



ALL
COMMUNITY
outreach

2020 IMPACT REPORT

-TOGETHER-
we give



Dear ACO Family,

2020 was a challenging year for our world. Collin County was not immune to the impact of the pandemic, and All Community Outreach had to quickly adjust our mode of service and the programs that we provide to meet the immediate needs of our neighbors.

On March 11, 2020, I sent a notice to all ACO employees announcing the immediate changes that had to be made internally. For an organization that focused on relationships, families in need coached with face-to-face counseling, hands-on volunteers who made our programs run smoothly, and a team who worked shoulder to shoulder to promote our mission, it was a complete culture change.

We were forced to close the lobby and put a sign on our door asking clients to “call in” for assistance. Our computer lab closed so clients could not come in to use computers for resumes, job search, and continue their GED progress. Immediately our resale stores closed, cutting off a major funding source for our organization. The ACO Food Pantry changed their distribution process to a drive through, load and go system. Volunteers were sent home. All staff were required to take their body temperature before they entered our buildings, cleaning processes were increased, and masks became a regular part of our daily wardrobe.

With COVID-19 raging through our community, our leadership team divided into team A and team B and we split shifts. If one team were exposed by the virus, the other team could remain up and running. Our staff began cross-training. While our resale staff was limited because of store closures, the food pantry staff needed extra hands without the daily volunteer support. I could go into much more detail about our operations and how we changed to combat the COVID challenges. In the end, while the pandemic is still a threat to us all, ACO survived and thrived in 2020.

You will see by the sheer increase in 2020 numbers reflected in this report that it was a very different year. Quickly families were impacted with employment shutdowns and loss of income. They were behind on their rent and mortgage, and facing cut-off notices on their utilities. ACO became one of the few agencies in the county selected to distribute Cares Act funds to assist with these emergencies. This strained our staff, increased the case load tremendously and brought families to ACO from all corners of the county. The guidelines and paperwork that came with the funding were overwhelming, but our amazing staff managed with grace to provide all assistance possible to the families depending on our agency. We also received additional Cares Act funds to assist with the food distribution, which went from 805,711 pounds distributed to hungry families in 2019 to 2.3 million pounds increased to meet the needs of desperate families struggling to feed their children.

For the first time, ACO had families afraid of a new unknown. Their struggles were compounded by lockdowns, in-home schooling, and stores with empty shelves. While it was not possible to comfort with hugs and face-to-face smiles to ease the fear, there were hundreds of stories of families who owed their survival to ACO. We received many letters of thanks, saw the grateful tears of moms and dads waiting in their cars while bags of free groceries were loaded into their trunks by ACO staff, and had new donors come to us offering support, donations and encouragement in addition to our long-time donors.

Because of our amazing community, we took care of each other through 2020. ACO continued our mission to prevent hunger and homelessness because of a kind and compassionate Collin County, all coming together to care for each other. As we move into 2021, we know challenges remain. Families will continue to be able to count on our agency for support. While we have always looked at our supporters as “friends,” this year our friends became “family.” We came together to love and support each other as only a family can do. It is with the utmost appreciation and heartfelt thanks I ask have for the cities, communities and county that make us ALL COMMUNITY OUTREACH. It makes us family.

Many thanks,
Marjorie V. Burr, ACO CEO

Marjorie Vaneskahian Burr
Chief Executive Officer



Along with 2020 came the arrival of COVID-19

In response to COVID-19

In an effort to manage the evolving impact of Coronavirus on our community we are taking all precautions necessary. Our focus is on emergency services, financial assistance and food. Non-emergency services are on hold.

Temporary Closings
 Resale Store
 Boutique
 Treasure Chest
 Processing Center for gently used donations

Food Donations
 Drop off non-perishables in blue box outside of Food Pantry
 Perishables can be donated Monday - Friday 9am - 2pm
 801 E Main Street, Allen 75002

Need Assistance?
 Please call our office at 972-727-9131
 We are handling all services over the phone at this time

Volunteers
 Volunteers will be called on as needed

LIMITED REOPENING OF ACO DONATION DROP-OFF!

YOU MUST FOLLOW THESE GUIDELINES FOR US TO ACCEPT YOUR ITEMS AT THIS TIME:

- Everything should be bagged or boxed and sealed.
- Clothing must be freshly washed.
- Large items wiped/sprayed with sanitizer before donating.
- Your masks must be worn during drop off and items will only be removed from your trunk/hatchback/truck bed. Staff cannot enter your vehicle/back seat for items.

 Saturday, August 8th, 9am-4am
 Saturday, August 15th, 9am-4pm
 Saturday, August 22th, 9am- 4pm
 Saturday, August 29th, 9am- 4pm



 **ACO**
 serving collin county

Drive Thru Food Distribution for Collin County Residents

801 E. Main Street
 Allen 75002
 Tuesday & Thursday
 9am-11am - 2pm-4pm
 Saturday 9am - 11am

 Drive thru food distribution for Collin County residents in need. Just show I.D.

