

# NEIGHBORLY TIMES

HOUSE OF NEIGHBORLY SERVICE

ANNUAL REPORT 2020



## 2020: A YEAR IN REVIEW



# A LETTER FROM OUR EXECUTIVE DIRECTOR

Dear HNS Friends,

Woven through this Annual Report are the stories of 2020, a challenging and unforgettable year. What is shared on the following pages will confirm in your hearts why you believe in and support the mission of HNS. The statistics will paint the picture that affected so many members of our communities. Brought together, the story and statistics tell the story of how HNS was able to respond to the need with the help of our donors.

Because of your support, HNS has been a lifeline for thousands of individuals and families in crisis. Together we stabilized households with basic need services, provided parental resources, served men, women, and children experiencing homelessness, and much more.

As a cooperative agency of the Larimer County Emergency Plan, it was essential that HNS continue to operate across all programs. We closed for one day in mid-March to strategize a new plan of operations. Without much information or understanding of what to expect, we moved our services outdoors or through ZOOM to provide the safest deliverance of services. Through rain, snow and blazing sun, the HNS team, both staff and limited volunteers, were committed and steadfast. They worked longer hours and joyfully served every person who came through our drive-through service lines. This approach made it possible for even the very at-risk people to receive assistance. As time went on, we adapted multiple times to keep up with

the growing needs, especially the drastic increase in first-time clients. None of this could have been possible without all of you faithful, faithful donors! I am so proud of the entire HNS team and our deliverance of vital resources!

We have launched into 2021 positioned to fulfill the mission of bringing help for today...and hope for tomorrow. It is with joy and thanksgiving that we invite you to celebrate House of Neighborly Service's "milestone" year. It is going to be a busy year, yet one of great celebration.

#### HNS Milestones:

- 60th Anniversary Loveland
- 30th Anniversary Berthoud
- 20th Anniversary Family Promise (formerly IHN/Angel House)
- 15th Anniversary 137 Homeless Connection

We are truly grateful because you demonstrated what it means to care for others—even strangers. Together we created a kind and neighborly community!



Very sincerely,

Glorie Magrum  
Executive Director

## Board of Directors (2020)

KEVIN LEMASTERS  
BOARD PRESIDENT  
EnviroPest

MITCHELL BENNER  
VICE PRESIDENT  
The Group Inc.

DENAI THORNTON  
TREASURER  
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CAMILLA LOJESKE  
SECRETARY  
Educator (retired)

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Waypoint bank

BRUCE BACHMAN  
Hach Company (retired)

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Exubero Coaching

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Zion Lutheran Church

NESTER SORIANO  
Seventh Day Adventist  
Church

HOLLY STEWART  
SummitView Advisors

HOWARD WENGER  
Educator (retired)

BRONYA WILCKEN  
Premiere Lifestyle Realty

## CONNECT WITH US:

[www.honservice.org](http://www.honservice.org)

