. THIRD IS THE ECONOMIC DEVELOPMENT COMPONENT TO ENCOURAGE TOURISM AT VISITMCDOWELLCOUNTYWV.COM. THE NEWEST ADDITION IS THE WEBSITE STILL UNDER DEVELOPMENT FOR THE “HEAD OF THE DRAGON” MOTORCYCLE RUN FOR DIVERSIFICATION OF THE LOCAL ECONOMY: HEADOFTHEDRAGONWV.COM. PLEASE VISIT THESE SITES AND JOIN US ON FACEBOOK AT COUNCIL OF THE SOUTHERN MOUNTAINS AND VISIT MCDOWELL COUNTY.

councilofthesouthernmountains.com

visitmcdowellcountywv.com

headofthedragonwv.com

Facebook



2024
CSM RESIDENTIAL
EMPLOYEE OF THE YEAR
SHAUNTINA REED



Just as there is something magical about sandcastles, there is something magical about Shauntina Reed. She transports us to where our imaginations believe anything is possible. Shauntina believes that *"Every grain of sand is a possibility" as she builds her sandcastles every day.* This quote reminds us that every small action has the potential to create something magnificent. Just as each grain of sand contributes to the strength and stability of a sandcastle, every effort we put into building our dreams can lead to amazing outcomes. Shauntina allows each grain of sand to be her inspiration and shows others that even the tiniest stones can make castles of hope.

Congratulations Shauntina Reed, 2024 Employee of the Year.

November 19, 2024

COUNCIL OF THE SOUTHERN MOUNTAINS
2024 COMMUNITY SERVICES
EMPLOYEE OF THE YEAR



Regina Sanders

Maya Angelou said, "Nothing will work unless you do."

It takes work to bring about a better life for deserving children and neighbors that need a helping hand. Regina Sanders thrives on the work that results in the betterment of those we serve. Regina has developed services at the Council of the Southern Mountains that has brought enrichment, health and most of all, feelings of true self-worth among those that many have cast aside.

For there will never cease to be poor in the land. Therefore I command you, 'You shall open wide your hand to your brother, to the needy and to the poor, in your land.' [Deuteronomy 15:11](#)

Regina Sanders has an open hand and heart to those of our area in need.

Congratulations Regina as CSBG 2024 Employee of the Year

November 19, 2024

*COUNCIL OF THE
SOUTHERN MOUNTAINS
2024 EMPLOYEE OF THE YEAR*



Mary Reed

MARY REED IS RECOGNIZED FOR OUTSTANDING DEDICATION AND SERVICE TO SENIORS, THE LOW-INCOME AND PEOPLE WITH A DISABILITY. AS A RESULT OF HER UNSELFISH DEDICATION TO THE FUTURE OF THESE MCDOWELL COUNTY RESIDENTS, PEOPLE HAVE GREATER HOPE FOR A LIFE OF DIGNITY.

GOD WILL ALWAYS ASSURE THAT MARY'S LIFE WILL BE FILLED WITH THE SATISFACTION THAT THE COMMUNITY WILL KNOW SHE PROVIDED EXCELLENT SERVICE TO THOSE IN NEED WITHOUT EXPECTATION OF ANYTHING FOR HERSELF.

DUE TO HER EXEMPLARY WORK, MARY REED IS NAMED THE
2024 CSM EMPLOYEE OF THE YEAR.

NOVEMBER 19, 2024



We end with our traditional closing to the CSM Annual Report,
*“As the old year retires and a new one is born, we commit into
the hands of our Creator the happenings of the past year and ask
for direction and guidance in the new one. May He grant us His
grace, His tranquility and His wisdom!”*

– Peggy Toney Horton,

Connect With Us in 2025!

(304) 436-6800 or 304-327-5305
councilofthesouthernmountains.com
visitmcdowellcountywv.com
headofthedragonwv.com
Facebook-Council of the Southern Mountains