



Nourish
Equip
Empower

2023 ANNUAL REPORT



Snapshots



Provided **1.4 million+** meals-worth of groceries for **10,594+** neighbors.

More on page **6**



Served **70,834** hot meals at the Community Kitchen.

More on page **7**



Rescued **2 million+** pounds of food through Lakeshore Food Rescue.

More on page **8**



Celebrated **76** successful housing journeys with formerly homeless neighbors.

More on page **10**



Partnered with **130+** guests through one-on-one financial counseling.

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2,300+ volunteers gave **50,111** hours of their time!

More on page **14**

Board of Directors

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From the CEO

Dear friends,

I'm overwhelmed with gratitude as we share our 2023 Annual Report: a collection of life-changing stories that you helped make possible over the last year. Throughout the report, you'll see a common theme - neighbors, connecting with us while in crisis, who find the community of support, the expertise, and the belief that they need to move forward, no matter the circumstances that bring them through our doors. You'll feel an overwhelming sense of community, and see a testament to the power of relationships - guests becoming volunteers, volunteers becoming friends, and **a community that shows up, time and time again, as an expression of care for our neighbors.**

As we look back at the year, we're celebrating big wins:

- Our Lakeshore Food Rescue program expanded county-wide, and rescued over 2 million pounds of food - a 67% increase from 2022;
- Our Food Club & Opportunity Hub served more than 3,500 families in need;
- Our Outreach Team helped 76 formerly unhoused neighbors transition into housing; and
- More than 2,300 volunteers powered these efforts, the most individuals we've ever had on our volunteer team!

Together, we're co-creating solutions that help our neighbors pursue healthier, more stable lives. We're honored to celebrate and share the work you've helped accomplish. This year, we're equally as inspired to share our organization's direction for the future - a refreshed Strategic Vision that outlines our hopes, priorities, and plans for our collective work over the next several years.

Since 1969, Community Action House has stood with our neighbors in the pivotal moment between a challenge and a crisis. Today, inflation is slowing, but the cost of groceries continues to climb. A lack of affordable housing, a severe rental housing shortage, and a historically low rental housing vacancy rate in our area means that families teetering on the edge have limited options. Our integrated model is intentionally designed to deliver a range of housing, nutrition, and financial services at scale because we know—and research shows—that connected and streamlined support creates better and more lasting outcomes. **Each of these efforts relies on the continued belief and support of our partners, as well as individuals who fuel our efforts - that's you!**

Everyone deserves a safe home. Everyone deserves good food. Everyone deserves the opportunity to build a strong foundation for their family. And everyone needs a community that believes in them - their worth, their dignity, and their potential. **Investing in our neighbors means investing in a stronger community for everyone.** On behalf of our board, our team, and our guests, thank you for ensuring that none of our neighbors have to face challenges alone.

Gratefully,



Scott Rumpsa | CEO



Who We Are

Our Vision

A community where all of our neighbors have what they need to thrive, and no one faces challenges alone.

Our Mission

Provide area families and individuals with food, clothing, shelter and the opportunity to build necessary skills to achieve a stable and prosperous life.

Our Values

Welcoming all. Better is Possible. Together is the Way.

We are Radically Welcoming: We cultivate experiences of welcome & belonging for all.

We are Guest-Centered: We put our guests' needs & perspectives at the center of our decision-making.

We Lead with Kindness: We choose compassion over judgment and assume positive intent.

We are Curiosity-Driven: We are always asking, always exploring, always learning.

We are Always Improving: There are always better ways, big & small alike - and we're all empowered to find them.

We are Collaborative by Design: We seek partnerships & celebrate shared wins because social change is a team sport.

We demonstrate Contagious Commitment: We are passionate about our mission and attract others to our cause.

We are One Team: We serve, solve, and celebrate together - because together is the way.

Our Four Commitments



**Dignified Access
to Essential Needs**



**Connection and
Resource Navigation**



**Financial
Empowerment**



Voice

Where We're Going

Our Strategic Vision

Optimize Health Outcomes for Food Club Members



Rather than a promote-it-and-wait approach, we will continue to take assertive action in seeking out those who most need what we have. We will focus on reducing barriers and finding new ways to connect with the neighbors who would benefit most from healthy food access, with a particular focus on strengthening our healthcare referral partnerships and medically-tailored offerings.