### Loveland Life Center

1511 East 11th Street  
Loveland, CO 80537  
(970) 667-4939

### Berthoud Life Center

P.O. Box 203  
375 Meadowlark Drive  
Berthoud, CO 80513  
(970) 532-0161

### 137 Homeless Connection

137 S. Lincoln Avenue  
Loveland, CO 80537  
(970) 685-4173



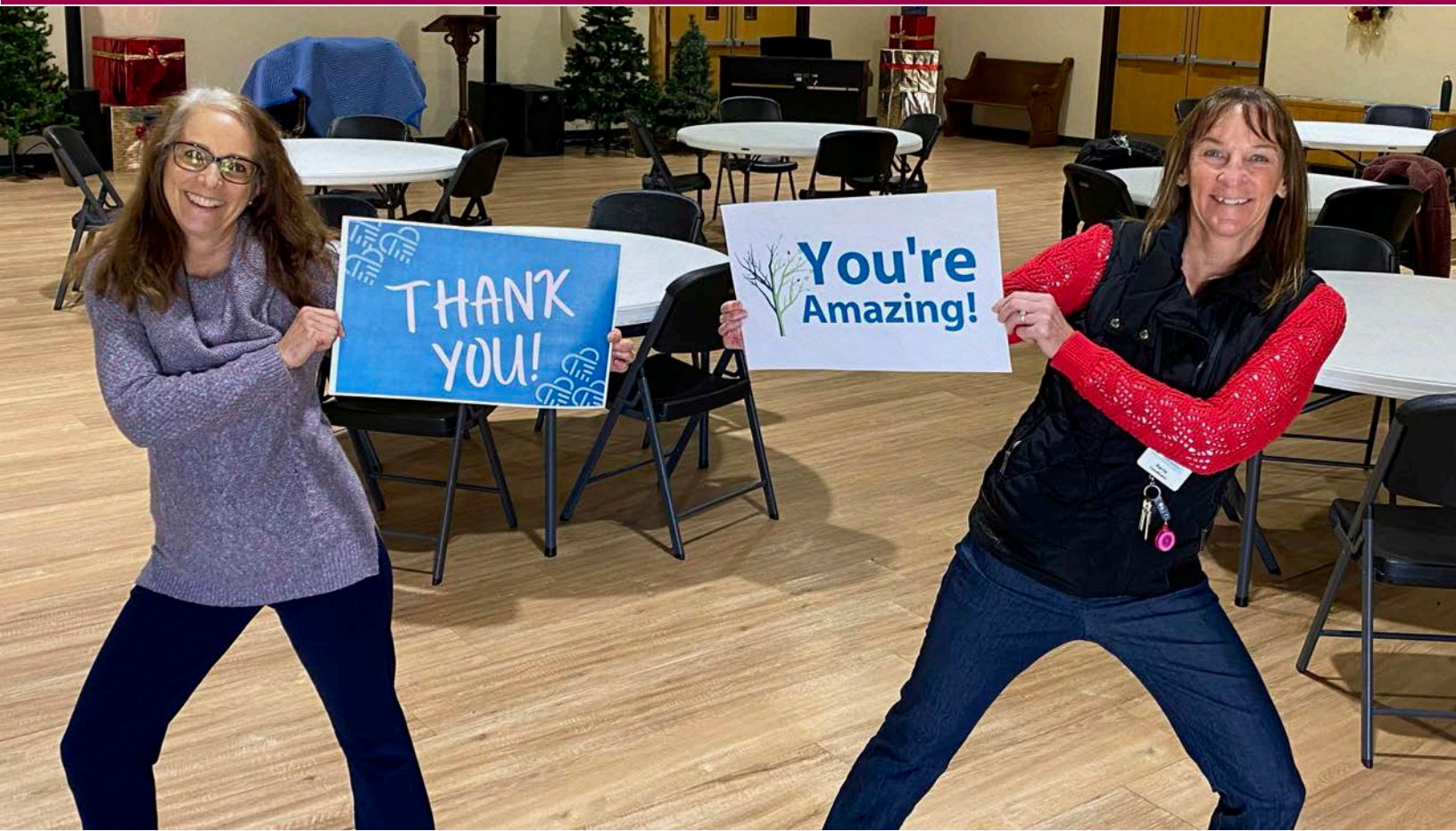
@HouseOfNeighborlyService  
@houseofneighborlyserviceberthoud  
@137connectHNS  
@FamilyPromiseofLarimerCounty  
@Berthoud&LovelandParentsAsTeachers



@honservice  
@angelhousehns



You made 2020 a year *full of hope* for House of Neighborly Service and the men, women, youth, and children we served.



## 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.

HNS provides basic needs assistance including food, clothing, utility, transportation, and prescription assistance, parent and child education, homeless services, and more.

THE 2020 ANNUAL REPORT IS MADE POSSIBLE BY THE PARTNERSHIP OF:

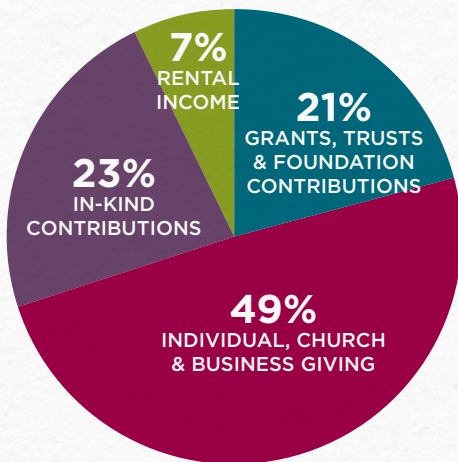
A Private Donor and





# FINANCIAL POSITION

FYE June 2020



Revenue 2019-2020

## REVENUE 2019-2020

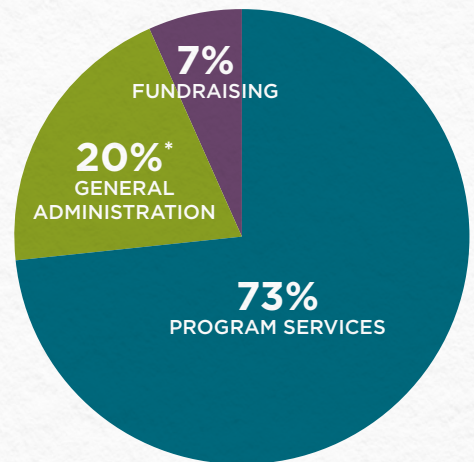
Grants, Trusts & Foundation Contributions	527,207
Individual, Church & Business Giving	1,227,955
In-kind Contributions	565,849
Rental Income	179,694

