

# 2021 ANNUAL REPORT

October 1, 2020 - September 30, 2021



TRI-LAKES  
CARES

## OPERATING IN A PANDEMIC...

For TLC, FY21 was another year of dealing with constant adjustments to our operations during the pandemic. Trying to keep our clients, volunteers and staff healthy and safe remained a priority for our organization.

Our service model remained remote with Case Managers primarily connecting with clients and community partners through email and phone calls, trying to help with housing, transportation and other needs. Scheduled grocery pickups took place in our parking lot, practicing social distancing and no-contact delivery. While this model allowed us to continue much needed services for our clients, it was not ideal for making the connections we value at TLC.

Despite this limited connectedness, TLC saw our client support needs increase dramatically during this time. The chart to the right depicts TLC's client support for Fiscal Year (FY) 2019 which was before the pandemic began, FY2020 which included roughly six months of pandemic support and FY2021 which demonstrates a full year under the pandemic with varying levels of restrictions during that time. The graphic demonstrates what we knew to be some challenging times for our clients and TLC, as we saw increases in every area of support, except for medical. With our building being closed and the nationwide hesitance to access medical care our clients were deterred from seeking that type of assistance. As we begin to move out of the pandemic, we see our clients regaining employment but not at their previous earning potential and in an environment where inflation is driving up the cost of nearly everything. Maintaining self-sufficiency is a challenge with these factors. During this time, we have seen dramatic increases in need for housing and transportation assistance.

Thankfully we have seen a corresponding increase in contributions and grants to help us meet the need. The charts to the right demonstrate our funding sources during the same period. While we saw a slight dip in our donated goods as the pandemic kept our staff and donors away from the building, our donor and grant revenue increased which has allowed us to keep pace with the increase in client needs. Our community and grantors really stepped up to meet the increased need in the community. *We will be forever grateful.*

Respectfully,



Executive Director

*Left: A volunteer fills a client's grocery order. Right: Our holiday distribution offers a broad array of groceries offering clients the capability to make a complete meal.*





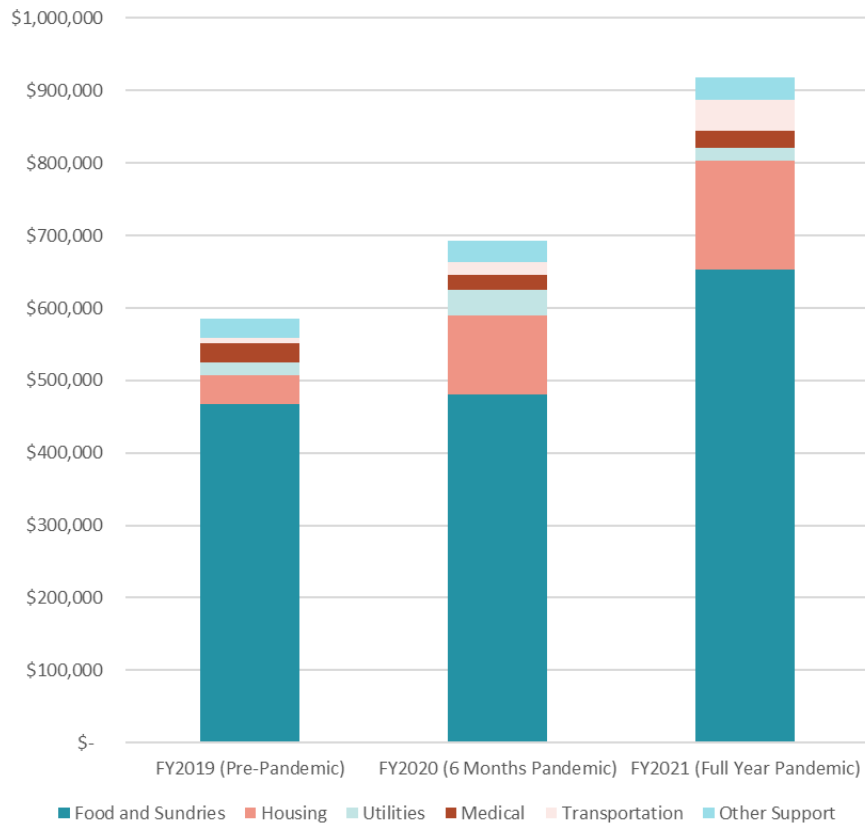
## MISSION & VISION

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.

