A nine-month transitional fiscal year followed by a 2018 calendar year.
Dear Friends,

Thank you for making 2017 an incredible year at Allen Community Outreach. When I began my tenure as CEO of this great organization in January of 2017, I was told time after time that this community cares for and supports those in need. “It’s a large growing area, but it still has a small town feel,” I was told. “We believe that no one in our community should fall through the cracks, so we help those who are hurting.” And how true I have found these statements to be! There are many communities in North Texas that claim to have a caring small town feel, but here that sentiment is demonstrated daily by a variety of people in a variety of ways.

Through ACO, I have met community volunteers who donate countless hours of their time helping their neighbors. I have seen the impact of financial donations that help prevent families from going hungry or becoming homeless. I have witnessed the generosity of donors to our Resale Store who allow us to change their used items into hope for other families, and I have had the privilege of serving with an incredibly passionate staff who are dedicated to our mission of meeting the needs we see around us.

Most inspirational are the stories of lives being changed: the single mom who received her GED and is now able to provide for her family, the disabled veteran who now has a roof over his head and has plenty of food to eat, and the parents who no longer have to choose between buying groceries or buying medicine for their kids. These success stories are possible only because of you. Your generous support not only enables, but also embodies our motto - bottom line, we care.

Thank you,

Monty Moore  
Chief Executive Officer
Allen Community Outreach helps transform lives by providing essential human and social services in our communities.

Allen Community Outreach (ACO) has been serving its neighbors and friends facing financial crisis in Allen and the surrounding communities in Collin County, Texas since 1985. ACO provides free comprehensive human services to help families avoid hunger and homelessness and gain financial security. ACO offers Income Support Services, such as food, clothing, housing assistance, medical visits and prescriptions assistance; and Education and Employment Services including GED classes, education assistance, financial literacy, and career counseling.

LEADERSHIP

BOARD MEMBERS

Chris Schulmeister, President
Brad Hempkins, Vice President
Major Thomas, Treasurer
Maroba Zoeller, Ph.D., Secretary
Amy Gnadt
Bryce Greene
Kurt Hall
Brian Harvey
Carolyn Northcutt
Karen O’Connor
Carl Vaivao
Pablo Zuniga, Jr.

EXECUTIVE TEAM:

Monty Moore, Chief Executive Officer
Marjorie Vaneskahian Burr, Chief Operating Officer
Julie Macpherson, Chief Client Services Officer
Janis Christie, Director of Volunteer Services
Sandy Klieger, Director of Finance
Daniela Mesquita, Director of Fund Development
Janet Smith, Director of Income Support
Jennifer Arsenault, Director of Communications
Jeanine Tillman, Director of Educ. and Employment Services
Aaron Vaughn, Director of Resale Operations

bottom line, we care.
CLIENT SERVICES

INCOME SUPPORT INCLUDES:

Food, clothing, rent/mortgage and utilities assistance, medical visits, tests and prescriptions assistance. Below are the Food Pantry programs and services outcomes.

FOOD PANTRY

347 HOUSEHOLDS SERVED
1,219 INDIVIDUALS
550,409 POUNDS OF FOOD DONATED

MOBILE FOOD PANTRY

287 HOUSEHOLDS SERVED IN BRANCH*

KIDS SUMMER FOOD PROGRAM

1,100 BAGS OF FOOD DISTRIBUTED TO 407 CHILDREN

THANKSGIVING & CHRISTMAS FOOD PROGRAM

456 FAMILIES SERVED

*Branch is an unincorporated community 9 miles east of Allen.
In addition to the services offered through Income Support, with generous help from the community, ACO is able to provide Special Programs to ensure that every child enrolled in the Free and Reduced Lunch Program is ready to start school. In December, generous donors provide new winter clothing and shoes for children.

**FILL THE BUS: SCHOOL SUPPLIES DRIVE**

HUNDREDS OF CARING COMMUNITY MEMBERS DONATED BACKPACKS AND SCHOOL SUPPLIES AT 16 LOCATIONS.

**BACK TO SCHOOL BASH**

427 CHILDREN IN ALLEN AND 222 CHILDREN IN BRANCH RECEIVED NEW BACKPACKS, SCHOOL SUPPLIES AND SHOES. THANKS TO ALLEN ISD, ALLEN/FAIRVIEW CHAMBER OF COMMERCE AND THE FIRST UNITED METHODIST CHURCH FOR THEIR ONGOING PARTNERSHIP.

