



*providing*  
**STABILIZATION**

*fostering*  
**PREVENTION**



House of Neighborly Service (HNS) was founded in 1961 by the Loveland Council of Churches to create a central hub for meeting urgent community needs with accountability and shared resources. Over the decades, HNS has expanded services—including a second location in Berthoud, formed strong partnerships, and adapted to challenges—always striving to meet the evolving needs of those facing crisis.

Today, HNS continues its mission by providing essential support such as food, clothing, utility assistance, education, case management, and homeless services. By offering both immediate relief and long-term guidance, HNS helps individuals and families move toward lasting stability and self-sufficiency. Together, through a network of support, we create pathways of hope that uplift not just individuals, but future generations.

## Missions

**House of Neighborly Service (HNS)** assists and advocates for people challenged by the effects of poverty or situational crisis.

**The Life Center**, owned and operated by House of Neighborly Service, is home to non-profit organizations and ministries collaboratively working to strengthen individuals and families, change lives, and positively impact our community.

## Vision

Together, we are creating a kinder, more neighborly community through help, resources, and hope.

## Values

- Honor God, our team, and those we serve
- Unity for the benefit of all
- Growth in learning
- Service to others

“*Love the Lord your God with all your heart, soul, and mind... and love your neighbor as yourself.*

- Matthew 22: 37, 39

# Letter from the President of the Board of Directors

Dear Friends,

As we reflect on another year of service, I am filled with gratitude for the incredible impact House of Neighborly Service (HNS) continues to have on our community. While my time on the Board of Directors has come to an end, my commitment to HNS remains strong. My family and I are grateful to be monthly donors, investing in an organization that stands as a pillar of stability and hope for those facing hardship.

This past year has been one of growth and strengthened impact. Through its essential programs—providing food, clothing, utility assistance, and compassionate advocacy—HNS has helped thousands of individuals and families navigate difficult seasons. The organization remains financially strong, mission-driven, and committed to seeking new ways to serve our neighbors in need.

One of the year’s key milestones has been the advancement of the capital campaign to build the Life Center in Berthoud, made possible through a collaborative partnership with the Town of Berthoud. Together, we have developed a creative solution that keeps us focused on our mission while ensuring long-term sustainability for the center. Additionally, the Inspiring Hope Tree, now gracing the entrance of the Life Center in Loveland, stands as a beautiful testament to the generosity and resilience of our community. We invite you to visit and experience this symbol of unity and hope firsthand.

As we step into 2025, the challenges ahead only strengthen our resolve—to empower individuals, foster stability, and create a community where everyone has access to the resources they need to thrive.

To the dedicated staff, volunteers, donors, and partners—thank you. Your unwavering support fuels this mission.



With gratitude,

Bryant Robertson  
2024 Board President



## 2024 BOARD OF DIRECTORS

### **BRYANT ROBERTSON**

**Board President**  
*Business, Amazon*

### **KAYE KOHLER**

**Vice President**  
*Business Owner, Vacation Rentals*

### **PAUL HERNANDEZ**

**Treasurer**  
*Banker, Independent Financial*

### **MICHAEL FALLON, DVM, PHD**

**Secretary**  
*Special Consultant  
American Association for Laboratory  
Animal Science*

### **KEVIN COX**

*Business Owner, Corkat Data Solutions  
Pastor, Calvary Chapel Loveland*

### **JEDIDIAH LINK**

*Self Employed, Real Estate Investment  
& Marketing*

### **LORI GOEBEL**

*Minister, Faith Now Fellowship*

### **TIM STRONG**

*Consultant, Strong Consultant*

### **HOWARD WENGER**

*Educator, Retired*



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Service - Berthoud**  
P.O. Box 203  
375 Meadowlark Drive  
(hosted at Grace Place)  
Berthoud, CO 80513  
(970) 532-0161



# Letter from the Executive Director

Dear Friends and Supporters,

This year has passed by incredibly swiftly, reflecting the increasing need within our communities. In 2024, we broke records—serving more people in a single month, distributing the most clothing in one day, and providing an unprecedented volume of food and resources. While these numbers highlight the growing demand, we never lose sight of the fact that behind each statistic is a person, a neighbor in need, seeking hope and stability.

We have considered it a great honor to intercept thousands of lives this year—stepping into their stories at moments of crisis, uncertainty, and hardship. Because of your faithful donations, we have been able to continue providing essential food, clothing, and resources, offering a tangible sense of hope. When someone steps into one of our offices, they don't just receive assistance; they experience the reality that an entire community cares for them.

