



# MOUNTAIN RESOURCE CENTER COMMUNITY IMPACT REPORT

# THE BEST OF TIMES, THE WORST OF TIMES

2020 – In the words of Charles Dickens, “It was the best of times, it was the worst of times.” We all know about the worst of times – the COVID pandemic that killed more than half a million Americans, closed businesses and schools, resulted in job loss and families isolated at home, and increased mental health crises.

But how was it the “best of times?” At Mountain Resource Center, it was our staff and volunteers who rose to the significant challenges that COVID created. Our staff had to quickly adapt to working at home, and offering services via the phone and Internet. For our food pantry, it meant converting to a drive-thru model to safely serve the huge influx of families in need.

And it was “the best” of our exceptionally generous community, providing record-breaking donations that allowed us not only to continue serving our previous clients but also to meet the exponential growth in needs from those impacted by COVID. Whether a community member or veteran needed food, emergency rental assistance or utility assistance, Mountain Resource Center met every need thanks to our supporters.

While we missed seeing the smiling faces of the kids at our annual holiday party, we were able to provide gifts to more than 180 families thanks to the generous folks who “adopted” a family for the holidays. And though we couldn’t host all the in-person special events we had planned for our 30th anniversary, we were able to virtually share a night with supporters through a highly successful Zoom Bowls After Dark.

Despite the obstacles, our dedicated Board members continued to support Mountain Resource Center through monthly virtual meetings. We are proud that we were able to accomplish many of our strategic plan goals, including maintaining strong and diverse financial health. We were also able to attract new board members who represent our different constituencies to ensure we continue to have strong Board leadership in these difficult times.

As we look forward to better times in 2021, the Board is committed to increasing our community outreach through social media and in-person events; to preserving strong financial health and good stewardship of donor dollars; and to expanding our equity, diversity and inclusion efforts.

With deepest gratitude for your support during these “worst of times,” we look forward to our work together in “the best of times” ahead.

Sincerely,

*Marilyn Saltzman*

President, Board of Directors

## 2020 BOARD OF DIRECTORS

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MARILYN SALTZMAN - PRESIDENT

ELLEN HOWE - VICE PRESIDENT

BARRY SCHROEDER - SECRETARY

PETER BRETTELL - TREASURER

ART MENDEZ  
ROBERT BIBER  
CHRISTY SEABOURNE

JIM WALPOLE  
SUSAN SHARNAS  
DAVE CENEDELLA

# WE HAVE PERSEVERED

2020. It came in like a lamb and went out like a lion. The world faced a crisis like no other and Mountain Resource Center swung into action. In March, we launched our drive-thru, no-contact food pantry. One day, in the first month of the pandemic, we saw 60 families come through in one hour. We became an emergency food partner with the Food Bank of the Rockies and were purchasing an average of 36,000 pounds of food per month (up from an average of 8,600 pounds per month in 2019). Through rain and shine, we showed up to feed our community. By doing so we offered not only nourishment, but also a chance for interaction, for commiseration, for hope.

The need for financial assistance of all kinds increased: paying the rent or mortgage, keeping the lights and heat on, seeing a doctor. We have doubled the amount of housing assistance we provided, moving from helping 74 clients in 2019 to helping 150 clients in 2020. Neighbors who have never needed our help, who perhaps never before requested assistance, arrived at our doors, and we welcomed them with dignity and understanding.

Our families Zoomed with us, wanting our education and support more than ever. Trust was strengthened as staff and clients shared their common challenges of educating kids at home, taking care of elderly relatives, and trying to stay motivated and positive through a time of great fear. We formed new Circle of Parents groups based on the needs of our clients. We also introduced a group called Outdoor Adventures that allowed children and families to get together in safe, socially distanced, open spaces. This program was popular enough to fill four classes in the fall.

At times, we felt like we were barely making it through a very dark tunnel. Our staff and volunteers have been exhausted and changed. We have grown. We became better helpers. Now we can see the light on the other side. We have been emboldened by our community who lifted us up. You have shown up in ways big and small as volunteers and donors. You handed out food boxes, greeted store customers, attended our virtual Bowls event, bought toys for our families during the holidays, and donated on our website. We couldn't have come this far without this community support. We are so grateful that you believe in MRC and the work we are doing.

