



**ALLEN
COMMUNITY**
outreach



**2018
IMPACT REPORT**



bottom line, we care.



Dear Friends,

I am grateful to present to you the 2018 Annual Report for Allen Community Outreach. It excites me to see what we were able to accomplish together, with your support last year. Please take a few moments to peruse the facts and figures presented here. As you see the stats of individuals and families who were provided with assistance last year, don't just look at the numbers. Imagine the faces of each and every mom and dad, child, and senior who were struggling to pay their bills, find a job or even manage their next meal. Thanks to you and your support these numbers are now smiling faces, relieved parents knowing they can provide a warm home for their families, and happy children who are going to be well-fed and no longer facing hunger.

Below are a few of the highlights from 2018:

- ▶ Client Services Team continued to receive training from the Communities Foundation of Texas (CFT) to implement the **Working Families Success model**, a nationally known program from the Annie E. Casey Foundation. ACO is the first Collin County organization under CFT to implement this approach, which helps participants achieve higher job placement rates, higher job retention rates, increased net income and lower debt.
- ▶ Food Pantry expanded its reach to serve any resident in need living in Collin County. With this service expansion, our client choice Pantry helped more than twice as many households than in years past with a **40% service increase**.
- ▶ Resale Operations had a good year providing 23% of the revenue to ACO. In addition to the resale proceeds, through our recycling program, 693,092 lbs. of **donated textiles**, such as gently used clothing, stained and torn items, helped raise \$197,866.

I am excited to have taken the leadership as Chief Executive Officer. I have been a member of the team at ACO for more than 18 years, and have seen the growth and change in our communities and with this organization. I look forward to 2019 and the years ahead as we continue to create successes and ease the struggles faced here in our area. Thank you for joining hands with Allen Community Outreach to provide hope and help to further our mission.

Many thanks,



Marjorie Vaneskahian Burr
Chief Executive Officer

CLIENT SERVICES

INCOME SUPPORT INCLUDES:

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



FOOD PANTRY

1,500 HOUSEHOLDS SERVED

5,500 INDIVIDUALS

900,000+ POUNDS OF FOOD



MOBILE FOOD PANTRY

287 HOUSEHOLDS SERVED IN BRANCH*

*Branch is an unincorporated community 9 miles east of Allen.



KIDS SUMMER FOOD PROGRAM

1,333 BAGS OF FOOD DISTRIBUTED

TO 500 CHILDREN



THANKSGIVING & CHRISTMAS FOOD PROGRAMS

456 FAMILIES SERVED

SPECIAL PROGRAMS

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. In December, generous donors provide new winter clothing and shoes for children.



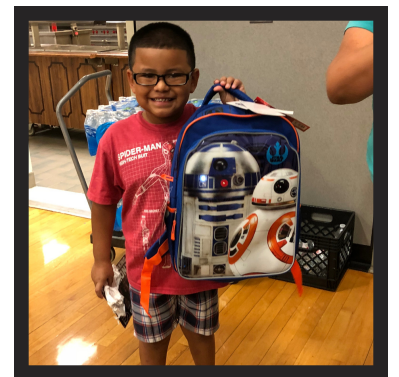
FILL THE BUS: SCHOOL SUPPLIES DRIVE

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



BACK TO SCHOOL BASH

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



HOLIDAY GIFT PROGRAM

599 CHILDREN RECEIVED GIFTS, INCLUDING NEW WINTER CLOTHING AND SHOES. THANKS TO FIRST UNITED METHODIST CHURCH ALLEN FOR THE USE OF THEIR GYMNASIUM TO SORT, ORGANIZE AND DISTRIBUTE THE GIFTS.



EDUCATION & EMPLOYMENT RELATED SERVICES

1,000
Households Served



GED PREPARATION CLASSES

EDUCATION ASSISTANCE

ACCESS TO A COMPUTER LAB

FINANCIAL COACHING



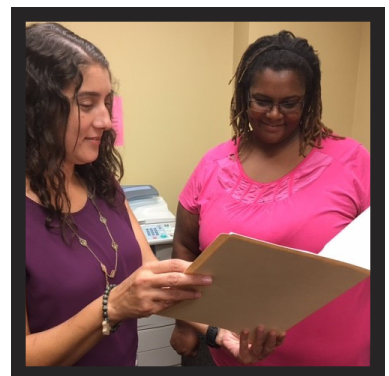
PROFESSIONAL DEVELOPMENT

RESUME CREATION



INTERVIEW SKILLS COACHING

EMPLOYMENT REFERRAL



Total Client Services Impact

6,500+ INDIVIDUALS SERVED

21,000+ ENGAGEMENTS WITH PEOPLE

RESALE OPERATIONS

664 Families received gift cards

For clothing, household & furniture assistance

\$176,310 Value of Assistance for families

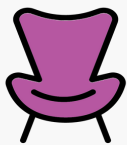
For clothing, household & furnishings



Resale Shop

\$673,459

Total Sales



ACO Boutique

\$188,116

Total Sales



Treasure Chest

\$136,251

Total Sales

Proceeds from sales support ACO programs and services.



VOLUNTEERS

27,989

Total Volunteer Hours

3,415

Total Number of Volunteers

10,639

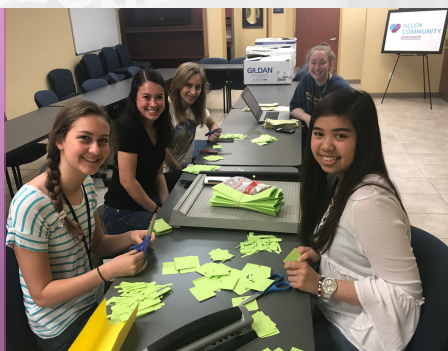
Total Hours Given to the Food Pantry

The area with the highest number of volunteer hours.

