2019 IMPACT REPORT

-TOGETHER- we give
Dear ACO Friends,

It is my pleasure to share with you our 2019 Annual Report. It was an amazing year on many levels, but overall what is most important are the families that were served. Such as the moms and dads who slept knowing that they would keep a roof over their heads. And, the children who went to bed each night with full tummies and groceries for the next day’s meals. It was the struggling single moms who needed guidance to better their education to secure a better paying job and the student who needed ACO’s help receiving their GED after they dropped out of school because they couldn’t fit the traditional classroom learning styles. What was important was the new school supplies and backpacks that ACO provided to the grandchildren because their grandparents were raising them on their limited income. What was most important were the families we saved from hunger and homelessness by providing a path to financial stability.

2019 was my first year serving as Chief Executive Officer. Though I joined the ACO team in 2001 as Director of Volunteer Services and served in several capacities including Chief Operating Officer before moving into this office. In my years with the organization, I have never been as proud and honored to be a part of such an amazing mission and group leading the cause. Our staff strengthened and focused on community development and our Board of Directors took an active role in leadership support and development. Taking a bold step in 2019, our leaders made the change of our name from Allen Community Outreach to ALL COMMUNITY OUTREACH to better reflect what we were already doing, which is serving all Collin County neighbors. You will see the gradual shift from only “Allen” in our name to “All” as we move into 2020. Allen remains our home base, and our support base that we are so grateful for.

I saw ACO take a turn to a positive new approach as we celebrated our first full year serving clients with the “Working Families Success Model” which is based on a nationally-proven program from the Annie E. Casey Foundation. In addition to addressing immediate needs of Collin County families, our case workers are sharing resources and a team approach to set them on a path for independence and financial security.

Thanks to donations from our community, ACO continues to provide quality selections of fresh foods to families facing hunger. By providing a shopping experience at the ACO Food Pantry, parents can best choose the foods they need and want to prepare for their children. No cardboard box of stables is simply handed out to people standing in line. With a cart and a supermarket atmosphere, ACO has available dairy and fresh produce, frozen meats and a variety of options for health and cultural needs. Donations of clothing and household items make shopping a breeze for families in need of clothes for work and school. They are given a gift card to shop at our resale stores to choose not only clothing, but furniture, small appliances and other much needed items. None of this would be possible without gently used donations made at our processing center, local food drives and community partnerships.

Struggles continue in Collin County. As much as we would like, we haven’t worked ourselves out of our jobs-YET. And, as many think there is no poverty in Collin County, we see it each day. As our programs and services expand, the need for assistance continues to increase and more families from all over the county come through our doors. We will continue our mission each day to end poverty in our communities, one neighbor at a time.

Thank you for joining hands with ACO to provide hope and help, and support our mission.

Sincerely,

Marjorie Vaneskahian Burr, ACO CEO
CLIENT SERVICES

INCOME SUPPORT INCLUDES:

Food, Clothing, Rent/Mortgage, Utilities Assistance, Medical Visits, Tests and Prescription Assistance.

Below are the Food Pantry programs and services outcomes.

**FOOD PANTRY**

- 1,810 Households Served
- 5,025 Individuals
- 805,711 Pounds of Food

**MOBILE FOOD PANTRY**

- 411 Households Served In Branch*

**KIDS SUMMER FOOD PROGRAM**

- 1037 Bags of Food Distributed to 401 Children

**THANKSGIVING & CHRISTMAS FOOD PROGRAMS**

- 1103 Families Served
In addition to the services offered through Income Support, with generous help from the community, ACO is able to provide seasonal special programs for economically disadvantaged children and help them get ready to start school.

FILL THE BUS: SCHOOL SUPPLIES DRIVE
HUNDREDS OF CARING COMMUNITY MEMBERS DONATED BACKPACKS AND SCHOOL SUPPLIES COLLECTED AT 16 LOCATIONS

BACK TO SCHOOL BASH
428 CHILDREN IN ALLEN AND 258 CHILDREN IN BRANCH RECEIVED NEW BACKPACKS AND SCHOOL SUPPLIES. THANKS TO FIRST UNITED METHODIST CHURCH ALLEN FOR THEIR ONGOING PARTNERSHIP.

ACO PARTNERED WITH TOYS FOR TOTS
1,210 CHILDRENS TOYS DISTRIBUTED
1089 HOUSEHOLDS SERVED

GED PREPARATION CLASSES
EDUCATION ASSISTANCE
ACCESS TO A COMPUTER LAB
FINANCIAL COACHING
PROFESSIONAL DEVELOPMENT
RESUME BUILDING
INTERVIEW SKILLS COACHING
EMPLOYMENT REFERRALS

TOTAL CLIENT SERVICES IMPACT

8,060 INDIVIDUALS SERVED
26,077 ENGAGEMENTS WITH PEOPLE
RESALE OPERATIONS

$202,815
VALUE OF ASSISTANCE FOR FAMILIES
FOR CLOTHING, HOUSEHOLD & FURNISHINGS

RESALE SHOP
$634,332
TOTAL SALES

ACO BOUTIQUE
$212,419
TOTAL SALES

TREASURE CHEST
$137,938
TOTAL SALES

PROCEEDS FROM SALES SUPPORT ACO PROGRAMS AND SERVICES
Volunteers

32,331 Total Volunteer Hours

4,359 Total Number of Volunteers

__________ Total Hours Given to the Food Pantry

__________ Total Value of Volunteer Hours
FINANCIALS
(UNAUDITED)

REVENUE & SUPPORT

Contributions & Other Support $ 799,661.79
Grants (GOV./Corp./Foundation) $ 429,783.51
Special Events $ 169,372.91
Donated Food (non-cash) $ 1,338,477
Donated Goods (non-cash) $ 1,596,961
Resale Stores Sales & Reclaim $ 1,207,622.06

TOTAL Revenue & Support $ 5,541,878.27

EXPENSES

Programs & Supporting Services $
Management & General $
Fundraising $
Resale Operations $

TOTAL Operating Expenses $

MAJOR CORPORATE AND ORGANIZATION SUPPORTERS

Allen Anesthesia
Allen Kiwanis Club
Allen Rotary Club
Allen Economic Development Corp.
Allen ISD
City of Allen
Commercial Bank of Texas
Communities Foundation of Texas
Communities Management Assoc.
Community Waste Disposal
CoServ Charitable Foundation
County Collin State of Texas
Dallas Morning News Charities
Elke's Market Cafe
Hempkins Insurance
Independent Bank
Invictus Account Management
Junior League of Collin County
KCK Utility Construction
Legacy Texas Bank
Lovejoy ISD
Micron Foundation
Neighborhood Management
Rodenbaugh Family
Smith Estimating Services
Texas Health Presbyterian Allen
TradeMark Car
TXU Energy Aid
Veritex Community Bank
Wealth Management Group
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 including food, clothing, utility and housing assistance, medical visits and prescriptions assistance; and Education and Employment Services including GED classes, college assistance, financial coaching, and career counseling.

MISSION: To help our neighbors to prevent hunger and homelessness while working toward financial stability.
VISION: To create a community free of poverty one neighbor at a time.
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 Street Allen, TX 75002

Hours:
MON - SAT 10AM-6PM

ACO BOUTIQUE
Watters Creek 945 Garden Park Dr. Allen, TX 75013

Hours:
MON - FRI 10AM-6PM
SAT 10AM-9PM

TREASURE CHEST
301 W. Boyd Dr. Allen, TX 75013

Hours:
8AM-1PM
Open on the 1st & 3rd THU, FRI, SAT of each month

ACOCARES.ORG

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bottom line, we care.