

# COMMUNITY IMPACT REPORT



# 2017

## ANNUAL REPORT

# Joint statement from CEO & Board President

---

As CEO and Board President of Mountain Resource Center, we are grateful for the opportunity to serve our mountain communities. In 2017, Mountain Resource Center served more than 1,600 community members with an array of services provided by our dedicated employees, volunteers, and community partners.

In 2017, our leadership staff and Board of Directors collaborated in developing our strategic plan using the Balanced Scorecard planning model. Input for the plan was solicited from employees at all levels. The plan's four major strategic priorities are financial, internal process improvement, employee development, and customer or client awareness. Objectives were established in all four areas and were evaluated throughout the year. Our strategic plan established direction with a clear vision, outlined measurable goals, guided our day-to-day decisions, allowed us to become proactive rather than reactive, and allowed for change in approaches when needed.

We accomplished so much as a result of strengthening our multiple services at one time model for clients. Research has shown that when clients are accessing two to three services at one time they are five times more likely to achieve economic stability. We also added several different partners from our communities who complemented our programs.

Without your support in monetary donations, in-kind donations, or volunteering, we would not have been able to accomplish our goals. All of you make a difference in our communities and are a part of Mountain Resource Center's vision of 'Neighbors Helping Neighbors' meet their potential. For that, we are forever grateful that we are a part of such great mountain communities.



*Tekla Lake Taylor  
Board President*



*Lorye McLeod  
CEO*

---

## 2017 BOARD OF DIRECTORS

TEKLA LAKE TAYLOR-PRESIDENT  
GEORGE CLARK-VICE PRESIDENT  
MARILYN SALTZMAN-VICE PRESIDENT  
BRETT STEWART-SECRETARY  
CATHY TAYLOR-TREASURER  
MIKE BOOTH  
GARY ANTWEILER  
JIM WALPOLE  
BARRY SCHROEDER  
MATT MCKEOWN  
ELLEN HOWE





# MISSION STATEMENT

We strengthen our community with services that empower people.

## VISION STATEMENT

Neighbors helping neighbors achieve their potential.

Clients receiving multiple services are **4 to 5** X's more likely to achieve successful economic outcomes

(According to Abt Associates 2010)

**1,602** → **14,341** → **1,535**  
clients served      services provided      referrals



**More than 90% of all funds go directly to our programs & services**

SERVING THE COMMUNITY FOR

**27 YEARS!**

1000+ square  
mile rural  
mountain area

Population  
of 65,000+

West  
Jefferson,  
Clear Creek,  
Gilpin & Park  
counties

# WHAT WE DO



## RESULTS

86% of clients improved or maintained their income

82% of clients improved or maintained their employment

84% of clients improved or maintained their housing

## POWERED BY:



MILE HIGH UNITED WAY

CENTER FOR FAMILY OPPORTUNITY

\*1,107 clients received basic needs assistance such as rent, utilities, fuel vouchers, family advocacy/case management, and 45 mental health referrals

123 accessed public benefits enrollment assistance



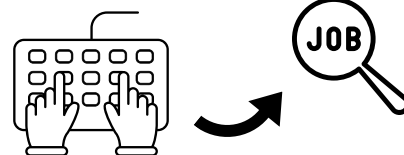
\*up from 940 in 2016



101 veterans accessed support services to navigate Veteran Benefits, obtained emergency services, mental health services, and employment related support

Co-hosted Veterans Rendezvous for 85+ veterans

83 individuals participated in workforce development through online job support, resume writing, interview skills, one-on-one computer skills, and 40+ skill-building workshops



Clients that worked with *mpowered* Financial Coaching:

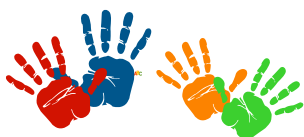
\$ Increased credit score by 35+ points

\$ Reduced debt by 10% (not including mortgage)

\$ Established a savings habit (three consecutive months)

Healthy Living program served 226 and Healthy Schools initiative reached with 3,279 students

Cooking Matters classes helped parents and caregivers struggling with limited food budgets learn how to shop for and cook healthy, affordable meals



In 2017 there were over 90 families enrolled in Early Childhood and Family Education classes

Nine different class types offered

150+ days of classes



Parents as Teachers provided 62 families with child development information, support, and encouragement, during 427 home visits

30 unique group connections were organized



Parents as Teachers.