Your generosity makes our work possible, transforming lives and strengthening our communities. Just this year, we heard from a first-time client, a single mother who was so impacted by our services that she wrote a four-page college paper on the effect House of Neighborly Service had on her life.

Kindness, care, and compassion are the lifeblood of healthy communities, and thanks to your faithful support, they continue to flow strongly through the work we do. As the needs grow, so does our resolve. We are committed to pressing forward with strength, ensuring that this movement of care and support carries into the future.

Thank you for standing with us in this mission. We truly couldn't do it without you.

With gratitude,

*Cherri Houle*

Cherri Houle  
Executive Director  
House of Neighborly Service

**“ This place is top-notch. With the food I receive here, I can actually build a real meal. There's no other place like this—we're so grateful for HNS. ”**  
- HNS Client

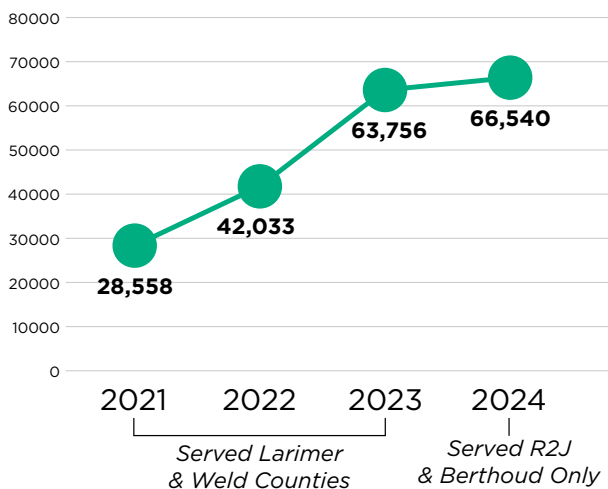


# Year in Review At a Glance

Thanks to your generous support, House of Neighborly Service fulfilled its mission to assist and advocate for individuals and families facing poverty or crisis, providing critical resources to stabilize households and bring hope for a brighter tomorrow. Because of you, we:

- Delivered essential services through our Loveland and Berthoud locations to help **stabilize 2,772 households—including 2,011 children** within those households.
- **Distributed 10,360 food baskets**, including baskets with special dietary needs and partnerships with Meals on Wheels and St. Valentine Apartments.
- **Offered 6,000 nights of shelter** to families experiencing temporary homelessness.
- **Provided 129,996 clothing items**, offering warmth and dignity to neighbors in need.

## Services Provided to Individuals and Families



### THE NEED CONTINUES – SO CAN YOUR IMPACT!

Every number represents a life changed, a family supported, and a neighbor given hope. As demand for our services continues to rise, your continued partnership ensures that no one in our community has to face hardship alone. Join us in making an even greater impact this year!

See detailed program and services information on pages 7 and 8.



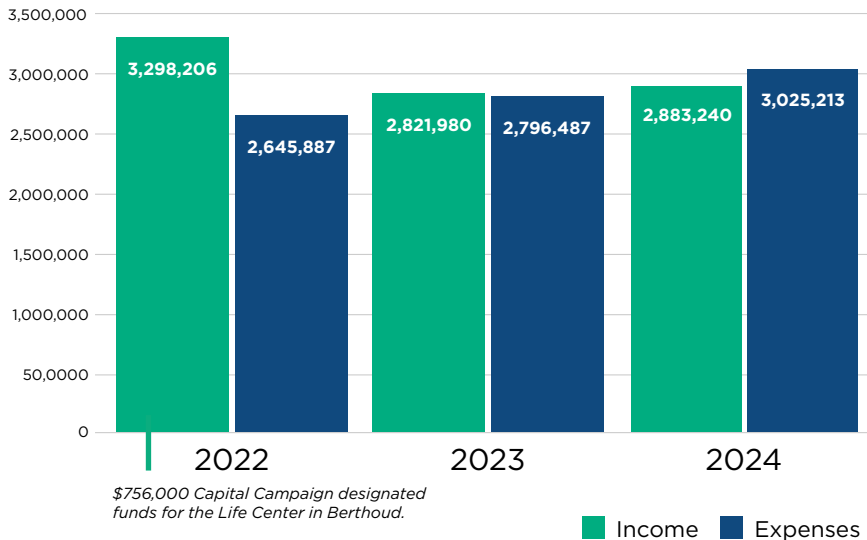
### Impact Story

“I was homeless and had nothing. I stumbled across House of Neighborly Service without even knowing it was here. I’ve used all the resources they offer and received so much help. All the clothing I wear is from here. When I got my apartment, everything inside came from House of Neighborly Service. I come every month for food I couldn’t get anywhere else—it’s been a huge help in my life. I even got a gas voucher for a job interview that I wouldn’t have been able to attend otherwise. Now, I have a really great job with benefits! Thank you so much!”

