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THE ACTION CENTER'S FY20 ANNUAL REPORT

July 1, 2019
through
June 30, 2020

Conquering the Challenges

A WORD FROM OUR EXECUTIVE DIRECTOR

I must admit that the FY20 activities reflected in these pages feels like a lifetime ago. Much of this reports reflects life BC, (Before COVID) and while things BC seem less consequential as the world has been altered so greatly, I find it is important to look back and remember the challenges we met and the accomplishments achieved. Accomplishments that created the strength and resiliency needed to adapt to the challenges presented by COVID.

The year began with the community conversations and input that led to a refreshed brand that better reflects the Action Center's values and commitment to meeting our community with compassion as our compass. We celebrated 50 years of amazing services with a block party and a ribbon cutting opening the doors to another 50 years.

The back half of the year was equally momentous. We shattered the Guinness World Record for the most pairs of socks

collected bringing in over 37,000 pairs of socks for those experiencing hardship. And our Board of Directors worked tirelessly to create a 5-year strategic plan that will lead us boldly into the future.

On March 13th, the date of our Board retreat to solidify the pillars of the strategic plan, COVID-19 hit. The world as we knew it was changed and the Action Center was faced with one of our most challenging seasons. The COVID-19 pandemic has reshaped how we operate, think and meet the needs of our community.

The long term goals of the strategic planning took a back seat as we quickly altered our operations to meet the growing demands for services. Our new drive-thru grocery model continues to meet three times the capacity of what our indoor operations could. Our team also focused on keeping people housed by providing 10 times the amount of rent assistance as was typical in a given year.

The end of FY20 saw us sowing the seeds of collaboration with new organizations and volunteers that would help our community to creatively and cooperatively respond to the unprecedented suffering.

I am proud of the role that the Action Center has played as a first responder to the crisis, as a facilitator of partnerships and most importantly as an agency whose compass of compassion has allowed us to meet the immense needs of our neighbors.

Your support has made that possible and is deeply appreciated. As we look ahead to the continued community needs, please know that your support is helping us to change lives.

Thank you,



A WORD FROM OUR BOARD PRESIDENT



"I echo Pam's comments in her letter to you. I'd like to extend my personal thanks to all our community partners, donors, volunteers, and staff for your contributions to The Action Center during FY20. It's heartwarming to

know that our mission resonates with all of you. Thank you for your ongoing commitment to The Action Center."

Cindy Baroway
Board President, FY19 & FY20

FY20 HIGHLIGHTS



July 29, 2019
Action Center Launches Rebrand

September 14, 2019
Action Center Celebrates 50 Years with a Block Party



December 4, 2019
Guinness World Record for collecting 37,556 pairs of new socks in 8 hours



March 16, 2020
Action Center shifts for COVID-19 moving grocery to a drive-thru model, expanding capacity by 3 times



June - August 2020
Starts Fresh Produce Program at 7 local schools to help fight Childhood Summer Hunger



June 30, 2020
Barbara Penning retires from the Action Center after 13 years of dedicated service



WHAT WE DO

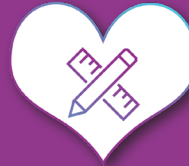
The Action Center works hard to be one of the most comprehensive human service providers in Jefferson County.

The agency works to respond to participant needs in a compassionate way and helps connect them to the resources they need to stabilize their lives.

Providing 10+ programs in FY20, with over 8 Community Partnerships, the Action Center has continued to meet the need of our community in a unique and thoughtful manner.

While most of FY20 allowed for regular operations, COVID-19 challenged the Action Center to shift quickly and meet record demand. Beginning on March 16, 2020 the agency

- Moved from a self-select grocery to a drive-thru model that provides pre-packed grocery boxes
- Initially the Clothing Bank was closed, but was eventually able to reopen in a new, larger space
- Our Pathways Program evolved to a volunteer hotline where volunteers answer participant calls and connect them with community resources

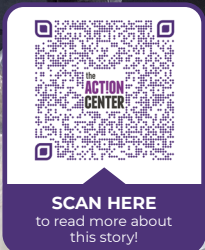


August 2019
School Supply Distribution

5,102 Children received the school supplies they needed to start the school year right.