**CHRISTMAS ADOPTION PROGRAM**

579 CHILDREN RECEIVED GIFTS, INCLUDING NEW WINTER CLOTHING AND SHOES. THANKS TO GREENVILLE OAKS CHURCH OF CHRIST FOR HOSTING THE SORTING AND DISTRIBUTION.
EDUCATION:

GED PREPARATION CLASSES
142 PARTICIPANTS
19 GRADUATES

FINANCIAL LITERACY PROGRAM
68 INDIVIDUALS SERVED

EMPLOYMENT SERVICES:

PROFESSIONAL DEVELOPMENT
271 PARTICIPANTS

INCLUDING ALL SERVICES AND PROGRAMS, ACO HAD A TOTAL OF 37,746 ENGAGEMENTS WITH 2,717 UNIQUE INDIVIDUALS.
RESALE OPERATIONS

462 Families received gift cards
For clothing, household & furniture assistance

$52,742 Value of Assistance for families
For clothing, household & furnishings

Resale Shop
$528,229 Total Sales

ACO Boutique
$103,788 Total Sales

Treasure Chest
$99,985 Total Sales

Proceeds from sales support ACO programs and services.
A new Fund Development department was formed with a new Director of Fund Development who joined the staff in May of 2017, an Assistant Director of Fund Development, a Director of Communications and an Administrative Specialist.

ACO was selected as the first Collin County organization to join the cohort of social service agencies engaging the Working Families Success model under the direction of the Communities Foundation of Texas. The model involves the bundling of income support, employment assistance, and financial coaching toward a more holistic approach to client care and with the goal of long-term financial stability and increased financial standing for clients.

The Food Pantry gratefully renewed partnerships and established new ones through the Feeding American Program directed by the North Texas Food Bank. These partners donate fresh, frozen and canned food items weekly to the Food Pantry, and together they help feed thousands of our neighbors in need. Our partners include the following supermarkets, grocery stores and restaurants: Wal-Mart, Target, Sprouts, ALDI, Market Street, Whole Food, Kroger, Pizza Hut, Chipotle and Chick-fil-A.

In August the re-branding process began to give ACO a face lift while still honoring the community representation of the former logo with helping hands. The new logo shows two distinct hands together representing a partnership between ACO and our community, and forming the shape of a heart, which indicates our love and care for everyone who gives and receives help. It goes hand-in-hand with our new tag line “bottom line, we care.”

In October, ACO added a Chief Client Services Officer who brings experience in food pantry operation and database systems, management, and will direct the agency through the implementation of Salesforce and the Working Families Success Model.
VOLUNTEERS

23,839 Total Volunteer Hours

2,900 Total Number of Volunteers

10,639 Total Hours Given to the Food Pantry

522 Total Hours Given to the Fill the Bus: School Supplies Drive program

$575,473 Total Value of Volunteer Hours

the area with the highest number of volunteer hours
<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td>$190,066</td>
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<tr>
<td>Through Employers</td>
<td>$48,280</td>
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<tr>
<td>Employer Matching</td>
<td>$11,464</td>
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<td>Food Pantry</td>
<td>$1,101,978</td>
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<td>Donated Goods</td>
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<tr>
<td>Special Event</td>
<td>$39,421</td>
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<tr>
<td>Resale Roundup</td>
<td>$10,177</td>
</tr>
</tbody>
</table>

**Individual Donations:** $588,493

**Resale Operations:** $848,085

**EXPENSES**

- Fundraising: 7%
- Management: 4%
- Programs: 89%

*From a nine-month transitional fiscal year.*
"I see all the wonderful things ACO has done to make a difference in our community with all their fantastic programs."

(Chris Wallace)

"I've been supporting ACO for a long time, and I encourage you to do so, too."

(Henry Lessner)
STAY CONNECTED

ADMINISTRATIVE OFFICE
801 E. Main Street
Allen, TX 75002
Ph: (972) 727-9131
Fax: (972) 727-1995
Hours:
MON - FRI
8:30 a.m. to 12:30 p.m.
1:30 to 4:30 p.m.

OUR RESALE SHOPS

RESALE SHOP
801 E. Main St. Allen, TX 75002
Hours:
MON - SAT 10 a.m. - 6 p.m.

ACO BOUTIQUE
Watters Creek (Bethany and Highway 75)
945 Garden Park Dr.
Allen, TX 75013
Hours:
MON-FRI 10 a.m.- 6 p.m.
SAT 10 a.m.- 9 p.m.

TREASURE CHEST
301 W. Boyd Dr. Allen, TX
750013
Hours:
Open only on the 1st and 3rd
THU, FRI, SAT of each month
8 a.m. - 1 p.m.

bottom line, we care.