COLLIN CARES
 ECONOMIC RECOVERY & ASSISTANCE PROGRAMS



CLIENT SERVICES

UNDER 2020 COVID EMERGENCY OPERATIONAL GUIDELINES

INCOME SUPPORT INCLUDES:

FOOD, CLOTHING, RENT/MORTGAGE, UTILITIES ASSISTANCE, MEDICAL VISITS, AND PRESCRIPTION ASSISTANCE.

BELOW ARE THE FOOD PANTRY PROGRAMS AND SERVICES OUTCOMES



FOOD PANTRY

4,848 HOUSEHOLDS SERVED
11,853 INDIVIDUALS
2.3 MILLION LBS OF FOOD



MOBILE FOOD PANTRY

1,693 HOUSEHOLDS SERVED IN BRANCH*

*Branch is an unincorporated community nine miles east of Allen

KIDS SUMMER FOOD

3,052 BOXES OF FOOD SERVED TO CHILDREN OVER 5 MONTHS DUE TO DELAY IN SCHOOLS REOPENING



HOLIDAY FOOD PROGRAMS

631 FAMILIES SERVED
85,185 LBS OF FOOD





SPECIAL PROGRAMS

UNDER 2020 COVID EMERGENCY OPERATIONAL GUIDELINES

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 14 LOCATIONS. THANK YOU TO ALLEN ISD FOR THIS ONGOING PARTNERSHIP.



BACK TO SCHOOL BASH

497 CHILDREN IN ALLEN AND BRANCH RECEIVED NEW BACKPACKS AND SCHOOL SUPPLIES AT OUR SOCIALLY DISTANCED DRIVE THROUGH DISTRIBUTION.



TOYS FOR TOTS PARTNERSHIP

1,750 CHILDREN FROM ALLEN, MCKINNEY & BRANCH RECEIVED TOYS FROM ACO. THANKS TO FIRST UNITED METHODIST CHURCH FOR DONATING SPACE.



EDUCATION AND EMPLOYMENT SERVICES

UNDER 2020 COVID EMERGENCY OPERATIONAL GUIDELINES

GED PREPARATION CLASSES - EDUCATION ASSISTANCE - ACCESS TO A COMPUTER LAB

FINANCIAL COACHING - PROFESSIONAL DEVELOPMENT - RESUMÉ BUILDING

INTERVIEW SKILLS COACHING - EMPLOYMENT REFERRALS

**155 UNIQUE HOUSEHOLDS SERVED
FROM JANUARY TO MARCH**

**These services were put on hold on March 11th with
the institution of COVID-19 protocols.**

**The focus of ACO was redirected to emergency
services for financial assistance and food.**

**All non-emergency services were put on hold from
March 11th through the end of the year.**

TOTAL CLIENT SERVICES IMPACT

**7,866 INDIVIDUALS SERVED
FROM JANUARY TO MARCH**



RESALE OPERATIONS

UNDER 2020 COVID EMERGENCY OPERATIONAL GUIDELINES

VALUE OF ASSISTANCE FOR FAMILIES

FOR CLOTHING, HOUSEHOLD &
FURNISHINGS

\$20,354

PROCEEDS FROM SALES SUPPORT ACO PROGRAMS AND SERVICES



* RESALE SHOP

January - March Sales

\$137,496



ACO BOUTIQUE

January - March &
June - December Sales

\$169,538



TREASURE CHEST

January - March

\$36,949

Online Sales

\$16,587

*The Resale Shop closed March 11 due to COVID-19 protocols and was converted to on-site warehouse and processing support for the Food Pantry. The space also accommodated back to school supplies collection and sorting for local children.



VOLUNTEERS

18,429

Total Volunteer Hours

3,593

Total Number of Volunteers

Beginning on March 11th, due to heightened concern over COVID-19, our volunteers were asked to stay at home. ACO resale, warehouse and office employees stepped in to assist with the unprecedented number of families utilizing our curbside food distribution at ACO Food Pantry .



ACO Volunteers were welcomed back in June with a new appreciation of what they do to make things happen. New safety precautions, heightened cleaning procedures, and mask requirements were added for the protection of our volunteers and staff.



