



Help & Hope Center

Helping Our Neighbors in Need

2021 Annual Report



Address

Help & Hope Center
1638 Park St.
Castle Rock CO, 80109
United States



Phone & Fax

Phone: (303) 688-1114
Fax: + 1 0800 123 123



Online

Email 1: info@helpandhopecenter.org
Website: www.helpandhopecenter.org

The year in review

Words from our Director



In 2021, Help & Hope Center made the transition back to “normal.” At the same time, a “new normal” began to develop. As we enter our 38th year, and HHC is working diligently to meet the need.

Hello,

This past year, Help & Hope Center made the transition back to “normal.” Volunteer numbers returned to pre-Covid levels, and clients came for in-person appointments. We were able to hold our annual Turkey Rock Trot again with over 2000 participants.

At the same time, a “new normal” began to develop. Covid-related government financial assistance programs came to an end, inflation rose, and supply-chain issues resulted in rising client need and reduced supply of donated food. So far in 2022 that trend is continuing, and it doesn’t look like it will level off anytime soon.

As we enter our 38th year of serving the Douglas and Elbert County communities, the need has never been greater, and HHC is

working diligently to meet that need. Our mobile food pantry is serving fixed-income seniors as well as individuals and families in low-income apartment complexes. We are anticipating adding new mobile food pantry locations in the coming months.

Our thrift store, Treasures, is providing more clothing and household items to clients than ever before. In addition, we are actively researching expanded client service hours to provide greater access to our services.

2022 is on pace to be our biggest year ever. HHC has continued to serve Douglas and Elbert counties for 38 years due to the generosity of our community. I'm grateful for your support.

About us

Mission and Vision.



Help & Hope Center is a non-profit agency in Castle Rock, Colorado serving the needs of individuals and families in Douglas and Elbert Counties.

Help & Hope Center addresses the issues that affect community members who are unemployed, underemployed, on fixed incomes, disabled, and elderly. Staff members provide quality screening, one-on-one guidance, effective service delivery, and meaningful referrals for all clients. Our on-site food pantry and Treasures Thrift store also provide clients with the opportunity to shop for necessary groceries and household items at no cost.

As Help & Hope Center continues to provide a safety net for residents of Douglas and Elbert Counties, the agency is also working to achieve long-term solutions to the problems facing these individuals and families.



Mission

Help & Hope Center is a human service organization whose mission is to meet the immediate needs of residents of Douglas and Elbert counties who are in financial distress and at risk of becoming homeless, to help them work through troublesome times with dignity.



Vision

We want to ensure our ability to expand in order that every individual or family in need across Douglas and Elbert County has access and opportunity to receive support from Help & Hope Center.

Proud to Serve

Meet Our Board of Directors

Sarah Miles Chair of the Board	Trent Krause Vice Chair of the Board
Kristin Wenaas Treasurer of the Board	Dan Weidman Secretary of the Board
Peter B Goldstein Board Member	Tracy Marks Board Member
Chris Donner Board Member	Bob Pasicznyuk Board Member
Dave Hieronymus Board Member	

Numbers Are Just Part Of The Story

Meeting Immediate Needs

In 2021 Help & Hope Center provided 20,413 community members with \$2,011,293 of direct and in-kind client assistance. Help & Hope Center is inclusive in its service provision, serving without bias individual men and women, the elderly, the disabled, and families with children.

Approximately 37% of clients served are children, and 9% are age 60 or older. 93% of clients served are Douglas County residents, and 7% reside in Elbert County. 12% of clients are homeless.



Food and Toiletries

In 2021 we distributed \$1,419,504 in food, hygiene and household supplies. 815,807 lbs of food were distributed.



Housing Assistance

We provided \$84,327 in direct housing assistance for 172 households, and also facilitated distribution of \$746,709 in Covid-ERA assistance.



Utility Assistance

We provided \$106,773 in assistance to 281 households serving 872 individuals. We also facilitated \$32,398 Covid-ERA assistance to 205 participants.



Emergency Overnight Lodging

We provided \$2,130 in assistance, totaling 37 nights of lodging for 57 individuals in need.



Clothing and Household Items

Through our on-site thrift store we distributed items valued at \$168,284 to our clients, who shop for free.



Santa's Sharing and Birthdays

Santa's Sharing distributed gifts valued at \$101,636 and the Birthday Wishes program distributed gifts valued at \$7,155.



Our Volunteers Give Help & Hope In Everything They Do

Recently one of our volunteers in Client Services, Linda, met a new client who was nearly blind in both eyes. During the client's visit, she received a voucher to shop freely in Treasures Thrift, our on-site thrift store. Linda spent the next

hour attending to the client and acting as a personal shopper. The two women explored the store together, and Linda ensured that the client found the items she needed.

What Can You Do With 300 People?

Every volunteer makes an impact through the generosity of their time and the contribution of their skills and efforts.



Time To Make a Difference

Recent data cites each volunteer hour is worth \$28. This means our volunteers have donated **1.2 million dollars** worth of their time!

 **45,485**
HOURS VOLUNTEERED



93% Of Clients Receive Food Support

Our food pantry is one of the most effective ways to save money for our clients. Since clients pay nothing for our groceries they can use that money for other bills.

