

M-SNAP

Mountaineer Spay Neuter Assistance Program

FROM OUR PRESIDENT

In the short time that I have volunteered with M-SNAP, I have been impressed with the wide-spread effort it takes to see the vision of the founding members come to fruition. I want to express my gratitude to the vibrant components of that concerted effort.

Initially, I want to tip my cap to the volunteers who put in many hours to make the ReTails store successful: Those who reset, restock, clerk, retrieve larger donations, and reorganize the storage for the store. The staff generally has such a positive approach to their efforts and that is reflected in the numbers of customers who make our store a regular destination. I also am very grateful for the customers who see value in our mission and our store.

I am grateful for the other hard-working volunteers: There are those who make the numerous calls that connect pet owners with our vouchers; there are the members of the board who are resilient in devoting long hours to keep M-SNAP successful in saving even more lives of pets by writing grants, organizing fundraisers, and encouraging donations.

The donors deserve thunderous acclaim, whether private citizens or much larger corporations just trying to make a difference for the animals. We are so fortunate to have the support of both governmental entities and private foundations who provide funds or grant programs that enable us to help our county's pets.

Finally, we succeed because of the caring, generous, and hard-working nature of those veterinarians and their clinics that work so closely with us as we have been able to get the number of vouchers awarded to well over 10,500. They are spectacular in their service as a result of their love and respect for animals. I am so grateful for their exhaustive efforts that further our common goals.

I have great admiration for all of these aspects in our march toward saving the lives of pets in our county. I am sure that we will not rest in trying to realize the dreams of our members, volunteers, and supporters.

David McQuain

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From Retails' Manager

The year 2018 was filled with many unexpected challenges at ReTails- starting with the loss of Dr. Brooks Gainer. At the time of his death, Brooks was serving as the M-SNAP board president and chairman of Fund Raising. In addition, his wife had died only months earlier, and he stepped into her role as Manager of ReTails, our thrift store located in the Morgantown Mall .

When an organization loses two important members in such a short time period, people might expect utter chaos, or perhaps the end of the organization. Well, we are proof that M-SNAP volunteers, especially the team that runs ReTails, can rise to a challenge!

With a commitment from the volunteers and members to keep ReTails open another year, the board asked me to assume the manager position. I accepted and signed a new lease.

My first priority was to personally evaluate all of the donations in storage. Every item that is donated by our supporters goes through quality control before being cleaned, repaired, priced, or packed as seasonal items.

My second priority was communications—providing the staff with information about events, policies, work schedules, what donations can be accepted, and more.. The Users' Manual is be-

ing revised that will include a description of M-SNAP and its goals, and how ReTails fits into the bigger picture.

My third priority was recruiting and training. Our volunteers are encouraged to recruit new volunteers, the M-SNAP webpage has a volunteer sign up form, and volunteer opportunities are listed on the WVU and United Way web pages.

Our beautiful, upscale shop doesn't just magically open for business Wednesday. The backroom and set up crews work many hours while the shop is closed, restocking and redecorating and our sales staff makes sure the shop door is open Wednesday thru Saturday, 10 am to 8 pm and Sunday 1 pm to 5 pm.

As the new store manager, I am committed to making ReTails a successful fund raiser, a favorite place to shop, to increasing donations and income, and to making Retails a place where volunteers want to go the extra mile to help reduce pet overpopulation in Monongalia County.

Gisele Pernel-Toothman

The Voucher Program

MAILBOX #1 IS ALWAYS FULL !

The M-SNAP Action Committee was very busy in 2018, issuing 1,563 vouchers, the highest number issued in ten years serving Mon County. But no matter how

hard the volunteers work, we still hear complaints about mailbox #1 being full and it is important to explain why. The Program Administrator (PA) retrieves as many calls from the answering machine as there are volunteers and available funds. The PA then sends a list of names and phone numbers for each volunteer to call. It takes days or longer to complete the calls and to collect the necessary information. The volunteers complete an electronic form for each pet owner and returns them to the PA. The PA assigns a voucher number for each pet and places the forms into a "batch" that is emailed to the volunteer responsible for data management. The batch is uploaded into Excel so we can track each voucher and encumber the money for each procedure, including adjustments for heat, pregnancy, blood work, etc. Then the batch is run through a special program that converts the form into a personalized voucher and cover letter. These files are returned to the PA to be printed, embossed, and prepared for mailing. The entire process is very labor and time consuming and most important, we **can not** clear Mailbox #1 until all vouchers are in the mail so we can start the process all over again. The Action Committee volunteers process over 100 vouchers each month and it is truly a "Labor of Love" for the animals living in Monongalia County.

Program Administrator
Teddi Lester



Take advantage of 3 very easy ways to support M-SNAP:



<https://www.kroger.com>

Click on **Community Rewards** and register your PlusCard.



<https://org.amazon.com/>

Register with Smile and choose M-SNAP as your charity of choice



Donate, Shop and Volunteer at ReTails, our special shop located in the Morgantown Mall.
304-983-8899

VETERINARY CLINICS

(#) surgeries performed in 2018

Animal Medical Center (62)

AVS Pet Express (58)

Brookvalley Veterinary Clinic (29)

Cheat Lake Animal Hospital (93)

Feline Veterinary Care (New)

Hillcrest Veterinary Clinic (57)

Mountain State Vet Clinic (16)

Middletown Animal Clinic (22)

Morgantown Veterinary Care (273)

Mountaineer Veterinary Clinic (248)

Paw Prints Veterinary Clinic (181)

Point Marion Veterinary Clinic (58)

Please join M-SNAP in thanking our partners that serve your community.

2018 FINANCIAL REPORT

INCOME

Voting Memberships	360
Donations	12,943
Fund Raising	75,399
Grants	59,500
2017 Roll Forward	35,305
Total	183,507

EXPENDITURES

Business	43,358
Veterinary Expenses	103,796
Voucher Encumbrances	33,815
Total	180,969

MOUNTAINEER SPAY NEUTER ASSISTANCE PROGRAM



Yes, I would like to VOLUNTEER !

NAME					
ADDRESS					
CITY		STATE		ZIP	
PHONE					
EMAIL					
Please provide your email address if you want information sent to you electronically. Make certain that your email provider accepts emails from Vertical Response, M-SNAP's email service. YOUR INFORMATION WILL NOT BE SHARED, SOLD, OR DISTRIBUTED.					

MEMBERSHIP	ACTION	FUND RAISING	OUTREACH
Who is doing It	What we do	How we pay to do it	How we educate
_____ Check here if you are unsure and would like a volunteer to call you.			

Yes, I would like to become a MEMBER !

_____ **I want to be a member of M-SNAP! Annual dues are \$10.00 per person.** Each member is entitled to one vote at our annual meeting, as well as at any other Members' Meeting that may be called. This membership fee is not a tax deductible donation.

Yes, I would like to make a tax-deductible donation of \$ _____ as a supporter of M-SNAP

Mail to:

Mountaineer Spay Neuter Assistance Program (M-SNAP)

P.O. Box 4335

Morgantown, West Virginia 26504