# Financial Overview

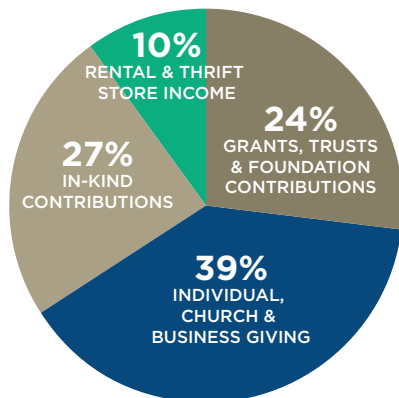
Despite the challenges of 2024, including a significant strain on our food pantry, the unwavering support from our community enabled House of Neighborly Service to continue meeting the growing needs of families and individuals. We remain committed to serving those in need and are hopeful for the future, knowing that our mission is made possible through the generosity of our donors.

## Income and Expenses 2022-2024



**Want a closer look?**  
For the full financial report, view our financials at [www.honservice.org/about-us/financials.html](http://www.honservice.org/about-us/financials.html) or scan the code.

## FYE June 2024



**REVENUE**  
2023-2024

### REVENUE 2023-2024

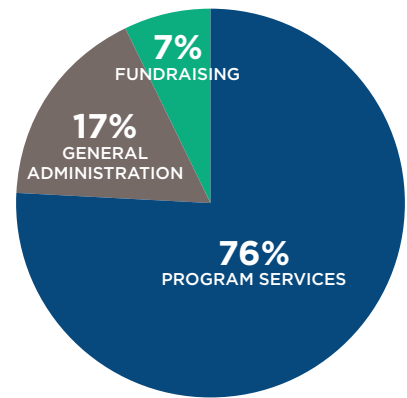
Grants, Trusts & Foundation Contributions	700,992
Individual, Church & Business Giving	1,116,265
In-kind Contributions	777,142
Rental & Thrift Store Income	288,841

**Total Revenue** **\$2,883,240**

### EXPENSE 2023-2024

Program Services	2,287,312
General Administration	519,867
Fundraising	218,034

**Total Expense** **\$3,025,213**



**EXPENSE**  
2023-2024

## The HNS Team

The HNS staff and volunteers dedicate themselves to excellent service in the programs provided in Loveland and Berthoud. Our staff and volunteers are our greatest asset in providing stabilizing and preventative services to people that are struggling.

- **STAFF:** 20 full time, 14 part time, 5 are bilingual
- **VOLUNTEERS:** 297 volunteers invested 15,507 hours valued at \$563,834

# A Look Back at 2024



## Celebrating 35 Years of Service in the Berthoud Community

In March, House of Neighborly Service celebrated 35 years of service in the Berthoud community with a special event at the Brookside Event Center. The evening honored those who have partnered with HNS, including First Presbyterian Church and Grace Place, which have generously opened their doors to serve neighbors in need.

The event highlighted key milestones and shared a vision for the future, including the launch of a Mobile Senior Program and the upcoming Life Center in Berthoud. Since 2018, HNS has seen a 529% increase in service visits while operating just two days per week, reflecting the growing need in the community.

Executive Director Cherri Houle shared, “This milestone is a testament to Berthoud’s compassionate community. Reaching 35 years of service would not have been possible without the support of our neighbors and partners. As Berthoud grows, HNS remains committed to expanding our reach and stabilizing lives.”



## Neighbors Helping Neighbors: The Impact of Volunteers

At House of Neighborly Service, volunteers are more than helpers—they are the heartbeat of our mission. Their compassion, dedication, and generosity make it possible to serve our neighbors with dignity and care; their impact is immeasurable.

We are deeply grateful for each volunteer who gives their time and talents to uplift those in need. Their kindness transforms lives, offering help and resources to individuals and families facing hardship. Simply put, HNS could not do this work without them.

To every volunteer who has walked through our doors—you are a blessing. Your selflessness inspires us all, and we celebrate the difference you make in our community every single day. Thank you for being the hands and hearts of hope!

