



Annual Report Published in Spring 2019

FROM THE EXECUTIVE DIRECTOR

So much was accomplished last year. As you'll find in this report, our various programs helped over 3,500 neighbors in a time of need. We shared over 200,000 nutritious meals to reduce hunger, fielded thousands of requests for support, made over 6,600 connections to helpful resources, and helped 40 families begin building equity in their own homes, among other achievements. Behind every one of these numbers is a personal story - people who came to us hungry, disconnected, houseless, or facing challenges we wish no one had to face. But they know that they've always had a friend in Action House - a friend to listen, provide expert counsel, offer nutritious food, and connect to critical resources and opportunities. They know we're in their corner, and they don't have to face these challenges alone.

We can be there for them, because so many of you are there with us. To our hundreds of supporters, we offer our deepest gratitude. Every day our well-trained staff meet with struggling families.

And they're able to offer help and hope because of the support we receive. Six months into my role, I'm in awe of the commitment of our staff, but also from so many of our volunteers and supporters. We are truly a community effort - neighbors helping neighbors. Working together, we can do so much more than any of us can alone.

This year, I hope you will find ways to engage with our shared work even more deeply. Join us for a lunch at the Community Kitchen. Stop by our office and pantry on 14th street. Call or email anytime. There is much to do, and as we chart our course for the next few years, we know we can only get there together. Thousands of our most vulnerable neighbors are counting on us.

Sincerely,

Scott Rumpsa

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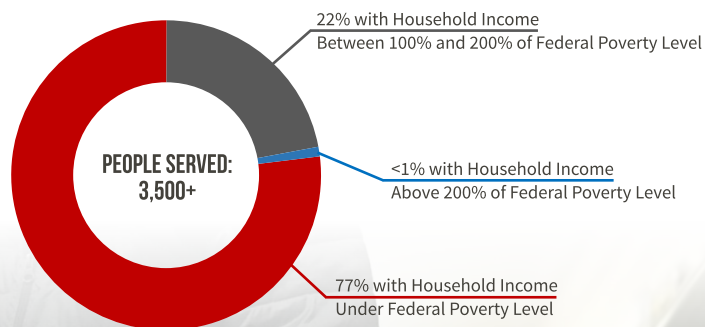
*We'd love to
hear from you.*

Send us a message at
hello@communityactionhouse.org,
or by phone at (616) 392-2368, ext. 109

77% OF PEOPLE WE SERVE ARE UNDER THE FEDERAL POVERTY LEVEL

<\$20,780 Annual Household Income for a family of 3

OUR EFFORTS PROVIDE
3,500+ PEOPLE
WITH **HUNGER**
RELIEF AND
FOOD SECURITY
EVERY YEAR



COMBINED, **99% OF PEOPLE SEEKING FOOD RESOURCES HAVE INCOME FALLING UNDER 200% OF THE FEDERAL POVERTY LEVEL**

HE WAS FEELING ILL FROM THE HUNGER, SHAKING, UNABLE TO SPEAK CLEARLY.

When our neighbors in need come to Community Action House, we listen to their struggles, offer support, and often provide them with a solution to their most immediate and pressing need: **hunger**. For most, all of this takes less than an hour, start to finish, like it did for one guest who recently came in after unexpected housing expenses endangered an already precariously stretched budget. He'd been slowly watching the food on his shelves wane away, trying to ration the last two cans until payday on Friday. In the 3 days before coming to us, he'd consumed nothing but water. When we met him, he was feeling ill

from the hunger, shaking, unable to speak clearly. He makes over \$1,800 a month, enough to survive, but not enough with his ongoing medical expenses, nor enough to save for a rainy day. He walked the twelve blocks to see us. He's employed full time.

He shared gratitude for the food he was able to choose from the food pantry shelves, the variety, the care. Milk, eggs, fresh produce, cans of vegetables, spaghetti sauce, and much more. Plenty enough food to last until payday. You'd think he was leaving the grocery store on a normal day. We haven't

seen that particular guest again, which to us is a good sign. We're humbled to be trusted enough that people will choose to come for help. Before leaving, he shared his deep gratitude, and said that **he hoped to give back some day**. It happens quite often that we find a bag or box of food dropped at our door when we first arrive. It's giving back. Namelessly, and without thanks. We're beyond grateful, because we know what it really means.

FOOD SECURITY



When Susan first came to Community Action House in 2018, she was just getting out of an abusive relationship of over 10 years. Without the support of a community around her, she had floundered in her relationships and career, always struggling to connect. At CAH, she enrolled in the **EPIC Empowerment Program**, where she found the support she needed, both from an intensive curriculum that challenged her to see value in herself, and by sharing and growing with her fellow classmates. Five months later, she carried a renewed sense of self and purpose.

During her graduation speech, she shared that her gratitude to the program was for the opportunities she was ready to take on in life. "My struggles don't define who I am - they make me stronger and open to new opportunities." She also surprised the crowd by announcing that she'd been accepted into college for a bachelor's degree program, ready to pursue her dreams and move forward and change. Today, we cheer on Susan, who is

building a future that is more prosperous and fulfilling than ever before.

"MY STRUGGLES DO NOT DEFINE WHO I AM. THEY MAKE ME STRONGER AND OPEN TO NEW OPPORTUNITIES"

COMMUNITY KITCHEN



41,000+ HOT MEALS A YEAR
100-250 PEOPLE EVERY DAY

FOOD PANTRY



85,000+ MEALS A YEAR
400+ PEOPLE EACH MONTH

MONTHLY DISTRIBUTION



93,000+ MEALS A YEAR
450+ PEOPLE EACH MONTH



\$356,181
General Store Revenue

Thanks to thousands of donations, dozens of resale volunteers spending 600+ hours each month, and thrift purchases at the General Store - all supporting community!

