Community Action Resources Empowerment Services

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GRATIN

Farmington Hills

CAMPUS OF HO

Established 2017

### GRATITUDE REPORT 2021-2022

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# WHO WE ARE



#### **MISSION STATEMENT**

"Our mission is to offer comprehensive support services for individuals and their families in our service area that are in need of or have limited access to every day necessities due to insufficient financial resources or family instability."

#### **TESTIMONIAL FROM GUEST...**

"I'm on a limited income. So relieved that I found CARES. I've come twice and it gets me by. I've applied for food stamps, but I'm waiting."

### DEAR FRIENDS OF CARES



ne of the biggest challenges our society faces is the growing problem of food insecurity. the Since

COVID pandemic approximately 1.9 million Michiganders are struggling to buy the healthy food they need.\* 1 in 7 Michigan children are food insecure. Many of those struggling live in our service area. As I think about our annual report, I am reflecting on how well we are meeting our mission: to offer comprehensive support services for individuals and families who are in need or who have limited access to every day necessities due to insufficient financial resources or family instability.

The data in this report only tells part of the story, but the numbers are important. Over 500 families rely on

CARES monthly for food assistance. We can be proud of the service we are providing and how far we've come since our beginnings.

, A BRIDGE TO OPPORTUNITY

In 2017, when we purchased the St. Alexander's property, I stood on the bridge, remembering what St. Al's meant to the people of this community. I knew that I wanted to continue the example set by Father Jim Wright and to shepherd our new CARES facilities into becoming a place of hope; in fact, to build a Campus of Hope that this community could be proud of.

We began with all the enthusiasm and excitement a new project offers, making progress and also facing obstacles along the way. But with every obstacle comes opportunity and most incredibly, partners with exactly the right skills and resources to help us meet and overcome those challenges.

So many corporate and local partners who believe in our mission have stepped forward with time, resources and expertise.

Our CARES Market, which opened in 2020, just celebrated its 2-year anniversary. 100% of Market profits are dedicated to supporting the Food Pantry. We are especially proud that our Market, the first of its kind in Michigan, has also become a model for other communities.

Forced to close our Food Pantry to inperson guests in March, 2020, we met the challenge by opening the warehouse doors to serve families in their cars. At the same time, our corporate partners helped us remodel the inside for an even better CARES Food Pantry. Guests were invited back into the new Pantry in April of 2022 and the response has been completely positive. Guests tell us how much they appreciate coming to this beautiful facility.

us.

Todal / you Executive Director

\*Food Security Council of MI

# FRIENDS OF CARES CONT.

We are working on other spaces too: Colette's Place, the former convent named after beloved Sister Colette, will house multiple service agencies. The former rectory, now called Wright House, in honor of Father Jim Wright, contains office and meeting space. So much more is planned, and with the help of donors and volunteers we will continue our work to make the CARES Campus of Hope a reality.

In closing, and with deep appreciation to our volunteers who make CARES a place of dignity and respect for all who need our services and with gratitude to all of our supporters and donors, I invite you to come grow and care with

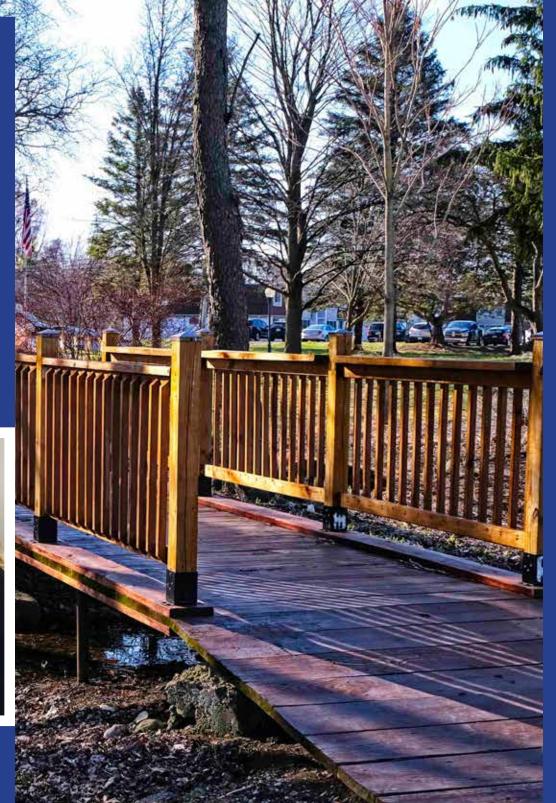


# OUR TEAM

Executive Director: Todd Lipa Executive Director Assistant: Kitty Ostach Director of Business & Volunteer Development: Marcia Rodeheffer Food Operations Director: Sharon Brandal Outreach Coordinator: Anne Marie Diakow Facilities Manager: Lonnell Steward Chief Development Officer: Richard Kramer



