

NEIGHBORLY TIMES

HOUSE OF NEIGHBORLY SERVICE

ANNUAL REPORT 2021



CREATING A KINDER, MORE NEIGHBORLY COMMUNITY

- SINCE 1961 -

"HNS is great for the community of Loveland!"

- HNS CLIENT

2021: A YEAR IN REVIEW

A Letter From Our Executive Director

It is hard to believe that 2021 is over and we are entering into the possibilities of 2022! As we fondly look back on 2021, a year of celebration, we are grateful for the 60 years of impactful service. This history was built through a partnership of donors, volunteers, and community members who each answered the call to give, to serve, and to help bring stability to our communities through provided resources.

On the precipice of this new season, our hearts are filled with thanksgiving for Glorie Magrum and her 20 years of faithful devotion to the mission of HNS! I had the privilege and honor of walking alongside her, learning, watching and gleaning from her wisdom and tender heart for all. Fortunately, she built a strong, caring team that is eager to see the work of service continue into 2022 and beyond.

Thank you for your faithful giving in 2021! This Report is sent out annually so that **you** can see the impact **your** gifts have had on our communities. You will see the programs, the services, and the resources you helped make possible through your donation of time, goods, and finances. Families and individuals have been fed, clothed, sheltered and much more. **Together**, we are creating a kinder, more neighborly community!

Thank you for your generous hearts!



Cherri

Cherri Houle
Executive Director

2021 Board of Directors

KEVIN COX
Board President
Corkat Data Solutions

KEVIN LEMASTERS
Treasurer
Enviropest

CAMILLA LOJESKE
Secretary
Educator, Retired

BEN ASTE
Uncle Benny's

JEFF MORRIS
Colorado Roof Source

BRUCE BACHMAN
Hach Company, Retired

STEVE MULVIHILL
Mayor Of Berthoud, Retired

MITCHELL BENNER
The Group Inc.

JOEL PANCOAST
Zion Lutheran Church

TAYLER BESCH
Independent Financial

HOWARD WENGER
Educator, Retired

AMY HALLAGAN
Exubero Coaching

BRONYA WILCKEN
Premiere Lifestyle Realty

Connect With Us

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
@familypromisehns

HNS is established and is located in a church at the corner of 3rd and Jefferson in Loveland.

1960s

House of Neighborly Service (HNS) is established in March 1961 by Loveland Council of Churches

- Population: 9,734
- First location: Church at 3rd and Jefferson
- Clients served in first year: 97 total; 16 per month
- Annual budget: \$1,359 (1962)
- Directors: Millie Pardos and Georgia Tomson
- Governed by a volunteer Board of Directors consisting of pastors, business, and education representatives, and community members.

HNS Directors, Millie Pardos (left) and Georgia Tomson (right).

Programs

- Food
- Clothing
- Furniture
- Shoe fund
- Community gardens
- Volunteer transportation service (like S.M.T.)
- Cooking classes
- Dental and health fund (Dr. Schilling)
- Meals on Wheels
- The first meal delivered January 28, 1961 to 14 people
- Loveland Legal Services
- Christmas Program (79 families)
- Emergency loans

Interesting Facts

- A buzzer system is created between HNS and the police department (and is still in use today)
- Ironing board in loan closet
- Consideration for a "nearby new" thrift store
- Emergency loans for up to \$25 can be paid back at \$2-\$3 each month

1970s

- Population: 12,521
- Location: 301 E. 5th St.
- Client served: 214 per month
- Annual budget: \$22,373
- Director: Larry Hines
- Service to include: Board of Directors, consisting of pastors, business, and education representatives of community members.

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1980s

- Population: Loveland 30,210 / Berthoud 3,087
- Location: 417 E. 5th St., Loveland
- Client served: 1,456 per year
- Director: Mary Ann Rogers (1987)
- Governed by a volunteer Board of Directors consisting of pastors, business and education representatives, and community members.

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1990s

- Population: Loveland 32,369 / Berthoud 4,811
- Location: 505 St. Charles, Loveland
- Client served: 1,627 per month (average)
- Annual budget: \$44,413
- Director: Gloria Hagan (2002)

Programs

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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 Life Center is home to non-profit organizations and ministries collaboratively working to strengthen individuals and families, change lives, and positively impact our community.

Founding Story

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.

In 2013, House of Neighborly Service embarked on a new endeavor with the vision of The Life Center in Loveland, a proven effective and efficient model for delivering services that lead to lasting and forward movement solutions. The Loveland Life Center opened its doors in 2014, and in Berthoud (hosted at Grace Place) in 2017. The Life Center is a place where:

- Children, seniors, and families get the help and support they need in times of crisis.
- Social service agencies and ministries share the same goals under the same roof: safety and stability for at-risk populations.
- Volunteers contribute their time, resources, and talents to helping others.
- Community members gather to socialize, learn, and create.

