



2014 Community Impact Report



**THERMAL BELT
OUTREACH MINISTRY**

EXECUTIVE MESSAGE

Compassionate Assistance During Life's Difficult Times

Dear Friends and Supporters,

Can you imagine facing a life change so significant that you didn't know if you'd be able to meet your basic life needs or provide for your family? Have you ever felt like your heart would break thinking of children caught in a generational cycle of poverty? Do you worry about an elderly neighbor struggling to make ends meet on a limited fixed income?

That's why Outreach is here. Our single focus is to assist Polk County residents who are facing crisis or living with the devastating effects of long-term poverty. During stressful times, people frequently feel alone, uncertain and even hopeless. Often, what they need is kindness, support, the right resources and a path to move forward.

Each day, Outreach delivers on a commitment to provide services with compassion and respect for human dignity and we help thousands of Polk County families and individuals each year. In carrying out our mission, we remain responsive to the unique needs of each person we serve. We collaborate with other local organizations to bring the most value to our clients and to help carefully manage the resources so generously provided by this community.

With your support, we assisted more Polk County residents during 2014 than ever before. We helped people recover and even thrive during some of the most difficult circumstances imaginable.

Continuing to provide critical assistance to our neighbors in need requires that our entire community work together. Please join us and support our mission by making a donation to Outreach today. Together we bring hope. Together we make a difference.

Sincerely,



Mike Ashworth
President



Carol Newton
Executive Director

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MEET MARY

When Working Hard Isn't Enough to Get Ahead



Mary first came to Outreach over six years ago. Although she and her husband were both working full-time — Mary at a local fast food restaurant and her husband as a construction worker — the couple was homeless after they had to leave their apartment when the rent increased. They had been living paycheck-to-paycheck, barely scraping by since they married over 30 years ago, but, for the first time in their lives, they were forced to rely on friends and relatives for a place to live.

A friend from church told Mary about Outreach when the couple was looking for another apartment. While they had enough money for rent, they couldn't afford to pay for a deposit to connect the utilities. Outreach provided financial assistance with the deposit and they were finally able to have a place of their own once more. Life wasn't easy for the couple, but they were able to get by.

Last year, Mary turned to Outreach again when the family was confronted with a medical crisis. Her husband had recently been diagnosed with terminal cancer and her elderly mother's health was rapidly failing. With no better options available, Mary was forced to cut back her work hours to care for the two people who mattered most in her life.

Today, Outreach provides the family with groceries each month and heating assistance periodically. Although their only sources of income are Mary's small salary as a part-time fast food worker and her husband's disability payments, she's too proud to ask for additional financial assistance.

Mary considers herself an ambassador for Outreach and frequently tells others that if not for the assistance Outreach provides, she and her husband wouldn't be able to survive. "I'm so grateful for their help and care," she says. "Without Outreach, we wouldn't be able to make it and I know that I wouldn't be able to take care of my husband and my mother during their final days."

Please note: Name has been changed to protect the privacy of Outreach's client.

OUR MISSION

Outreach's mission is to provide compassionate assistance to Polk County residents who are unable to provide for their basic life needs.

OUR VISION

Outreach's vision is to be the heart of a unified community-wide effort through which no individual in Polk County goes hungry, cold or without shelter.

BY THE NUMBERS

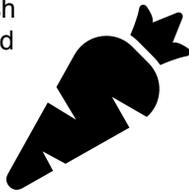
A Snapshot of Program Impact and People Served

FOOD ASSISTANCE



We fulfilled **2,886** requests for food from our pantry by providing a generous week's worth of food each visit

64,966 pounds of fresh produce were provided to families, helping residents in need eat more healthfully



2,763 packs of USDA commodities were distributed to families who receive government assistance

PROGRAMS FOR CHILDREN



We assisted families with baby supplies including diapers, formula, wipes and other necessary items on **482** occasions

9,608 packs of weekend food helped to alleviate hunger for school children facing food insecurity at home



472 backpacks of school supplies were given to qualified school children, sharing the tools for academic success with economically disadvantaged youth

“This year, Outreach offered more food and healthier food through our pantry. We partnered with Cooper-Riis to improve the quality of food in our Feed-A-Kid bags, offered a cooking class with our local Slow Food Group, and shared healthy lifestyle information with our clients.”

~Michelle Reedy
Client Services Manager

“Working in every facet of our operation, volunteers play a critical role in helping Outreach fulfill its mission. Last year, our volunteers contributed 10,920 hours of service to Outreach — that’s a value of more than \$200,000! Their work equaled that of 5.6 full-time employees.”