**Total Revenue \$2,500,705**

## EXPENSE 2019-2020

Program Services	1,586,620
General Administration*	431,270
Fundraising	143,378

**Total Expense \$2,161,268**



Expense 2019-2020

## Total Net Assets: \$7,718,186

Our primary community-wide fundraising events for 2020 were cancelled. In place, Champions of Hope Partnerships were developed to help cover budgeted expenses that ensure HNS continues its life impacting work.

\*Includes management and oversight of Life Center and Life Center Partners

## The HNS Team

- Staff: 14 full-time, 18 part-time, 3 are bilingual
- Volunteers: 173 volunteers invested 6,702 hours valued at \$182,294.40







**173** volunteers invested **6,702** hours valued at **\$182,294**





# A YEAR IN REVIEW: THE STORIES

**JAN**

## **CLIENT QUOTE:**

"To HNS, Thank you for your service and valuable time you give to all of us each day. I am so blessed to have a place to go get food when needed. All of you have been kind to me and your smiles are heart warming. God bless you all for your kindness. Thank you." -Carolyn

**MAR**

## **CLIENT QUOTE:**

"With families as large as we have, it's great to see this kind of outreach still happening. We appreciate everybody that continuously gives and doing what they can because TOGETHER, we will get through this!" -Dad of six children, and a restaurant manager who was placed on furlough

**MAY**

## **DONOR IMPACT:**

"I grew up in Loveland and my mom went to House of Neighborly Service several times to get help for us. She was mentally challenged and we struggled financially. I've been fortunate in my life and I wanted to give back to others that might need help like we did." -Kay E.

## **DONOR IMPACT:**

Loveland Classical School's first graders focused on the theme of "service" with a February "Share the Love" food drive, collecting 235 pounds of food for HNS food baskets!

## **COMMUNITY PARTNERSHIP:**

Cliff, the owner of Brick Oven Pizza, generously offered to bake bread for Berthoud HNS client food baskets when bread was difficult to obtain.

## **CLIENT QUOTE:**

"We are new to the area and our Parent Educator is a great resource! She consistently provides information on milestones, activities and development, which I greatly appreciate. She instills a love of learning and motivates me to "teach" my children!" -PAT Parent

## **CLIENT QUOTE:**

"Family Promise has been such a blessing to me and my girls. We have endured so much chaos in such a short period of time that I almost feel guilty for their loving hearts. However, because of this program my daughters didn't have to change schools and I didn't have to quit my job." -Family Promise Mom

**FEB**

## **SUCCESS!**

The HNS team implemented a drive through process for clients to receive food baskets and Berthoud was also able to implement a delivery process. These processes made it safe and simple for those in need to receive assistance. Families and individuals were able to get up to a week's worth of groceries 2x a month. Goltz Asphalt Company provided the cones to guide the flow of vehicles.

**APR**

**JUN**

## **DONOR IMPACT:**

Kinzie visited HNS last winter with her school and learned about wants versus needs. She is now making and selling candles to earn money to save, spend and give. Kinzie decided to bring her "give" portion to HNS to help people in need.



# THAT MADE A DIFFERENCE

**JUL**

## **SUCCESS!**

After a period of homelessness, one of our Family Promise families, Jacob, Vanessa, and their 5 children are stably housed. Jacob lost his job due to the COVID Crisis, therefore losing their housing as well.

**SEP**

## **CLIENT QUOTE:**

"After 5 years of owning my own business, everything stopped. This was just the little bit I needed to get me through [utility assistance]. I can pay my rent now and continue to work on rebuilding my business. You are a Godsend!" -Leo

**NOV**

## **CLIENT QUOTE:**

"Keep doing what you're doing, offering hope in terrible times." -HNS client

## **SUCCESS!**

Two regular guests at 137 Homeless Connection were able to secure employment and housing due to their hard work. Way to go!

