




Fighting **HUNGER**
Providing **HOPE**
Empowering **PEOPLE**

2022 ANNUAL REPORT




Impact Snapshot




Celebrated **1 year of service** at the Food Club & Opportunity Hub.

More on page **4**




Provided **1,026,092** meals-worth of groceries for **7,426** neighbors.

More on page **5**




Served **52,899** hot meals at the Community Kitchen.

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Rescued **1.2 million** pounds of food through Lakeshore Food.

More on page **8**




Celebrated **86** successful housing journeys with formerly homeless neighbors.

More on page **10**



Assisted **63** families worried about losing their homes to foreclosure.

More on page **12**



900+ volunteers gave **42,000+** hours of their time.

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Board of Directors

- Brian Pageau, President
- Laurie Bos, Vice President
- Tom Arendshorst, Secretary
- Wade Blowers, Treasurer
- Cindy Angerer
- Austin Asamoah-Tutu
- Britt Delo
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- Esther Fifelski
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- Josh Ribbens
- Kat Schulte
- Bob Sterken

From the CEO

Dear friends,

I'm excited to share our 2022 Annual Report. Inside, you'll see how rapidly we've been able to expand our services - critical for so many, as inflation has pushed more families past their financial breaking point. You'll see evidence of how we're shifting diets to healthier patterns. You'll see how our service goes beyond just food, providing onsite resources, individual counsel, financial wellness programs, and pathways to housing to help our guests chart a course forward.

- This past year, our impact grew more than ever before:
- 2,600+ families accessed fresh, healthy groceries at Food Club
 - Our Financial Wellness team saw a 63% increase in one-on-one counseling guests
 - Our Outreach Team helped 86 formerly unhoused neighbors transition into safe, stable housing!

Together, we've witnessed countless stories of life-altering financial growth, health improvements, and moments of joy. **We're building a stronger, healthier community, and it's because of your investment.** We have so much to celebrate, and it's only possible because you've chosen to build a community where all of our neighbors have the opportunity to thrive. Your ongoing support demonstrates how much our community cares.

This year, we're forging ahead with bold new initiatives to build an even greater network of support for our neighbors, including a dramatic expansion of Lakeshore Food Rescue, our program that turns excess food into healthy food access. We're stepping into new efforts, in partnership with Dwelling Place and the City of Holland, to bring affordable housing to our community. And we're investing even more in growing our financial wellness work, to provide pathways to progress for more of our guests. **Each of these efforts relies on the continued belief and support of our partners, as well as individuals who fuel our efforts - that's you!**

Since 1969, we've stood alongside our most vulnerable neighbors in the critical moment between a challenge and a crisis. On behalf of our board, our team, and our guests, **thank you for ensuring that our neighbors do not have to face challenges alone.**

Gratefully,



Scott Rumpsa | CEO



Fighting HUNGER

by increasing access to fresh, healthy food

Food Club & Opportunity Hub

In 2022, the Food Club & Opportunity Hub celebrated its first full year of service. A bold new approach to food access, this model provides a streamlined, one-stop shop for members to choose fresh, healthy food that works best for their families, in a friendly, welcoming environment. A Food Club membership provides guests with more than food access - their investment each month gains them access to Financial Wellness services, connection to other community resources, and a community of support as they move forward.

John's Story

John* had long relied on our former food pantry and is now a Food Club member. On a recent visit, a volunteer noticed that John, who struggled to walk unassisted, was walking and pushing his own cart! John was proud to share that in his five months of Food Club membership, he was getting around more easily, feeling healthier, and had lost 50 lbs. He said he's "never eaten as many fruits and vegetables" as he is now. John was excited to share about his health, and encouraged that our team noticed his presence and his progress.

*Guest names, photos and identifying details have been changed to protect privacy.



“Food I never dared to afford comes through!”
- Food Club Member

Alice's Story

After her doctor told her that she was at risk for developing diabetes, Alice* felt hopeful that a Food Club membership could help her manage her new diagnosis. Three months after joining, and attending every cooking class she could, Alice's blood work showed that she was no longer prediabetic! Alice shared that this was only possible because of the healthy food she could find at Food Club, that she couldn't afford at the grocery store, and the skills she learned in Healthy@Home cooking classes.