Back Row: Todd and Lonnell Front Row: Sharon, Kitty, Ann-Marie, Marcia Not pictured: Richard



That's when CARES stepped in. "Our family has been going to CARES for a long time," says Jonathan. "Our mom would get things we needed and she would donate when she could. After she passed, we didn't think we would be able to have a Christmas, but CARES adopted our family. It's been a really rough time, losing our mom. But it

# **ONE CARES FAMILY**

ust a short time ago, Angela Holt and her five children, Jonathan, Jynessa, Aallyah, AmyaGrace, and Shane were a happy family, struggling to make ends meet, but planning to celebrate the holidays together. Then tragedy struck in early November when Angela didn't wake up one morning. It looked like this close-knit family would be separated. Although grieving himself, Jonathan, only 25, insisted that his mom would want the family to stay together. He would "take care of them." His Grandmother helps when she can, but she too has a difficult time and isn't able to take the family in.

helps so much to know someone cares about us. They gave us gift cards and presents for Christmas. We still have some of the gift cards. It helps a lot." The family has especially warm feelings for Volunteers like Carol Greening and others, "who was always so kind to us and our mom."

Jonathan is a quiet, soft-spoken young man who brought along Grandma, Merilyn Holt and his 11-year-old sister, Amyagrace to our interview. Their strong family bond was immediately clear. Each one of the family does their part. Jynessa, a high school senior, helps Jonathan support the family and assists with the younger kids' transportation. Aaliyah loves to cook and the whole family participates in household chores, "just as our mom would want us to." Still, it's a heavy lift for such a young man who carries the burden of paying for the family's food, mortgage and other needs. Now, they are worrying about how they will be

able to pay for a sorely needed new roof on their 130-year-old house.

This young man and his siblings are a profile in courage and caring-a model for all of us, and they serve as a reminder that organizations like CARES are critical in helping families make it through difficult times. As we said goodbye, Jonathan told me one last time, "CARES makes such a difference for us, and we are really grateful."



### **COMMUNITY DEMOGRAPHICS 2021**

### **CITY SERVED PERCENTAGE**

Farmington/Farmington Hills

HOUSEHOLDS SERVED

4.958

Redford Township

est Bloomfield, Novi, Northville



**INDIVIDUALS SERVED** 

10.387

5

Cities of guests who live, work or attend school in our service area.

### **COMMUNITY DEMOGRAPHICS 2022**

### HOUSEHOLDS SERVED 5.914

INDIVIDUALS SERVED 13,109

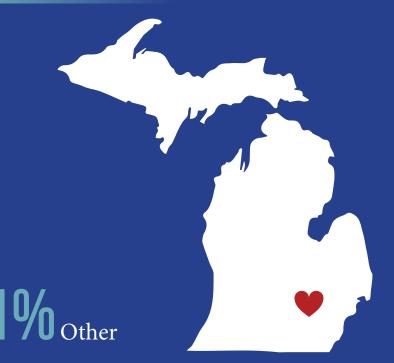
### **CITY SERVED PERCENTAGE**

Farmington/Farmington Hills

21% Southfield

Redford Township

West Bloomfield, Novi, Northville

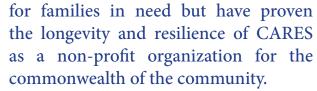


Cities of guests who live, work or attend school in our service area.

