

# TRI-LAKES CARES

## ANNUAL REPORT 2020

OCTOBER 1, 2019 - SEPTEMBER 30, 2020



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**WITH YOUR SUPPORT,  
TRI-LAKES CARES SERVED THE  
FOLLOWING NEIGHBORS IN NEED!**

437 households = 1,029 individuals

535 adults

350 youth

144 senior citizens

45 veterans

188 persons living with disabilities

*Did you know?*

48% of households TLC served live below the Federal  
Poverty Line - \$26,200 for a family of four in 2020.

The Self-Sufficiency Wage for a family of four in  
El Paso County is \$78,845 (2020)

The Median Household Income in El Paso County is  
\$67,923 (2018 – most recent data)

The Median Household Income in Lewis-Palmer School  
District 38 is \$118,963 (2018 – most recent data)

**MISSION & VISION**

Tri-Lakes Cares is a community-based, volunteer-supported,  
resource center whose purpose is to improve people's lives  
through emergency, self-sufficiency, and relief programs.

Our vision is to have a safety-net  
created by a compassionate team of  
neighbors helping neighbors.

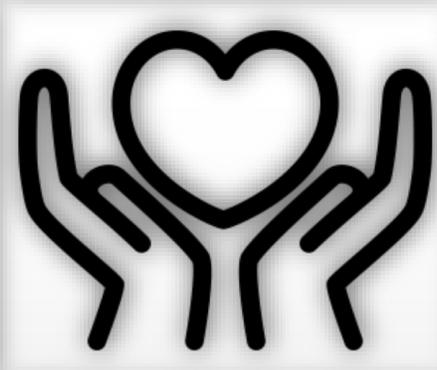
**FY2020 BOARD OF DIRECTORS**

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## THE YEAR BEGAN IN A NORMAL FASHION

Pre-COVID-19, from October 2019 through February 2020, TLC operated as normal. Clients visited our building for essentials and extras, met with their Case Managers in person, consulted with the Nurse in the Neighborhood Nurse Center, shopped in the Help Yourself Market, and interacted with staff and volunteers.



## IN MARCH 2020 EVERYTHING CHANGED...

With COVID-19, we made changes to our daily operations in order to protect the health of staff, volunteers, and clients. Masks became a mandatory necessity and everyone's temperature was taken when entering our building to align with guidance from local and state health departments.

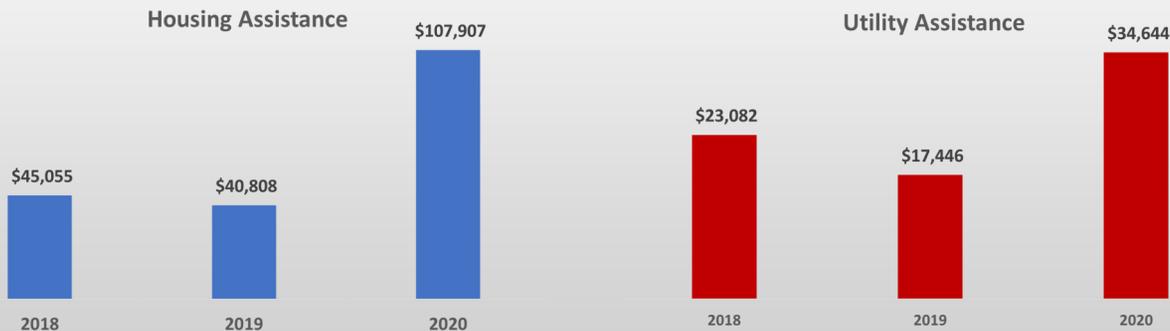
We moved to a mostly remote service model, with Case Managers working primarily via telephone and email with clients and community partners. Grocery orders could be placed online. For those with no computer access, paperwork was made available outside of our building, with a lockbox provided for confidential return of documents. Scheduled grocery distribution occurred with social distancing and no-contact servicing practiced in our parking lot.