Homeless Street Outreach is now in its second full year, and connects with dozens of people experiencing homelessness in Ottawa County. In the past year, **five individuals have achieved stable housing**, with many more now accessing services and supports.

We saw more than **2050** Visits for Services

Including food, baby food, diapers, personal care items, job finding assistance, and referrals.

40 Homes Purchased

By Individuals who attended classes on Home Buying and Financial Empowerment

"The Home Buyer Class covered more information than I anticipated. Very well designed, and refreshing to have a wealth of presenters who are professionals in the housing industry."

-2018 Homebuyer Workshop Participant

Average Home Purchase Price: \$133,245

COMMUNITY KITCHEN returns to Western Theological Seminary

The Community Kitchen was hosted by First United Methodist Church of Holland for over a year during renovations at Western Theological Seminary.

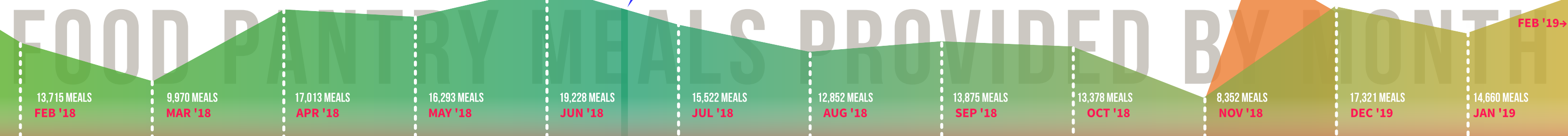
Over the course of two days, over 21,000 pounds of food was sorted, packed, and distributed, thanks in large part to volunteer groups who spent over 170 hours helping!



Over 2,300 People Provided with a turkey and sides at Thanksgiving to cook and enjoy at home together



Shower & Mail Program launched in response to requests from our homeless neighbors



CONNECTION

Brad & Linda first connected with Community Action House after hearing about the **Community Kitchen** from a friend. Living without a vehicle, they walked five miles for the chance at a free meal. Living without a home, they were staying in a tent, while their three young children stayed with a close family member. They had recently lived together in an apartment, but were evicted as rents increased year after year, while the pay from their jobs did not.

At the Community Kitchen, they found more than a meal. They connected with Angela, **Homeless Outreach Specialist**, who listened to their struggles and took action, starting the process for a housing voucher. When crisis erupted between the family member hosting their children, Angela and CAH staff went with Brad and Linda to pick up the children and bring them to a hotel. They were connected with local churches who covered the hotel stay as they navigated the crisis.

Brad and Linda continue to have people walking alongside them as they navigate these challenges. They are connected with trained professionals and a community of support. They were not alone when they needed help most. Community Action House strives to provide interconnected services to our most vulnerable and disconnected neighbors, and to provide the connections imperative to improving each individual's and family's situation.

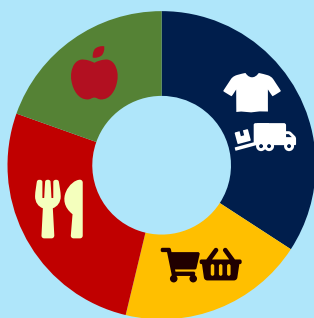


The **Holland Community Garden** provided over 6,000 pounds of vegetables and produce, harvesting in all four seasons.

AT THE COMMUNITY KITCHEN, THEY FOUND MUCH MORE THAN A MEAL. THEY CONNECTED

VOLUNTEERS IN ACTION

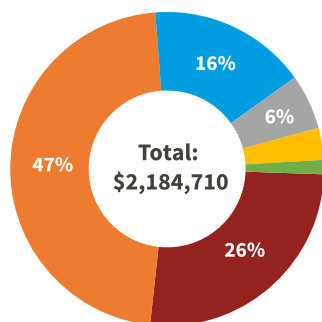
330+ Volunteers
contributed more than
21,470 hours
valued at
Over \$355,114*



- Community Kitchen**
5,729+ Hours | 170+ Volunteers
- Food Pantry**
4,203+ Hours | 100+ Volunteers
- General Store & Logistics**
7,337+ Hours | 40+ Volunteers
- Holland Community Garden**
4,200+ Hours | 20+ Volunteers

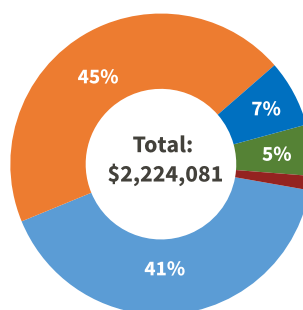
*This amount is not included in the statistics below

FINANCIAL STATISTICS JULY 2017 TO JUNE 2018



REVENUE

- Community Contributions**
\$572,108
- In-Kind Donations**
\$1,028,103
- Thrift Store**
\$356,181
- United Way**
\$71,660
- Government Grants**
\$124,415
- Events & Other**
\$32,243



EXPENSES

- Programming**
\$912,342
- In-Kind Distributions**
\$996,294
- Operations**
\$159,543
- Fundraising**
\$121,962
- Other**
\$33,940



14th Street

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

Community Kitchen

Western Theological Seminary
101 E 13th St
Holland, MI 49423

General Store

694 Michigan Ave
Holland, MI 49423
616 594 5451

Northside

665 136th Ave
Holland, MI 49424
616 392 2368

Refresh Shower Program

First United Methodist Church
57 W 10th St
Holland, MI 49423

Give online at communityactionhouse.org/give