## **COMMUNITY PARTNERSHIP:**

The backpacks full of school supplies were great! Parents and kids had fun picking out "just the right" backpack filled with supplies that will lighten the burden on household budgets that are already strained. As one mother said, "This is a tremendous blessing during these times."

## **CLIENT QUOTE:**

"COVID has made a big impact on my life. I used to be ahead of everything and have all my bills paid. Then COVID hit and I lost everything. I'm about to lose my house. I can barely afford to eat. It's just not great." -Patrick was able to come to HNS to receive assistance for his utility bill as well as a food basket.

## **DONOR IMPACT:**

Thank you to ALL of our donors. Your year-end financial gifts and food donations positioned HNS to begin a new year healthy and strong in spite of a loss of our fundraisers due to the COVID-19 pandemic. All that we do is because of you. We are grateful.

**AUG**

**OCT**

**DEC**



# THE IMPACT OF YOUR GENEROSITY

These numbers represent the men, women, youth, and children served in 2020 at all HNS locations and programs.

**5,355**  
individuals

**24,723**  
service visits

**76.8%**  
increase in services

**97%**  
moved from crisis  
to stability\*



Each day, men, women, and children, are impacted by the simple acts of kindness they get through the essentials our programs provide. You are part of making it happen! We can't thank you enough.

\*Based upon client surveys



As a human services nonprofit, the mission of HNS has not changed in 60 years; we exist to meet the emergency needs of those in crisis, right here in our local community—serving individuals and households that are within the Thompson School District. This is how HNS served in 2020:

## Basic Needs Programs

### FOOD PROGRAM

- Distributed **6,547** food baskets
- Provided groceries for **272,782** meals
- Valued at **\$549,927.66**

### CRISIS PREVENTION

- Prevented **589** utility shut-offs
  - **\$388,986** total utility assistance
- **42** people received prescription assistance
  - **2,869** total assistance
- **160** people received transportation assistance
  - **\$2,335** total assistance

### CLOTHING

- **21,829** items were distributed
- **1,607** people served

## Family Advocacy

### PARENTS AS TEACHERS (PAT)

- **26** households received parent education
- Serving **62** children ages 0-5

### FAMILY TO FAMILY

- **110** families received advocacy for crises
- **218** children were served

## Homeless Programs

### FAMILY PROMISE OF LARIMER COUNTY

(families with children only)

- **222** people received services, including 132 children, through:
  - The shelter program
  - Bridge housing
  - The day center
  - Rental assistance
  - Basic need services
  - Case management
- **12** Partner Churches

### 137 HOMELESS CONNECTION (adults only)

- **414** people received services through:
  - Day center usages
  - Showers
  - Laundry
  - Inclement weather night shelter
- **8** partner churches

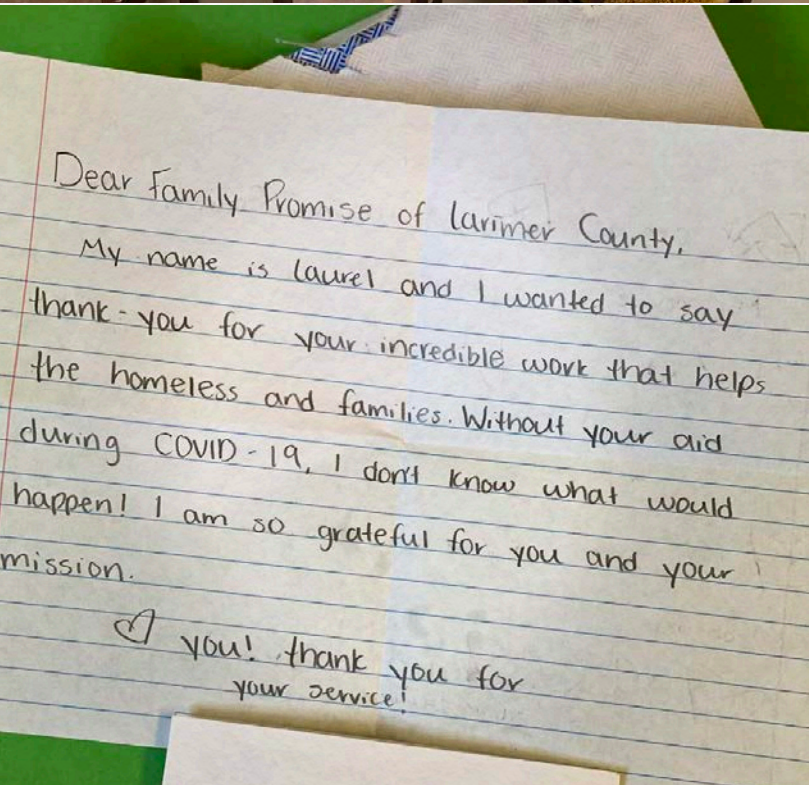
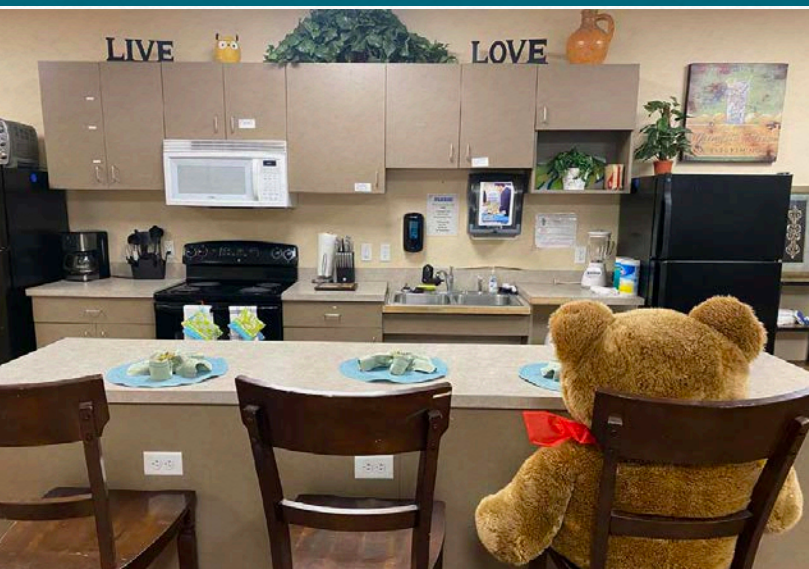
## Wrap Around Services