815,807

Pounds of Food Distributed

In 2021 the Center distributed 815,807 pounds of food to clients. The generosity of donors and our corporate partners supports food security across our community.

3 Off-Site Food Pantries Meet Monthly at Low-Income Senior Housing

We have continued to operate three mobile food pantries off-site. A dedicated team of volunteers gathers all the food supplies and transports everything to three low-income senior housing communities in the local area.

\$1,419,504 Distributed in Food Hygiene and Household Items

In addition to groceries, pet food and a variety of hygiene products are also available through the food pantry.



Thank you for supporting
The food pantry.

Running In The Right Direction Our Favorite Fundraiser of the Year

Running For A Purpose

For the past 17 years one of Castle Rock’s biggest Thanksgiving traditions has been the Turkey Rock Trot. It is also Help & Hope Center’s largest annual fundraiser. The race attracts families, children, and pets from Castle Rock and all of the Denver metro area. We are proud to host this wonderful event in partnership with Run to Change Lives, whose generosity and professional experience makes the entire event possible. Each year the Turkey Rock Trot raises thousands of dollars through donations and runner registrations. This money provides direct support to Help & Hope Center clients in need.



In 2021, we had more than 2,000 runners, joggers and walkers participating in the Turkey Rock Trot!



Our photo booth was a huge hit. We got to meet thousands of runners and celebrate with them.



The race begins at the Douglas County fairgrounds and runs through downtown Castle Rock.



Many of our volunteers and staff run in the race and help volunteer on the day of the event.



The Turkey Rock Trot is an annual tradition for many in Castle Rock.

Help & Hope Center

Every Client Has A Story And Every Story Matters

We See You, We Hear You, We Care.

Our team of Client Advocates is ready to meet with you. No matter the reason you need our support, we will develop a plan tailor-made for your situation. We want to help you get back on your feet and back on track. Our appointments are always professional and confidential.



Rent Assistance

"The help you were able to give our family was wonderful. The stress of bills is so hard and you help greatly with that burden. Thank you again so much."



Utility Assistance

"Thank you so much for the help you provided with my utilities last month. I have experienced quite a few difficulties since my husband passed and without your help I wouldn't have made it this far. Thank you for helping me get back on my feet, I couldn't have done it without all of your help!"



Food And Household Assistance

"Thank you for helping me and my family with all of your services—rent, food, bills and clothes. May God bless you."



Santa's Sharing

"Help & Hope Center has helped me a lot with everything from rent to utilities to food, clothes, and Christmas help. Everyone here is especially friendly and resourceful."



"You have helped me and my girl so much. We moved here a year ago, after leaving an abusive life. Although it's rough, you all are surely a light in our lives."

Client Services

Purchase With Purpose

Treasures Thrift Store



Gayle M., Volunteer

“Volunteering in Treasures Thrift is my favorite part of the day. I help sort and curate many of our vintage items as well as our rare and collectible items that I sell online through our Ebay store.

When you shop at Treasures Thrift you will always find high-quality products hand selected by our team.”



Linda P., Volunteer

“I have been a volunteer at Help & Hope Center for many years. It is a pleasure to sort through the many toys donated to us each day. I will often take many things home in order to repair and restore their condition. I want to make sure that I am putting our best product on the shelves for our customers and clients.



Dignity for All

No matter who you are we will always treat you with respect and dignity. We love all our guests!



Here for Community

Every purchase directly supports our local neighbors in need by funding Help & Hope Center.



Treasures Thrift in 2021

2021 was a great year for Treasures Thrift Store, as revenue, transactions and donations from the community all increased following the pandemic downturn of 2020. Every purchase at Treasures Thrift Store goes directly to supporting the many services provided by Help & Hope Center, and clients can shop for the clothing and household items they need for free.

- Nearly \$600,000 in Total Sales**
- Nearly 25,000 Total Transactions**
- More than 20,000 Donations Recieved**

A View For Tomorrow,
Dreaming In Hope

What you support in the
present will impact the
future. Give hope today.

01 ///

Mobile Food
Pantry

For years Help & Hope Center has dreamed about how to bring our food pantry to new locations and hard to reach people. For a variety of reasons many individuals are unable to travel to our location to receive support.

We are launching the program in Spring 2022 at Apex Meridian and Lincoln Pointe Lofts be able to bring our services to more people in need.

02 ///

Expanded Hours Means
Expanded Reach

We are currently exploring the possibility of expanding service hours for clients in order to serve more residents in need. Currently we only offer one weeknight for clients who are unable to meet for morning appointments.

Phase one of this expansion can be seen through the Mobile Food Pantry initiative.

03 ///

Growing The
Santa’s Sharing Program

Santa’s Sharing is our holiday gift giving program designed to support families and individuals who may not be able to afford to purchase gifts for their own children and grandchildren.

We hope to increase awareness of this program among both donors and those in need to ensure that Douglas and Elbert County children gifts on special occasions.

04 ///

Expanding Our Reach
Into Elbert County

Help & Hope Center serves residents of Douglas and Elbert County, but there is a significant difference in the number of residents we are supporting in Elbert County.

In the future we want to expand our reach into Elbert County in order to make our services much more accessible to individuals who find it challenging to come to Castle Rock.