



# ACO

**SERVING COLLIN  
COUNTY**

# **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 staples 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**



**Marjorie Vaneskahian Burr**  
**Chief Executive Officer**



# 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



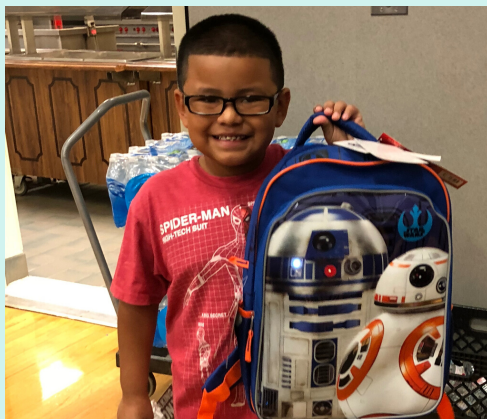
# SPECIAL PROGRAMS

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.



## **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**





# EDUCATION & EMPLOYMENT RELATED SERVICES



**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

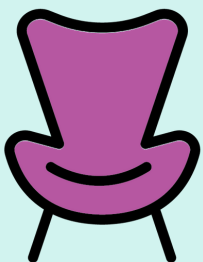
FOR CLOTHING, HOUSEHOLD & FURNISHINGS



### 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



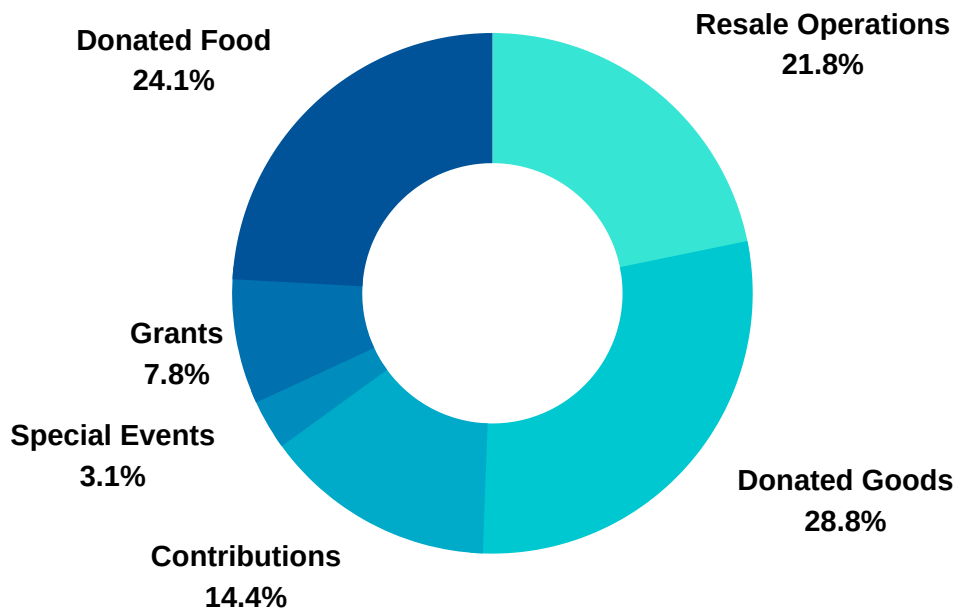


# FINANCIALS

(UNAUDITED)

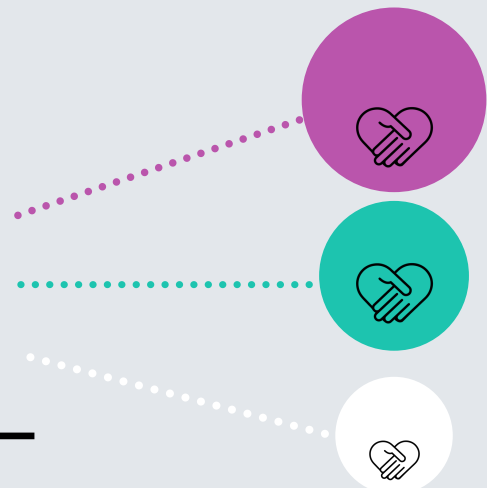
## REVENUE & SUPPORT

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
	<hr/>
<b>TOTAL Revenue &amp; Support</b>	<b>\$ 5,541,878.27</b>



## EXPENSES

Programs & Supporting Services	\$ _____
Management & General	\$ _____
Fundraising	\$ _____
Resale Operations	\$ _____
<b>TOTAL Operating Expenses</b>	<hr/> \$ _____







# DONORS

## 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.

## BOARD MEMBERS

Amy Gnadt, President

Karen O'Connor, Vice President

Keon Byrd, Secretary

Nathon Clarke, Treasurer

Dr. Maroba Zoeller

Brian Harvey

Ross Mesquita

Steve Sowinski

Dr. Robert Schwab

Shubha Srivatsa

Randy Sandifer

Robin Sedlacek

Mary Beth Hardesty-Crouch

Brad Hemkins

## EXECUTIVE TEAM

Marjorie Vaneskahian Burr,  
Chief Executive Officer

Aaron Vaughn,  
Chief Operating Officer

Rhonda Ptak,  
Chief Community Development Officer

Janet Smith,  
Director of Income Support

Michael Donohue,  
Director of Education Services

Angela Sadler,  
Director of Employment Services

Michelle Clough,  
Volunteer Services Director

Debbie Stout,  
Director of Fundraising

Jim Medina,  
Director of Resale Operations

Sandy Klieger,  
Director of Finance & Administration



# 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.

ACOCARES.ORG



## 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



*bottom line, we care.*