



**2021
ANNUAL
REPORT**



COMMUNITY
ACTION HOUSE

A YEAR OF TRANSFORMATION

Fighting Hunger ▪ **Providing Hope** ▪ **Empowering People**

Board of Directors

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Britt Delo

Jeff Dornbos

Josh Ribbens

Kat Schulte

Bob Sterken

Impact Snapshot



Celebrated **opening the new Food Club & Opportunity Hub** on October 25th.

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Provided **416,178 meals-worth** of grocery assistance for **7,482 neighbors** in need.

more on page 4



Served 55,972 hot, prepared meals at the Community Kitchen.

more on page 5



Celebrated **44 successful housing journeys** with formerly homeless neighbors.

more on page 6



Assisted 33 families worried about losing their homes to foreclosure.

more on page 8



600+ volunteers gave **30,549+** hours of their time.

more on page 11

Letter from the Executive Director

Dear Friends,

As a community-funded, community-powered nonprofit, we are what our community chooses to do together. Every year we rely on thousands of our neighbors, volunteering and donating, to create and sustain the most efficient, impactful services our community can muster.

2021 was an incredible **year of transformation** in our proud 52-year history. Together we've **helped over 7,000 of our neighbors** in need through the second year of the pandemic. Your support also allowed us to **construct and launch the Food Club & Opportunity Hub**, dedicated to guest experience, increased efficiency and expanded community impact.

I am so proud of what our dedicated team and volunteers accomplish every day. I am so proud of how they innovate to improve services for our guests and welcome everyone who walks through our doors. As you review this report, I encourage you to reflect on the stories and quotes. There are thousands more stories like these **because of your support**. What an amazing community.

This year, with **the cost of essentials rising like never before**, we know that too many neighbors will see their finances stretch past the breaking point. We're so glad to have the Food Club, ensuring that nobody in our community goes without. **2022 is shaping up to be our biggest year of impact yet**.

On behalf of our team, board and all our guests, **thank you for your continued support**.

Sincerely,
Scott Rumpsa
Executive Director



"I overheard a customer say, 'I like to bring my kids shopping with me because it doesn't feel like we are getting a handout. We are shopping together in a real grocery store.' I feel so blessed to be a part of this incredible place! Being a volunteer here is a gift."

- Kris Daniels, Food Club Volunteer



Fighting HUNGER

at Food Club and the Community Kitchen

416,178
Meals Worth of
Groceries Provided



A Better Way Forward

Opening this past October, the Food Club and Opportunity Hub is a bold, collaborative approach to high-dignity food access with the capacity to serve **five times** more community members than we have in the past. In just two full months of service, the Food Club model provided over 2,000 qualifying neighbors with access to fresh, healthy food, during convenient shopping hours that work for them. This also includes on-site connection to our Resource Navigation & Financial Wellness teams to streamline our work to address other challenges, set goals, access new resources and sharpen skills together.

No More Skipping Trips

The new Food Club model served as a paradigm shift for Jess*, one of our members. Under the old food pantry model, Jess would sometimes skip a trip or leave her kids at home because of the stigma associated with visiting a pantry. Food Club changed all that. Jess now shops for the food she wants and actually looks forward to visiting Food Club with her children shopping alongside her.

7,482
Neighbors Supported
with Grocery Assistance
through Our Pantry
and Food Club



**Fresh fruits
and veggies**
were the top two food
categories our guests
selected!



Always Here, Always Welcoming

Our Community Kitchen, located at Western Theological Seminary, practices a radical hospitality that welcomes every person who visits, 7 days a week. In 2021, we provided both sit-down and take-out meals to offer safe options for all who rely on our services.

During a recent meal, volunteers chatted with Randy* about meal preparation. Randy realized that the volunteers prepared the roast differently than he would. Not wanting to miss an opportunity to teach his friends a new kitchen trick, Randy hopped around the counter and explained a new way of preparing the dish to the volunteers, much like a friend you invited over for dinner would do. This camaraderie and sense of home permeate not just the Community Kitchen but every Community Action House program.

**Guest names and identifying details have been changed to protect privacy.*

"Togetherness. My favorite part is the connection. It's a place to be together and have meaningful conversations with friends and staff."

- Community Kitchen Guest

"The food is great, and the people are great. It will bring a smile to your face and the people here become your family."

- Community Kitchen Guest



“

"I was living on hot dogs and meatballs for the last 3 months, and then this place opened up and now I can have real food again! I only receive social security so this is a real blessing. I can't believe a place like this exists." - Food Club Guest

”



730,233 lbs of food
donated by food
retailers and producers
through **Lakeshore
Food Rescue**
(our collaboration
with Harvest
Stand Ministries.)