To address the concerning statistic that one in four youth struggled with food insecurity during COVID-19, TLC followed federal guidance and made both the Snack Pack and Grab-and-Go programs available to students regardless of economic status.

Staff and volunteers rose to the challenge and served between 40 and 50 households each week who needed groceries and sundries. An average of 6,500 lbs per month was distributed from the pantry between April and September 2020.

As the pandemic continued, financial assistance became a crucial necessity for many of our neighbors, who experienced lost wages when restaurants, bars, tourist attractions, and other businesses reduced hours or closed.

Financial assistance for housing (rent and mortgage) and utilities (for example: gas, electric, propane and water) showed a remarkable increase from the previous two years.



*Volunteers Sue and Doug unload food bags from trusted partner Care & Share Food Bank for Southern Colorado which were prepared in response to the pandemic.*



*Volunteers Barb and Gary take a breather while waiting for the next delivery for the Help Yourself Market.*



*Volunteer Hal weighing in a bread donation from one of our corporate partners.*

## IN THEIR OWN WORDS

*"In the most recent turn of events with regards to our health scare crisis, I lost my job and the food pantry has come through again for myself and my son. I am so grateful for all the volunteers that take the time to look at my list and put my groceries together and bring them out to me during this crazy time."* Sherry

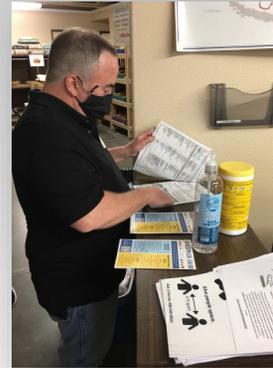
*"God bless you and all at TLC. You have made me feel loved and not alone in this crisis."* Jodi

*"Thank you beyond words. Thursday is the boys' favorite day of the week because we get food from you guys. I wish you could see the excitement on their faces. Know that this organization is so valued by our family."* Terry

*"I got the job at the gas station! Thank you so much for your assistance with food and necessities! You all are amazing and helped me not stress about food so that I could focus on finding a job."* Liz



*Socially distanced grocery distribution took place in our parking lot with food orders placed on a table outside and clients picked their orders up at a scheduled date and time slot.*



*Brendan, Community Engagement Manager, (L) reviews grocery order forms prior to distribution. Volunteer Charity and Executive Director Haley, (R) pack produce and bread products in preparation for grocery distribution.*

## IMPACT

- 80 households received Housing Assistance in the form of rent or mortgage payments, valued at \$107,907. Two households were provided with emergency, temporary shelter at a local hotel.
- Nearly 223,000 lbs of food was distributed through all of our Food Insecurity programs including the Help Yourself Market, Supplemental Groceries, Snack Pack program and Grab-and-Go.
- Car repair and preventative maintenance valued at \$10,390 helped keep client vehicles operating safely, supported by several community partners including JJ Tracks, Christian Brothers Automotive Monument and Monument Auto Clinic.
- 94 households had help with Utilities payments valued at \$34,644.
- The Neighborhood Nurse Center, a collaboration with Penrose-St. Francis, provided individuals with financial assistance and referrals for dental and vision needs, mental health counseling, doctor's visits and help with prescription payments, valued at \$20,637.
- The Snack Pack program served an average of 300 children per week, pre-COVID-19, distributing 6,989 snack packs representing 34,695 individual snacks.

## STATEMENT OF ACTIVITIES ENDED 09/30/20

### REVENUE

Value of donated goods & services received	\$ 644,415
Contributions	\$ 724,405
Grant revenue	\$ 563,672
Investment income	\$ 2,210
Other income	\$ 606
<b>Total Revenue</b>	<b>\$1,955,308</b>

### EXPENSES

#### Program Expenses

Family stabilization	\$ 541,724
Pantry	\$ 571,598
Housing & Utilities	\$ 218,855
<b>Total Program Services</b>	<b>\$1,332,177</b>