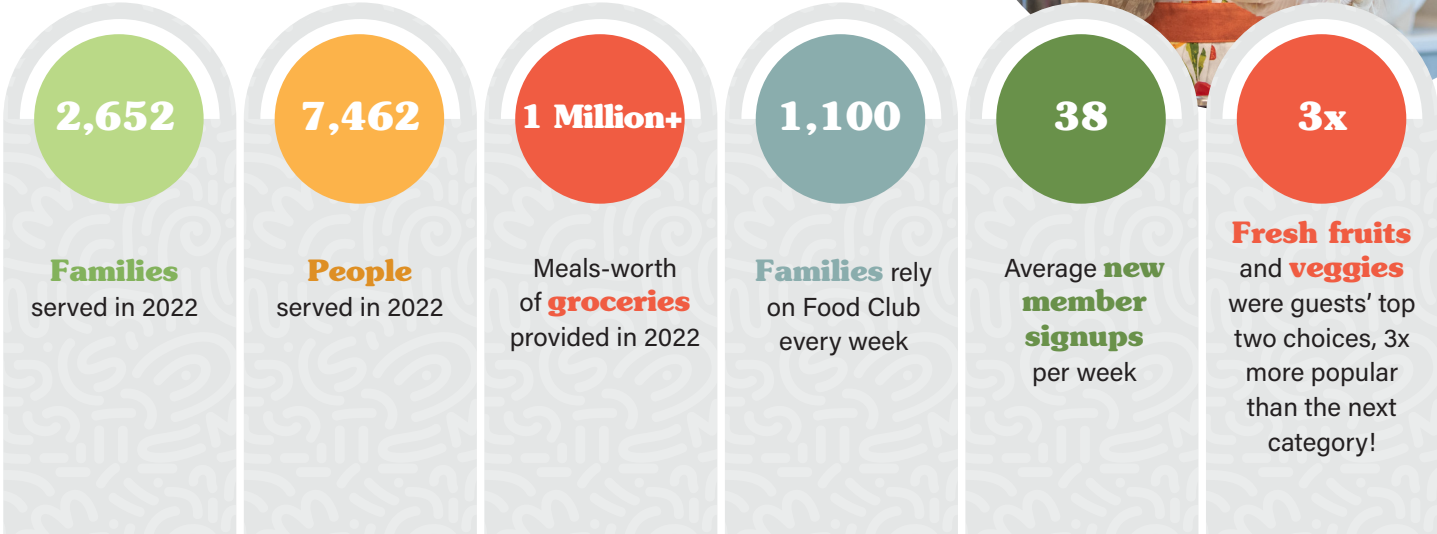
Healthy@Home Simple | Easy | Fresh

Our Healthy@Home programming helps guests learn about healthy eating habits, nutrition, and offers cooking classes at our onsite Demonstration Kitchen. Guests can learn how to use new-to-them foods, cooking techniques to help manage health conditions, and sharpen their skills to make it easier to eat healthy at home. In 2022, 456 people participated in our Healthy@Home classes, led by volunteer nutritionists and health coaches from Corewell Health, MSU, and the community!



Dignity & Respect

“I love how this helps our community and of course for myself. I see people getting respect from all of the workers, which they deserve. And the fact that we are able to make choices about what food we get. A+++++ all the way across the board. God Bless all of you.”
- Food Club Member



The Community Kitchen

Seven days a week, the Community Kitchen offers a warm, welcoming space where guests can find a hot meal, a place to rest, and community. Many of the neighbors that visit for lunch or breakfast struggle with unsafe or unstable housing, food insecurity, and financial instability. As friendly and familiar faces, our team members are able to connect with guests, identify challenges, and offer case management services that help our neighbors begin to move forward.

Anne's Story

Anne* recently began visiting the Community Kitchen. New to the area, Anne had lost an unhealthy amount of weight, and was told by her doctor that she needed to eat more (healthy) food. **Anne told our team that she loves coming to the Community Kitchen - the good, hot meals help her get the calories she needs.**



“It feels like home.”
- Community Kitchen Guest

Pathways Forward

This past October, we began offering Outreach services at the Community Kitchen as a way to increase accessibility and connection between guests and critical community resources. Outreach Specialist Sean shared that since adding case management services during lunch, guests have expressed that **they appreciate the ease of access in a comfortable, safe environment.** The Community Kitchen provides a welcoming space where guests and team members can build relationships, share personal experiences, and find opportunities for our team to provide support and resource connection.

