



COMMUNITY
ACTION HOUSE

ANNUAL REPORT 2015

*Providing Hope
Empowering People
Building Community*
SINCE 1969

OUR GOALS *throughout 2015*

“I left the Board Retreat astounded at all that we accomplish. There remains considerable need, and yet we truly are changing lives.”

Carol Stroop, President, Board of Directors

My grandfather immigrated to America in 1910. He worked long hours in a big factory shaping metal in a hot forge. **By the Great Depression he had 4 children, my mom being the youngest.** Over the years I’ve heard stories about how Grandpa would bring a bag of groceries to a neighborhood family when they didn’t have enough to eat.

Neighbors helping neighbors is what we do at Community Action House (CAH). CAH is a local non-profit which in 1969 began helping our neighbors with basic needs. By 1987, CAH expanded its programming to become one of the first local agencies to offer case management services. Not satisfied with just providing for immediate needs, we wanted to help our neighbors understand the root causes of poverty, equip them with necessary skills, and support their efforts in making long-term change.

As you read through the 2015 CAH Annual Report, you will learn about the types of programs we provide and the number of lives we have touched. **CAH accomplishes so much with a paid staff of just 25 dedicated employees.** Did you know that there is also an involved CAH Board of Directors?

The CAH Board of Directors is the agency’s governing entity.

We establish agency policy and oversee the management of the organization. We ensure that the programs meet the needs of our clients, that the right staff are in place to be successful, and that the organization is financially sound and using funding both wisely and with integrity.

Recently we participated in our annual Board Retreat. This year we invited key agency staff to present updates on our numerous programs:

Mark Tucker, Executive Director, reviewed the origin and history of CAH. He then gave an update on current facilities and explored future growth possibilities.

Shelley Shanafelt, Development Director, outlined agency goals for providing adequate funding to meet the needs of our clients.

Jennifer Boerman, Associate Director, explained our client-centered approach that is helping shape our various encompassing programs.

Patricia Reilly, EPIC Empowerment Institute Director, explained the ongoing development and role of the EPIC Empowerment Institute.

I left the Board Retreat astounded at all that we accomplish. **There remains considerable need, and yet we truly are changing lives.**

I hope you will come visit CAH. Wander through the General Store on Michigan Avenue and the Boutique in the Macatawa Resource Center on 136th Avenue. Stop in at the Community Kitchen during lunch time. Swing by the CAH offices on 14th Street and say, ‘Hi’. Come as a guest — leave as a friend.

On behalf of the many wonderful clients we serve, our dedicated staff and volunteers, and the committed Board of Directors, I would like to thank you for your support. **Thank you for investing in us as we continue to change individual lives and our collective community.**

Carol Stroop
President, Board of Directors



PROGRAM STATISTICS

CASE MANAGEMENT



10 households with 14 children were provided one-on-one case management counseling to acquire new skills and obtain additional resources necessary to **increase their financial stability.**

Community Housing Partnership
26 previously homeless families with 52 children were **provided transitional housing** through this 18-month program. The program is a joint venture with Good Samaritan Ministries.

10 households with 14 children

WERE PROVIDED ONE-ON-ONE CASE MANAGEMENT COUNSELING



STABILIZATION SERVICES

Thanksgiving Baskets

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

Homelessness Prevention

12 households with 14 children were provided financial assistance (\$2,027 average cost per family) that **allowed the families to stay in their homes** rather than be evicted.

Referrals

6,718 referrals were made by case managers on behalf of clients **to over 30 agencies** for additional resources and services not provided by CAH.

Food Pantries

7,489 individuals, including 3,701 children, were **provided 5,752 food orders.**



FORECLOSURE PREVENTION

123 families received foreclosure prevention counseling resulting in **13 families maintaining ownership** rather than losing their home to foreclosure.

\$1.6 million

THE VALUE OF HOMES SAVED



EDUCATION PROGRAMS

135 individuals attended financial education classes certified by the Michigan State Housing Development Authority (MSHDA) including **Financial Management, Home Buyer Education, and Home Maintenance.** Class participants reported increasing their knowledge of budgeting, basic banking, consumer protection, investing, insurance, and retirement.