Expand Food Rescue and Acquisition Leadership



We will establish an even stronger and bigger network of food rescue and food share partners, leveling up our food acquisition to include more donation pathways and low-cost buying options. On the engagement side, volunteers and donors will know how to connect with our work through multiple straightforward pathways. They'll recognize Community Action House as the place to go when they want to participate in facilitating food access and waste reduction anywhere in our community of service.

Strengthen Pathways to Financial Progress



Our goal is to improve our financial empowerment programming to provide guests with a smooth and structured experience on their journey to financial progress. We'll be better equipped to recognize and celebrate shared accomplishments along the way, as well as identify opportunities for growth.

Lean into our Community's Housing Challenges



The housing crisis will get worse before it gets better, and we owe it to our community to find our role in solving it in our community. We'll spend these next few years learning and identifying how our agile, community-powered organization can be an even more effective and collaborative part of the solution.

Listen, Amplify, and Advocate



We will leverage our influence to create a platform for our guests to share their perspectives on the challenges they encounter. By doing so, we'll be better positioned to work with them to shape our programming and community in ways that reflect their lived experiences. Our aim is to amplify their voices and make them an integral part of our decision-making processes. This will become part of our DNA, informing everything we do.

Achieve a Sustainable Growth Orientation for the Entire Organization



We will put a healthy culture, the well-being of our people, and the thoughtfulness of our processes at the heart of our team member experience. We will become a recognized employer of choice by putting in place the systems necessary to support our people so that they are empowered and energized to do their best work every day.

Cultivate a Stronger, More Resilient Revenue Mix



Build an exceptional team of development experts deploying best-in-class approaches. We will attract, cultivate, and retain a growing community of support that shares and champions our vision. Traditional fundraising efforts won't stand alone; we'll pair them with social enterprises and performance-based contracts to build our long-term financial foundation.

Cultivate Volunteer Excellence



The experience of serving at Community Action House will mean that volunteers of all ages, abilities, and backgrounds will love getting plugged in here. They'll become raving fans, fueling our ability to achieve our goals. Volunteers will see themselves as advocates and ambassadors, and they'll be treated as full partners in our mission to create a stronger, healthier community.

Nourish

Food Club & Opportunity Hub

Healthy Food & Hopeful Futures for all

In other communities, food is either free at a pantry or full price at the grocery store. While traditional food access operations solve emergencies, few solutions exist to meet ongoing needs in a sustainable way. Our innovative approach at Food Club fills that gap in the middle - allowing guests to choose the foods that work best for them, with dignity and choice, alongside connection to other critical resources. Inflation is slowing but grocery prices continue to rise - placing nutritious foods out of reach for under-resourced families. Food insecure individuals are much more likely to suffer from poor health and chronic conditions. In our community, we're working to change the narrative - and we've seen that when families have access to healthy options, they're able to change the trajectory of their stories.

“I fell in love with the people here.”
- Alice

Do you Remember Alice?

Last year, we shared Alice's story. After learning that she was at risk for diabetes, Alice became a Food Club member, hoping she could improve her health through access to the healthy food that she couldn't afford at the grocery store. Alice took every class she could through our Healthy@Home program, learning cooking techniques to decrease her risk of diabetes. After six months, Alice's bloodwork showed that she was no longer pre-diabetic!*

Alice's story didn't stop there. As she continued her membership, Alice lost 40lbs, gained energy, and now loves hiking. Her health has improved, and she was able to stop taking blood pressure medication! Alice credits it all to the food and knowledge she's gained through Food Club. In the last year, Alice has jumped at every opportunity we offer. Working with a Financial Wellness counselor, she joined our Savings Club to learn about building a budget and savings. More recently, Alice decided to become a Food Club volunteer, and has befriended guests, volunteers, and staff - sharing with our team that she's never seen "such loving kindness in an organization as a whole."

*Guest names, photos and identifying details have been changed to protect privacy.