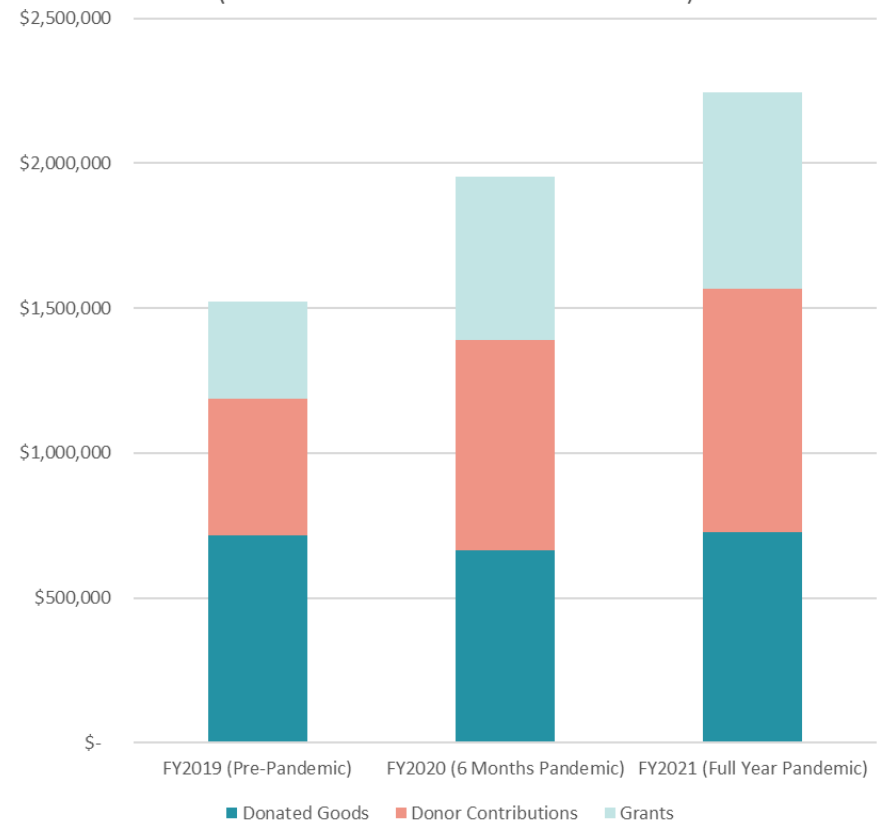
### Pandemic Comparison of Direct Client Support

(Includes Cash and In-Kind Assistance)



### Pandemic Comparison of Organization-Wide Revenues

(Includes Cash and In-Kind Assistance)



## STATEMENT OF ACTIVITIES ENDED 09/30/21

### REVENUE

Value of donated goods & services received	\$ 725,693
Contributions	\$ 841,605
Grant revenue	\$ 678,816
Noncash contributions of investments	\$ 40,427
Investment income	\$ 434,666
Other income	\$ <u>603</u>
<b>Total Revenue</b>	<b>\$2,721,810</b>

### EXPENSES

#### Program Expenses

Family stabilization	\$ 630,321
Pantry	\$ 746,060
Housing & Utilities	\$ <u>249,507</u>
<b>Total Program Services</b>	<b>\$1,625,888</b>

#### Supporting Services

General & Administrative	\$ 111,286
Fundraising & Development	\$ <u>229,110</u>
<b>Total Supporting Services</b>	<b>\$ 340,396</b>

**Total Program Expenses & Support Services** **\$1,966,284**

### Change in Net Assets

NET ASSETS, beginning of the year	\$1,100,822
NET ASSETS, end of the year	\$ <u>1,856,348</u>
<b>Change in Net Assets</b>	<b>\$ 755,526</b>

## STATEMENT OF FINANCIAL POSITION AS OF 09/30/21

### ASSETS

Cash	\$ 222,753
Grants & contributions receivable	\$ 121,433
Investments	\$ 1,121,587
Gift cards	\$ 4,279
Inventories	\$ 31,490
Prepaid expenses	\$ <u>39,286</u>
<b>Total Current Assets</b>	<b>\$ 1,540,828</b>

Property & equipment, net

\$ 392,053

**Total Assets**

**\$1,932,881**

### LIABILITIES & NET ASSETS

#### Current Liabilities

Accounts payable	\$ 12,979
Accrued expenses	\$ 61,823
Refundable advance - grants	\$ <u>1,731</u>