9 individuals attended the intensive **EPIC Empowerment and Employment (EESS) Program**, and learned the skills necessary to identify and manage their mindsets, thoughts, feelings, and behaviors to achieve sustainable outcomes and long-term life goals.



COMMUNITY GARDEN

5 master gardeners led a **volunteer effort of 1,620 hours**, producing **5,880 pounds of fresh produce.**



COMMUNITY KITCHEN

Patrons eating at the Community Kitchen were **served 73,714 meals.** The kitchen is a partnership with Western Theological Seminary and is supported by **over 250 volunteers from 30 churches.**

73,714 meals

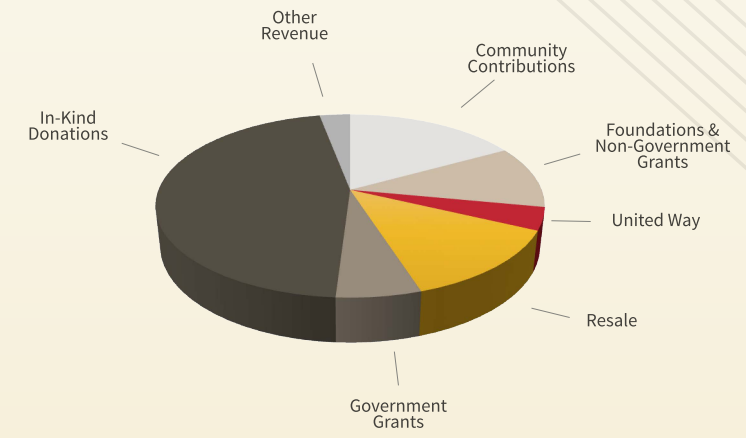
WERE SERVED

FINANCIAL STATISTICS



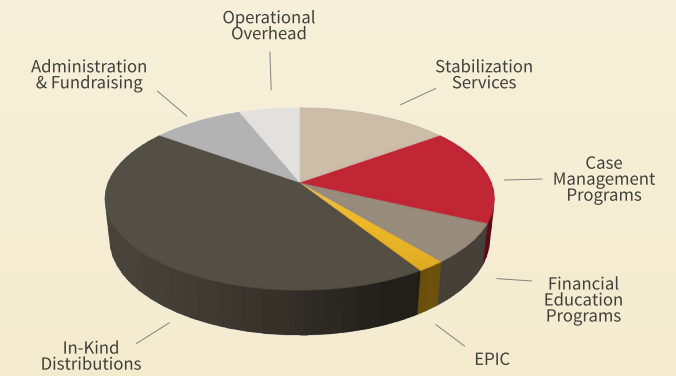
REVENUE

Community Contributions <small>Individuals • Businesses • Churches</small>	\$347,064	17%
Foundations & Non-Government Grants	\$236,756	11%
United Way	\$74,375	4%
Resale	\$273,666	13%
Government Grants	\$120,965	6%
In-Kind Donations <small>Food • Personal Hygiene Products Clothing • Furniture • Bikes • Appliances</small>	\$967,389	46%
Other Revenue <small>Special Events • Interest & Investment Income</small>	\$72,461	3%
Total	\$2,092,676	100%



EXPENSES

Stabilization Services	\$337,628	15%
Case Management Programs	\$377,309	17%
Financial Education Programs	\$144,282	7%
EPIC	\$43,084	2%
In-Kind Donations <small>Food • Personal Hygiene Products Clothing • Furniture • Bikes • Appliances</small>	\$974,906	44%
Administration & Fundraising	\$205,733	9%
Operational Overhead <small>Utilities • Rent • Telephone Insurance • Building Maintenance Advertising • Staff Training</small>	\$123,215	6%
Total	\$2,206,157	100%



These figures are based on our last full fiscal year, July 1, 2013 to June 30, 2014. Deficit is due to the non-cash depreciation expense and fluctuation in inventory and grants receivable.



14th Street

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

Northside

665 136th Avenue
Holland, MI 49424
616 392 2368

Community Kitchen

101 East 13th Street
Holland, MI 49423
616 566 6785

Boutique at MRC

665 136th Avenue
Holland, MI 49424
616 796 0025

General Store

694 Michigan Avenue
Holland, MI 49423
616 594 5451



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