Fighting Hunger in our community is only possible through generous and creative partnerships. In 2021, community efforts contributed:

**Tens of thousands of
pounds of food** donated
by 90+ partners.



5,500 lbs of fresh,
produce grown at our
**Holland Community
Garden.**

Providing HOPE

through Outreach and Resource Navigation



Whatever It Takes

Our Outreach Team works with neighbors experiencing homelessness to provide connection and support through “whatever-it-takes” case management with the goal of finding safe, stable housing.

On a freezing January day our team got a tip that a client, Joe*, might be at a truck stop on the north side of the county. An apartment was available, but our team had lost contact with him. Two case managers drove late into the night to find Joe, and when they arrived at the truck stop, he was there, sleeping in his car. When Joe saw them, he asked, **“You came all the way out here just to find me?”** Joe’s joy at their visit that night reminded our team why we do “whatever-it-takes” to walk alongside someone experiencing homelessness. Reconnected with our team, Joe completed his housing application.



Welcomed & Greeted by Name

The Refresh program, run in partnership with the First United Methodist Church of Holland, provides a warm and welcoming space where neighbors experiencing homelessness can gather for showers, haircuts, meals, mail services, clothing, and case management services through our Outreach Team.

“I’d like to express my gratitude for the ‘Refresh’ program and make sure you’re aware that your presence in Holland is noticed, needed, and appreciated. It is one of the things that many homeless people look forward to in the midst of chaos.”

- Refresh Guest



“Our clients come in, and they’re going to be greeted by name as often as possible. The very first impression we make with them, we want them to know that they are welcome here, that we see them, and that we know them.”

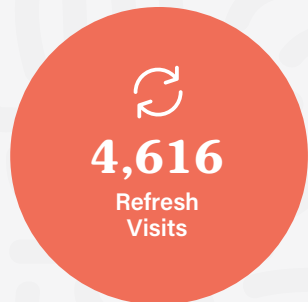
- Outreach Program Manager



New Service Partnership with Herrick District Library

This year our Outreach Team launched an exciting new partnership with Herrick District Library (HDL) to hold weekly hours on-site at the library and provide professional guidance. Since launching in July, our team has hosted 494 appointments with neighbors needing resource navigation assistance.

During these appointments at HDL, our team has assisted 55 neighbors with MI Bridges applications, which provides access to services such as Medicaid and food benefits, and 27 neighbors with housing resources. In all cases, our neighbors found a knowledgeable, caring partner to advise and connect them on a path to greater stability. These new connections made from innovative partnerships break down barriers to make sure every neighbor can access the support they need.



Resale Store Highlights

Our Resale Store plays a key role in our Outreach work too. When a formerly-homeless client finds a home, our Outreach Team celebrates with them and often helps with moving in. Sometimes our logistics team transports furniture and household items directly from our Resale Store to help get a neighbor’s new home ready.





Partners in Progress

With the opening of the Food Club & Opportunity Hub, guests can receive not just food but streamlined access to other services through our on-site Resource Navigation and Financial Wellness teams. From creating a budget, to understanding home ownership, to foreclosure intervention, our Financial Wellness Team partners with guests to address challenges, set goals and build on existing skills. Resource Navigation services connect guests to our programs and other available community resources in order to build their network of support.



On to New Goals

Last year Linda* came to Community Action House, wanting to give her four children a better chance at succeeding in life. After meeting with one of our HUD-certified counselors, Linda created a plan to pay off all derogatory debts. Using the monthly financial goals they identified together, Linda increased her FICO credit score by over 100 points. Still working with her counselor today, Linda now waits to hear from the bank on pre-approval amounts for a mortgage as she moves closer to her next goal of homeownership.

“Community Action House in Holland, MI offered a Home Buying Class, which I took because I had been looking at homes off and on for a couple of years without understanding how to even bid on a home... I was able to get a loan, find a home, make an offer within my budget that was accepted in a difficult market, and now have been a homeowner for seven months. The Community Action House Home Buying Program has been invaluable to me during this process. I could not have done this without the Home Buying Class and the one-on-one counseling that Community Action House provided. This program is really wonderful, and I am very grateful!!!” - Financial Wellness Class Member



New Programs: VITA & Savings Club

In 2021 our Financial Wellness team launched two new programs. We opened a new Volunteer Income Tax Assistance (VITA) program, and our 14 volunteers provided **English and Spanish** language tax preparation services for 186 neighbors. We also developed a new “Savings Club,” incentivizing small cohorts to set and achieve incremental savings goals, and building toward individual goals of \$400+ over a six month period. We’re now heading into year two of these successful new programs.

Keeping Neighbors in Their Homes

Recently Marcia,* a single mom with a toddler, came to our foreclosure counseling program. She had fallen behind on her mortgage when the pandemic made her job unstable. Working with our financial wellness staff, she created a budget and learned about her foreclosure prevention options. Together with her counselor, Marcia called her mortgage servicer and after many conversations successfully received a loan modification to lower her interest rate and save \$400 a month, keeping Marcia and her child in their current home.