~Joe Epley
Past President (2013-2014)

FINANCIAL ASSISTANCE



We helped **98** households avoid foreclosure or eviction by assisting with rent/mortgage payments

590 families received assistance with power or water bills, or were provided with fuel oil, kerosene, fans, heaters or loads of wood



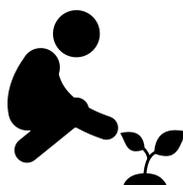
On **97** occasions, people benefitted from critical medical and dental tests, procedures and prescription drugs

SPECIAL PROGRAMS



We served **407** families through our Holiday Program, providing each family with gift cards for holiday meals and distributing nearly **600** gifts to qualified children and seniors

295,000 pounds of in-kind donations including food, household goods and pet food benefitted local families



41 families participated in our Garden of Hope Program and learned how to grow their own food

“With a family of eight, the recession has affected my ability to find work, bringing more stress on my family. We would not be able to make ends meet without the help from Outreach because they care and our options are limited. My kids would not have had a healthy, balanced diet.”

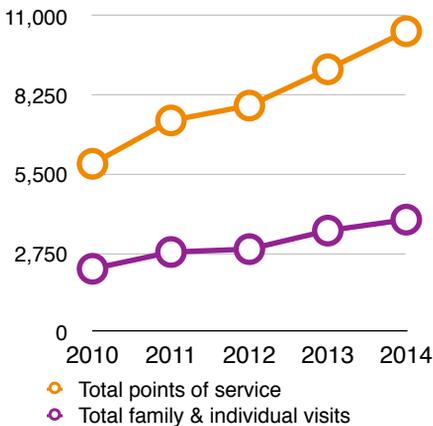
~An Outreach Client

“Purchasing a van (with a grant and privately donated funds) has given us the ability to pick up food when and where it becomes available. As a result, we have nearly doubled the amount of fresh, nutritious food that we distribute to our neighbors in need.”

~Carol Newton
Executive Director

A GROWING NEED IN POLK COUNTY

Demand for Outreach Services Continues to Increase



THANK YOU!

You helped us provide
10,000+
points of service to
Polk County families
in need*

*One family may have been served several times. All family members are counted.

HELP BUILD OUTREACH'S FUTURE

There are so many ways that you can join Outreach and help Polk County residents in need. Of course, financial contributions are often the easiest and are always welcome, but you can also organize a food drive at your office, church or civic club or plant an extra row in your garden and donate the produce to our food pantry. If you have extra time, we'd love to have your talents as a volunteer — there's a job for almost every interest and skill level. Some supporters choose to remember Outreach in their will or to investigate planned giving options. Whatever seems most appropriate to you — we'd love to have you join our team. Together we can help reduce so much of the suffering that poverty and crisis bring to far too many local individuals and families.

COMMENTS FROM OUR REGIONAL FOODBANK PARTNER

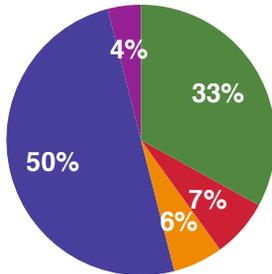
"We consider Outreach a 'best practice' organization. A best practice organization is one that demonstrates organizational strength and long-term thinking, serves with dignity and respect, has demonstrated a willingness to increase the distribution of healthy foods, to grow their services to better meet client needs and a commitment to share knowledge with other network partners."

~Cindy Threlkeld, Executive Director, MANNA FoodBank

KEEPING OUR PROMISE

Maintaining a Record of Strong Stewardship

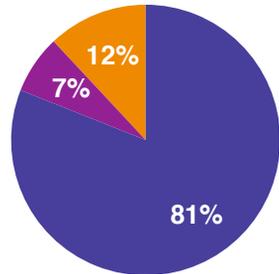
2014 CONTRIBUTIONS



- Individual Donations
- Church Support
- Grants
- In Kind Donations
- Other

Total Contributions: \$1,055,857

2014 DISTRIBUTIONS



- Client Services
- Fund-Raising
- Administration

Total Distributions: \$1,049,205

FINANCES (relative to 2013)



Increase in
total dollars
distributed



Increase
in total
points of
service

Total
administrative
expenses
remained
constant

COMMUNITY SUPPORT PARTNERS

Cannon Foundation
Polk County Community Foundation
*Dr. William R. Bosien Fund, JM Fund &
Student Intern Program*
Presbytery of Western North Carolina
Spartanburg Regional Foundation
Rotary Club of Tryon Foundation
Tryon Running Club

Thank you for providing generous
financial support to help Outreach fulfill
its mission.

AUDITOR'S REMARKS

A recent independent audit of Outreach's finances performed by Goldsmith Molis & Gray, PLLC found Outreach to be in a sound financial position. Outreach met every requirement, exceeded every measure, met every compliance standard and received no findings.

Complete audited financial statements may be obtained by request

OUTREACH CLIENTS THANK YOU!

“I could not feed my family without Outreach. Many a night we would have gone to bed hungry.”

“Without Outreach, my family would go hungry and without their help, I may have become homeless. Thanks and God bless!”

“I am so thankful to be able to get food here. My husband is disabled and we do the best we can. Outreach helps!”

“Thank you so much for your help and referrals. You’ve been so much help and support. You all are a godsend.”

www.tboutreach.org | 828-894-2988



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