10,594+

Neighbors
served (3,564+ families) in 2023

1.4 million+

Meals-worth
of groceries provided

1,300+

Households
count on Food Club each week

35

First-time families
signed up for membership on average each week

298

Neighbors
participated in Healthy@Home nutrition classes at our onsite Demo Kitchen

3X

Fresh fruits and veggies
were guests' top two choices, 3x more popular than the next category!

Community Kitchen

More than a Meal

At the Community Kitchen, our 30+ year partnership with Western Theological Seminary, guests find nourishment in the form of healthy food and a friendly smile. Seven days a week, the Kitchen serves free, hot meals to anyone who needs them, and opens the door to other critical resources and support. Many visitors struggle with unsafe or unstable housing, food insecurity, and financial instability. After sharing a meal, swapping stories, and learning about challenges, we help identify barriers to stability and offer support on a path forward.



70,834

Meals served - a 33% increase from 2022!

201

Meals served on average each day

1,400+

Meetings held between our Outreach Team and 459 Community Kitchen guests

5,500

Pounds of produce from the Holland Community Garden were used across our programs

Come for the Food, Stay for the Connection.

During lunch one day, the lights turned down, the room fell silent, and Chef Heidi entered the dining room holding a beautiful birthday cake with candles lit - all to celebrate one of our guests. Together, our staff, volunteers, and guests sang "Happy Birthday." For many, a celebration like this is normal - but for someone who lacks a network of support, it's a rare expression of love and belonging. Compassionate care and human connection help combat the loneliness that unhoused neighbors often experience, and provide the community of belief and support that they need to move forward.

Growth Highlight

- Five years ago, we were only able to serve an average of **50+ families** each week at our Food Pantry
- Two years ago, **1,100 families** relied on Food Club each week
- Last year, we served **1,300+ families** at Food Club each week!

Nourish

Lakeshore Food Rescue

Turning Excess Food into Food Access

Good food belongs with people, not landfills. Lakeshore Food Rescue works across sectors to redirect excess food, decreasing food waste and increasing food access for Ottawa County neighbors. Powered by volunteers, we match surplus food donations from farms, restaurants, government agencies, and businesses with local nonprofits - getting healthy food to the families who need it most. In 2023, we expanded our efforts in partnership with Ottawa Food. Adding additional staff, volunteers, and through our launch of the nationally recognized Food Rescue Hero app, we grew our food rescue by 67% - redirecting more than 2 million pounds of food last year!

"The impact [LFR] has had for Coopersville Cares has been incredible. We have had large amounts of food come into the pantry for our food distributions. We have had milk, chicken, and produce, all items that we have a hard time keeping a supply of. We are grateful for all that has come our way. I can't say enough good things about what their support has meant to us!"

- LeeAnn Rosel, Coopersville Cares Director

Environmental impact

- Up to 40% of all food in the United States is wasted
- In 2023, our food rescue efforts:
 - Prevented 2,973 tons of CO2eq emissions; and
 - Saved 148 million gallons of water!

Pounds of food

rescued to increase food access

2M+

New food donors

joined the Lakeshore Food Rescue network (a 46% increase)

41

New nonprofit organizations

became food rescue recipients (a 43% increase)

24

Volunteer drivers

utilized the Food Rescue Hero app to transport food in their own vehicles

41





Fresh Fridges Good Food | Grab & Go

Launched in 2022, Fresh Fridges increase the cold storage capacity of local nonprofit partners, expanding the capacity of smaller agencies to keep fresh, healthy items on hand for their guests. In 2023, two new partners were outfitted with Fresh Fridges!

"Our clients are just so very happy that we are able to provide the rescue grocery program to them. You can hear it in their voices and see the excitement in their faces. It is truly an amazing program, we are so happy to have partnered with you."

- Ann Fletcher, St. Vincent de Paul Manager

Growth Highlight

- In 2023, the program rescued **2 million+** pounds of food
- In 2022, LFR rescued **1.2 million** pounds of food
- In 2019, our team rescued **237,298** pounds of food
- **7.7x** growth in five years!

