



Providing Hope • Empowering People • Building Community since 1969

Southside

345 West 14th Street
Holland, MI 49423
616 392 2368

Northside

665 136th Avenue
Holland, MI 49424
616 738 1170

communityactionhouse.org
info@communityactionhouse.org



Annual Report

2011-2012

February 2013



Looking Back and Moving Forward

Looking Back

"I couldn't see any light at the end of the tunnel. It felt like dirt was being piled up on me and I was going to lose my house. I didn't even know there was help out there until a friend told me I should call Community Action House. When I first met Gwen, my housing counselor, she treated me more like a friend than a client. She told me there were programs that could be used to possibly save my house. After a very gallant try, Gwen gave me the bad news. The deal fell through; my children and I were going to lose our house. I went home, cried and started to prepare to move. Unknown to me, during the next two months, Gwen kept working on my case. Then, out of the blue, Gwen called and told me she found another program that might work. She saved my house." Billie Sue's story is one of the many CAH success stories from last year. As you read the annual report, please keep in mind that each number represents people like Billie Sue and her two young children.

CAH had a record setting year financially, generating over \$2.1 million dollars of revenue and in-kind resources (food, clothing, furniture, appliances, etc.). With \$1.8 million dollars in expenses, the \$300,000 surplus was used to pay off the General Store's mortgage, accomplishing the goal of the 'Securing the Future' campaign. I'd like to personally thank Carol Myers and Ben Phillips for their leadership of the campaign and the time and effort they each donated to make the campaign a success.

Moving Forward

Last summer, Huntington Bank brought in Gloria Cusack-Johnson, an expert on non-profit management and trends, who spoke to a group of non-profit directors and recommended the book *The NON NONPROFIT* by Steve Rothschild. After reading the book, I concluded that several of the ideas described could be used to improve CAH operations. An ad-hoc committee made up of board and staff members was created to determine the feasibility of implementing some, or all, of the seven principles outlined in the book. These principles are:

- Have a Clear and Appropriate Purpose
- Measure What Counts
- Be Market Driven
- Create Mutual Accountability
- Support Personal Empowerment
- Create Economic Value from Social Benefit
- Be Learning Driven

For several years, CAH has been discussing changing the focus from fighting poverty to helping people become prosperous, based on the following definitions:

Poverty: Any barrier to prosperity, feelings of being disenfranchised from various support systems and diminished feelings of empowerment to obtain these resources and opportunities.

Prosperity: The ability of all community members to have access to basic needs, community abundance, opportunity and hope.

Based on these definitions, the agency purpose statement, created by the committee, is: *"To end local poverty and help families become prosperous,"* and the improved mission statement is: *"To provide area families and individuals with food, clothing, shelter and the necessary skills to achieve a stable and prosperous life."*

The committee concluded that, as CAH moves forward, helping our neighbors move from poverty to prosperity is both a logical and feasible focus for the agency. This new framework will allow CAH to continue to provide life-changing programs that meet the changing needs of the community.

To remain viable today and in the future, CAH will need your continued support. On behalf of our Board of Directors, staff, volunteers and most importantly the people we serve, I thank you for supporting our efforts.

With Gratitude,

Mark Tucker

Mark Tucker, Executive Director



Annual Report 2011-2012

Program Statistics



Emergency Services

FOOD PANTRIES

5,069 individuals, including **1,870** children, were provided **6,826** food orders, a **44% increase** from the previous year.

THANKSGIVING FOOD BASKETS

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

HOMELESSNESS PREVENTION

22 households with **29** children were provided financial assistance (**\$1,306 average per family**) that allowed the families to stay in their homes rather than be evicted.

REFERRALS

5,119 referrals were made by case managers on behalf of clients to over **30** agencies for additional resources and services not provided by CAH.



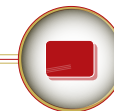
COMMUNITY KITCHEN

Patrons eating at the Community Kitchen were served **62,067** meals. The kitchen is a partnership with Western Theological Seminary and is supported by over **250** volunteers from **30** churches.



HOLLAND COMMUNITY GARDEN

Community volunteers, alongside MSU-E Master Gardeners, grew and harvested **5,200 pounds** of fresh produce which was distributed through CAH's two food pantries and to senior citizens by Community Action Agency.