4,833
Resource Referrals



78
People Provided with Housing Counseling Services



\$288,560
of Tax Credits Obtained through VITA (Volunteer Income Tax Assistance)



11
Homes Purchased by Program Graduates



33
Families Provided with Foreclosure Intervention Assistance



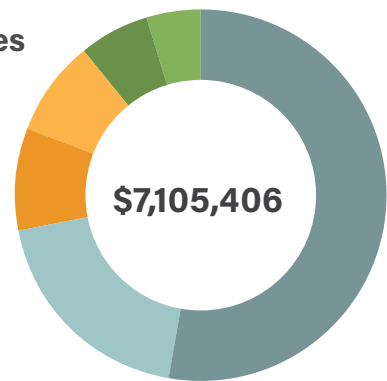
\$13,632
Saved through Savings Club



Fiscal Year Finances (July 1, 2020 - June 30, 2021)

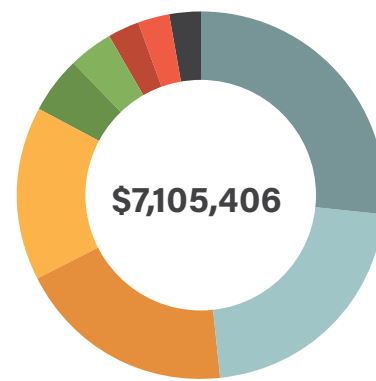
As a community-funded 501(c)(3) nonprofit, we're pleased to present an accounting of your gifts for the most recent fiscal year. To view our full financials, visit communityactionhouse.org/annual-reports. This fiscal year ending June 30, 2021, we received \$7.1M in total revenue, an increase of \$1.9M over the previous year that includes \$1.35M in in-kind donated food contributions. This fundraising total also includes significant support for our \$4.5M capital campaign to construct and launch our Food Club & Opportunity Hub. The capital campaign is now complete with construction and program expansion investments continuing into the present fiscal year. Of the support raised this year, we're proud to share that 91% support our growing program services (with the remaining 9% for general administrative and fundraising costs). Thank you for your trust and support—we can't do this without you!

Sources



Financial Contributions	\$3,752,503
In-Kind food Contributions	\$1,361,767
Resale Store Sales	\$635,788
In-Kind Resale Store Contributions	\$593,340
Contract for Services	\$446,012
Other Revenue	\$315,996

Uses



Food Access (\$\$ + in-kind)	\$1,909,526
Future Construction & Operations	\$1,542,566
Capital & Construction	\$1,356,662
Resale Store (\$\$ + in-kind)	\$1,081,246
Management & General	\$351,966
Fundraising	\$271,814
Financial Wellness	\$210,402
Outreach	\$193,604
Resource Navigation	\$187,620

Resale Store Highlights

Our Resale Store on Michigan Avenue is a huge part of our financial engine. We learned firsthand just how significant this store was in 2020 when it had to close for two full months early in the pandemic. We're glad to report that our store generated over \$635,000 in sales revenue last year. That's our biggest year of sales yet! The hundreds of neighbors who donate to, shop at or volunteer with the Resale Store all provide an incredibly valuable, consistent source of revenue to fuel our services. Thank you for your generous in-kind donations and Resale Store patronage.

Volunteer Powered

None of our services or expanded impact would be possible without our incredible community of volunteers. Whether you joined as an individual, or "adopted" a Food Club or Community Kitchen shift as a corporate or church team, you power our work. Thank you for stepping up and serving our neighbors this year!



"I love volunteering because I love meeting our Food Club members and meeting other volunteers and I am happy to be a part of making healthy food more accessible to our community." - Carol

673
volunteers
served along-
side us in 2021

Over
500
first-time
volunteers

30,549+
volunteer hours

\$536,507
in donated time*
*one hour is
independently
estimated at a value
of \$23.07

319+
hours are needed to
run just the Food
Club location each
week

96
volunteers served
50 or more hours
in 2021



Grow with Us in 2022

As a locally-funded, community-powered nonprofit, we rely on your generosity to sustain and grow our impact each and every year. We're gearing up for our biggest year of service yet and hope we can rely on your trust and generous support throughout 2022!

- Sign up to volunteer and use your talents to power our services.
- Give financially to support and grow our 2022 impact.
- Stock the shelves at Food Club by donating food items or hosting a drive at your church, club or business.



Scan the QR code to learn more about volunteering, donating or stocking the shelves.



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2021 Annual Report

To learn more about our work, follow us on social media or visit communityactionhouse.org/annual-reports



@communityactionhouse

Community-Funded, Community-Powered

Thank you for being a part of this work.



Our community **WELCOMES** all in need.

Our community **FIGHTS HUNGER.**

Our community **PROVIDES HOPE.**

Our community **EMPOWERS.**