### 2024 MILESTONE VOLUNTEERS:

#### 5 Years

Ken Hodges  
Daryl Sirota  
Kathy Spicer  
Rick Thompson

#### 15 Years

Edith Gunderson  
Stacy Villalobos

#### Culture Award Recipients

Nancy Bronson  
Ted Heil  
Howard Wenger

#### 10 Years

Elaine Eastman  
Judy Perez  
June Tate

# The Impact of Your Donations

**6,616 (2,711 new)**  
Residents in Need (unduplicated)

## Basic Needs and Crisis Prevention

### FOOD PROGRAM

#### Loveland and Berthoud

- Distributed **10,360** food baskets
- Providing groceries for up to **375,975** meals
- Valued at **\$880,820**
- **451,170** pounds of food distributed

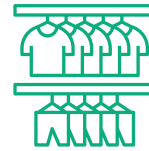


**Food Program**

### UTILITIES

#### Loveland and Berthoud

- Prevention of **910** utility shut-offs
- **\$204,214** total assistance



**Clothing**

### CLOTHING

#### Loveland

- **129,996** items were distributed
- **4,172** individuals received clothing

### TRANSPORTATION

#### Loveland and Berthoud

- **\$21,145** in assistance for medical and job-related needs
- **876** COLT bus tokens distributed



**Utilities**

### PRESCRIPTION ASSISTANCE

#### Loveland and Berthoud

- **116** people received prescription assistance
- **\$5,129** total assistance



**Prescription Assistance**

## Family Support

### FAMILY NAVIGATORS

#### Loveland and Berthoud

- **308** at-risk families received support
- **712** children were served

### PARENTS AS TEACHERS (PAT)

#### Loveland and Berthoud

- **61** households received parent education
- Serving **132** children ages 0-5



**Transportation**



# 66,540

## Services Provided



**Family  
Promise**



**Back to  
School**



**Family  
Support**



**Holiday  
Programs**



**Homeless  
Programs**

## Homeless Programs

### FAMILY PROMISE OF LARIMER COUNTY (families with children only)

#### Loveland

- **409** people received services, including **231** children, through:
  - The Shelter Program: **11** families, **25** children, **4,196** shelter nights provided
  - Bridge Housing Program: **8** families, **25** children, **6,342** shelter nights provided
  - The Day Center: **325** individuals
  - Case Management: **315** Individuals

#### GUIDING CONNECTIONS

formerly 137 Homeless Connection (adults only)

#### Loveland

- **322** people received services
- **289** received assistance with housing and VI-SPDAT
- **7** partner churches in conjunction with Loveland SafeLot Parking

## Wrap Around Services

- **303** children received birthday gifts from the Birthday Closet
- **477** people received Chilson Recreation Center
  - Youth Scholarship or discounted low-income program
- **29** youth received a Berthoud Recreation Center scholarship
- **92** Berthoud households received Thanksgiving Food Baskets
- **198** Loveland households received Thanksgiving Food Baskets
- HNS Christmas Program
  - **2580** toys were given for 578 children
  - **103** households in Berthoud received Christmas Food Baskets
  - **586** households in Loveland received Christmas Food Baskets
- Pet food was requested on **3,291** food orders

# House of Neighborly Service Programs

## FOOD ASSISTANCE

For many individuals and families, the HNS food pantry is the first source of relief in times of crisis. Each food basket provides up to seven days of nutritious meals, with accommodations for dietary needs whenever possible. For those without kitchen access, ready-to-eat food baskets are available. In addition, hygiene items and pet food are included as needed and when available, ensuring that no member of the household—human or pet—goes without care.

## CRISIS PREVENTION

HNS works alongside utility providers, pharmacies, and gas stations to offer emergency assistance that stabilizes households in crisis. This includes preventing utility shut-offs, ensuring access to critical prescriptions, and providing transportation support through fuel assistance and bus passes. By addressing these urgent needs, HNS helps individuals and families regain stability and avoid deeper financial hardship.

## CLOTHING PROGRAM

HNS ensures that clients have access to free clothing, shoes, and small household essentials year-round. The program is sustained through generous community donations, meaning the availability of items varies based on support. Every donation and contribution helps bring dignity and warmth to those in need.

## FAMILY NAVIGATORS

To prevent at-risk families from entering the child welfare system, Family Navigators provide personalized support to address crises and remove barriers to stability. Through guidance, advocacy, and access to resources, families receive the help they need to function optimally and move forward with confidence.