While the crisis abates, the demand for our services remains strong. It will take many years for some families to recover.

MRC is committed to serving our community over the long-term. We will continue to walk alongside our clients, meeting needs as they arise and celebrating together our ability to persevere.

With gratitude,

*Sarah Kinzer*

CEO, Mountain Resource Center

## MRC EXECUTIVE COMMITTEE

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**CHRISTINE FABIAN**  
FINANCE & HR OFFICER



**SARAH KINZER**  
CEO



**DANIELA WOHLWEND**  
PROGRAM OFFICER

# MISSION STATEMENT

We strengthen our community with services that empower people.

# VISION STATEMENT

Inspiring Hope, Resilience & Independence

Mountain  
Resource  
Center

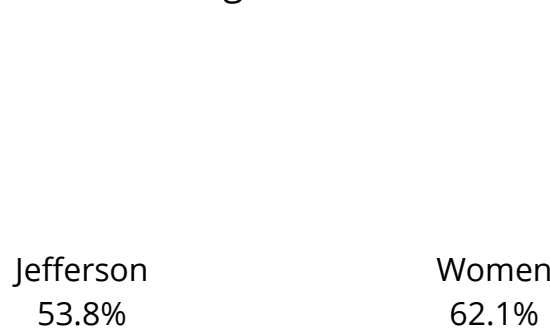
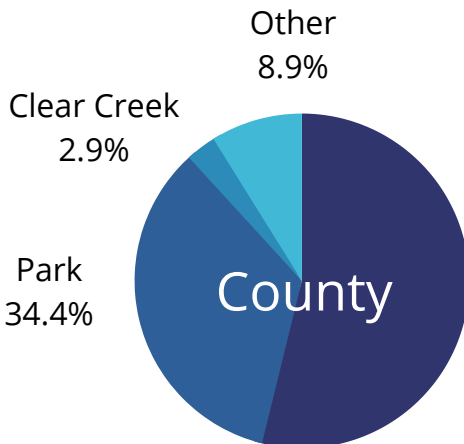
11030 Kitty Dr

## WHO WE SERVE

Mountain Resource Center (MRC) was founded in 1990 to promote self-sufficiency, economic stability and improve the quality of life for mountain residents living in the foothill region west of Denver. In 2020, of the 1175 clients served at MRC, 89% reported incomes below 300% of the 2020 Federal Poverty Level (FPL), with 46% of those served qualifying as severely impoverished and falling below 100% of the 2020 FPL.



Ages 0-92



Unknown  
3.6%

# OUR COVID-19 RESPONSE

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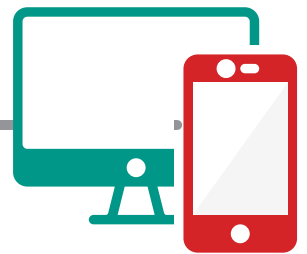
## Moved to Drive-thru Food Pantry

Increased food supply & amount of food per family per week

Eliminated any registration & opened pantry up to anyone who needed food

Chosen as Food Bank of the Rockies Partner Agency

## We didn't stop...We went VIRTUAL



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Launched New Website

Advocates met with clients virtually

Created online intake & rental assistance portal

Virtual Parents as Teachers Connections

Virtual Circle of Parents

Virtual Bowls After Dark Fundraiser

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# We Served **483** New Families in 2020

