Global Pandemic

Economic Crisis

Skyrocketing Unemployment

Safety Concerns

COVID-19 Health Issues



Social Isolation

Financial Instability

Business Shutdowns





LEAVEN Turning Hardship Into Hope



It was a clever and widely used metaphorical leap. **20/20 vision**, a term expressing visual acuity, was transformed to **2020 Vision**, a mantra inspiring clear-sighted and focused vision. How ironic that this became the symbol for the most unusual year of our lifetime. Perfect vision, planning and preparation were no match for the unpredictable chaos of 2020. *As they say, hindsight is 20/20.*

Blurred by the global pandemic and ensuing economic crisis, our vision required a new pair of glasses with a stronger prescription. When business-as-usual became anything but, LEAVEN adapted to address the new needs of our community, adjusted to the changing demands, and developed innovative solutions to meet both. In doing so, we executed on our mission by stabilizing 3,831 economically vulnerable households that were in a financial crisis. Despite, or because of, the unique challenges in 2020, we successfully:

- Transitioned from in-person to remote access, with no interruption in service.
- Helped at higher levels and/or provided more frequent assistance, with a 24% increase in the average assistance payment and 964 households helped more than once.
- Connected 1,073 households to one or more of our onsite partners through 1,419 completed referrals, despite the office being closed for most of the year.
- Proactively marketed our services to ensure people know help exists, resulting in 1,066 unduplicated first-time clients.
- Educated our clients about public benefits and other valuable services, ensuring public funds are accessed before charitable assistance is applied.
- Provided much-needed emotional support through our Warmline phone service to 260 callers.
- Developed innovative programming aimed at early intervention, including the successful implementation of a utility co-payment program. By incentivizing consistent payments, we changed client behaviors and prevented service disruptions.
- Implemented a communication platform that allows us to routinely send e-blasts to clients about valuable community resources, enabling us to maintain a connection long after their visit for crisis assistance.
- Utilized technology to streamline processes and workflows resulting in improved efficiency.
- Created a volunteer training program completed by 55 volunteers, resulting in improved skills, increased performance, and uniform work processes.
- Realigned staffing to meet current (and future) needs, enabling us to carry out our organizational activities and expand, improve and pursue ideas to better execute on our mission.

With 2020 now in the rearview, people will look back on this unusual year and ask, "was it a year to remember... or a year to forget?" At LEAVEN, we will remember it for our clients' determination and resiliency, our community's compassion and generosity, and our agility and clarity to solve community opportunities with true "2020 Vision."

With gratitude,

Mary Parsons
Executive Director

Junfaisins

Pat Exarhos Board President

Part Exarbor



ROBERT A. UDULUTSCH AWARD

When Father Robert A. Udulutsch founded LEAVEN, he knew early on that the only way it would be successful was through the collaborative efforts of the community. Every year since its inception, LEAVEN has honored those who have helped us along our way toward becoming a more effective reality by presenting them with the Robert A. Udulutsch Award. The 2020 award is presented to Michael Ryder, owner of KMAX Solutions.

Typical of many nonprofit organizations, technology had long been identified as both a weakness and an opportunity at LEAVEN. For years, LEAVEN relied on manual processes, with all client information and case management activities handwritten on pre-printed forms. A data entry system captured summary information and generated reports. Because sufficient data time was required, there was a substantial lag in reporting. We were stuck in the past and experiencing significant pain points, but lacked the knowledge, vision, and resources to undertake a complete overhaul.

All that changed a few years ago when we embarked on a digital transformation that has completely revolutionized the way we collect, report, communicate and share client data. This technology evolution was made possible by the expertise and commitment of Michael Ryder, owner of KMAX Solutions, whose mission is to "design and deploy innovative, shared, state of the art technology solutions for community-based nonprofits at low cost".

The first module was deployed in early 2018 to automate the collection of client data. It streamlined the intake and assessment process resulting in a better client experience. When we saw the power of KMAX and how we could leverage the technology, we added modules to track client visits as well as staff and volunteer records.

The timing of the implementation was critical as it coincided with our broadened mission and expanded building. Additional modules were added to share data with our LEAVEN Community Resource Center partners and track the initiation, follow-through, and outcomes of referrals. This connectivity and collaboration enhanced our mission effectiveness and spared our clients the fear, shame and embarrassment of retelling their story to every provider they saw. Each partner is provided a customized dashboard for their specific reporting needs. The system also autogenerates referrals based on client demographics and time-sensitive attributes, ensuring consistency in the case management process.

