



2012 ANNUAL REPORT

Mission Statement

“Recognizing the human dignity of all persons, Open Door Outreach Center’s primary mission, in the spirit of interfaith charity, is to provide emergency services (food, clothing, and referral information) to families in need”

“Open Door may offer, as funding permits, other special assistance programs and supplemental services meant to improve the quality of the life in the community”

OPEN DOOR OUTREACH CENTER, INC.

Main Building:
7170 Cooley Lake Road
Waterford, Michigan 48327
(248) 360-2930
(248) 360-4975 (fax)

Resale Store
7124 Cooley Lake Road
Waterford, Michigan 48327
(248) 360-4977

rmaloney@opendooroutreachcenter.com (e-mail)
opendooroutreachcenter.com (website)

BOARD OF TRUSTEES

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STAFF

Robin Maloney (1/13)	Executive Director
Beverly Coppersmith	Client Services Director
Pat Kanners	Store Manager
Tammie Fenn	Administrative Assistant
Colleen Fitzpatrick (1/13)	Bookkeeper

Open Door Outreach Center was established in 1980. We are a 501(c)(3) tax exempt organization, licensed by the State of Michigan to solicit donations from the public to support its programs, #MISC7533.

EXECUTIVE DIRECTOR

Since beginning this position in January 2013, I have been impressed with the genuine smiles and full hearts of the staff, volunteers, and Board members at Open Door. We work together to serve our clients to the fullest through our Food Pantry, Client Services Department, and Resale Store. Furthermore, we all extend a sincere thank you to Sharon Josephson for the more than 6 years of service she gave to Open Door Outreach Center.

2012 DISTRIBUTIONS

In 2012, Open Door distributed food, clothing, small household items, financial resources, and holiday meals to clients. The total value of the 2012 distribution is **\$287,099**.

CLIENT PROFILE

PERCENTAGE OF FAMILY UNITS SERVICED

Single Parent	18%
2 Adults with Children	15%
Person Alone	34%
Senior Citizen	10%
Other	23%

NEW CLIENTS

In 2012 we serviced 528 client families for the first time. These clients often present multiple needs at their first visit. Our programs provide monthly food pantry visits, financial assistance, clothing, and referrals to area community resources.

RESALE STORE AND CLOTHING

Clients are eligible to receive vouchers for free clothing and light household items from our resale store for each season of the year. In 2012, 433 client households received this benefit as a component of our programs.

Now in the third year at our current location, the Resale Store has excellent selection and many loyal customers. Our 50% off Senior Day remains the most popular day at the Open Door Resale Store.

TOTAL VALUE: \$28,472.97

CRISIS FUNDING

When funding is available, Open Door provides financial assistance to families facing urgent issues due to unemployment, disability, limited income, and other unforeseen circumstances. These funds help prevent evictions and utility shut-offs. Moreover, clients can receive fuel only cards and help with car repairs and medical expenses. In 2012, **33** clients received **\$830.00** in gas cards.

In addition to funds provided directly by Open Door, we collaborate with fellow resource agencies and local churches to secure needed funding to prevent crisis. Our partners provided \$69,388.96 to clients through our referral services. **THANK YOU** to those agencies and churches for their continued support.

	Clients	Amount
Community	Serviced	Provided
Waterford	133	\$12,210.08
White Lake	49	4,170.05
Commerce	6	406.00
Walled Lake	10	924.55
West Bloomfield	9	710.01
Wixom	18	1,604.60
Keego Harbor	6	460.00
Sylvan Lake	2	150.00
Gas Cards	33	830.00
TOTAL	232	\$20,535.29

FOOD PANTRY

A significant part of our mission is to provide supplemental nutrition to food insecure households. In 2012 we serviced 2,610 families, distributing 110,391 pounds of food. Much of this food is the result of generous donations from the community as well as Forgotten Harvest, Waterford Panera Bread, Meijer's Corporation, Kroger, the White Lake Community Garden, and Waterford Insurance Agency Garden.

Clients /		% of	Pounds
Community	Service	Total	of Food
Waterford	1,579	61.00%	65,269
White Lake	437	17.00%	19,491
Commerce	101	4.00%	3,843
Walled Lake	91	3.00%	4,193
West Bloomfield	177	7.00%	9,089
Keego Harbor	76	3.00%	3,117
Wixom	86	3.00%	3,427
Other	63	2.00%	2,226
TOTAL	2,610	100.00%	110,391

FEED THE CHILDREN, SUMMER 2012

We distributed an additional 4,100 pounds of food to client families with children eligible for free/reduced school lunches from June – August 2012.

TOTAL VALUE: \$6,929.00

HOLIDAY PROGRAMS

EASTER

We provided 121 families with food for a special Easter dinner, and books and stuffed animals for children. A total of 2,344 pounds of food was distributed.

TOTAL VALUE: \$4,914.36

THANKSGIVING

We provided turkeys and other groceries for a holiday dinner to 157 families. A total of 4,243 pounds of food was distributed.

