



**ALLEN
COMMUNITY**
outreach



ANNUAL REPORT

APRIL 1 - DECEMBER 31, 2017

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



bottom line, we care.

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,

A handwritten signature in black ink, appearing to read 'Monty Moore'. The signature is fluid and cursive, written over a white background.

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 Gnad
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.

SPECIAL PROGRAMS

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 AND EMPLOYMENT SERVICES

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

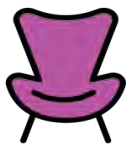
For clothing, household & furnishings



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.

ACCOMPLISHMENTS



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

the area with the highest number of volunteer hours



522

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



\$575,473

Total Value of Volunteer Hours



FINANCIALS*

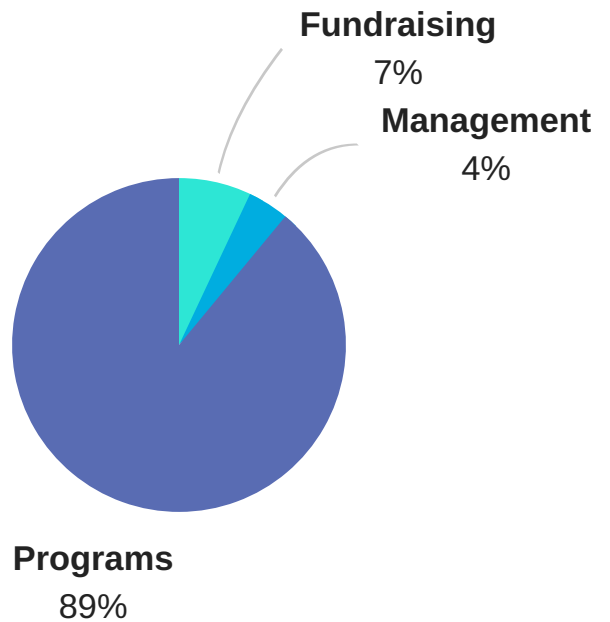
SUPPORT AND REVENUE

Grants	\$190,066	
Through Employers	\$48,280	
Employer Matching	\$11,464	
Food Pantry Donated Goods	\$1,101,978	
Special Event	\$39,421	
Resale Roundup	\$10,177	

Individual Donations:
\$588,493

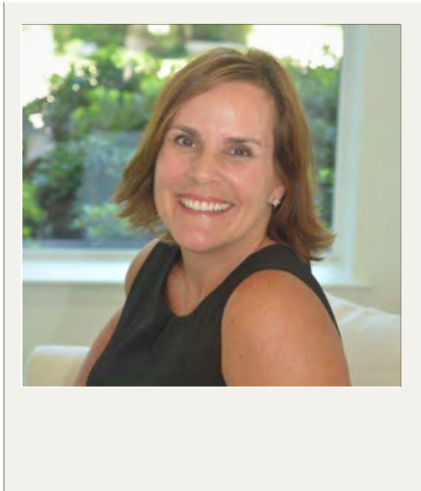
Resale Operations:
\$848,085

EXPENSES

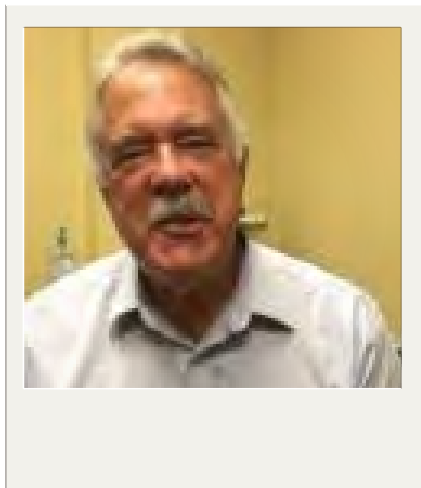


*From a nine-month transitional fiscal year.

DONORS



**" 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)**

MAJOR PARTNERS & SUPPORTERS:

**Allen Anesthesia
Allen Kiwanis Club
Allen Rotary Club
Allen Economic Dev. Corp.
Allen ISD
Atmos
City of Allen
Commercial Bank of Texas
Communities Foundation of Texas
Communities Management Assoc.
CoServ Charitable Foundation
Dallas Morning News Charities
Heart to Heart Organization
Hempkins Insurance
Hillcrest Foundation
Junior League of Collin County
KCK Utility Construction
Lennox International
Lovejoy ISD
Neighborhood Management
Perot Foundation
Rodenbaugh Family
Roy & Christine Sturgis Charitable Trust
Texas Health Presbyterian Allen
Tomes Auto Group
Total Wine & More
TXU Energy
Wealth Management Group**



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.