



Providing Hope • Empowering People • Building Community since 1969

#### Southside

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616 392 2368

#### Northside

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## Annual Report

2010-2011

February 2012

## Looking Toward the Future

Community Action House (CAH) has successfully completed 43 years of alleviating poverty by helping our community's most vulnerable residents obtain food, clothing and shelter. The organization is healthy and well supported by our local community. CAH is proud of the fact that 85% of our support comes from our community. I invite you to review our 2010/11 annual report.

### Year in Review

Due to continuing economic challenges and decreases in government funding, CAH ended the 2010/11 fiscal year facing a budget deficit of \$81,000; however, CAH was able to cover this deficit with surplus funds from the previous fiscal year and with funds from 2011 year-end donations. To ensure that this does not occur during the current fiscal year, CAH took an active approach by making significant changes to the operating budget, cutting expenses by \$130,000 and expanding its resale operations to generate additional revenue. CAH has also experienced significant changes in demand for programs and services.

- Requests for food have increased by 17%. The reason for this increase is threefold:

*The number of churches sponsoring Feeding America Mobile Food Pantries has dropped from twenty-five to twelve*

*Out of work residents have exhausted their unemployment benefits*

*The amount of funds allocated through food stamps has not matched the rising costs of food*

- Foreclosure is still a considerable problem in our community that affects all home owners, particularly those on the verge of losing their homes. Although the number of households applying for foreclosure prevention assistance has dropped in recent months, CAH expects the need for the program to last another 2 to 3 years.

- Lower home prices are enticing more people to consider home ownership while banks and mortgage companies have tightened lending guidelines, requiring first time home buyers to participate in classes and workshops that better prepare them for home ownership.

### Looking Toward the Future

- CAH is expanding its education programming by:

*Applying to become a HUD certified housing counseling agency, which will allow CAH to further establish its role as the leader in providing quality housing and related educational programming in our community*

*Developing a financial literacy program (Payday Practice) for elementary students, which is a proactive approach designed to equip students with financial tools and to inspire them to use the tools to better manage their personal finances as adults*

*Expanding our emergency service case management program, which will allow CAH case managers to better serve clients by meeting one-on-one with them to develop a plan to remove the barriers keeping them from becoming self-sufficient*

- We are also in the process of expanding our resale operations, with the intention of increasing revenues to help support CAH programs and services. In addition, our resale stores are creating an environment where residents can shop for quality products at reasonable prices, as well as give back to their community and add meaning to their lives by volunteering, learning new skills, and socializing with others in the community that share similar interests. In essence, our stores are becoming community centers.

### Moving Forward

Community Action House is prepared to help our community's less fortunate acquire food, clothing and shelter as we have for the past 43 years. If you have any questions regarding our annual report, please feel free to contact me by phone at 616.392.2368 or email at [mtucker@communityactionhouse.org](mailto:mtucker@communityactionhouse.org).

With Gratitude,

*Mark Tucker*

Mark Tucker, Executive Director

## Financial Statistics

### Revenues

Community Contributions <i>Individuals, Businesses, Churches</i>	\$346,160	21%
Foundations & Non-Government Grants United Way	\$136,153	8%
Resale	\$61,482	5%
Government Grants	\$71,626	4%
In-Kind Donations	\$234,868	14%
Other Revenue <i>Special Events, Interest &amp; Investment Income</i>	\$748,077	45%
	\$43,593	3%
<b>Total</b>	<b>\$1,641,959</b>	<b>100%</b>

### Expenses

Emergency Service Programs <i>Two Food Pantries Community Kitchen Free Store (Clothing) Senior Commodities Infant Commodities Thanksgiving Food Baskets Community Garden Homelessness Prevention</i>	\$333,001	20%
Case Management Programs <i>Community Housing Partnership Emergency Service Case Management Foreclosure Prevention Navigator</i>	\$318,301	18%
Education Classes <i>Financial Management First-Time Homebuyer Home Maintenance</i>	\$24,892	1%
In-Kind Donations <i>Food Clothing Diapers Furniture Household Supplies</i>	\$707,565	41%
Administration & Fundraising	\$137,366	8%
Operational Overhead <i>Utilities Rent Telephone Building Maintenance Insurance Advertising Staff Training</i>	\$202,465	12%
<b>Total</b>	<b>\$1,723,590</b>	<b>100%</b>
<b>Profit/Deficit</b>	<b>(-\$81,631)</b>	