January 2020 - Women from the Denver Women's Correctional Facility donated food and snacks to the Crub Club Program despite making less than \$20 per week



SCAN HERE
to read more about this story!



GROCERIES

1,324,423 Pounds of Food Provided



RENT/MORTGAGE ASSISTANCE

\$356,680 Provided

UTILITY ASSISTANCE

\$299,827 Provided



PERMANENT ADDRESS & MAIL SERVICES

1,100+ participant utilize this service



CLOTHING

207,617 Items Provided



HYGIENE ITEMS

62,706 Items Provided

OUR MISSION

The Action Center's mission is to provide an immediate and compassionate response to those in our community experiencing hardship and by offering the resources and services needed to stabilize lives and promote pathways to lasting change.

OUR VISION

Our Vision is that one day, all individuals and families in our community will have access to the resources, jobs and housing that they need to fulfill their greatest potential.

OUR CORE VALUES



November 2019 Thanksgiving Distribution

5,572 warm meals were created because of the groceries the Action Center provided households.

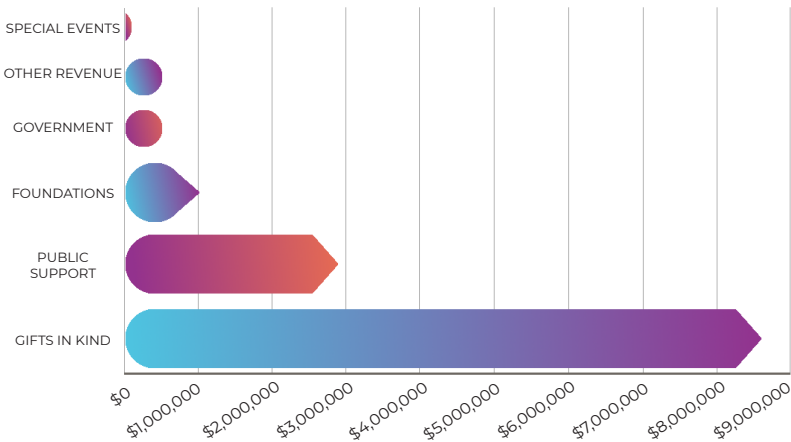


December 2019 Holiday Gift Shop

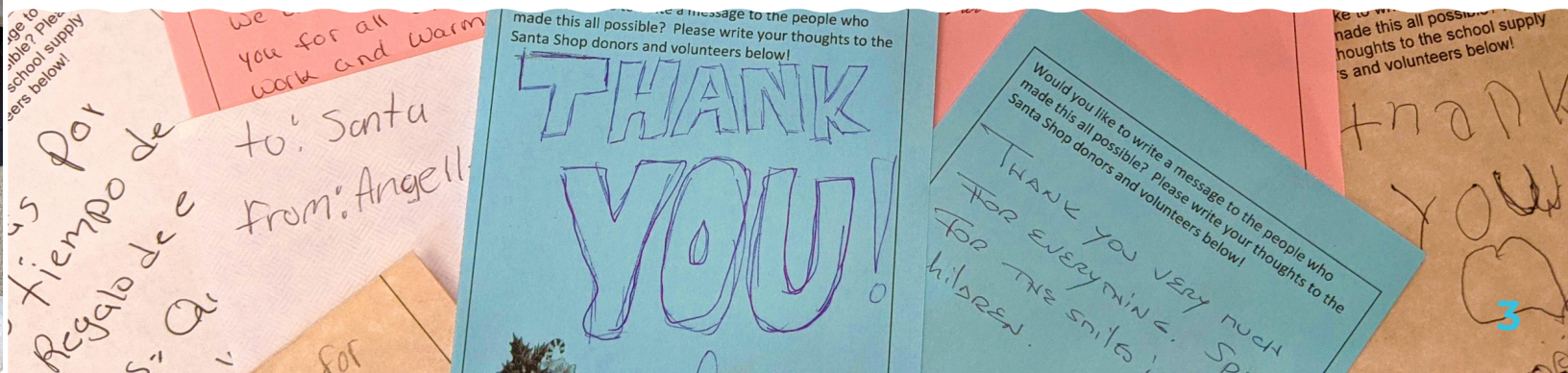
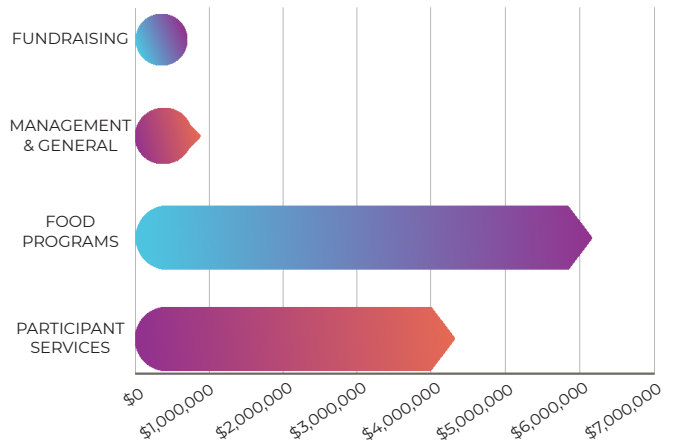
3,225 children received gifts making the holidays magical in 1,205 homes.

ACTION CENTER FINANCIALS

FY20 REVENUE



FY20 EXPENSES

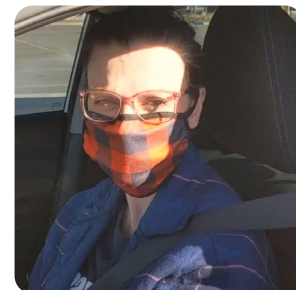


June 2020 - The Jeffco Community rallies to host large food drives through out the county to benefit the Action Center.



MEET OLIVIA