When we had to suspend in-person interviews in March 2020, scheduling modules were added to ensure a remote process and training modules were created for electronic-learning.

KMAX has been extremely flexible in adapting to our needs. System reliability has been excellent. As a cloud-based system, we've never experienced an outage. It has been intuitive for staff, volunteers, and community partners to learn. Flexible, reliable, and intuitive are words that also describe Michael.

Although Michael was compensated for some of the design work, he donated countless hours of volunteer time to test, train, support, and respond to our growing and changing requests. System enhancements have been applied on a nearly monthly basis to track additional information or report key data. As a LEAVEN board member, Michael understands our mission and was instrumental in identifying system enhancements that align with our goals.

KMAX has improved our organizational performance, productivity, efficiency and effectiveness. We are honored to recognize Michael Ryder for his tireless commitment to LEAVEN. Technology is now one of our organizational strengths!

PAT EXARHOS: LEAVEN'S 2020 VOLUNTEER OF THE YEAR



LEAVEN has always valued the contributions of our volunteers and the vital role they play in all facets of our business. The suspension of in-person volunteers in March 2020 underscored our reliance on and appreciation of volunteers.

While necessary and prudent to prevent the transmission and spread of the insidious COVID-19 virus, this decision had a tremendous impact on an organization that relies so heavily on the time and talents of its volunteers. In 2019 alone, LEAVEN volunteers contributed over 16,000 hours of service. Going from 25 volunteers per day to our small staff of six was overwhelming and stretched our capacity to manage the many operational and programmatic tasks performed daily by volunteers.

Our normally bustling office was eerily quiet, the fear of this new virus was palpable, and the absence of volunteers was unfathomable. Staff was committed to addressing the needs of those economically disadvantaged as a result of the pandemic, but we didn't know how we were going to do it.

The 2020 Volunteer of the Year recognizes the person who came into the office every day for 10 straight weeks and whose presence, commitment and support made it possible for us to serve our community during that challenging time. . . our knight in shining armor (and mask), Pat Exarhos.

Pat was in her second year as board president and had never worked in an operational volunteer capacity. Thrust into the role of receptionist/scheduler/front office coordinator, her presence made it possible for staff to adjust operations to meet the new needs and changing demands imposed by COVID. We needed to develop and implement a remote intake process, train at-home interviewers, establish guidelines to meet the unique circumstances our clients, and create processes to deliver on our mission. Pat's corporate background and vast nonprofit experience proved to be tremendous assets to those discussions.

Pat willingly chose to leave the safety of her home to come to LEAVEN in an unpaid capacity. This brave, selfless decision cannot be minimized. Her consistent schedule and personal sacrifices ensured our circles of interaction were kept small.

Pat's commitment did not end when volunteers returned to the office. She continues to average two volunteer shifts per week and has expanded her role to include casework. As Pat's knowledge of Client Services has grown, she has been instrumental in identifying efforts to improve operations.

Her visionary leadership as board president will serve the organization for years to come. Her mission-driven focus and results-oriented approach ensured effective planning, strong programs and services, adequate financial resources, and a high-functioning board.

Because of the many hats she wears, Pat is well known to staff, volunteers, board members, and community partners. Because of her interpersonal skills and commitment to the mission, she is highly respected by the people that comprise those groups. I know they all join me in thanking Pat for her dedication to LEAVEN and congratulate her on this well-deserved recognition.

"We make a living by what we get. We make a life by what we give."

~ Winston Churchill

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Thank You!

We are deeply grateful for the individuals, businesses, churches, foundations, civic clubs and government agencies that help us fulfill our mission. Your generosity ensures that every person who turns to LEAVEN for help has the opportunity to build a better life.

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Jeff & Bonnie Zdrale
Shane Zillmer
Zion Lutheran Church
Carrie & Donald Zoromski
Benjamin Zubke
Donald Zuleger
Kenneth & Carol Zwick

95 Yoga House

This report recognizes all gifts (financial and in-kind) to LEAVEN recorded in 2020.

Every effort has been made to ensure the accuracy of information in this report.

Donor names are listed per their preferred recognition. Many donors wish to remain anonymous and thus are not listed by name.

If we omitted your name in error, please contact LEAVEN's Development office at 920-257-5696.

(d) denotes deceased



It is important our donors trust that we are using their donations wisely to accomplish LEAVEN's mission.

Our 4-star Charity Navigator rating demonstrates to our supporters our good governance and financial accountability.

IN HONOR / IN MEMORY

Donors give financial gifts to LEAVEN to honor loved ones for birthdays, anniversaries, holidays and special occasions. Below is a list of individuals who have either been honored by family and friends through a gift, or a gift has been made in their memory, to LEAVEN in 2020.



