CREATING A KINDER, MORE NEIGHBORLY COMMUNITY
- SINCE 1961 -

2019 YEAR IN REVIEW
A Message From Our Director

Hello Neighbors,

We are reflecting back on the remarkable year we have had at HNS. You will see as you peruse this Year in Review the impact we—donors, volunteers, and staff—have had on thousands of lives in our community, simply by facilitating neighbors helping neighbors. Our donors of time and resources have teamed up for 59 years to serve the needs together through the many programs at House of Neighborly Service.

We had many opportunities to celebrate this year, and if you missed these “wins” we wanted to share them with you! In 2019:

• Reporter Herald 2019 Readers’ Choice Nonprofit: House of Neighborly Service
• Group Publishing Community Service Award: House of Neighborly Service/Angel House
• SCHEELS Community Nonprofit Award by viewers vote: House of Neighborly Service
• Biggest “WIN” of all: House of Neighborly Service impacted 4,778 individual lives!

Celebrate with us, because it has been a community effort and you are very much a part of the House of Neighborly Service team! Together we are creating a kinder and more neighborly community!

Glorie Magrum
Executive Director

Contributions to HNS of $100 or more per year may qualify for Larimer County’s Enterprise Zone 25% Tax Credit. Donations can be made at www.honservice.org.

Most names and photos have been changed to protect the identity of individuals and families experiencing difficult circumstances. Photos have been chosen to best represent the clients that HNS serves.

Before I came in these doors I felt like an absolute loser, when I met you that changed. I am so grateful for the food and help with my utility bill. - JAY

A new client who is battling cancer and in a broken relationship with his son.
History

The Loveland Council of Churches, with the united vision of pooling their resources and creating one central location to meet the emergency needs of those facing crisis, founded House of Neighborly Service in 1961. This plan included accountability and community involvement. This vision could not have been more insightful as our community has grown. Our values remain the same: serve all people in need with dignity, grace and respect while providing help, resources and hope.

Mission

House of Neighborly Service (HNS) assists and advocates for people challenged by the effects of poverty or situational crisis in Loveland, Berthoud, South Fort Collins and Northwest Johnstown (Thompson R2-J School District).

HNS provides basic needs including food, clothing, utility, transportation, and prescription assistance and more to households that have incomes at or below 70% Area Median Income (i.e. $61,040 annual income for a family of four).

Financial Position - FYE June 30, 2019

<table>
<thead>
<tr>
<th>Revenue 2018-2019</th>
<th>Expense 2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants, Trusts &amp; Foundation Contributions</td>
<td>455,900</td>
</tr>
<tr>
<td>Individual, Church &amp; Business Giving</td>
<td>840,467</td>
</tr>
<tr>
<td>In-kind Contributions</td>
<td>555,529</td>
</tr>
<tr>
<td>Rental Income</td>
<td>140,852</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$1,992,748</strong></td>
</tr>
<tr>
<td>Program Services</td>
<td>1,377,157</td>
</tr>
<tr>
<td>General Administration*</td>
<td>519,642</td>
</tr>
<tr>
<td>Fundraising</td>
<td>182,946</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$2,079,746</strong></td>
</tr>
</tbody>
</table>

Total Net Assets: $7,454,912

*Includes management and oversight of Life Center and Life Center Partners.
WHO HNS SERVES
These numbers represent the clients/guests served in 2019 at all HNS locations and programs.

Served 4,778 unique individuals, totaling 13,984 service visits (these individuals may have come in multiple times)

8.5% served are single parents

37% served are children

26% served are homeless individuals and families

10% served are seniors

12% served are new clients

18% served are disabled

73 clients and guests attended Financial Literacy Education classes

A client who came for food took time to stop and say how grateful she was that HNS was here and full of kind, compassionate people. She noted that she worked and was not eligible for food stamps, but it was so helpful to be able to come in for some assistance now and then (including food for both herself and her cat) when it would otherwise be tough to make it through the month.

OUR TEAM

STAFF
14 full-time, 19 part-time
4 are bilingual

VOLUNTEERS
546 volunteers invested 20,530.75 hours valued at $522,096.75
HOW HNS SERVES
Loveland and Berthoud

**Basic Needs Programs**

**FOOD PROGRAM**
- 5,938 food baskets
- 197,127 meals provided
- $458,132 value of food given

**CLOTHING**
- 48,155 articles of clothing distributed

**CRISIS PREVENTION**
- 349 utility shut-offs prevented
- $53,872 total utility assistance
- 61 individuals received prescription help
- $3,488.71 total assistance
- 371 gas vouchers
- $5,961.25 total gas assistance

**Wrap Around Services**
- 66 Berthoud households received Thanksgiving food baskets
- 169 children received Christmas gifts
- 82 Berthoud households received Christmas food baskets
- 420 Loveland households received Christmas food baskets
- Bus passes, COLT applications
- Referrals, Financial Literacy Education, Dance Classes for children, and more

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**Family Advocacy**

**PARENTS AS TEACHERS (PAT)**
- 26 households received parent education
- 36 children ages 0-5

**FAMILY TO FAMILY**
- 87 families received advocacy for crisis
- 202 children served

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**Homeless Programs**

**FAMILY PROMISE OF LARIMER COUNTY**
(formerly Angel House)
- 169 families received services, including 239 children
- 20 families sheltered
- 7,399 shelter nights for families
- 40 children kept safe and warm
- 95% of families stayed together while sheltered
- 125 nights of inclement weather shelter (adults only)
- 12 partner churches

**137 HOMELESS CONNECTION**
- 464 unique guests
- 6,874 day uses; 1,091 evening uses
- 2,330 inclement weather night uses
- 8 partner churches

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*HNS welcomed Parents As Teachers (PAT) in July of 2019. PAT is a free parent education program available to families with children ages birth to 5 or families who are expecting a child. Parents receive information regarding each stage of their child’s development, activities to use with their child and support for their parenting questions and concerns. PAT serves the Berthoud community and will expand as funding allows.