## FAMILY PROMISE OF LARIMER COUNTY

Family Promise helps families with children who are experiencing situational homelessness by providing shelter, stability, and pathways to self-sufficiency. Families can engage with one or more aspects of the program, including the Shelter Program, Bridge Housing, and the Day Center. Educational courses—Keys to Good Tenancy and New Beginnings Financial Course—are available to all HNS clients and are required for families in the Shelter and Bridge Housing Programs. By addressing barriers to housing and employment, Family Promise equips families with the tools to rebuild their lives.

## GUIDING CONNECTIONS (FORMERLY 137 HOMELESS CONNECTION)

Guiding Connections serves Loveland's adult homeless population by providing essential support and pathways toward stability. The program collaborates with local churches to operate Loveland SafeLot Parking, offering a secure place for individuals living in their vehicles while they work toward permanent housing.



“ Thank you so very much for all the beautiful and perfect gifts for our growing family. I was overwhelmed with all of the beautiful choices and options and it made our holidays so special [Christmas Shop]. We are so grateful for all the most generous service and efforts that you provide for our community and for our family. Thank you for creating a safe place for those in need to ask for help. - Christina

## PARENTS AS TEACHERS (PAT)

Parents as Teachers (PAT) is a free, evidence-based education and home-visiting program designed to strengthen families with children from birth to age five, as well as expectant parents. Through personalized guidance, parents gain a deeper understanding of child development, receive practical parenting strategies, and build confidence in creating a strong foundation for their child's future.

## WRAP-AROUND SERVICES

HNS goes beyond immediate needs by offering additional support to enrich lives and foster stability. This includes:

- **A Birthday Closet and Holiday Program** to bring joy on special days
- **Scholarship screenings** for City of Loveland and Town of Berthoud Parks & Recreation programs (for youth and seniors)
- **Referrals for vision assistance programs**
- **After-school tutoring (Berthoud)**
- **Hundreds of referrals to partner agencies** providing specialized services

Through these wrap-around services, HNS helps build a stronger, more connected community where every individual has the opportunity to thrive.

“ *Right now, all I do is count my blessings. Talking to Rosemarie [Resource Navigator] felt like a road marker, confirming that I'm on the right path. For three years, I was in survival mode, living in seclusion, with grocery store conversations being my only human connection. But connection is so important—especially when you're questioning if you're making the right choices. Speaking with someone like Rosemarie was truly inspiring—she is a nurturing presence, full of light, and deeply aware of her gift to help others.*

“ *A client came in seeking a gas voucher to reach an out-of-town inpatient mental health facility. She bravely shared her story of struggling with deep emotional pain for some time. Despite her fear, she made the courageous decision to seek help. As she left, holding the pink voucher in her hand, she said, 'This might be what changes my life.'*



## Matthew & Kira's Inspiring Journey

Matthew and his daughter, Kira, faced unimaginable challenges—losing their home, struggling with job security, and sleeping in their car. With support from **Family Promise**, a program of House of Neighborly Service, they found stability through the **Day Center**, taking their first steps toward rebuilding their lives. Their story is one of resilience, hope, and the power of community.



**Watch their journey**  
at [vimeo.com/1028584011](https://vimeo.com/1028584011)  
or scan the code.

# The Life Centers: Inspiring Hope, Opening Doors of Possibilities

At House of Neighborly Service, collaboration is at the heart of everything we do. The Life Centers in Berthoud and Loveland are more than just buildings—they are places of hope, connection, and transformation. By bringing together nonprofits, ministries, and community organizations, the Life Centers strengthen families, change lives, and create a lasting impact on our community.

## A Collaborative Approach to Community Care

The Life Centers are designed to eliminate common barriers that prevent people from accessing critical services. By co-locating nonprofit partners under one roof, the Life Centers serve as a central hub of resources where individuals and families can access multiple services in one place. Whether it's food assistance, financial support, job training, family services, or mental health support, the Life Centers make it easier for people to receive holistic, wraparound care.



For Illustrative Purposes Only

## The Life Center in Berthoud: Expanding Our Reach

As the demand for accessible services in Berthoud continues to grow, House of Neighborly Service is committed to expanding the Life Center model in this community. In partnership with the Town of Berthoud, we are actively engaged in a capital campaign to develop the new Life Center—one that will provide additional vital services closer to home for Berthoud residents.

This expansion builds on the success of our Life Center in Loveland, ensuring that more individuals can receive essential services such as food and financial assistance, counseling, and resource navigation—all in one welcoming, accessible location. The future Life Center in Berthoud represents the next step in our vision of working together, through supportive services, to enrich lives and build a more resilient community.