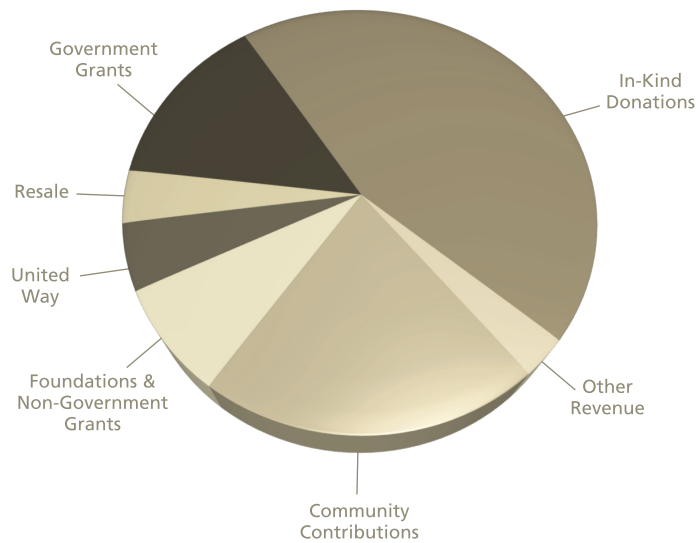


# COMMUNITY ACTION HOUSE

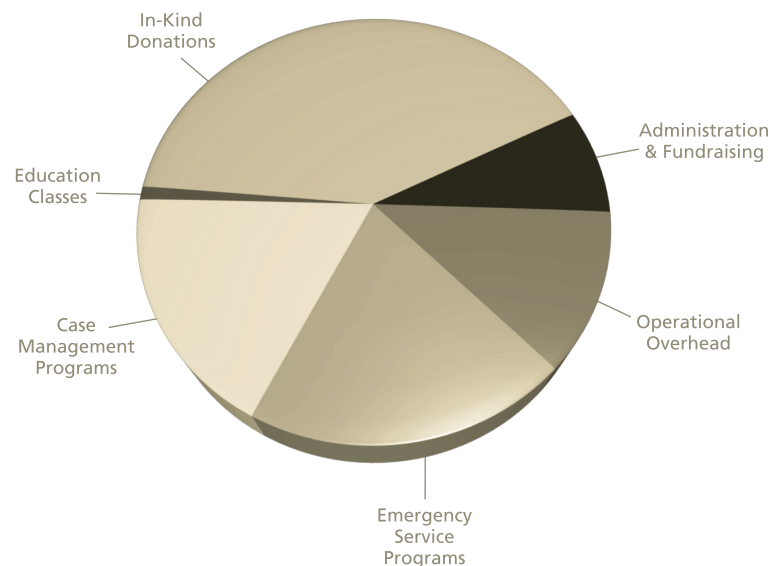
## Annual Report

### 2010-2011

### Revenues



### Expenses



## Program Statistics



### Emergency Services

#### FOOD PANTRIES

**4,324** individuals, including **1,630** children, were provided **165,000** meals.

#### CAH Pantry Locations:

345 W 14th Street (City of Holland)  
665 136th Avenue (Holland Township)

#### FREE STORE

**143,002** items of clothing were distributed at no charge to clients utilizing CAH's 14th Street offices.

#### THANKSGIVING FOOD BASKETS

**900** families were provided the ingredients for a Thanksgiving meal they could cook at home.

#### HOMELESSNESS PREVENTION

**21** households with **27** children were provided financial assistance (**\$1,200 average per family**) that allowed the families to stay in their homes rather than be evicted.

#### REFERRALS

**3,961** referrals were made by case managers on behalf of clients to over **30** agencies for additional resources and services not provided by CAH.



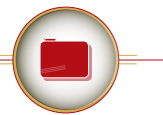
#### COMMUNITY KITCHEN

Patrons eating at the Community Kitchen were served **51,273** meals. The kitchen is a partnership with Western Theological Seminary and is supported by over **300** volunteers from **25** churches.



#### HOLLAND COMMUNITY GARDEN

Michigan State Extension Master and community gardeners grew **5,000 pounds** of fresh produce for distribution through CAH's food pantries and Community Kitchen.



### Case Management Services

#### COMMUNITY HOUSING PARTNERSHIP

**34** previously homeless families with **70** children were provided transitional housing through this 18-month program. The program is a joint venture with Good Samaritan Ministries.

#### EMERGENCY SERVICES CASE MANAGEMENT PROGRAM

**11** households with **9** children were provided one-on-one case management counseling to acquire new skills and obtain additional resources necessary to increase their financial stability.



#### FORECLOSURE PREVENTION

**296** families with **249** children received foreclosure prevention counseling resulting in **56** families maintaining ownership rather than losing their home to foreclosure. Total value of homes saved was **\$7,000,000**.



#### EDUCATIONAL CLASSES

**58** individuals completed the Michigan State Housing Development Authority (MSHDA) certified educational classes which include Financial Management, First-Time Home Buyer and Home Maintenance. Class participants reported increasing their knowledge of budgeting, basic banking, consumer protection, investing, insurance, and retirement.



#### VOLUNTEERS

**19,006** hours valued at **\$314,371** were donated by more than **400** volunteers in support of CAH programming.