**The Angel House Program has been an affiliate of the national Family Promise (formerly Interfaith Hospitality Network) since its inception in 2001. The support received from our regional partners, as well as the 200+ affiliate network across the nation, is invaluable in serving homeless and near homeless families. We are proud to announce this program’s new name as Family Promise of Larimer County.*
Thank You Volunteers

When Nancy retired from her job, she wondered what she was going to do. She decided to find a place where she could volunteer and give back to others. That place is House of Neighborly Service, where she is a volunteer caseworker once a week.

When asked about her favorite part of volunteering at HNS, she teared up and said, “Seeing people as people and hoping that we can keep an individual from freezing or going hungry.” Nancy recognizes that not all clients are near points of desperation, but sometimes life is just hard. She is very thankful that HNS is a place where households can have their basic needs met in order to keep them stabilized. In addition, she is grateful that we live in a community where everyone is working together to help those in need.

Through volunteering at HNS, Nancy feels that this is a starting point to make life a little better for others. In Nancy’s own words,

“This is the best place to give!”

Donor Impact

My name is Lisa. My husband left our family four months ago after 22 years of marriage. Following my divorce, I was left with large bills and not enough money to pay them. I have three beautiful and amazing children. Two are adults and one is 11 years old with disabilities that require me to provide him with full-time care, which prevents me from working full time. Because of his disabilities, public school is not feasible for him, therefore I homeschool him, which places an additional burden on me as well as our family’s finances.

This is a terrifying position to be in. A friend suggested that I go to House of Neighborly Service for support, guidance, and resources, which is exactly what I received.

During my first visit, I was broken and crying. The caseworker provided me with direction, kindness, a hug, prayer, a car full of groceries, and a reminder of Christ’s hope. With the help of House of Neighborly Service, I have found additional community resources to help my family through this transition and what we are finding as our “new norm.”

I am no longer scared. I have learned that my family will be okay. I am thankful. I am incredibly thankful to HNS.

They have been my home base during crises.
- LISA, MADILYN, JADON, AND JUSTIN

“You guys are always helpful and kind You guys are a blessing and help my family greatly. You are rockin’ it!” - DANYELLE
Rope for Hope
October 13, 2019

House of Neighborly Service sent 52 edgers over the wall of the 6-story parking garage at The Foundry in downtown Loveland for our new and exciting fundraiser, Rope For Hope, presented by Layman Lewis Financial Group and led by Over the Edge. More than 200 people visited on this brisk October day to observe the rappellers, hear music, and enjoy the food and activities provided by various vendors. Rope For Hope was symbolic of the support that HNS gives to those who feel like they are going over the edge or have hit rock bottom. HNS comes alongside these individuals/households and helps them maneuver through the crisis to a safe landing. Rope for Hope raised more than $89,000 (goal of $70,000) to benefit individuals and families who are challenged by the effects of poverty or situational crisis with basic need services in Loveland, Berthoud, South Fort Collins, and Northwest Johnstown.

Thank you to our Presenting Sponsor, Layman Lewis Financial Group, and all the other sponsors, edgers, and volunteers!

Fall Into Jewels and More
November 15, 2019

A spectacular evening of shopping and entertainment was enjoyed by more than 300 at House of Neighborly Service’s signature fundraiser, Fall Into Jewels and More. The evening displayed two designer rooms: a boutique with new or like-new designer handbags, coats, clothing, shoes and more, as well as a jewelry room with precious, semi-precious and designer jewelry, all donated by the community.

Fall Into Jewels and More raised $26,500 (goal of $23,000) with all proceeds benefiting HNS, which serves thousands each year in Loveland, Berthoud, South Fort Collins, and Northwest Johnstown who are experiencing poverty or situational crisis.

Special thanks to our Gold Level Sponsor, Loveland Design Carpet One, and all the other sponsors, donors, and volunteers!
Loveland Life Center Partners
- Birthline of Loveland
- Children’s Speech & Reading Center
- Church at Loveland
- DHS Children, Youth, and Family Division
- InStep Counseling
- Kingdom Way Ministries
- Larimer Health Connection
- Loveland Youth Gardeners
- Neighbor to Neighbor
- New Hope Youth Ranch
- Nightlight Christian Adoptions
- St. Matthews Medical Clinic
- St. Raphael Counseling
- SOZO Freedom Steps Ministry, LLC

Berthoud Life Center Partners
- Easter Seals Colorado
- Family Navigators
- Food Bank of Larimer County
- Light of the Rockies Christian Counseling
- Parents As Teachers

HOUSE OF NEIGHBORLY SERVICE

1511 E. 11th Street
Loveland, CO 80537

HELP • RESOURCES • HOPE

Life Center: a partnership of service providers in one location.