### LETTER FROM OUR CPA

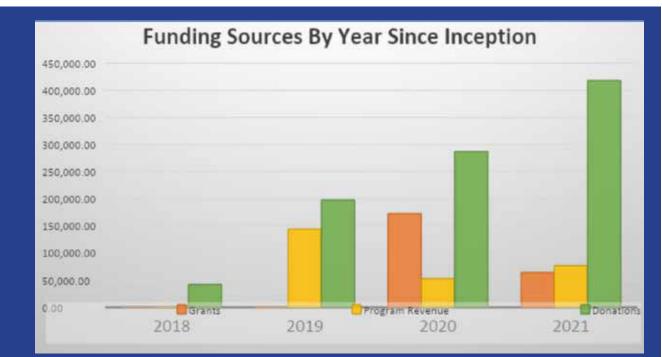
#### FROM: HOWELL & ASSOCIATES CPA FIRM, PLLC.

 $\bigcirc$  ince being incorporated as a 501(c)3 for families in need but have proven Non-Profit Organization in 2017, CARES of Farmington Hills has accomplished a great deal of community outreach objectives from the physical number of families they are now able to assist to the long-term programs they have put in place. These changes have not only increased the level of services



The chart below illustrates funding sources received since inception of CARES of Farmington Hills. Private donations continue to be the lifeblood

for funding the organization's efforts and goals. Though program revenue and grants are on the list of strategic objectives for future growth and outreach, private donations have consistently increased on an average of 145% during the pandemic. This is exceptional growth for a nonprofit organization.



\$250,000.00 \$200,000.00 \$150,000.00 \$100,000.00 \$50,000.00 \$0.00

700,000

600.000

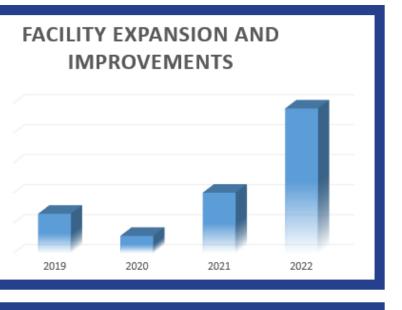
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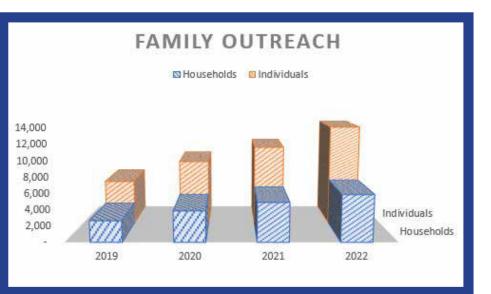




Funding Sources By Year - Since 2019









### CARES VOLUNTEERS























The backbone of our l organization is our volunteers. We Did This with Your HELP!

On any given distribution day at CARES, a minimum of 20 to 25 volunteers are needed to make sure we can support the 1,500+ individuals we service each month. Did you know that we currently have 106 volunteers and they have completed over 13,250-plus hours of service in 2022? Our volunteers are an integral part of our organization, and we were able to grow and scale the increase of needs and services because of their time, skills and talents. We also have many business partners and schools who have graciously chosen to get involved and volunteer at CARES. Our volunteers are a vital piece of the puzzle when it comes to making the CARES mission a reality and are the reason we continue to service all with dignity, kindness, and compassion.

Come join our Team! www.caresfh.org/volunteer

Marcia Rodeheffer Director of Business and Volunteer Development

Bloomfield.

at registration.

client-choice pantry.



### **CARES FAMILY PANTRY**

**n** esidents in our service area are **N**eligible to receive monthly food.

Service Area: Farmington Hills, Farmington, Livonia, Redford Twp., Southfield, Northville, Novi, and West

Guests who live within our service area and require food assistance need to be registered and scheduled for appointments. Proof of residency for each person in the household is needed

Our guests shop once a month in our







### 2021 YEAR AT-A-GLANCE

s a result of the global pandemic, our indoor distribution transitioned to an appointment only, drive-through distribution. Many volunteers were needed to sort, bag, distribute, and bring food to individual cars according to scheduled appointment times.

The hallmark of any organization is its ability to change and grow, and CARES has been growing by leaps and bounds with amazing results! The shutdown became our time for change, and on April 5, 2021, we received a call informing us that CARES was chosen as one of 100 non-profits nationally to receive \$100,000 from Lowe's Points of Light Grant. But the good news did not stop there! By the end of April 2021, a second call came in to let us know that we were to be the recipients of a Gannett Foundation Grant. This generous funding laid the foundation for the transformation of our dated food pantry into a completely transformed facility - and it is beautiful!