"I drove [to the Action Center] today to drop off bags of clothing and after, decided to do something I've never done before— go thru the drive up food line. I live on social security and a very part time job. Food prices have soared and I heard they have fresh produce. I was flabbergasted at the amount of food for me, just one person! FOUR boxes filled with fresh produce, a bag of apples, bag of onions, bag of plums, cantaloupe, frozen chicken, Italian sausage, 1/2 dozen eggs, a gallon of Farmers milk, cereal, bread, box of canned goods and more I can't even remember. Oh and a box of chocolate donuts! AND a bouquet of sunflowers. I am so overwhelmed and grateful. They provide quantities according to the number in your household. Also the food will vary week to week. When you can, please support the Action Center!"



VOLUNTEER POWERED

Since 1968 the Action Center has relied on the generosity of thousands of conscientious volunteers who dedicate their time and livelihoods to the Action Center.

98,779

hours dedicated in FY 20

3,000+

volunteers served

66+

volunteer roles offered

FY20 BOARD OF DIRECTORS

Cindy Baroway | President

LaDawn Sperling | Vice President

Dave Norwood | Treasurer

Diana Wilson | Secretary

Ben Weiderholt | Past President

Jon Alesch

Barbara Goodman

Elizabeth Collard

Robyn Korkus

Michelle Foley

Michael Kosakowski

Dr. Lisa Fowler

Sharon Trefny

Scott Gilbert

Joel Varnell

STAFF LEADERSHIP

Pam Brier
Executive Director

Carolyn Alexander
Senior Director of Business Operations

John Covert
Director of Development

Marilyn Katopodes
Director of Finance

Dan Marks
Director of IT & Facilities

Barbara Penning
Director of Volunteer Programs & Product

Laurie Walowitz
Director of Programs