**1,175**

clients served

**10,000**

services provided



# Celebrating 30 Years 1990 - 2020



# SEE OUR IMPACT

**6,144**

Food Pantry visits in 2020

**140**

Children received school supplies

**500**

Children received holiday gifts through our Adopt-A-Family program

We kept  
**125**

Children & Parents connected via Virtual Parents as Teachers

**100+**

Veterans received

**279**

services

**283**

Holiday meals provided

**300**

Volunteers served approximately

**13,500**

Total hours

Served

**1,175**

clients with

**10,000**

services

Helped

**150**

Community members stay housed

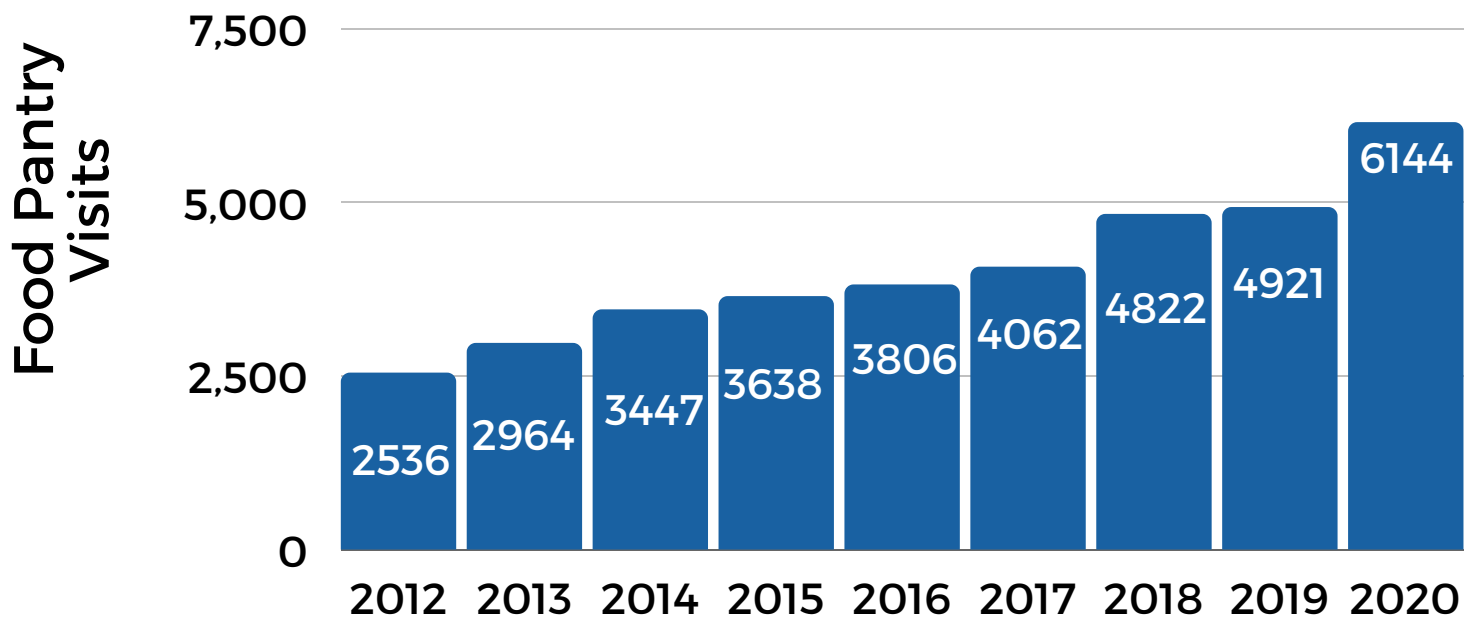
**434,416**

Pounds of food given out

**95**

Winter coats provided

# Community Health Food Pantry



**438**

Food Bank of the Rockies Orders

**36,201**

Pounds of food per month

**434,416**

Pounds of food in 2020

*"Due to the pandemic I lost my job and my husband lost most of his income. It hit us hard. We did the best we could for the first six months and then it became too much. We lost our only vehicle and were scared at what the future held. A friend told me about MRC.*

*MRC and the Food Pantry restored our faith in people and allowed us the ability to feed our family, make sure we were warm at night and help find resources to get us back on track. MRC even helped us have a Christmas for our young children. Thank you for all that you do. We cannot wait to pay it forward!" - Nicki and Family*