TOTAL VALUE: \$7,170.67

CHRISTMAS / HOLIDAY

113 seniors and adults living alone were given a complete holiday meal (2,471 pounds of food), gifts and donated gift cards. Families and businesses participated in our Adopt-A-Family Program, providing a holiday meal and gifts to 13 of our families with a value of \$4,130.00.

TOTAL VALUE: \$12,920.99

BACK TO SCHOOL

New back packs filled with grade appropriate school supplies, a shopping trip to the White Lake Kohl's for new clothing, and a Payless Shoe gift card were provided to 169 children, grades K-12, from 88 families.

TOTAL VALUE: \$18,765.00

THANK YOU TO OUR DONORS

Open Door Outreach Center operates due to the generosity of those throughout the community who donate their resources consisting of time, talents, food, supplies, and money. The consistent food donations from churches, schools, and other community organizations enables Open Door to maintain a diverse pantry supply and saves money to be allocated to special programs. Furthermore, the clothing and household items donated to Open Door provide the entire resale store inventory. We extend our heartfelt thanks to those who donate and shop at the resale store. It provides funding to manage our administrative and maintenance costs. There are many wonderful churches, local businesses, organizations, and individuals that support Open Door on a regular basis.

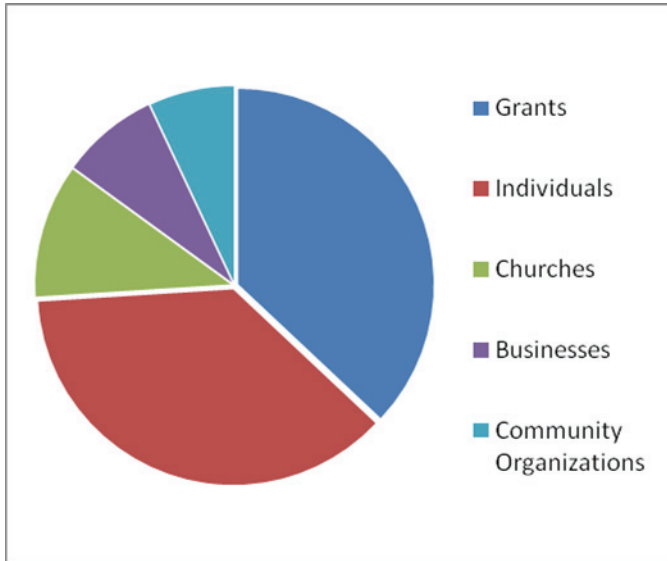
“THANK YOU TO ALL”

FOUNDATIONS

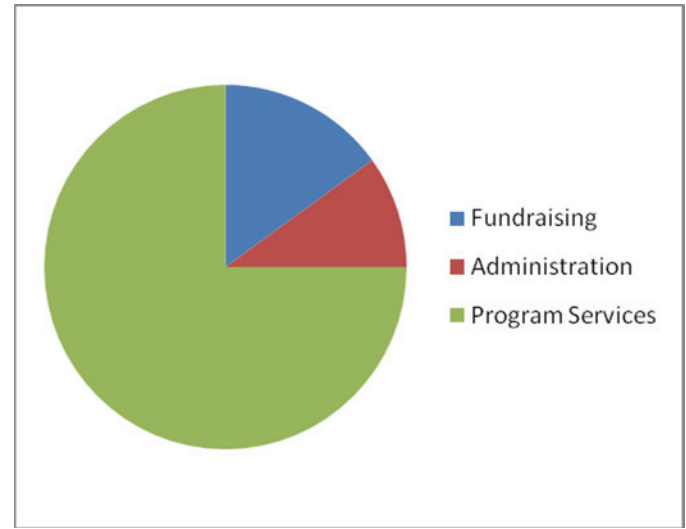
Thank you also to the following foundations for granting us funds during 2012: Clement Kern Foundation, NSF Foundation, The Rice Bowl, Serra Family Foundation, Lula Wilson Trust, Myrtle Hess Charitable Trust, William Hess Charitable Trust, and Wal-Mart, and those not wishing to be publicly acknowledged.

2012 FINANCIAL SUMMARY

2012 REVENUE



2012 EXPENSES



DONATIONS

Community Organizations	8,363	7%
Individuals	43,566	37%
Churches	13,650	11%
Businesses	9,718	8%
Grants	44,135	37%
Total	\$119,432	100%

GIFTS IN KIND **\$5,000**

OTHER REVENUE

Fundraising	29,877
Resale Store Sales	55,657
Volunteer Services	281,925
Donated Food and Clothing	286,462

TOTAL REVENUE **\$653,921**

GRAND TOTAL **\$778,353**

2012 EXPENSES

Fundraising	15%
Administration	10%
Program Services	75%

VOLUNTEERS

Open Door is fortunate to have over 100 dedicated and faithful volunteers. Many volunteers donate four or more hours every week while others give of their time and talents during special projects. Their help enables us to allocate our resources back to the clients and the community. They demonstrate “Neighbor helping Neighbor” through their ongoing commitment to our mission. We embrace all of our volunteers at Open Door Outreach Center.