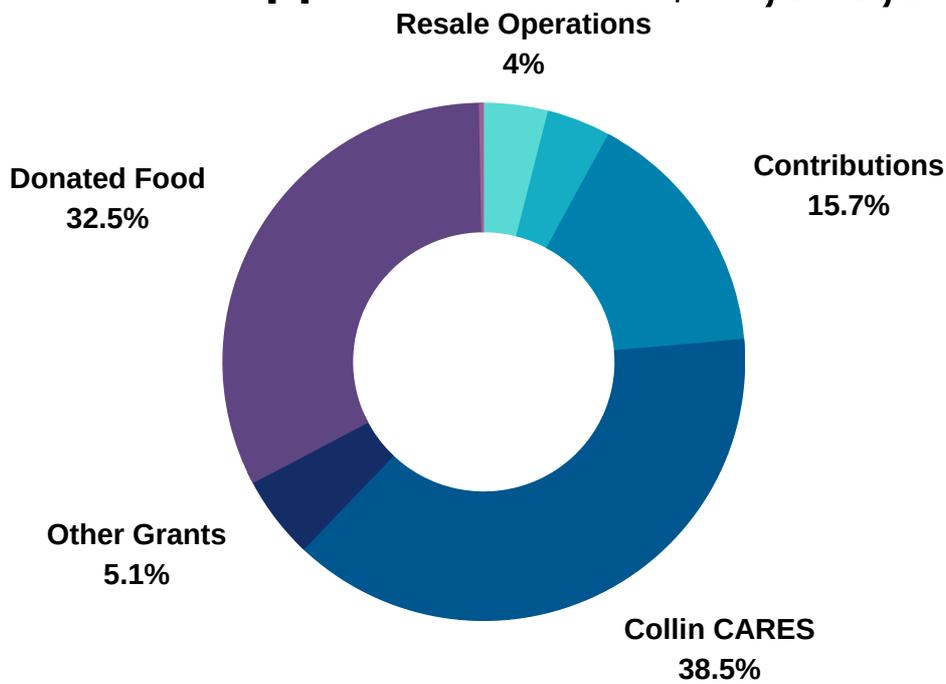


FINANCIALS

REVENUE & SUPPORT

Contributions & Other Support	\$1,807,328
Collin CARES Grants	\$4,440,712
Other Grants (GOV./Corp./Foundation)	\$592,858
Donated Food (non-cash)	\$3,741,939
Donated Goods (non-cash)	\$455,298
Resale Stores Sales & Reclaim	\$455,640
Miscellaneous	\$35,299

TOTAL Revenue & Support **\$11,529,074**



EXPENSES

Programs & Supporting Services	\$8,324,876
Management & General	\$263,815
Fundraising	\$258,713
TOTAL Operating Expenses	\$8,847,404

94%

3%

3%



MAJOR SUPPORTERS

Allen Anesthesia
Allen Kiwanis Club
Allen Eagle Basketball Boosters
Allen Economic Development Corp.
Allen ISD
Allen Retired Educators Association
Allen Rotary Club
Allen Sunrise Rotary
Alumni Assoc. of Dallas/Fort Worth
AT&T Services, Inc.
Atmos Energy Corporation
Benevity Causes
Bright Funds Foundation
Charities Aid Foundation of America
Chief Oil and Gas LLC
City of Allen
Collin County
Communities Foundation of Texas
Community Management Association
Community Waste Disposal
CoServ Charitable Foundation
Cottonwood Creek Baptist Church
Credit Union of Texas
Creekview Orthodontics
Dallas Morning News Charities
Elke's Market Café
Fairchild Family Foundation
Fidelity Charitable
First United Methodist Church Allen
Forest Grove Christian Church
Frontstream Truist Comprehensive
Distribution
Grace Evangelical Free Church
Greenville Oaks Church of Christ
Hempkins Insurance
H.E.B.
Hart Elementary
Holloway Welding & Piping L.P.
Invictus Account Management
JP Morgan Chase & Co.
Junior League of Collin County
KCK Utility Construction, Inc.
KPMG Gives c/o Bergen County UW
Kroger Share Card Program
Legacy Texas Bank
Lennox International, Inc.
Liberty Mutual Insurance Charitable Gift Fund
Life Community Enrichment
Lovejoy ISD
Neighborhood Management
Micron Foundation
North Texas Food Bank
Oncor Electric Delivery
Origin Bank Charity Services Center PA
RBFCU
Salesforce.com, Inc.
Texas Health Gives
Texas Health Presbyterian Allen
Texas Instruments Foundation
The Hoglund Foundation
Tommy Terrific's Car Wash
Town of Fairview
TXU Energy Aid
United Way of Metropolitan Dallas
UPS
Veritex Community Bank
Veterans of Foreign Wars Post 2195
Wealth Management Group
Wells Fargo Foundation
Wonderful Company Foundation
Young Men's Service League - Allen
YourCause



OUR MISSION

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

Ross Mesquita, Treasurer

Maroba Zoeller, PhD

Brian Harvey

Nathon Clarke

Steve Sowinski

Robert Schwab, M.D.

Shubha Srivatsa

Randy Sandifer

Robin Sedlacek

Mary Beth Hardesty-Crouch

Brad Hemphins

Marianna Sennour

Neera Yanus

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

Michelle Clough,
Volunteer Services Director

Debbie Stout,
Director of Fundraising

Jim Medina,
Director of Resale Operations

Sandy Klieger,
Director of Finance