Case Management Services

COMMUNITY HOUSING PARTNERSHIP

37 previously homeless families with **68** 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

9 households with **13** 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

272 families received foreclosure prevention counseling resulting in **51** families maintaining ownership. Total value of homes saved was **\$6,375,000**.



EDUCATIONAL CLASSES

114 individuals attended 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.



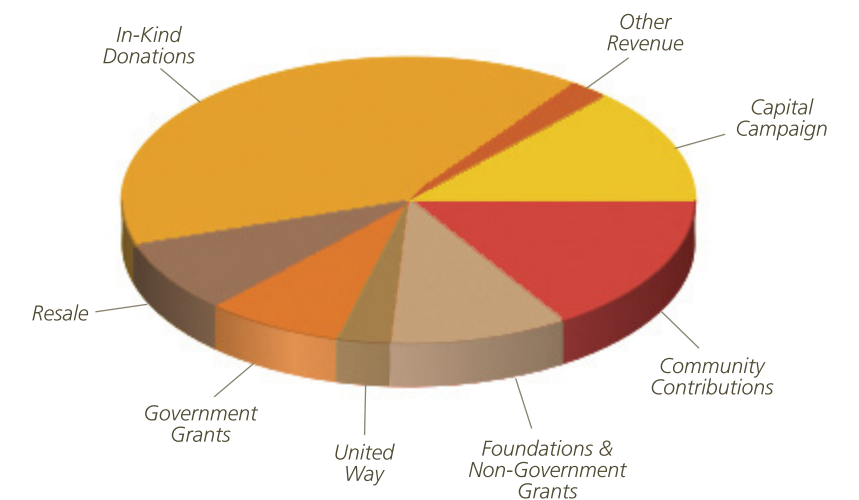
VOLUNTEERS

25,648 hours valued at **\$424,813** were donated by more than **425** volunteers in support of CAH programming. Volunteers definitely put the **action** in Community Action House!

Financial Statistics

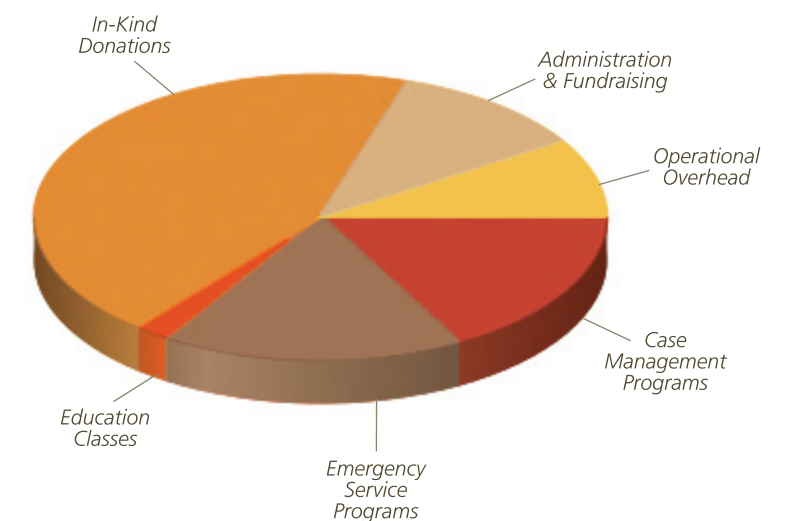
Community Contributions <i>Individuals • Businesses • Churches</i>	\$329,149	16%
Foundations & Non-Government Grants	\$208,312	10%
United Way	\$71,550	3%
Resale	\$177,960	8%
Government Grants	\$178,195	8%
In-Kind Donations	\$850,247	40%
Other Revenue	\$34,973	2%
Capital Campaign <i>Special Events • Interest & Investment Income</i>	\$272,829	13%
Total	\$2,123,215	100%

Revenues



Expenses

Emergency Service Programs	\$315,288	17%
Case Management Programs	\$299,524	17%
Education Classes	\$31,529	2%
In-Kind Donations <i>Food • Clothing • Diapers Furniture • Household Supplies</i>	\$799,900	44%
Administration & Fundraising	\$200,536	11%
Operational Overhead <i>Utilities • Rent • Telephone Building Maintenance • Insurance Advertising • Staff Training</i>	\$158,321	9%
Total	\$1,805,098	100%
Surplus	\$318,177	
<i>Surplus due to 'Securing the Future' Capital Campaign</i>		



FOR MORE INFORMATION, PLEASE VISIT COMMUNITYACTIONHOUSE.ORG