52,899 Meals served in 2022

151 Meals served on average each day

350 Open days during 2022

Fighting Hunger in our community is only possible through generous and creative partnerships. In 2022, community efforts contributed:

- Tens of thousands of pounds of food donated by hundreds of individuals, and 90+ food drive partners.
- 5,500 pounds of fresh, local produce grown at our volunteer-run Holland Community Garden.



Expanding Lakeshore Food Rescue

We work creatively behind the scenes and across sectors to turn excess food into food access for our neighbors. Alongside grocery stores, food pantries, local government, and the private sector, we've collaborated to address logistical challenges and reduce the amount of wasted food, while dramatically increasing the amount of fresh, healthy food options available for our neighbors - stocking the shelves at the Food Club & Opportunity Hub, providing ingredients for the Community Kitchen, and sharing items with other food access partners.

In 2022, we stepped up our efforts, with a 72% increase in the amount of food rescued from 2021 to 2022. In partnership with Ottawa Food, the county's food policy council, we're preparing to dramatically expand our network in 2023 - together securing significant new funding from the county to add additional vehicles, teammates, partners, and volunteers, so that we can provide even more healthy food for those who need it most.

Pounds of food rescued in 2022 - a 72% increase from last year

1.2 Million

Food donor partners - and new partnerships with SpartanNash and Family Fare!

82

Community partners received rescued food to support their own work

30

Turning Excess Food Into Food Access

Fresh Fridges

Fresh, Healthy Food Access for a Stronger, Healthier Community

Last year, our team dreamed about increasing fresh healthy food access by working with local partners who aren't traditionally food access sites. Through United Health Care's partnership, we were recently able to launch "Fresh Fridges" at three local sites! Our Fresh Fridges provide quick, healthy, grab-and-go options for youth in our community, and serve as a connection point for access to our other resources. In 2023, we're getting ready to add even more as part of our program expansion.

"This gift is already helping to further the important work we do for our students and for our community."

- Linda Jacobs, Interim Executive Director of Escape Ministries



40% Almost 40% of all food in America is **wasted**

2,696 **Tons of CO₂ emissions** were prevented through Lakeshore Food Rescue in 2022

110 Million **Gallons of Water** were saved through Lakeshore Food Rescue in 2022

Providing HOPE

by building a network of belief and support

Outreach

Our Outreach Team works with neighbors experiencing homelessness to provide connection and support through “whatever-it-takes” case management, with the goal of finding safe, stable housing. In 2022, our team helped transition 86 neighbors into housing - more “homeless to housed” stories of hope than ever before!

Michael’s Story

Michael* was unhoused for more than five years, struggling to find a source of income and a place to live. Working with our team, he was finally able to find an apartment in a senior community this past December! When our team visited, they were so encouraged to hear that he was making new friends, and that one of his neighbors had carefully hand stitched a sign to celebrate his new home. After settling in, Michael shared that he often sits in his chair near the window and looks out at the falling snow - **grateful, and emotional, that he has a place to call his own during the winter months** - “the snow is much prettier, now that [I have] an apartment to enjoy it from.”



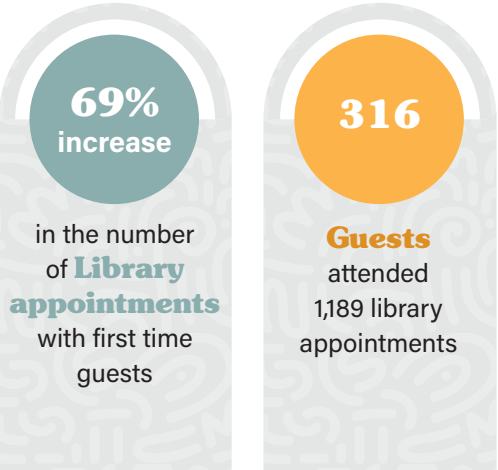
Herrick District Library Highlight

In 2021, our Outreach Team began offering case management services at Herrick District Library - providing expertise and connection to resources, at a convenient location for guests, as a way to break down barriers and help our neighbors achieve greater stability.

Our team recently shared that one guest and her son were living in their car. They hadn’t had a stable living situation for a number of years, and a disability made it difficult for the mother to get around. Because of this, it was easiest for them to meet with someone during our library hours. After working together on housing applications, food stamp applications, and getting their documents in order, they were able to find a home and move in last December!

Recovery Coach

In partnership with Community Mental Health, we added a Recovery Coach to our Outreach Team in 2022 - a targeted approach to help remove barriers for guests as they work towards greater stability. Already, we’re seeing the impact of deep relationship building, and are able to provide more effective, specialized support, and connection to mental health resources.