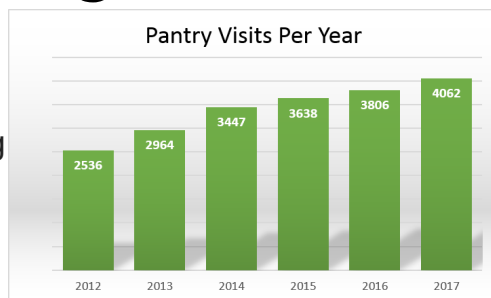


# Mountain Resource Center Leigh's Food Pantry



\*Food is the fastest growing need in our community

\*Every week almost 100 families visited our pantry



\*350+ holiday meals were provided to families through partnerships

\*We received 16,367 pounds of food donations valued at \$27,496.56  
(Amount based upon \$1.68 per pound value given by Food Bank of the Rockies. Food donations from Food Bank of the Rockies grocery rescue program, school & church food drives, community & individuals.)

\*We purchased \$33,944 in additional food items to meet family needs

## Mountain Resource Center Resale Store

62 families were supported with over \$1,550 in clothing and household items through store vouchers

More than 23,000 pounds of clothing were recycled and kept out of landfills



Net proceeds from the sale of goods at the Resale Store fund programs providing support for families



The Resale Store is staffed by volunteers who contributed over 6,700 hours!

## Volunteers By The Numbers:

Volunteers assisted with...Office Work, Fundraising & Special Client Events, Resale Store, Food Pantry, Landscaping & More!

**297 volunteers**



**13,249 hours**



**value of \$327,118**

# Awards & Recognitions



## We are the proud recipients of the Excellence in Nonprofit Principles & Practices Award



Recognized for being among the first 10 nonprofits statewide to achieve the Colorado Nonprofit Association's Excellence in Nonprofit Principles & Practices Recognition!

## Healthy Living Awards

2017 Healthy School Hero Award: Nationally Recognized Principal Wendy Woodland - Action for Healthy Kids

2017 Healthy School Champion: West Jefferson Elementary

2017 Healthy School Hero Award: Shellie McKeown & Dina Arnott - Colorado Action for Healthy Kids



\*These awards were made possible through The Colorado Health Foundation



After Cooking Matters Courses:

58%

Families prepare meals together more often

62%

Of caregivers serve kids more fruits, vegetables & whole grains more often

"Cooking Matters opened new ways for me to incorporate healthy ingredients to make more nutritious meals, cut meal time prep time, and found out about more food products to use to stay healthier" - Program Participant

### One family's story:

I have been relying on Mountain Resource Center (MRC) for several years now and you have really changed my family's life for the better. My wife and I live on a fixed income and finances were/are tight. I first came to MRC to use your food pantry. I have to admit that at first I was ashamed. Your staff was so welcoming that shame disappeared - I found out that MRC was much more than a food pantry. My wife and I took advantage of empowered's financial guidance to get our finances in order. I took the Cooking Matters course and learned about healthy choices (and not so healthy choices) in food and food preparations. I also learned cooking safety. In addition, I used your Workforce Program to get job coaching and look for work. In short, Mountain Resource Center is the most welcoming place I have ever visited. Thank you for everything you have done for my family!

# Financial Snapshot

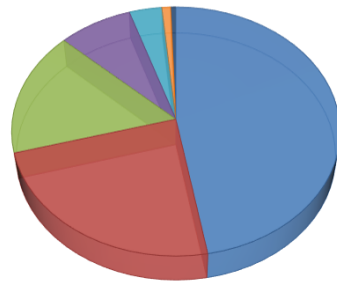
## INCOME

Foundations	\$667,355
Government	\$332,620
Contributions	\$229,758
& Special Events	
Fees for Service	\$8,020
Rental Income	\$13,383
In-Kind Donations	\$113,411
Resale Store	\$50,012
<b>TOTAL</b>	<b>\$1,414,559</b>

## EXPENSES

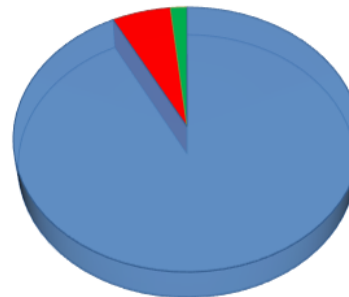
Program Services	\$1,343,793
Administration	\$87,328
Fundraising	\$24,609
<b>TOTAL</b>	<b>\$1,455,730</b>

## 2017 Income



- Foundations - 43%
- Government - 23%
- Contributions & Special Events - 16%
- In-Kind Contributions - 8%
- Resale Store Sales (Net) - 4%
- Rental Income - 1%
- Fees for Service - 1%

## 2017 Expenses



- Program Services - 92%
- Administration - 6%
- Fundraising - 2%

## Corporate Event Sponsorships (\$500+)

Jeannie & Bob Hawsey  
Churchley Financial Group, LLC  
Englehard Clinical Services, Inc.  
Firstbank Conifer/Evergreen  
Grant Automotive

Lark Stewart,  
LIV Sotheby's Realty  
Lynn Westfall, Remax Alliance  
Mountain Daisy  
Thrivent Financial

Scripps Taylor & Associates,  
PC, CPA  
Susan Sharnas, Coldwell Banker  
Residential Brokerage  
Webroot, Inc



## Our Future

In 2018, we will strengthen our multiple services model by continuing to identify community partners who broaden and deepen our service offerings in our communities. We will also work on our fundraising plan to diversify funding and secure long-term donors. In addition, we plan to analyze community assessments to identify gaps in services and look at solutions for meeting the needs within our communities.