John & Kristy Albrecht

All veterans who keep paying it forward Ron & Michelle Altenburg's Wedding John & Judy Barragry Anna Bayer Fr. Ron Belitz Clarice Belling Jane Belling Craig & Jane Belling Family Fr. Mike Betley Linda Boldt Pat Boldt **Andrew Britton** Pat Buesing John & Bobby Carlson Marjorie & Jud Conkey **Christine Cornell** Kristen & James Cousineau Joyce Damico Kathy Dean Sara & Wayne Edmonds Iovce Feld **FELC Summer Interns** Dan Ferris First Congregational UCC **FUMC** Dave & Julie Gamm **Becky Gilbert** Good Friday Ecumenical Service Ken & Zona Graetz Rich & Tricia Hansen Jim & Janet Hemmen Jim & Tammy Hemmen Kathy & Steve Hermsen Margaret Higgins William Hodgkiss

Brian Ianowski

Linda Keller

Suzanne Kewley

Marilyn Kostrzak

William Kime

Greg & Jennifer Johnson

Robert & Marline Kools

Jeanine Johnson & Bill Steen

Alyson Krokosky Pearl Kunz Paulette Laffin Fr. James Leary, O.F.M. Cap. LEAVEN donors LEAVEN staff LEAVEN volunteers Laurie Leonard Elizabeth Lokensgard Raymond Lukas Helen McKean Ioe & Iena McNiel Suzanne & John Mitchell Pat & Bob Moir Susan Morrissev Norman & Peggy Munson Sue Muoio Joyce Nyman Rick & Sharon Peterson Diane Putzer John & Judy Running Barbara Russell-Mendyke Will Sanderfoot Vivian Schutte Isaac Schwartz Beth Sewall Paul & Karin Sheels Don Stanek Mr. & Mrs. Richard Thee Jean Thompson Paul Thompson Mary K. Toppins Mr. & Mrs. William Veremis Dave & Mary Ellyn Vicksta Chuck & Jean Wegner Kiara West



Shirley Ahlgren Nicholas Arnold Rae Ann & Lester Balster Jeanette Bayer Henry Becher O.C. Boldt Mike Bourassa Lela Christine Calder Iim Chew Peg Coughlin **Joe Cummings** Deceased parents Anna DeCoster Helen DeGroot Captain Karin Deimer **Judy Earl Duane Enders** Sharon Fenlon Rosie Friebel Roy Gabrielson Theresa Gierl Marcia Gierde Richard M. Gosz Herbert & Marilovs Gottfried Sr. Therese Gottschalk Iohn Grav **Bob Green** Robert Greinert Gillian Halliday Ed Hammen Susan B. Henke Sr. Sharee Hurtgen Jill Immekus John E. & Peggy J. Jones Beverly J. Kain Daniel Kay Orville & Ramona Kelpinski Mabel Klotzbach Marge Koepke **Ieff Koss Edward Kressner** Ernestine Kressner Margaret & John Krueger

Iamie Muoio Ellie Olson **Dorothy Ottow Jody Ottow** Thomas Oudenhoven Iohn Paltzer Iim Patterson George Peterman Pat Rauch William Riegel Roscoe & Carol Roberts Daniel Rorabeck Chuck Ross Karen Ruesch Jean Ann Schuchart Sue Schultz Francis Simonis Rosemary Simonis Carol Slowinski Erik Smithback Philip Streich Les Stumpf Terri Mary Pat Thomson Fr. Bob Udulutsch O.F.M. Cap. Geraldine Vechart Charles H. Velte **Jim & Carol Vetta** Mary Whitehead Lyle A. Wieck **Bob Worachek** Kathleen Zemblowski

In addition to those listed, donors have also made gifts in honor of, or in memory of, groups or individuals such as parents, grandchildren, family, friends or deceased loved ones.

Ed Kuck

Richard Leonard

David Liebhauser

Valoris Moehrke

LEGACY SOCIETY DONORS

Gifts to the endowment ensure a tradition of honoring our past, building on our present, and investing in our future so we can continue to help individuals and families in our community move forward. The LEAVEN endowment funds were established as a means of helping to ensure that emergency financial assistance will always be available to people in need. The goal is to fund all administrative costs through the annual distribution generated by the funds, enabling other donations to be used solely for client assistance.

The Legacy Society honors donors who contribute to the endowment. Contact LEAVEN if you are interested in learning more about the options for leaving a lasting legacy.