Gleaning at the Holland Farmers Market

In 2023, we stepped up our gleaning efforts at the Holland Farmers Market using our new Electric Food Rescue Van, connecting with local vendors to collect extra produce every Saturday. Over the course of the season, volunteers and staff gleaned 47,803 pounds of fresh food - all lifted by hand, one crate at a time - a *112% increase* from 2022!

Equip

Outreach Pursuing People. Partnering for Progress. Delivering Hope through Action.

Our Outreach team helps meet urgent needs while partnering with our unhoused neighbors to pursue long term stability. With a “whatever-it-takes” approach, our team builds relationships, provides expertise, and walks alongside guests on the journey to finding safe, stable housing.

Adam's Story

Last year, Adam was living in his car. One small setback turned into a chain reaction of events, and Adam quickly found himself in an unimaginable situation. Working with our team, Adam began the difficult journey of finding housing - tackling paperwork, securing insurance, completing housing applications, and more. Through months of progress, Adam was approved for an apartment! We celebrated, but our partnership didn't stop. With items from our Resale Store, we brought Adam a housing kit - the essentials needed to turn a house into a home. And now, Adam is working with our Financial Wellness team to learn the skills he needs to build long-term stability.*



11,240

Refresh Visits

2,539

Showers
and 297 haircuts

500+

**Mailing
Address**
Services Provided

355

Individuals
received
supportive
services from our
Outreach team

76

**Formerly
unhoused
neighbors
found safe,
stable housing!**

Collaborative by Design

Our Outreach team's "meet-people-where-they're-at" approach (both literally and figuratively!) is made possible through key community partnerships:

- **The Refresh Program with First United Methodist Church of Holland:** A warm and welcoming space where unhoused neighbors can access showers, meals, and critical resources.
- **Onsite services at Herrick District Library:** Our team offers resource connection, case management, and rental counseling services weekly at a convenient location for guests.
- **Mobile Secretary of State:** Offering almost all of the same services as their physical location, the Mobile SOS provides critical services onsite at Refresh, lowering transportation barriers.
- **Recovery Coach, in partnership with Community Mental Health:** Our Recovery Coach offers specialized support and connects guests to mental health resources to help build stability.
- **The Holland Police Department & Crisis Intervention Team:** Building relationships with unhoused neighbors, providing critical resources and connection to community resources, and connecting guests to our services, the HPD & CIT team coordinate with us to ensure the best possible outcomes for our guests.



Chris's Story

Chris struggled with alcohol addiction for 47 years. In 2018, he began working with our team, regularly using the Community Kitchen and Refresh. After several years of trust-building work with our team, Chris decided he was ready for a big change. Since then, he's worked even more closely with us, attending regular recovery meetings held by our Recovery Coach, Joy, to find the support he needs to move forward. Chris recently celebrated 7 months sober! He shared that while the resources he finds through our programs are critical, it's the human connection that keeps him coming back.

Growth Highlight

- In 2019, our Outreach Team helped 5 formerly unhoused neighbors find housing.
- In 2022, our team worked with **326 guests**, and celebrated **86 homeless-to-housed success stories**.
- Last year, our team's number of guests grew to **355**, and we celebrated **76 housing successes!**

Our program's impact has grown considerably since launching in 2018. While we celebrate these life-changing homeless-to-housed success stories, we also mourn that we're now working with a record number of currently houseless neighbors. There simply aren't enough affordable housing options in our community. A healthy rental vacancy rate is at least 4%-6% - Ottawa County's rental vacancy rate is 1%. With others in our community, we're working on additional solutions to these growing housing challenges. As one positive step, we remain hard at work with our partners at Dwelling Place and the City of Holland to use our former property on 14th Street to construct a new mixed income, affordable housing development - adding at least 52 desperately needed affordable housing units for our community.

Empower

Financial Wellness

Economic Empowerment, Rooted in Relationships

Everyone we meet has a unique story. We learn everything we can about the challenges each individual faces, so that we can custom-tailor financial resources and training. Whether it's budget counseling, credit-building, creating savings or homeownership goals and learning how to achieve them, or even working together to avoid foreclosure, we provide comprehensive, one-on-one partnership and counseling. To provide additional support, our team facilitates our region's primary Volunteer Income Tax Assistance (VITA) effort, helping hundreds of low-income families maximize their returns while saving on tax preparation fees. It's our Financial Wellness team's mission to see that our guests find the tools and the relationships they need to feel equipped, empowered, confident, and hopeful about a healthy financial future.