**Total Current Liabilities**

**\$ 76,533**

#### Net Assets

Unrestricted \$1,683,287

Temporarily restricted \$ 173,061

**Total Net Assets**

**\$1,856,348**

**Total Liabilities & Net Assets**

**\$1,932,881**

*Building awareness of our mission and our organization has been a major goal of our Development team this past year. Having a presence at local events allows us a great opportunity to spread the word.*

**St. Peter**  
CATHOLIC CHURCH  
Monument, CO

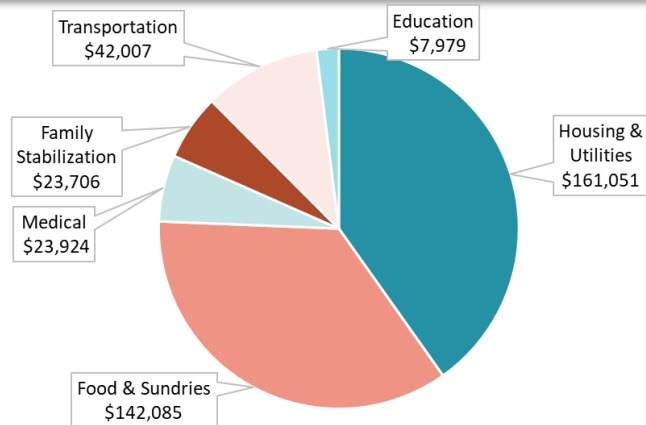


**BOOT BARN Hall**  
AT BOURBON BROTHERS

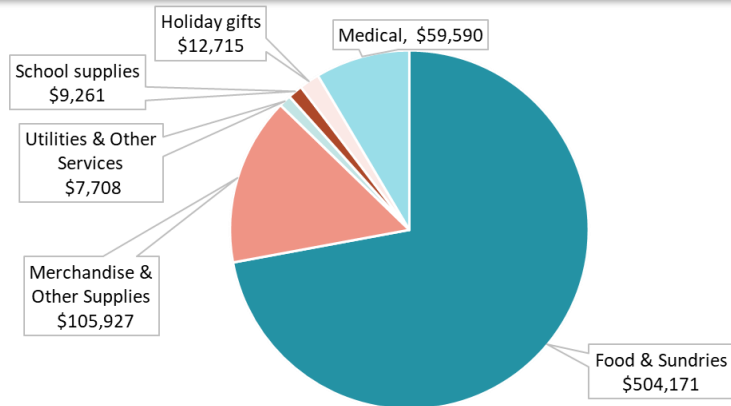


**Evergood**  
ADVENTURE WINES

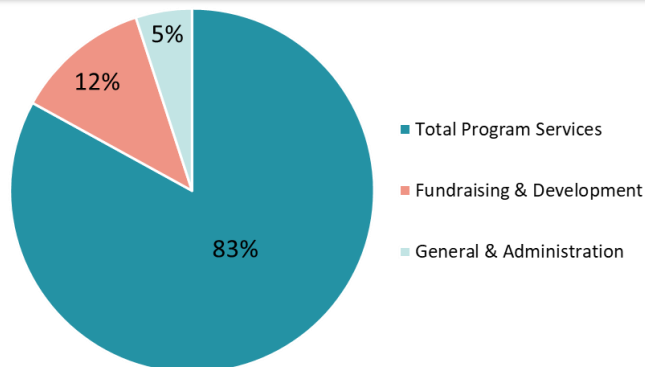
## MONETARY EXPENDITURES TO ASSIST CLIENTS



## 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. We were pleased to welcome so many of them back to TLC in the past year!



*Processing Harvest of Love donations is one of our busiest seasons at Tri-Lakes Cares and we are so grateful for volunteers, like these employees from the Town of Monument.*

In FY2021, 215 volunteers provided over 14,500 hours of volunteer service for a total value of \$415,543!

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!



*All of the work doesn't happen inside the pantry. Our volunteers pick up loads of donations off site and bring them back to TLC for distribution.*



*Our Help Yourself Market features an array of produce and baked goods, along with fresh dairy items for our clients.*

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

359 households = 843 individuals

416 adults

300 youth

127 senior citizens

38 veterans

151 persons living with disabilities

*Did you know?*

45% of households TLC served live below the Federal Poverty Line - \$26,500 for a family of four in 2021.