#### Supporting Services

General & Administrative	\$ 89,954
Fundraising & Development	\$ 184,706
<b>Total Supporting Services</b>	<b>\$ 274,660</b>

**Total Program Expenses & Support Services** **\$1,606,837**

### Change in Net Assets

NET ASSETS, beginning of the year	\$ 752,351
NET ASSETS, end of the year	<u>\$1,100,822</u>
<b>Change in Net Assets</b>	<b>\$ 348,471</b>

## STATEMENT OF FINANCIAL POSITION, AS OF 09/30/20

### ASSETS

Cash	\$ 637,331
Grants & contributions receivable	\$ 86,455
Investments	\$ 23,200
Gift cards	\$ 12,753
Inventories	\$ 59,641
Prepaid expenses	\$ 27,300
<b>Total Current Assets</b>	<b>\$ 846,680</b>

Property & equipment, net	\$ 400,043
Royalty interest	\$ 1,000
<b>Total Assets</b>	<b>\$1,247,723</b>

### LIABILITIES & NET ASSETS

#### Current Liabilities

Accounts payable	\$ 9,028
Accrued expenses	\$ 49,585
Refundable advance - grants	\$ 4,671
Current portion of Paycheck Protection Plan loan	\$ 8,213
<b>Total Current Liabilities</b>	<b>\$ 71,497</b>
Paycheck Protection Plan loan, net of current portion	\$ 75,404
	\$ 146,901

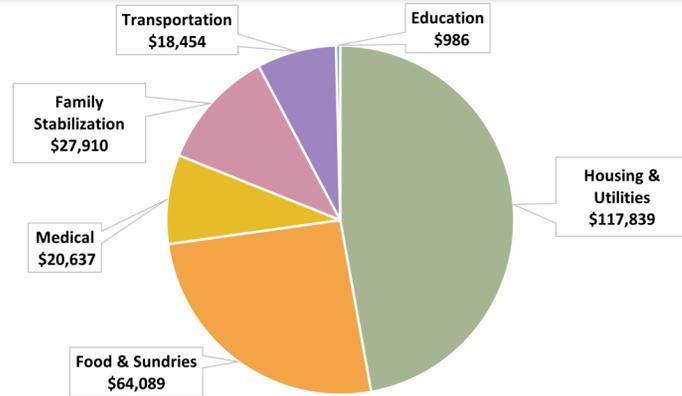
#### Net Assets

Unrestricted	\$ 871,007
Temporarily restricted	\$ 229,815
<b>Total Net Assets</b>	<b>\$1,100,822</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$1,247,723</b>

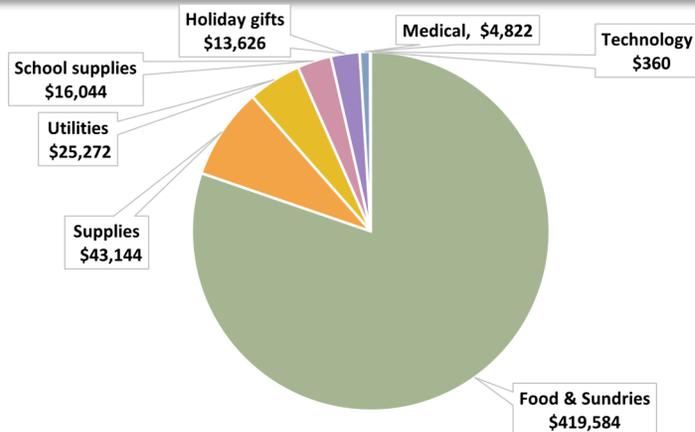
Food drives by churches, community groups, schools, individuals, businesses, and many more help us to stretch our dollars further and allowed us to assist clients with other needs such as rent, car repair, child care, school needs, etc.