\$691,048

Total Value of Volunteer Hours

Based on national average of \$24.69 per hour.

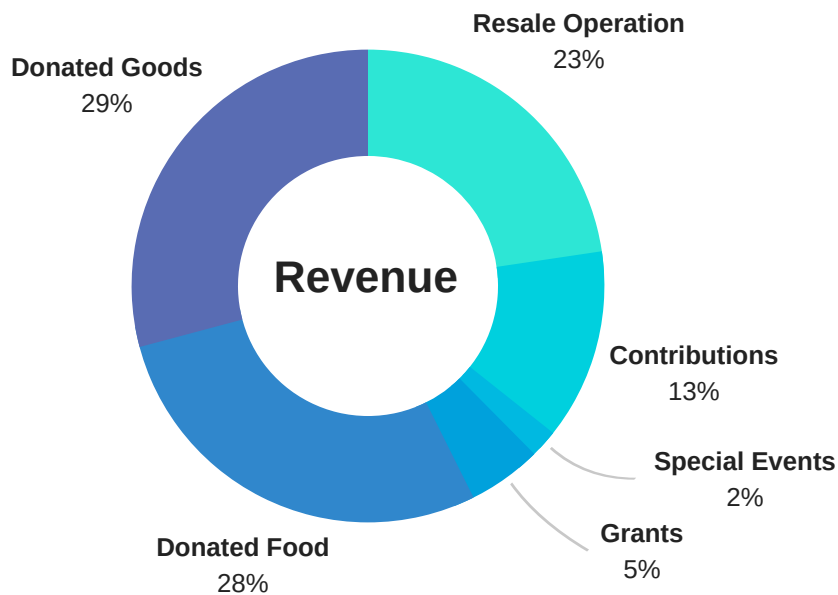


FINANCIALS

(UNAUDITED)

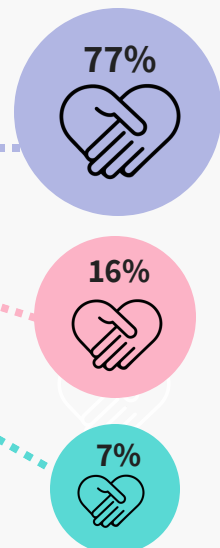
REVENUE and SUPPORT

Contributions and Other Support	\$ 687,408
Grants (Gov./Corp./Foundation)	\$ 266,877
Special Events	\$ 100,330
Donated Food (non-cash)	\$ 1,489,160
Donated Goods (non-cash)	\$ 1,538,857
Resale Stores Sales and Reclaim	\$ 1,195,702
TOTAL Revenues and Support	\$ 5,278,334



EXPENSES

Programs & Supporting Services	\$2,586,748
Management & General	\$ 541,664
Fundraising	\$ 243,085
Resale Operations	\$2,035,024
TOTAL Operating Expenses	\$5,406,521
	(\$ -128,173)



DONORS



**"I've been supporting ACO for fifteen years, and it is inspiring to see so much good this organization does by helping thousands of people in our community."
(Brad Hemphkins)**



**"I was blown away to tour ACO a few years ago, and to learn about all the life changing services they provide."
(Demetris Williams, Legacy Texas)**

MAJOR CORPORATE, ORGANIZATION, AND CHURCH SUPPORTERS

Abhinaya Kuchipudi Dance Academy
Allen Anesthesia
Allen Economic Development Corp.
Allen Eagle Athletic Booster Assoc. Basketball
Allen ISD
Allen Kiwanis Club
Allen Rotary Club
Allen Sunrise Rotary Club
Christ Church of Plano
City of Allen
Commercial Bank of Texas
Communities Foundation of Texas
Communities Management Assoc.
Community Waste Disposal
CoServ Charitable Foundation
Cottonwood Creek Baptist Church
County of Collin State of Texas
Dallas Morning News Charities
Elke's Market Cafe
First United Methodist Church Allen
Grace Evangelical Free Church
Greenville Oaks Church of Christ
Hempkins Insurance
Invictus Account Management
Islamic Association of Allen
Junior League of Collin County
Legacy Texas Bank
Lovejoy ISD
Milk Snob
Metroplex Aquatics
Micron Foundation
Neighborhood Management
Texas Health Gives
Texas Health Presbyterian Allen
The Church of Christ on McDermott Road
TXU Energy Aid
Wealth Management Group
Wells Fargo Foundation



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 with food, clothing, rent and utility assistance, medical visits and prescriptions assistance; and Education and Employment Services including GED classes, education assistance, financial coaching, and career counseling.

2018 LEADERSHIP

BOARD MEMBERS

Brad Hemphins, President
Amy Gnadt, Vice President
Bryce Greene, Treasurer
Maroba Zoeller, Ph.D., Secretary
Keon Byrd
Nathan Clarke
Todd Harris
Brian Harvey
Karen O'Connor
Randy Sandifer

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
Michael Donohue, Director of Education Services
Sandy Klieger, Director of Finance
Daniela Mesquita, Director of Fund Development
Janet Smith, Director of Income Support
Aaron Vaughn, Director of Resale Operations

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.



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