Growth Highlight

- In 2022, our Financial Wellness team provided classes and counseling to **250** guests
- In 2023, our team provided classes and counseling to **421** guests
- **That's a 68% increase!**

Hank's Story

Hank was connected with our team through another local agency. In transitional housing, Hank was hopeful that our team could help him improve his credit score - one of the first steps towards home ownership. Over five months, Hank worked with Tabitha, our Financial Wellness Specialist, to pay off his bills and save over \$3,000! After all of Hank's hard work and dedication, he was able to raise his credit score from 483 to 659, giving him the financial foundation he needed to purchase a home!*



Did you know?

In 2023, our team began a new partnership with LAUP (Latin Americans United for Progress) to help guests achieve success in their Workforce Development program. Through our team's interaction with Action House guests, we're able to connect individuals to LAUP's career support services, educational resources, and language services. Since August, 49 guests have joined this important effort, benefitting from programs ranging from computer classes to career coaching and resume support!

Last year, 15 partner agencies provided services onsite at the Food Club & Opportunity Hub.

**24 have already successfully brought their mortgage current (with 7 still in process).

130+

Partnered with **130+ guests** through one-on-one financial counseling

350

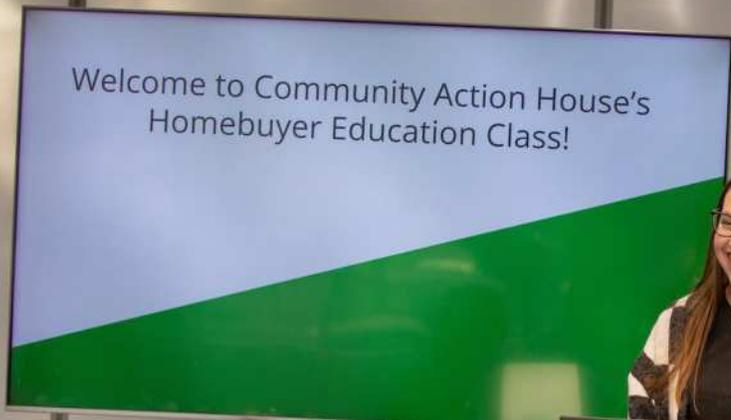
Families received **\$553,000** in refunds and tax credits through Volunteer Income Tax Assistance

26

Homes purchased by Financial Wellness guests - a **73%** increase from last year!

48

Households received Foreclosure Intervention services**



15,407

Referrals to community resources, including:

13

Families connected to utilities assistance

32

Families connected to car repair assistance

51

Families connected to after school care through Boys & Girls Club

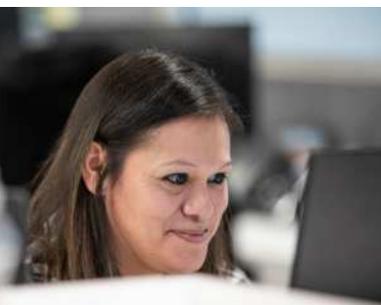
83,904

Diapers distributed to families through our partnership with Nestlings Diaper Bank

Resource Navigation

Providing Partnership Toward an Empowered Future

Systems are interconnected, and therefore so are many of life's challenges. Frustratingly, their solutions are often disjointed. But confusion and frustration don't need to be a barrier to progress. That's why our Resource Navigation specialists walk alongside every person we serve, empowering them with streamlined support through in-house and external resources to ensure they get the right assistance and training to live out their full potential.



Our Community in Action

Over 3,800 people, corporations, and churches make our work possible through volunteerism, in-kind gifts, and financial support. Committed neighbors of different backgrounds and beliefs join us in choosing compassion over judgment, coming together to serve our neighbors. In whichever way you supported our work in 2023 - thank you!