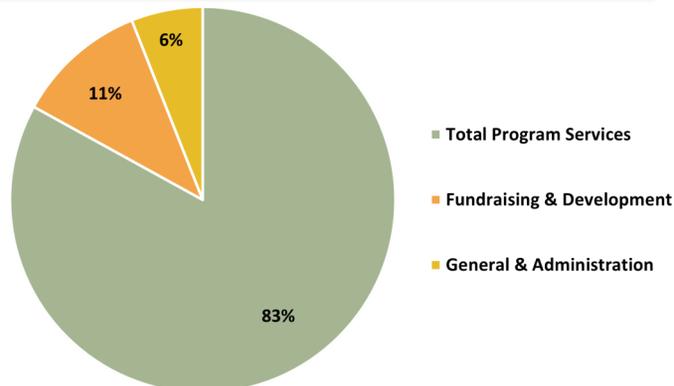
## MONETARY EXPENDITURES TO ASSIST CLIENTS



## VALUE OF IN-KIND GOODS & SERVICES DISTRIBUTED



## MAJOR AREAS OF EXPENSES



## VOLUNTEERS

Volunteers are an essential part of Tri-Lakes Cares, performing many important and varied tasks. At the beginning of the COVID-19 pandemic, some of our volunteers opted to not serve due to age, compromised immune systems, or other concerns. Nearly 30 new volunteers have joined our volunteer force since the beginning of 2020.



Volunteer Lisa works to double-bag brown bags which are used to pack grocery orders for scheduled client pickups.

In FY2020, 235 volunteers provided 13,486 hours of volunteer service for a total value of \$366,819!

Volunteers do the following:

- Staff the front desk
- Pack groceries & stock the Help Yourself Market
- Pick up and sort pantry donations
- Support fundraising events
- Perform building maintenance
- Serve on committees
- And much more!



Volunteer Ellen processing pantry donations.



Pre-COVID, volunteers pack Snack Pack bags in preparation for delivery to local area schools.

## MAJOR FUNDERS & DONORS, \$5,000 AND HIGHER

A.V. Hunter Trust, Inc.

Albertsons Companies Foundation

Anonymous - Individuals (6)

Anna Keesling Ackerman Fund

Butterfield Foundation, Inc.

Care & Share Food Bank for Southern Colorado

The Church at Woodmoor

Colorado Springs Health Foundation

Colorado Springs Osteopathic Foundation

The Connie M Schmidt Fund of the Pikes Peak Community Foundation

Eagle's Wings Charity Fund

El Paso County CARES Act & Pikes Peak United Way

El Paso County Community Services Block Grant (CSBG)

El Paso County Community Investment Program

El Pomar Foundation

Empty Stocking Fund

Federal Emergency Management Agency (FEMA)

FirstPass Engineering Inc.

Heartland Connect

Holy Trinity Anglican Church

Joseph Henry Edmondson Foundation

Kum & Go Charitable Fund

Leland Charitable Fund

LexisNexis Cares / Colorado Springs

Sally Brown McInnes & John McInnes Charitable Trust

Mile High United Way

Monument Hill Kiwanis Club

Mountain View Electric Association Round-Up Fund

Nutrition Camp School Foundation

Pikes Peak Community Foundation Emergency Relief Fund

Russell Grinnell Memorial Trust

The Sparkjoy Foundation

The Lawrence Foundation

The Lillis Foundation

Town of Monument

Trailhead Institute

Tri-Lakes Lions Club of El Paso County

Union Pacific Foundation

Virginia W Hill Foundation

Wells Fargo Foundation

Western Digital Foundation

Woodford Manufacturing Charities: Employee Contributions

Woodford Manufacturing Charities: Company Match

## MAJOR IN-KIND DONORS: \$5,000 AND HIGHER

7-Eleven (Northgate)

Anonymous - Individual

Care & Share Food Bank for Southern Colorado

Costco (University Village)

Dail & Son Landscaping

Energy Outreach Colorado

King Soopers (Monument)

Kum & Go (Interquest & Monument)

Microsoft Online

Natural Grocers (Monument)

Penrose - St. Francis/Centura Health

Safeway (Monument)

Sprouts (Northgate)

Tech Soup.com

Walmart #3227 (Monument)