## The Power of Partnerships

### On-site Partners

AARP Tax Assistance  
Conifer Counseling &  
Therapy Services  
Doctors Care  
Jeffco Schools Community  
& Family Connections

Jefferson County Business &  
Workforce Center  
Jefferson County Human Services  
Jefferson Center for Mental Health  
Jefferson County Public Health  
Jefferson County Public Library

Mount Evans Foot Care Clinic  
*mpowered* Financial Coaching  
Roland Hervey, Medicare Guide  
WIC - Women, Infant &  
Children's Nutrition  
WorkLife Partnership



# We Appreciate Our Financial Supporters

(Grantors/Donors \$500+)

The Albertsons Company Foundation and  
The Entertainment Industry Foundation  
The Anschutz Foundation  
Aspen Park Seventh Day Adventist Church  
Bank of the West  
Buell Foundation  
Burland Homeowners Association  
Christ the King Church  
Colorado Dept. of Human Services  
Colorado Dept. of Local Affairs  
Colorado Dept. of Military and Veterans Affairs  
Colorado Dept. of Public Health  
The Colorado Health Foundation\*  
Community First Foundation  
Community Shares of Colorado  
Conifer Newcomers & Neighbors  
Rotary Club of Conifer Foundation  
Disabled American Veterans  
Charitable Service Trust  
The Denver Foundation  
El Pomar Foundation  
Emergency Food & Shelter Program  
Energy Outreach Colorado  
Blue Spruce Kiwanis  
Evergreen Lutheran Church  
Historic Happy Cooker, LLC  
HUB Colorado Insurance Services

J.M. McDonald  
Jared Polis Gift Fund  
Jay & Rose Phillips Family Foundation of Colorado\*  
Jefferson County Department of Human Services  
Jefferson County Public Health  
Joy Spiva Cragin Charitable Trust  
Kaiser Permanente  
Mile High United Way  
New Look Dry Carpet and Upholstery Cleaning  
Our Lady of The Pines  
Park Alliance for Young Children  
Pinnacol Assurance  
Rose Community Foundation\*  
Sam S. Bloom Foundation  
Seabourne Mountain Realty  
Share Our Strength  
Staples Foundation  
St. Laurence Episcopal Church  
Thrivent Financial  
TWC Foundation, Inc  
United Methodist Church of Evergreen  
ValMark Securities Global Gift Fund, a Donor Advised  
Fund of Renaissance Charitable Foundation  
Vanguard Charitable Trust  
Veteran's Passport to Hope  
WorkLife Partnership  
Xcel Energy Foundation

*\*Made possible through the agency's membership in the Family Resource Center Association*

## In Kind Donors (\$500+)

Amy Johnson Photography  
Buster's Natural Food Supply  
Congregation Beth Evergreen  
Conifer Community Church  
Conifer Newcomers & Neighbors  
Evergreen Clothing Company  
Eudaimonia  
Girl Scout Troop #66375

Go Paint! Evergreen  
King Soopers Conifer  
Mile High United Way Women United  
Natural Grocers  
Our Lady of the Pines  
Phoxphotos  
Premesys Support Group, Inc  
River Canyon Gallery

Safeway Conifer  
Score Foothills  
Tallgrass Salon & Spa  
Taspen's Organics  
United Methodist Church of Evergreen  
VFW Post 12009  
Vietnam Veterans of America  
Walmart Denver

Special thanks to the more than 420 individual donors that helped us support our mission of Neighbors helping Neighbors. We couldn't do it without you!

## Why I Donate?

"I like knowing that my donation is put to good use. Mountain Resource Center is holistically focused in the sense that when providing help through the food bank (for example), they also look to see if help is needed with job skills, counseling, parenting, budgeting, or health. They understand that one stress can lead to others and work to help people through the whole situation, not just one part. Up to this point, I have been blessed to not need their services. But as a member of this community, I'm glad to know they are here for me and my neighbors." ~ Christy Seaborne



FIND US AT: [WWW.MRCCO.ORG](http://WWW.MRCCO.ORG)

11030 Kitty Drive  
P.O.Box 425  
Conifer, CO 80433  
303.838.7552