Resale Store

**5.76 tons**

Saved from landfills

**39**

Volunteers

**3,298**

Volunteer Hours

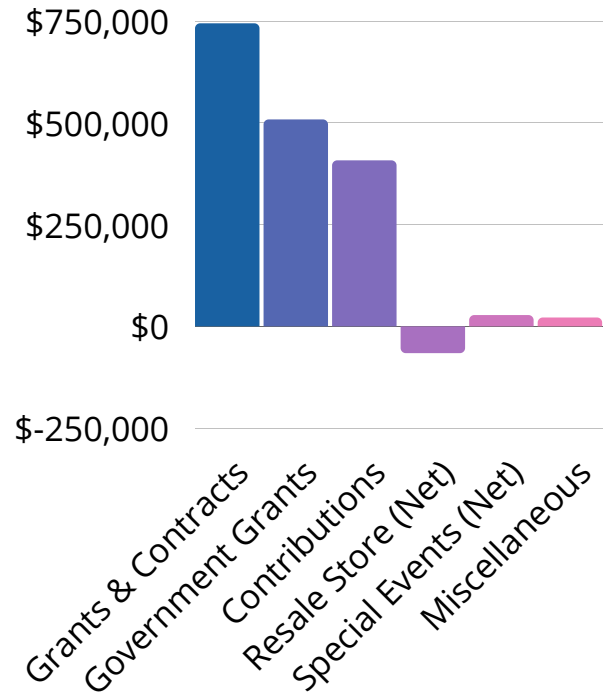
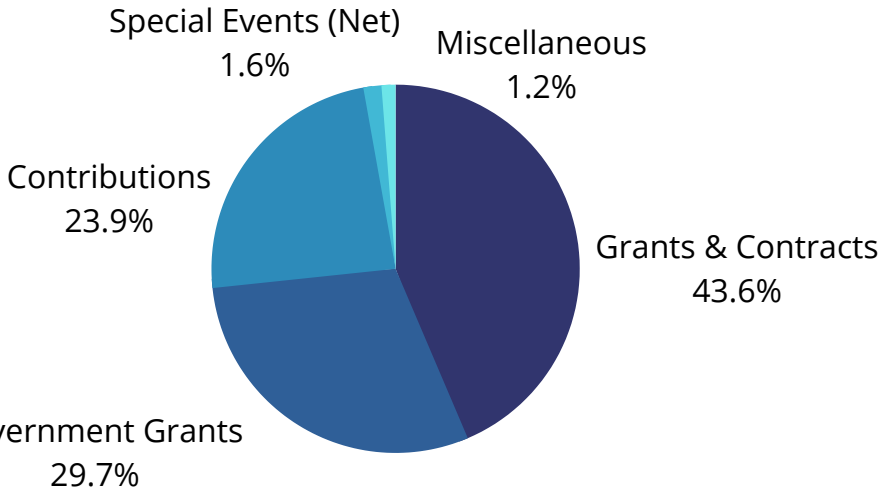
**80 days**

Closed due to COVID-19

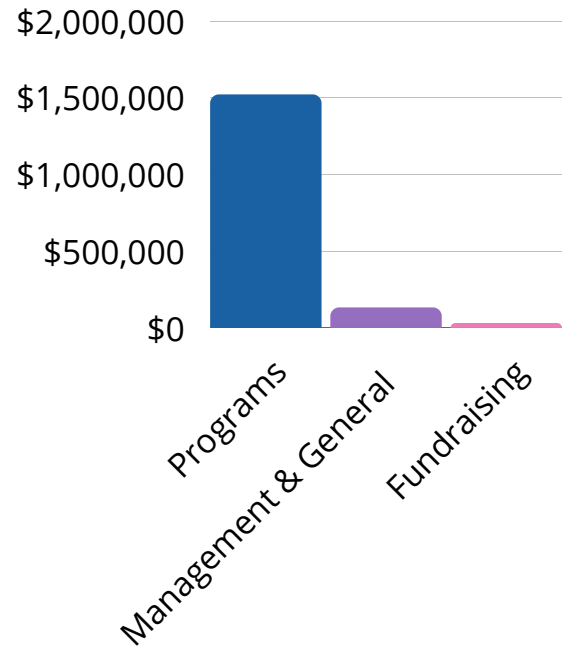
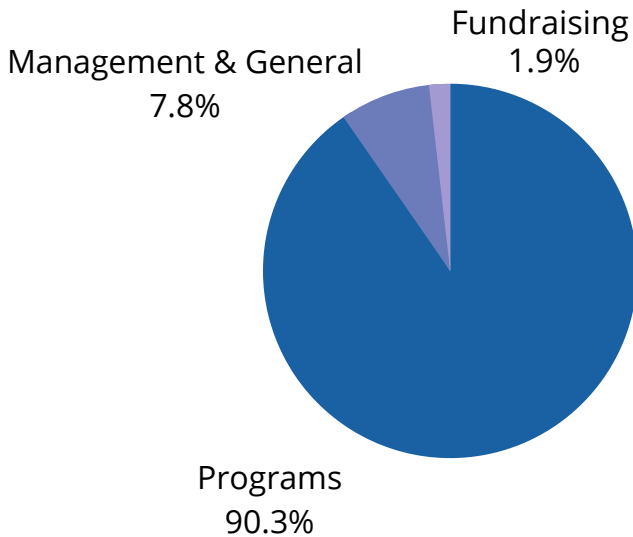