- **200** children and **42** organizations received back to school supplies
- **74** Berthoud households received Thanksgiving Food Baskets
- Christmas Program:
  - **3,471** toys were given for **634** children
  - **79** households in Berthoud received Christmas Food Baskets
  - **451** households in Loveland received Christmas Food Baskets
- Referrals, educational classes (parenting skills and financial literacy) dance classes for children, auto repair, and more



# THANK YOU

Jesus's directive from Mark 12:31 to love our neighbors as ourselves is for all, and we are grateful for the opportunity to partner with you in caring for our neighbors in need. Your investment allows us to fulfill our mission to meet the basic needs of individuals and families, giving them help for today and hope for tomorrow.



*"Maybe the most friendly, courteous, empathetic, and generous organization I've ever had need to visit. With COVID, I ran out of money for a few months, and they helped me pay off my utility bills, and gave me food baskets twice. Each one was a full grocery cart of everything you need to eat well, and healthy, and treats, too! Wonderful people! Thank you!" – HNS Client*

- **HELP**
- **RESOURCES**
- **HOPE**



# WAYS THAT YOU CAN SUPPORT HOUSE OF NEIGHBORLY SERVICE:

- Become a monthly donor
- Become a Champion of Hope Partner (see Business Opportunities at [honservice.org](https://honservice.org))
- Make a gift of stock or consider HNS in your planned giving
- Make a contribution in memory of a loved one
- Workplace giving opportunities (Benevity, United Way, etc.)
- Volunteer at HNS
- Donate goods
- Follow us on social media and share our impact with your social group

Contributions to HNS of \$100 or more per year may qualify for Larimer County's Enterprise Zone 25% Tax Credit. As a Colorado taxpayer, the Enterprise Zone Contribution Tax Credit benefits you in several ways:

- It decreases the amount of taxes you owe.
- It gives you an opportunity to invest in your community.
- It lets you direct the use of your dollars in ways that have more immediate and personal meaning for you and your family.







1511 E. 11th Street  
Loveland, CO 80537

## CELEBRATING 60 YEARS IN 2021

### SAVE THE DATE



## SEPTEMBER 9 VIRTUAL GALA SEPTEMBER 10 IN-PERSON GALA\*

\*Event capacity will be based upon  
Larimer County recommended guidelines.

### THANK YOU TO OUR SUPPORTERS

Working together is at the core of creating a kinder, more neighborly community that can improve the lives of those experiencing low-income or situational crises. We thank the more than 2,800 individual donors, churches, foundations, corporations, and trusts that supported HNS's work in 2020.

#### Help us keep our records updated!

Fill out and mail the enclosed envelope or scan this code:

