



Annual Report Published March 2016

ADMINISTRATION

*Governance
Leadership
Administration
Strategic Planning
Development
Communication*

STABILIZATION SERVICES

*Food Pantries
Monthly Mass Food Distribution
Community Kitchen
Short-Term Case Management
Foreclosure Prevention*



Client

SUPPORTIVE SERVICES

*General Store
Volunteers
Community Garden
Resources*

SKILL BUILDING PROGRAMS

*Community Housing Partnership (CHP)
Education Classes
Long-Term Case Management
Empowering People In
Our Community (EPIC)*





A Warm Farewell FROM MARK TUCKER

After having the pleasure of working 23 years for Community Action House, the last 13 as Executive Director, I have decided to step down at the end of 2016.

I was always told you'll know when it's time to leave and that time has come. I'm looking forward to living a more leisurely, enriched life that is not driven by the daily demands of leading a great organization and having time to pursue some new opportunities. I look back on my tenure with pleasure, which I believe is highlighted by the people we serve and the following three initiatives:

- ***The first initiative was the creation of the Macatawa Resource Center (MRC) in 1997.*** The MRC was the first of our community's multiagency service centers. It was designed to provide client access to services, increase agency efficiency and lower operating costs.
- ***Starting a resale operation to help fund CAH programming was the second initiative.*** CAH started its first resale store at the MRC in 1997. Resale operations were expanded in 2011 with the purchase of the 11,000 Sq. Ft. former Town and Country Grocery Store. Sales for the current fiscal year are on track to be over \$400,000 with a projected profit of \$100,000, earmarked to support CAH programming.
- ***The third initiative was the implementation of our Empowering People In our Community (EPIC) program.*** By using cognitive restructuring techniques based on neuroscience research, program participants learn how to change their mindset from negative to positive. Participants are either mired in chronic poverty or have a long-term negative mindset issue severely impacting their ability to live a stable and prosperous life. Current participant outcomes demonstrate significant growth in income, increased housing stability and more self-confidence.

Being courageous and empowered describe the people we serve. When you work with people who believe they are unstoppable and motivated, it's hard not to be that way yourself. Our clients represent the best in us and truly believe the future is brighter, particularly for their children. The "American Dream" is alive and well. If you need to verify it, come volunteer at CAH and rub shoulders with the people we serve. At the end of the day, you'll be wondering who actually got the most benefit out of the interaction.

The process to replace me started with hiring Steve Pembleton in October 2015. Steve has over 25 years of human resource and succession planning experience. His approach is thorough, engaging and involves the following:

- ***October 2015 - February 2016:*** Gather information on agency strengths and weaknesses by meeting with key staff and board members.
- ***March - July 2016:*** Conduct a Board/Staff retreat and create a three to five year vision for the agency to use as a template to help with the orientation of the new Executive Director.
- ***August - November 2016:*** Conduct a search for and hire a new Executive Director.

The state of the agency is good, as demonstrated in our annual report. I invite you to look it over and if you have any questions please do not hesitate to call or email me (616-392-2368 ext. 110, or mtucker@communityactionhouse.org). Finally, I want to extend my heartfelt thanks and deepest gratitude to all of you that have helped make Community Action House the great agency it is today.

Mark Tucker

Mark Tucker, Executive Director

Annual Statistics

STABILIZATION SERVICES



Food Pantry

3,143 individuals, including 1,273 children, were provided 135,000 meals. 7,954 referrals were made on behalf of clients to acquire other community resources.

Mass Food Distribution

Individuals were served 90,000 meals. 895 families were provided a Thanksgiving meal to cook at home.

Community Kitchen

Patrons were served 66,552 meals. The kitchen is a partnership with Western Theological Seminary.



Foreclosure Prevention

48 families received counseling to avoid home foreclosure.



Short-Term Case Management

57 households with 80 adults and 35 children were provided services to help stabilize their households.

SKILL BUILDING PROGRAMS



Long-Term Case Management

10 households with 33 individuals met regularly with a case manager to address multiple barriers and developed solutions to obtain long-term stability.



Educational Classes

172 individuals attended the Michigan State Housing Development Authority (MSHDA) certified educational classes: Financial Capabilities, First-Time Home Buyer and Home Maintenance.



Community Housing Partnership

30 previously homeless families with 53 children were provided transitional housing. The program is a joint venture with Good Samaritan Ministries.



EPIC

Empowering People In Our Community

18 individuals completed the intensified empowerment, employment and team-building skills program. 33 individuals attended the Community Empowerment Workshop.

SUPPORTIVE SERVICES



Resale

A profit of \$72,906 was generated to directly support CAH programming. Over \$3,500 in household goods were provided to clients. Over 91,000 pounds of unusable electronics, metals, fabric, cardboard and shoes were recycled.



Holland Community Garden

Volunteers grew 4,200 pounds of produce and harvested 4 gallons of honey for distribution to clients.



Volunteers

Volunteers donated 26,684 hours of services valued at \$458,965 in support of CAH programs and operations.



Resources

Community supporters donated 868,415 items of food, clothing, furniture, etc. valued at \$1,064,910 for distribution to clients.

ADMINISTRATION

Board of Directors

John Johnston, *President*
Leroy Hernandez, *Vice President*
David Nyitray, *Secretary*
Dan Becksvoort, *Treasurer*
Carol Stroop, *Past President*
Sally Rietveld
Brian Pageau
Joel Van Veen
Krish Knittel
Joe Voss
Dave Schuitema
Dan Chmura
Esther Fifelski
Rosa Hernandez

Strategic Planning

Development

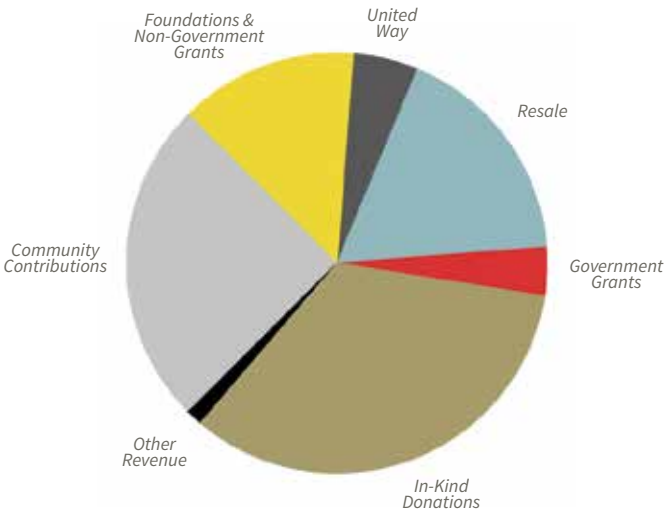
For additional information on programming and services, please visit communityactionhouse.org

These figures are based on our last full fiscal year, July 1, 2014 to June 30, 2015.

Financial Statistics

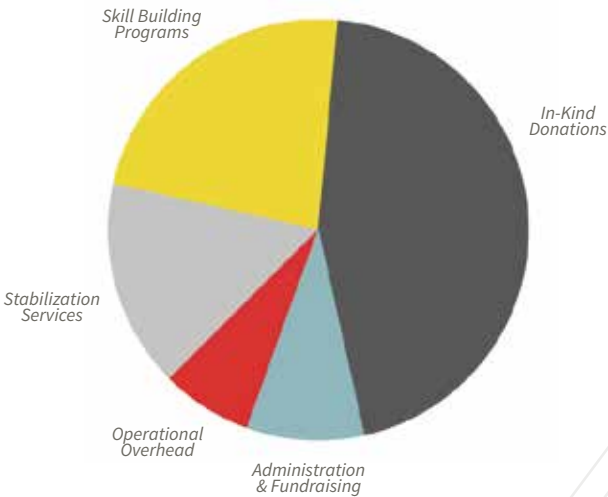
REVENUE

\$459,608	20%	Community Contributions <i>Individuals, Businesses, Churches</i>
\$244,411	11%	Foundations & Non-Government Grants
\$87,462	4%	United Way
\$321,893	14%	Resale
\$86,110	3%	Government Grants
\$1,064,910	47%	In-Kind Donations <i>Food, Personal Hygiene Products, Clothing, Furniture, Bikes, Appliances</i>
\$18,470	1%	Other Revenue <i>Special Events, Interest and Investment Income</i>
\$2,282,864	100%	Total



EXPENSES

\$387,621	16%	Stabilization Services
\$566,474	23%	Skill Building Programs
\$1,056,381	45%	In-Kind Donations <i>Food, Personal Hygiene Products, Clothing, Furniture, Bikes, Appliances</i>
\$205,733	9%	Administration & Fundraising
\$154,197	7%	Operational Overhead <i>Utilities, Rent, Telephone, Insurance, Building Maintenance, Advertising, Staff Training</i>
\$2,370,406	100%	Total



These figures are based on our last full fiscal year, July 1, 2014 to June 30, 2015. Deficit is due to the non-cash depreciation expense and fluctuation in inventory and grants receivable.

OUR LOCATIONS

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

General Store

694 Michigan Avenue
Holland, MI 49423
616 594 5451

info@communityactionhouse.org
communityactionhouse.org



OUR PURPOSE

To end poverty in our community
and help families prosper.

OUR MISSION

Provide area families and
individuals with food, clothing,
shelter and opportunities to
build necessary skills to achieve
a stable and prosperous life.

communityactionhouse.org

GIVE Local • STAY Local • SUPPORT Local