# FINANCIALS

## INCOME



## EXPENSES



**Special Thanks to the more than 800 Individual Donors**

*Why I Donate to MRC...*

*"It could be me and my family. One major life event and my circumstance could easily change. I realize how fortunate I am and love knowing that my contribution can change the life of a neighbor." - Michelle*

# FINANCIAL SUPPORTERS

(Grantors/Business Donors \$500+)

Albertsons and Safeway Nourishing Neighbors  
Anschutz Foundation  
Biber Family Charitable Trust  
Blueprint to End Hunger  
Blue Spruce Kiwanis  
Bob Hawsey, Thrivent Financial  
Buell Foundation  
Caring For Colorado  
Christy Seabourne, Re/Max Alliance  
Churchley Financial Group LLC  
Colorado COVID Relief Fund  
Colorado Department of Human Services  
Colorado Natural Gas  
Colorado Office of Early Childhood  
Community First Foundation  
Conifer Medical Center  
Conifer Newcomers and Neighbors  
Conifer Rotary Foundation  
Delta Dental of Colorado Foundation  
Denver Foundation  
Disabled American Veterans  
Energy Outreach Colorado  
Firstbank Conifer/Evergreen  
IREA (Intermountain Rural Electric Association)  
J.M. McDonald Foundation  
Jay and Rose Phillips Foundation\*  
Jefferson County Cares  
Joy Spiva Cragin Charitable Trust  
Lark Stewart, LIV Sotheby's  
Marshdale Elementary PTA  
Mile High United Way  
Mountain Hearth & Patio  
Parent Possible  
Salvation Army  
Sam S. Bloom Foundation  
Susan Sharnas, Coldwell Banker  
Schlessman Family Foundation  
The Colorado Health Foundation  
The Kroger Co. Foundation  
Valmark Global Gift Fund  
The Women's Foundation of Colorado  
Xcel Energy Foundation

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

## IN-KIND & FAITH BASED DONORS (\$500+)

Amy Johnson Photography  
Aspen Park SDA Church  
Aspen Ridge Church  
Blue Spruce Toys  
BOMBAS  
Buster's Natural Food Supply  
Castles & Kitchens  
Christ the King Church  
Colorado Pet Pantry  
Congregation Beth Evergreen  
Conifer Community Church  
Conifer Rotary  
Deer Creek United Methodist  
Dutch Bros. Coffee Conifer  
Evergreen Elks Lodge  
Conifer VFW Post 12009  
Firehouse Quilters  
Girl Scout Troop #5569  
King Soopers Conifer  
Knights of Columbus  
Macaroni Kid  
Mountain Gems  
Natural Grocers  
Our Lady of the Pines  
Platte River LDS  
Rocky Mountain Diaper Depot  
Safeway Conifer  
St Laurence Episcopal Church  
Shepherd of the Rockies Lutheran  
Starbucks Conifer  
United Methodist Church of Evergreen  
Warm Hearts Warm Babies



*Recognized as one of the Top Home Visiting Programs in the Nation*  
*Parents as Teachers' Blue Ribbon Affiliate Status*



**WWW.MRCCO.ORG**

11030 Kitty Drive | P.O. Box 425 | Conifer, CO  
Phone: 303.838.7552 Fax: 303.816.9375