8,035 Refresh visits

2,292 Showers and 201 haircuts

350+ Mailing address services provided

610 Referrals* to critical community resources

86 Clients Successfully Housed!

Refresh: Hygiene and Hope

The Refresh program, run in partnership with the First United Methodist Church of Holland, provides a warm and welcoming space where neighbors experiencing homelessness can gather for showers, haircuts, meals, mail services, clothing, and case management services through our Outreach Team. Refresh intentionally creates a space where guests feel seen, safe, and connected with other members of the community.

* Referrals are how our team connects clients to other area agencies to assist them with housing, employment, education, health care, etc.

“I think our [dignifying] approach at Refresh is what makes this different. People have come from other programs where they were not seen as a human being. **At Refresh, we offer relationships, and that is empowering.**”

- LuAnne Stanley Hook, FUMC Director of Community Involvement and Refresh Program Director

Empowering PEOPLE

by providing a partner and expert on a path forward

Financial Wellness

With the opening of the Food Club & Opportunity Hub, guests can receive not just food, but streamlined access to other services through our on-site Resource Navigation and Financial Wellness teams. From creating a budget, to understanding (and achieving!) home ownership, to foreclosure intervention, our Financial Wellness team partners with guests to address challenges, set goals, and build on existing skills.

"This class was important to me... I know I need to work on my savings and my credit score before I can begin to think about purchasing. This will take a while, but I'm prepared to do the work. I'm thankful for these classes to learn about these topics because honestly, no one taught me growing up. We don't learn this in school or when we are young from our parents. So how would someone learn to buy a home if there weren't classes like this? Thank you so much for having these."
- Homebuyer Class Participant

Alex's Story

Facing foreclosure, Alex* was in crisis and would soon lose his home. Alex and one of our Financial Wellness Counselors worked together to understand his options, contact his bank, and apply for mortgage assistance through MIHAF (Michigan Homeowners Assistance Fund). Alex waited anxiously to hear back. When he received an email from MIHAF, Alex did a happy dance - his application was approved, and he can stay in his home! Over the next year, our team will reach out to Alex to see how he's doing, to ask if there are other resources he needs, and to let him know that he has a community of support that is here and ready to help, for the long haul.



Resource Connection

Resource Navigation services connect guests to our programs and other available community resources in order to build their network of support. Our neighbors know that when they're struggling, they can turn to our team. We're ready to walk alongside them to set goals and sharpen skills, working one-on-one to partner with each guest on a way forward. While we respond to individuals, we see trends and opportunities that affect our community as a whole - and align our services to make sure we can connect our neighbors to resources that will be of benefit.



Jenna's Story

Jenna* was 8 months pregnant and living in her car when she first visited the Food Club & Opportunity Hub. Recently escaping domestic violence, Jenna had been turned away from an emergency shelter. Our Resource Navigation team connected her to diapers, wipes, and a voucher to our Resale Store, to help her meet immediate needs for the arrival of her baby. The Team helped her apply for housing at a local center for young women, and Jenna shared that she was accepted! Now living there with her daughter, Jenna is interviewing for jobs. She told our team, "I love it here and how well my new life is going with my baby girl. Thank you for reaching out and I appreciate how much of a help you have been."

Flexible, Responsive Service

On May 20, in response to the national baby formula shortage, we decided to expand our service to provide formula to any family struggling to find it elsewhere. Parents, visiting us for the first time during a moment of crisis, were greeted with the same welcoming and stigma-free service that we're known for. 535+ families accessed baby formula - prior to this challenge, our team was sharing 20 cans of formula weekly to Food Club members. During the shortage, 1,430+ cans of formula were distributed to parents in our community, 800 of which were distributed in one day!

Our longstanding partners at Mead Johnson | Reckitt Benckiser PLC were critical in making this effort possible!

One mother shared with us, "They didn't make their resources feel [shaming] at all. It made the entire experience amazing, and I'll continue to recommend them to other mamas in need for other things as well. It's been very hard...I couldn't be more thankful for their resources!"