The Self-Sufficiency Wage for a family of four in El Paso County is nearly \$65,000 (2018 – most recent data)

The Median Household Income in El Paso County is \$68,779 (2019 – most recent data)

The Median Household Income in Lewis-Palmer School District 38 is \$123,179 (2019 – most recent data)



*Joseph, Director of Client Services, reviews forms for Thanksgiving Distribution. Our Pantry team worked tirelessly to fill Thanksgiving bags for our clients after all of the Harvest of Love donations were processed.*

**IMPACT**

- 127 households received Housing Assistance in the form of rent or mortgage payments, valued at \$149,787.
- Nearly 264,849 lbs of food was distributed through all of our Food Insecurity programs including the Help Yourself Market, Supplemental Groceries, Holiday Food, Snack Pack and Grab-and-Go programs.
- Car repair and preventative maintenance valued at \$42,007 helped keep client vehicles operating safely, supported by several community partners including JJ Tracks, Christian Brothers Automotive Monument, and Monument Auto Clinic.
- 93 households had help with Utilities payments valued at \$18,145.
- 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 \$23,924.
- The Snack Pack and Grab-and-Go programs served an average of 300 children per week, distributing 12,147 snack bags.

## WORDS FROM OUR CLIENTS

*"Compassion had been delivered along with the food. No shaming .... no meanness, just peace, calm, and honestly helping people....not charity, just a need being met."*

*"I look forward to the day I can return the favor and support Tri-Lakes Cares. I still have some hard weeks ahead but things are getting better, thanks to you."*

*"You are CHAMPIONS, you bless people every day more than you may ever know with groceries, with finances, with leadership and kindness. Well done!! You are changing families' lives for the better everyday. I cannot truly express my gratitude with a simple Thank you. It's just not enough."*



*Tri-Lakes Cares strives to foster strong community partnerships. We are lucky to have so many great organizations, schools, churches, and businesses in our community that are willing to help the people of the Tri-Lakes community.*

## FY2021 BOARD OF DIRECTORS

Rich Schur, President

Tammie Oatney, Vice President

Carol S. Foster, Treasurer

Pam Frisbie, Secretary

Vic Blasi

William Carberry

Christian Cornell

Mark Crespin

Kimberly Crosby

Kelly Epstein

Mark V. Gallagher

Joy Hammitt

Jim Pasquale

Lisa Pflugh

Howard Pflugh



## SPECIAL THANKS TO OUR MAJOR DONORS!

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

A.V. Hunter Trust, Inc.	El Paso County Community Investment Program	Pikes Peak United Way
Anonymous - Individuals (6)	El Paso County Community Services Block Grant	Spark Joy Foundation
Boeing Employees Community Fund of Colorado	El Pomar Foundation	TCF Foundation
Bourbon Brothers Presents, LLC	Empty Stocking Fund	Town of Monument
Butterfield Foundation, Inc.	Estate of Peter Rynders	Trailhead Institute
Care & Share Food Bank for Southern Colorado	Federal Emergency Management Agency (FEMA)	Tri-Lakes Cruisers
Ceres Foundation	Fellowship of the Second Mile	Virginia W Hill Foundation
H.A. & Mary K. Chapman Charitable Trust	Frontier Village Foundation	Western Digital Foundation
Colorado Health Foundation	Holy Trinity Anglican Church	Woodford Manufacturing Charities - Company Match
Colorado Housing & Finance Authority	Johnson & Johnson Matching Grant Program	Woodford Manufacturing – Employee Giving
Colorado Springs Health Foundation	King Soopers Community Rewards	
The Connie M Schmidt Fund of the Pikes Peak Community Foundation	Kum & Go Charitable Fund	
Eagle's Wings Charity Fund	Margaret & Al Hill Family Foundation	
Edmund T. & Eleanor Quick Foundation, Inc.	Monument Community Presbyterian Church	
El Paso County Community Development Block Grant	Monument Hill Foundation (Monument Hill Kiwanis)	
El Paso County Economic Development – Regional Business Relief Fund	Mountain View Electric Association	
	Nutrition Camp School Foundation	
	Pikes Peak Community Foundation	

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

7-11 (Northgate)	King Soopers (Monument)	Safeway (Monument)
Anonymous Individuals	Kum & Go (Interquest & Monument)	Sprouts (Northgate)
Care & Share Food Bank for Southern Colorado	Lewis-Palmer School District #38 (Harvest of Love)	Staples (Monument)
Costco (University Village)	Natural Grocers (Monument)	TSI
Energy Outreach Colorado	Penrose – St. Francis / Centura Health	Walmart #3227 (Monument)



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