VOLUNTEER Pete was unhoused for 13 months and accessed resources and support through the Community Kitchen. Now, Pete has volunteered with us regularly for two years, found safe housing, and has even recruited others to volunteer alongside him! Pete says that the Community Kitchen feels like a family - and we know that it's because guests like him build a community of support for one another.



CHAMPION Philanthropy can start at any age! Ken and his grandchildren hosted a lemonade stand last summer, donating the proceeds to support our work. When community members join alongside us and share about our efforts, it has a ripple effect that grows our network of support.



GIVE "I am donating to [Action House] because my daughter and her husband were recently approved for your program. My daughter works 2 jobs and her husband is a full-time welder. Due to the outrageous cost of health insurance and daycare, they have recently found themselves needing help and this program accepted them with open arms. God bless your ministry!"

- 2023 Financial Supporter



2,300+

Volunteers served alongside us in 2023!

558

Volunteers joined us for the first time

50,111

Volunteer hours were donated last year

\$1.5 Million

In **donated time***

64,428

Pounds of food were donated by individuals and community-hosted donation drives

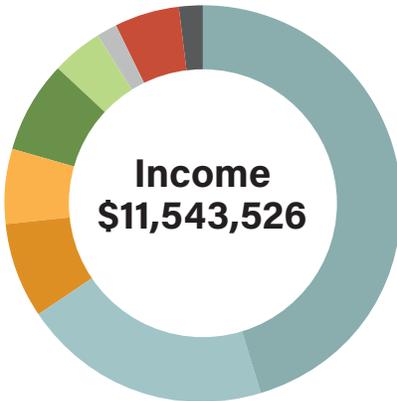
*One hour is independently estimated at a value of \$30.15. While not included in our financials on the next page, our impact would not be possible without this incredible community-wide investment of time and talent.

Financial Report

Fiscal Year Finances (July 1, 2022 - June 30, 2023)

As a community-funded 501(c)(3) nonprofit, we're pleased to present a full accounting of your gifts for the most recent fiscal year. This past year, our operational expenses totaled nearly \$10.2M, including well over \$6.1M of in-kind support.

Of the support raised this year, we're glad to share that 90.2% directly supports our growing program services (with the remaining 9.8% covering general administrative and fundraising costs). Thank you for your trust and support - we can't do this without you!



2022-2023 Income

In-Kind Food Contributions	\$5,256,645
Financial Contributions	\$2,342,337
In-kind Resale Store Contributions	\$869,548
Resale Store Sales	\$729,639
Government Grants	\$857,645
Non-Government Grants	\$485,918
Membership and Program Fees	\$183,816
Other In-Kind Contributions	\$620,149
Other Revenue	\$197,829
Total	\$11,543,526

2022-2023 Expenses

Food Access (\$\$ + in-kind)	\$6,783,337
Resale Store (\$\$ + in-kind)	\$1,386,349
Management & General	\$626,507
Fundraising	\$508,567
Outreach	\$406,285
Resource Navigation	\$266,654
Financial Wellness	\$187,048
Total	\$10,164,747

To view our full financials, visit communityactionhouse.org/annual-reports.



Resale Store Growth

In 2023, in-kind community donations helped our Resale Store achieve its most successful year ever, reaching \$729,639 in sales! To strengthen the financial foundation needed to sustain our growing impact, we're working to expand our Resale Store operations in the year ahead - an option that's possible because so many of our neighbors opt to donate and shop with us. Thank you for your generous in-kind donations and support!

In addition to being a huge part of the financial engine that sustains our programs, the Resale Store allows our Outreach Team to equip newly housed neighbors with housing kits - providing the critical items needed to turn a house into a home (like in Adam's story on Page 10!).



739 Paw Paw Dr, Holland, MI 49423
communityactionhouse.org
hello@communityactionhouse.org
616.392.2368

Grow with us in 2024.

All of our efforts are made possible by a community that believes in and supports our work. Help sustain and grow our service in the coming year as we work to build a community where all of our neighbors can thrive.

**VOLUNTEER
CHAMPION
GIVE**



Learn more at communityactionhouse.org

   @communityactionhouse