Providing Help for today... and Hope for Tomorrow



The extraordinary events of the last two years have affected every household in some way. There is the rising costs of living, increased mental anguish in children and adults, marriages and work relationships under stress, and places of employment in constant flux. HNS was able to offer practical help and much needed support to families and individuals as they navigated their difficult situations.

Heart-wrenching stories of hardship and crisis are shared on a daily basis—but help, safety, and hope are provided through the basic need services at HNS. The demands of the last two years have prompted us to make slight shifts and welcome growth opportunities in our services in 2021, while staying true to our mission.

Through the programs that are available at House of Neighborly Service, families and individuals received assistance with the following:

- Food baskets with groceries for up to seven days of meals, toiletries, paper products, and pet food (as available)
- Utility, transportation, and prescription assistance
- Clothing and household basics
- Resources for individuals and families experiencing homelessness
- Family advocacy and support, referrals, and more!

*“You guys are a life saver and blessing.
God bless & thank you for all your help!”*

- BEVERLY C.

*“The staff always
show much compassion
and kindness.”*

- HNS CLIENT

Cost of Living: Then vs Now

1961		2021
\$5,315	← Average Income per year →	\$75,186*
\$110	← Average Rent per month →	\$1,713
\$0.27	← Gasoline per gallon →	\$3.43
\$0.21	← Bread per loaf →	\$2.50
\$0.30	← Eggs per dozen →	\$2.44

*A family of four needs to make approximately \$80,000 per year to be self-sufficient in Larimer County.



A Glorious 60th Gala

An evening of celebration was enjoyed by sponsors, friends, and guests from the community for House of Neighborly Service's 60th Anniversary Celebration on September 10, 2021 at the Embassy Suites in Loveland. Together, we looked back over six decades of providing basic need services to our neighbors in need.

Guests were able to participate in a Silent Auction and bid on items such as a beautiful silver jewelry display, a paddle board, a limo ride to view Christmas lights, and much more, raising \$13,650. Wine was donated by local businesses and individuals for a wine pull with 185 bottles of wine, raising over \$3,000. Through sponsorships, donations, the Silent Auction and Wine Pull—we met and exceeded our \$150,000 fundraising goal. Thank you!

"You have always helped me and my family in need. I am so grateful."

- HNS CLIENT

Celebrating 20 Years of Service

This past year we not only celebrated 60 years of HNS faithfully serving our community, but we also celebrated our leader, Glorie Magrum. Glorie served at HNS for 20 years of her life, in many different capacities, to help live out the original vision of this organization, including bringing the Life Center into reality. There was no one better suited for the task to lead as executive director over the last 16 years.

With Glorie's vision and heart for God and people, we are where we are today: a thriving organization that serves thousands of individuals and families in our communities. As we are excited for the future and what God has to bring, we also want to take this time to show Glorie our gratitude and wish her all the best in her retirement. We love you, Glorie!



House of Neighborly Service Programs

28,558
Service Visits

Basic Needs

FOOD PROGRAM

- Distributed 5,471 food baskets
- Provided groceries for up to 350,343 meals
- Valued at \$490,481
- 74 Community Food Drives (Loveland and Berthoud)
- 149 Caring Neighbors Food Baskets were distributed



Food Program

Crisis Prevention

UTILITIES

- Prevented 785 utility shut-offs, totaling \$334,492 in assistance
- \$8,167 City of Loveland HAND Vouchers

PRESCRIPTION ASSISTANCE

- 104 people received prescription assistance, totaling \$3,523 in assistance

TRANSPORTATION

- \$3,605 total assistance was provided for medical and job-related transportation needs

CLOTHING

- 51,745 items were distributed
- 2,358 household visits

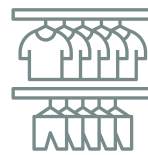
Family Support

PARENTS AS TEACHERS (PAT)

- 43 households received parent education
- Served 71 children ages 0-5 years old

FAMILY NAVIGATORS

- 123 at-risk families received support
- 204 children were served



Clothing



Utilities



Prescription Assistance



Transportation

"Y'all are doing great!! I got a drawing easel for my oldest for Christmas and she cried she was so happy. Thank you!"