Our Campus of Hope is growing thanks to the numerous contributions of large and small companies alike, whose in-kind and financial contributions help us continually expand to become a model for our nation.





















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### 2022 YEAR AT-A-GLANCE

Ribbon Cutting Ceremony was held on April 1, 2022, celebrating the completed renovation of our newly remodeled CARES Free Food Pantry. Three local Chambers of Commerce were present, along with business associates, local service organizations, volunteers, staff, and board members. Four days later, on April 5, 2022, our guests were welcomed to resume our in-house food distribution.



























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### PROGRAMS

#### Another Day Resource Center | Outreach

Founded in 2008 with a Christ centered focus. Another Dav Resource Center was birthed out of a desire to meet the needs of those around us in simple and practical ways. They offer several different outreaches and services to those in our communities.

One of the outreaches is Born to Be a Blessing, street outreach. They go out on their bus and fill it up with lunches, hygiene kits, blankets, clothing and Bibles and drive around feeding and handing out necessary items to those in need. Many have shared through the years that B2BAB showed up for them in a much-needed time.

They have other programs that they offer throughout the year too such as Girls with Purpose, Project Mama Bear, Children's Christmas Workshop, R.E.N.E.W., Packing Hope and more.



While drive-through distribution was necessary during the pandemic, we became aware of the fact that some individuals experienced transportation limitations. Thus, an outreach was needed to ensure that those homebound individuals were taken care of. Thanks to our dedicated volunteers those needs are being met.

#### **SAFE** Suicide Awareness For Everyone

The goal of SAFE (Suicide Awareness for Everyone) is to decrease the stigma associated with suicide, which is "the terminal end of untreated mental illness." SAFE holds meetings and events in the community and at CARES to bring the topic of mental health issues and suicide out into the open.

#### **Curbside Distribution**

2021 was forever marked by the ravages of Covid 19. For all of us at CARES, this was evidenced by the steadily rising number of families and individuals in need of food support. Both safety and food security became our paramount focus. Following the CDC guidelines, CARES swiftly transitioned from in-house food selection to exclusively drive-through distribution. Volunteers pre-package foods which would later be distributed through a scheduled appointment system. Guests drove through the circle drive at the rear of the building, opened their trunks, and volunteers loaded vehicles with much needed food, allowing us to serve 110-125 families each day.

#### **Independence Group AA**

The Independence Group of Alcoholics Anonymous opened their first meeting on October 13, 2019 on the CARES in Farmington Hills "Campus of Hope." It is a closed discussion mixed meeting, open to anyone with a desire to stop drinking. We welcome all newcomers, old timers and anyone in between.



they need.



#### **Oakland County Veterans**

CARES is grateful to partner with the **Oakland County Veteran's Administration** to assist our veterans with the support that

#### **Nar-Anon Family Groups**

The Nar-Anon Family Groups are a worldwide fellowship for those affected by someone else's addiction. As a twelve-step program, we offer our help by sharing our experience, strength, and hope.



#### WIC

For over thirty years, Women, Infants, and Children (WIC), a federally funded health and nutrition program has supported the health of women and children as the health of our future. WIC is offering phone and virtual appointments during the and are now in-person on our cares campus.

#### **Navigation Center**

**CARES** Navigation Center, opened in Summer 2021, is a unique project/program located on our Campus of Hope here at CARES. Staffed by trained MI-Bridges navigators, social workers, and other community partners, our goal is to assist guests and community members of all ages. Together we will work to bridge the gaps in available needs and services, allowing us to customize needed resources for each individual and family. We look forward to offering programs for children, youth and families with the goal of improving the health and welfare of everyone we serve.

#### SE Michigan Rebuilding Together

Our mission is "Repairing Homes, Revitalizing Communities, and Rebuilding Lives."