19,039

Referrals to helpful community resources

17

Partner agencies with onsite services

129

Families helped in accessing affordable internet

13

Families connected to utilities assistance

11

Families connected to free ODC preschool spots

32

Families connected to car repair assistance

116

Guests provided with Housing Counseling Services

15

Homes purchased by program graduates

\$359,243

Tax Credits Obtained through VITA (Volunteer Income Tax Assistance)

63

Families provided with Foreclosure Intervention Assistance

134

Guests attended 33 classes

63%

Increase in number of one-on-one counseling clients

Mobilizing Community to champion change

Every year, our service depends on the hundreds of individuals, businesses, faith groups, and partners that choose to say “yes” to providing a network of support for our neighbors. We are what our community chooses to do together, and none of our work would be possible without volunteers. Whether you joined as an individual, or “adopted” a Food Club or Community Kitchen shift as a corporate or church team, you power our work. Thank you!



“I came here looking for a place where I could truly help make a difference in the lives of others and knew before my first shift was over that I had come to the right place.”

Kris Daniels, Food Club Volunteer



Grow with Us in 2023

We are a community where caring happens, second chances are creatively found, successes are celebrated, and our neighbors experience unrelenting kindness and connection. Together, we offer food, support, and partnership on a way forward for the families who need it most. None of what we do is possible without you. Help us continue to expand our impact in the coming year:

- Sign up to volunteer and use your talents to power our services.
- Give financially to support and grow our 2023 impact.
- Stock the shelves at Food Club by donating food items or hosting a drive at your church, club, or business.



905

Volunteers served alongside us in 2022

558

First time volunteers!

42,404+

Volunteer hours

\$1.2 Million

In donated time*

*One hour is independently estimated at a value of \$28.35. While not included in our financials on the next page, our community service and impact would be impossible to contemplate without this incredible community-wide investment of time and talent.

Financial Report

Fiscal Year Finances (July 1, 2021 - June 30, 2022)

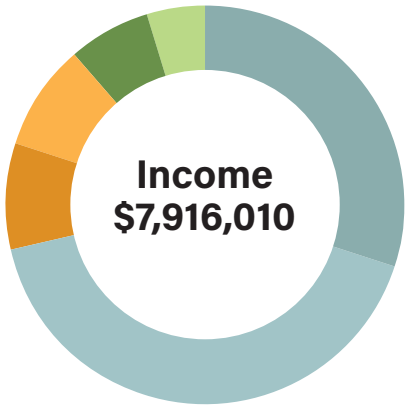
As a community-funded 501(c)(3) nonprofit, we’re pleased to present a full accounting of your gifts for the most recent fiscal year. This past year, our operational expenses totaled just over \$6.8M, including nearly \$4M of in-kind support. Additionally, we invested over \$1.4M of capital in the final construction stages of our Food Club & Opportunity Hub, while kicking off additional capital fundraising for infrastructure investments planned for 2023.

Of the support raised this year, we’re proud to share that 89.8% directly supports our growing program services (with the remaining 10.2% covering general administrative and fundraising costs). Thank you for your trust and support - we can’t do this without you!



2021-2022 Expenses

Food Access (\$\$ + in-kind)	\$4,411,330
Resale Store (\$\$ + in-kind)	\$1,136,895
Management & General	\$448,790
Fundraising	\$361,759
Outreach	\$209,930
Financial Wellness	\$150,609
Resource Navigation	\$124,515
Total	\$6,843,828



2021-2022 Income

Financial Contributions	\$2,394,641
In-Kind Food Contributions	\$3,270,456
Resale Store Sales	\$676,096
In-kind Resale Store Contributions	\$690,956
Grants, Contracts, Fees	\$513,333
Other Revenue	\$370,528
Total	\$7,916,010

To view our full financials, visit communityactionhouse.org/annual-reports.



Resale Store Highlights

Our Resale Store on Michigan Avenue is a huge part of our financial engine. We’re glad to report that our store generated over \$676,096 in sales revenue last year. That’s our biggest year of sales yet! The hundreds of neighbors who donate to, shop at or volunteer with the Resale Store all provide an incredibly valuable, consistent source of revenue to fuel our services. Thank you for your generous in-kind donations and Resale Store patronage.

Our Resale Store plays a key role in our Outreach and Resource connection work too. When a formerly homeless client finds a home, our Outreach team celebrates with them and often helps with moving in. Sometimes our logistics team transports furniture and household items directly from our Resale Store, to help get a neighbor’s new home ready.



Building a Stronger, Healthier Community.

None of what we do is possible without you.
Thank you for being a part of this work.

Our community **WELCOMES** all in need.

Our community **FIGHTS HUNGER**.

Our community **PROVIDES HOPE**.

Our community **EMPOWERS**.

2022 Annual Report

To learn more about our work, follow
us on social media, or visit
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