- HNS CLIENT



Family
Promise



Back to
School



Family
Support



Holiday
Programs



137 Homeless
Connection

Homeless Programs

FAMILY PROMISE OF LARIMER COUNTY

(families with children only)

- 80 families received services, including 133 children, through:
 - The shelter program, which provided 6,429 shelter nights
 - Bridge housing
 - The Day Center
 - Rental assistance
 - Basic need service
- 12 partner churches

137 HOMELESS CONNECTION

(adults only)

- 424 people received services through:
 - Day Center usage (7,565)
 - Showers (2,429)
 - Laundry (626)
- 6 partner churches

WRAP AROUND SERVICES

- 242 children received back to school supplies
- 66 households in Berthoud received Thanksgiving Food Baskets
- 93 households in Loveland received Thanksgiving Food Baskets
- HNS Christmas Program
 - 1,620 toys were given for 578 children
 - 81 households in Berthoud received Christmas Food Baskets
 - 282 households in Loveland received Christmas Food Baskets
 - 225 holiday gift cards were distributed (teens & food)

Life Center

The Life Center is owned and operated by House of Neighborly Service.



“Mrs. Chris and the rest of the staff I have encountered treat everyone with respect and are very nice people. Continue to have these positive people with their positive attitudes around!”

- TANIERA

Life Center Partners

- House of Neighborly Service
- Birthline of Loveland
- Children’s Speech & Reading Center
- Department of Human Services: Children, Youth, and Family Division
- Kingdom Way Ministries
- Neighbor to Neighbor
- Safe Families for Children Alliance
- St. Matthews Medical Clinic
- Starfish Ministries
- Little Willows
- Volunteer Income Tax Assistance
- Martinez Mobile Dental Unit
- Parents as Teachers
- Family Promise of Larimer County
- Catholic Charities Senior Services
- Church at Loveland
- He Will Restore Ministries
- Larimer Health Connect
- Nightlight Christian Adoptions
- Sozo Freedom Steps Ministry
- St. Raphael Counseling
- This Restored Heart
- Tribal Experience Korner
- Sunrise Medical Mobile Unit
- People Ready - Job Connections



Berthoud Life Center Launches Campaign

House of Neighborly Service purchased property in October with plans to build Berthoud's first life center. The Berthoud Life Center will provide services while joining forces with other nonprofits that help those in need.

"This is going to open doors and allow more resources to serve all of Berthoud whatever the needs might be," said Jinger Tomassi, Berthoud Manager. "Our goal for the Berthoud Life Center is to create a place for the community to do life together, to volunteer, to meet and to socialize."

HNS launched a capital campaign in early October, estimated at \$6.3 million, and has raised \$780,000. The aim is to raise the full amount in 12 to 18 months, then begin construction.

The Berthoud Life Center is envisioned at 20,000 square feet covering two stories. The first story will feature the HNS complex, including the main service area, a food room, a clothing boutique and a multi-function senior/youth room. There also will be a conference room, flex office and computer room.

The second floor will provide space reserved for six to eight partner agencies, a community room that will be able to seat 150 to 175 people with a full kitchen for catering and meals, and another community meeting room with seating for 80 people.

HNS currently operates out of the children's building at Grace Place. With the move, the nonprofit will expand service days from Tuesday and Thursday to Monday through Thursday.

HNS operated the Berthoud office out of First Presbyterian Church of Berthoud from 1989 to 2017. That year, it moved to Grace Place and became the Berthoud Life Center with space large enough to include other nonprofits.

"The beauty of a life center is making services accessible for clients and affordable for the service providers. It creates community awareness and is a hub for services and community use."- Glorie Magrum

*From 2017 to 2021, HNS in Berthoud saw a 212% increase in client visits, a 196% increase in food distributed and a 655% increase in utility payments.

We are immensely grateful for the \$500,000+ committed by donors and committees of the Community Foundation of Northern Colorado towards making the new Berthoud Life Center a reality. The financial investment from the Foundation will be instrumental in serving our growing Berthoud community.