### CARES MARKET

### MADE POSSIBLE BY BUSCH'S FRESH FOOD MARKET

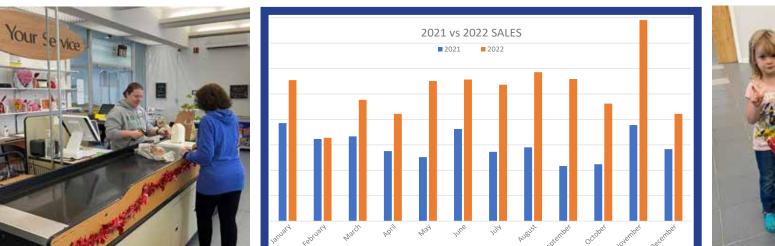
ARES Market opened in August 2020, allowing the public and bridge cardholders to shop. Originally called "Busch's CARES Market," in 2021, we decided to rename our store to "CARES Market – Made Possible by Busch's Fresh Food Market." Our Market is a small store with a big impact. Open to the public and run entirely by our volunteers, we have virtually eliminated food waste. When products in our Market are close to an expiration date, those products are

brought to our CARES Family Pantry to make available for distribution. This has allowed us to realize less the 1% of food waste.

Several organizations routinely purchase gift cards for our families in need. Our staff then engages with those gift card holders, helping them to register for the Family Food Pantry if eligible. Our small store boasts over 700 items, and we work to make sure that our product mix offers

a wonderful variety. Our top-selling products are bread, dairy, frozen food, and fresh produce.

As word gets around about our Market, we are grateful to see a steady rise in customers and monthly sales. In 2021, with hours of operation Monday-Friday, we averaged 134 customers per month. In 2022, we jumped to 215 customers per month, with sales rising along with the number of customers.





The appeal of a small neighborhood store is excellent for our customers. Many of our customers can walk to the Market, grab what they need, and walk home. Kenny, one of our frequent shoppers, states: "I enjoy coming to the Market to pick up my needs for the week. It's great to know I'm receiving a discount with my Bridge Card. The ladies here are so nice." Customers also love that we are helping support the Family Food Pantry through the store proceeds and any items that can no longer be sold in the store. Nothing is wasted.

Sharon Brandal **CARES** Food Operations Director

"I have people every week who say what a great service this is. I'm so glad to be able to help."

The reopening of in-house distribution of food in our CARES Family Pantry has helped to increase our Market traffic, allowing our guests to have a one-stop shopping experience. We look forward to meeting you and sharing our vision with you. We hope you will stop in, pick up a few things, and help us grow as we help others.

#### **TESTIMONIAL FROM VOLUNTEER** PAULETTE...



### COLETTE'S PLACE

With the support of one amazing family, along with so many other family, along with so many other caring organizations and individuals, we were able to renovate the Convent. Previous bedrooms are now offices, a small staff kitchen was added, a waiting room, new wider doorways, updated bathroom, and a ramp so the building has easier access for everyone. This building is home to our partners that are doing life-saving work and supporting so many. The building was renamed to honor Sister Colette who lived there and gave over 45 years serving the St. Alexander's community.



 CARES Navigation Center CARES Outreach Programs Independence Group AA SAFE-Suicide Awareness **For Everyone** 



CARES

WIC- Women, Infants & Children

Rebuiding Together SE Mi.

















### VISION

2022 came with challenges but some amazing blessings. With the grants we received through Lowe's and Gannett, including private dontations, allowed us to renovate our buildings on our existing campus.

From the roof to the floor, office space, free pantry, market, ADA compliant entryways and warehouse our campus has received a new look.

Thank you to all those who aided in making these improvements to our campus. We are looking forward to greater expansion in 2023!

#### **TESTIMONIAL FROM VOLUNTEER IRENE**...

"All the guests are so grateful. Last week when *I* was checking a guest out she was saying "Ch-Ching-Ch Ching! Can you believe how much all of this food would cost? I don't know how we would make it without CARES!"

### OUR DONORS

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We have so many wonderful sponsors; however, if we missed your name please let us know and Thank You"

#### **TESTIMONIAL FROM GUEST ANN...**

"My daughter has been coming and she told me about CARES. It's my first time here and I can't believe this place. I'm a retired senior citizen and my income doesn't stretch far enough. If CARES wasn't here I'd just have to go without. The workers here are wonderful. So respectful and this place is so beautiful. Thank you to all of you!"