Scan code  
to learn more

## The Life Center in Loveland: A Decade of Collaboration

In 2024, we celebrated ten years of collaborative service through the Life Center in Loveland—a thriving hub where over 20 nonprofits work side by side to provide critical resources. By sharing space and working together, these organizations reduce barriers for those in need, making it easier for individuals and families to receive help.

To commemorate this milestone, House of Neighborly Service launched Inspiring Hope, a debt reduction campaign to ensure the Life Center’s long-term sustainability. As part of this initiative, local artists Amelia Furman and Heather Fortin Rubald created a stunning tree installation in the Life Center lobby—a powerful symbol of growth, community impact, and the strength of collective action. Each leaf of the tree represents a \$250 donation towards the continuing debt reduction campaign.



**Together, we can continue to inspire hope and open doors of possibility for years to come.**

## Treasure Exchange: Thrift with a Purpose

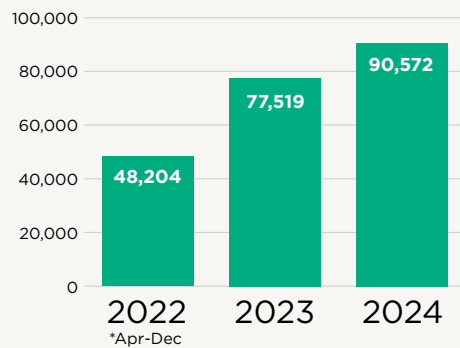
Located within the Life Center in Loveland, Treasure Exchange is a thrift store owned and operated by House of Neighborly Service, offering affordable clothing, jewelry, purses, shoes, and home décor to the public. Stocked by generous community donations, Treasure Exchange receives overflow from the HNS Clothing Program, which continues to provide free clothing to HNS clients in need.

All proceeds from Treasure Exchange directly support the programs and services of House of Neighborly Service, ensuring that help remains available for individuals and families in crisis.

When you shop or donate at Treasure Exchange, you’re not just finding a great deal—you’re helping neighbors in need and strengthening our community.

### Treasure Exchange Revenue Since Opening

- 2022 - \$48,204 \*Apr-Dec.
- 2023 - \$77,519
- 2024 - \$90,572



# Looking Forward: 2025 Goals

As we step into 2025, we are excited for the opportunities ahead! With your continued support, House of Neighborly Service remains committed to expanding our impact, strengthening our programs, and ensuring long-term sustainability for the communities we serve.

## Our Focus for 2025:

### SERVICE

Maintain our core mission, delivering essential resources while prioritizing team well-being.

- Sustain and enhance food and clothing programs to meet growing demand.
- Invest in staff and volunteers to foster a strong, mission-driven culture.
- Improve service accessibility through streamlined processes and outreach.

### STRENGTHEN

Restructure leadership roles to position HNS for growth and excellence.

- Expand leadership training and development.
- Add Life Center partners in Loveland to enhance resources and sustainability.
- Deepen collaboration with community partners for greater impact.

### BUILD

Drive long-term growth and community impact.

- Finalize partnership agreement with the Town of Berthoud for the Life Center and advance the capital campaign.
- Enhance financial sustainability through donor engagement, fundraising, and Inspiring Hope debt reduction.
- Expand the Diaper Program to reach more families.
- Grow Treasure Exchange thrift store revenue.

**Together, we will deepen our impact, expand critical programs, and strengthen our communities in 2025 and beyond.**

## Save the dates!

**MAY 2**

### HOPE BLOOMS

A Fashion Show presented by Treasure Exchange.

**SEPTEMBER 20**  
**ROPE FOR HOPE**

A thrilling community-wide raffle challenge fundraising event for HNS.

## How to Get Involved in 2025

- Volunteer with us
- Host a food drive
- Join us at special events



Learn more at [honservice.org/get-involved](https://honservice.org/get-involved)



## Impact Story

A woman walked into Family Promise, exhausted and defeated, after being sent to five different places, simply hoping for a shower for her kids and herself. We got them set up immediately, provided snacks and essentials. Now, the Day Center is her home base as she works toward stability for her and her children.

*The work of House of Neighborly Service is only possible because of the generosity of caring neighbors like you.*

*Because of your kindness, people in our community are finding stability, hope, and a path forward. The lives you touch—like those you see here—are forever changed.*

*Thank you for your faithful and continued support.*

***Together, we are creating a kinder, more neighborly community.***



*Thank you*



House of Neighborly Service

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