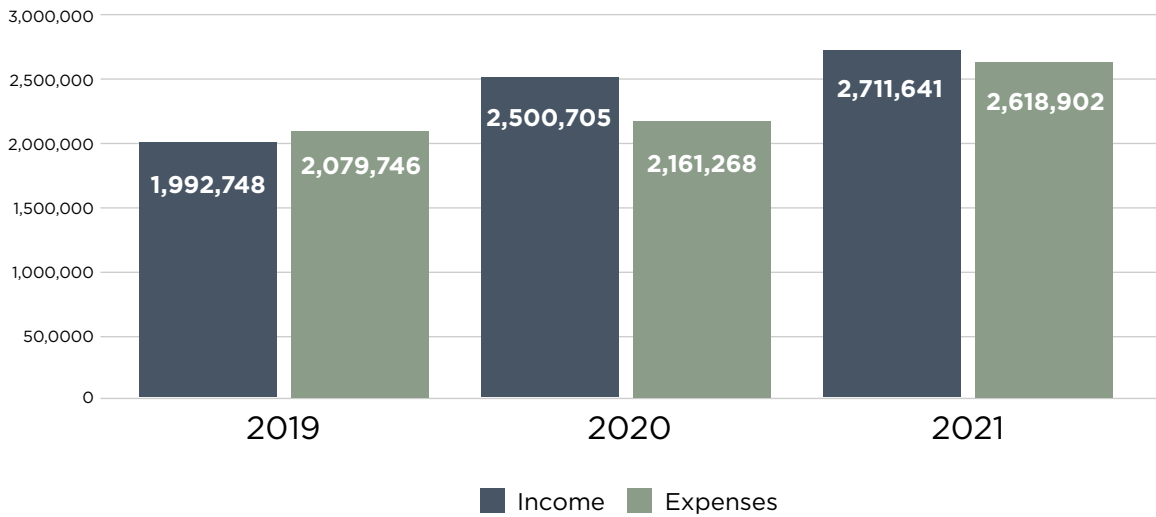
Original Article: Shelley Widhalm, October 21, 2021
Reprinted with permission from *Berthoud Weekly Surveyor*.

Financial Report

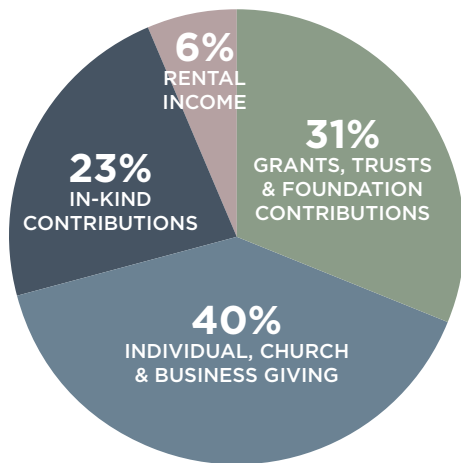
Income and Expenses 2019-2021

"Staff was very friendly and helpful. The food provided is always good quality!"
 - HNS CLIENT

Thanks to the community support, HNS has been able to grow and meet increasing needs over the past three years, and we are looking forward to continuing to serve the individuals and families in need.



FYE June 2021



Revenue
2020-2021

REVENUE 2020-2021

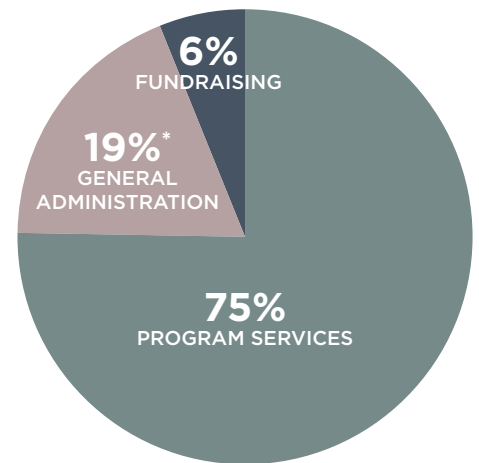
Grants, Trusts & Foundation Contributions	846,926
Individual, Church & Business Giving	1,076,238
In-kind Contributions	619,060
Rental Income	169,517

Total Revenue \$2,711,741

EXPENSE 2019-2020

Program Services	1,974,795
General Administration*	488,496
Fundraising	155,611

Total Expense \$2,618,902



Expense
2020-2021

The HNS Team

- **Staff:** 17 full time, 16 part time, 4 are bilingual
- **Volunteers:** 204 volunteers invested 13,057 hours valued at \$372,659.23

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

Volunteers

As always, the incredible support of our volunteers was a critical part of everything we accomplished in 2021. Throughout a year of changing guidelines and restrictions, our dedicated volunteers adapted and remained focused on caring for the individuals and families we serve.

To each of them, we say: **THANK YOU!**

Ways to Support HNS:

- Become a monthly donor
- Corporate/Business Partnerships
- 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 (food and/or clothing)
- 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.

*"Everyone is amazing,
knowledgeable, and
completely fun."*

- J. BROWN



House of Neighborly Service

1511 E 11th St., Suite 100

Loveland, CO 80537



Thank You!

"The caseworker was very kind, helpful, and compassionate. She went far above and beyond my needs, and even offered to help in ways I didn't expect."

- T. LOCKE