### **BUSINESS DONORS**

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Farmer John's Greenhouse

Farmingto Villiage Cooperative

Farmington Area Goodfellows

Farmington Command Officers Association

Farmington Community Library

Farmington Elks

Farmington Elks Lodge #1986

Farmington Farmers Market

**Farmington Florist** 

Farmington Foundation for Youth & Families

Farmington Hills Church of God

Farmington Hills Firefighters

Farmington Hills Interfaith Association

Farmington Hills Police Department

Farmington Police Officers Association

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Know Thyself as Soul Foundation

Kroger

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Lowes Points of Light

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St. Edith Church St. Fabian Church St. Francis Council #4401 Knights of Columbus St. Gerald's Church St. John Lutheran St. Kenneth Church St. Paul's Presbyterian Steinkopf Nursery Stroko/Barrett Legacy of Giving Fund Suburban Cadillac SVBF North -SRI Sharadamba Temple -Swag Consultants **TDA Insurance Financial** T.O.N.E Home Health Services Table X Target of Commerce Tayco The Americana Foundation The Church of Jesus Christ FH

The Korner Barbers The Munaco and Hurchik-Munaco Family Foundation The Print House The Sheer Shoppe The Village Club Foundation Thorton & Grooms Thrivent Financial **Tisbest Philanthropy** Tompromo Marketing LLC Trails Community Church True Cut Tree Service Two Men and a Truck U of M - Football Operations United Health Care United Dairy Industry of Michigan Ward Evangelical Presbyterian Church Wasmer Brothers Landscaping Waste Management Weingartz Farmington Hills WIC Women, Infants and Children

Wright Beamer Attorneys Xemplar Club of Farmington/ Farmington Hills Your Landscape Design -

Annette Cimaroli

Youth United Z-Painting, LLC 9 to 5 Seating 47th District Court

> "We have so many wonderful businesses; however, if we missed your name please let us know and Thank You"



Left to right: Ken Massey, Nancy Gaughan, Patrick Kassab, Jerry Ellis, Mark Ziegler, Jennifer and Matt Howell, Teresa Jergovich, Shaun Summerville, Annette Compo, Mariyah Saifuddin. Not pictured: Patrick McElroy, Jill Adams, Doug Busch, Marc Green, Elaine Grohman, Diana Lis – Treasurer Emeritus, Robert Button – CPA Emeritus

### THE BOARD

### **UPCOMING EVENTS**

### **UPCOMING EVENTS 2023**

AUGUST 1<sup>ST</sup> THRU 3<sup>RD</sup> Youth United FEBRUARY 10<sup>TH</sup>, 2024 Family Feud

**QUARTERLY** Gathering Church lunches APRIL 30<sup>TH</sup> Kite Day MAY 8<sup>TH</sup> THRU 21<sup>ST</sup> ABC Food Drive at Busch's Fresh Food Market (Farmington Hills & Livonia) JULY 15<sup>™</sup> Car Show AUGUST 2<sup>ND</sup> Duck Race **OCTOBER 19<sup>TH</sup>** Grateful Plateful Dinner at Hunt Club **OCTOBER 29<sup>TH</sup>** Trunk or Treat **OCT. THRU DEC.** Grateful Plateful Campaign

**NOV. 4<sup>TH</sup>** Holiday Art Show

NOV. 13<sup>TH</sup> THRU 26<sup>TH</sup> SOS Food Drive at Busch's Fresh Food Market (Farmington Hills & Livonia)

Please check website to confirm dates and times.









#### HOW TO DONATE TO CARES

#### To Support CARES

- Go to www.caresfh.org/donate
- Make a check payable to CARES in Farmington Hills
- Use this QR code ►



www.caresfh.org

#### What to Donate

CARES appreciates any non-perishable unexpired food for our pantry, especially canned meat, condiments, soup and cereal. We are always in need of non-food items: toilet paper, diapers, laundry detergent, and personal hygiene items.

#### CARES FAMILY PANTRY (248) 474-8231

#### CARES MARKET

Shop Here And Support The Communities!

(248) 938-6565

Follow us on



www.caresfh.org Email: info@caresfh.org 27835 Shiawassee Road Farmington Hills, MI 48336 248-882-7800

#### HOW TO VOLUNTEER

Volunteers are the heart of our organization. If you would like to give of your time and make new friends, please go to www.caresfh.org/volunteer.

#### How Corporations/Organizations can become involved with CARES

- Volunteer as a team to help with a project.
- Financial contributions help to keep our food pantry filled.
- Tour CARES to learn more about how you can support our communities.

For more information on how to partner with CARES, please contact mrodeheffer@caresfh.org