Ron & Michelle Altenburg Richard & Terri Auchter Patricia Baer Curt J. & Carla M. Baier John & Diane Barkmeier Bill & Sue Bassett Jeanette (d) & Jim (d) Bayer **Jerry Bayer** Phyllis Bechard Clarice Belling & James (d) Leo & Joan Bernardin Bryan & Rebecca Blankfield Evelyn Blick (d) Linda A. Boldt Pat & O.C. (d) Boldt Tom & Renee Boldt Julie & Dan (d) Bongers Joe & Linda Bound Susan & Robert (d) Brown Bob & Maxine Brucker Julie & Dave Buchanan Janine Buffo & Gilbert Koula Richard & Christine (d) Calder Bobby & John (d) Carlson Margaret Carroll James & Gay Casey **Jeff & Gwen Casperson** Judith & Charles (d) Catlin Paula C. & William (d) Chandler Katie & Mark (d) Chelsky David & Pam Chitek Scott & Barb Ciano Dan (d) & Helen (d) Cloud Steve & Joanne Cloud Julie Coenen & Dan Wierichs Christine Cornell Geoff Crowley & Kelly Lanpheer-Crowley Kathleen Curry-Wagner (d) Joanne De Groot (d) Elizabeth DeKeyser (d) Joanne & Clyde (d) Delforge Rick & Sue Detienne Diana & Gregory Devine

Mary Downs & Andrew Long

Geri (d) & Harold (d) Ellsworth

Martin (d) & Mary L. (d)

David & Tia Duppler

Downs

Michael & Pat Exarhos Helen Faas (d) Barbara & John (d) Fleming Robert Fox & Barbara Holly-Fox William & Joan Geenen Doug & Becky Gilbert John & Ann (d) Gillen **Jay & Peggy Gottleib** Charitable Fund* Mary & Tom (d) Grace Steve & Cathy Graf Grand Chute Lions Club Mabel M. & Arnold (d) Grummer Dean & Pamela Gruner Ellen (d) & Les (d) Gunter Paul & Ella (d) Guthrie Don & Jean Hayes Peter Heid (d) Mark & Jan Heifner Hattie Hermsen (d) Mary Hobbins (d) Lois Ann & Griffith (d) Howell Ken & Trisha Huizenga Jerry & Helene Iverson Lloyd Jack (d) William & Dorian Jordan Bill & Mary Kessenich Howard & Mary (d) Kidd David Klister Jeff & Shelby Knezel Peggy Kostelnik & John Spalding (d) Paul (d) & Rose Mary (d) Kreul Reverend Norman Krutzik (d) Annette & Ernest LaBrake Emory & Paulette Laffin Susan & Jeff (d) Lammers Thomas & Kathy Langkammer Marion Leisering (d) Laurie & Richard (d) Leonard Chuck (d) & Jan (d) Lewis Fr. Robert Lexa (d) Joseph (d) & Phyllis (d) Linder Dorothy & Len (d) Lindgren Pat & Tom Lison Jerrold & Elizabeth Lokensgard Paul & Cathy Lombardi Ruth & B. Robert (d) Masse Robert & Kathleen Matzke

Joe & Jean Mauthe Joan McCarty (d) Jim & Judilynn McDermott Helen McKean Jon McMurtrie Don Mendyke & Barbara Russell-Mendyke Richard Merkhofer & Maria Aristigueta Sally & John (d) Mielke Nancy & Henry (d) Mills Muoio Family John & Sandra Nussbaum Dave & Kim O'Brien Doug (d) & Myrtle (d) Ogilvie Our Redeemer ELCA^ Donna & George (d) Paltzer **Bob & Mary Parsons** David and Jacqueline Paul Fund* John & Lynn Pfefferle Dan & Gwen Pociask Jim & Deborah Prentice Brian & Mary Beth Pritzl Carol Rasmussen Patricia Rauch (d) Richard Reetz Chester Refinski (d) Lawrence (d) & Gretchen (d) Reynolds Ronald & Katherine Roberts Lucille Rudolf (d) James & Cynthia Russler Michael & Mary Ryder Doug & Carla Salmon Foundation* Stephen & Lorrie Savage Margaret Schaefer Arthur (d) & Gladys (d) Schmidt John & Julie Schmidt Ray (d) & LaVerne (d) Schmidt Tom & Mary Schmidt William J. & Barbara A. Schmidt Family Foundation* Warren & Linda Schneider Richard J. Schuchart

Joan R. Smith Theda and Tamblin Clark Smith Family Foundation, Inc. Joan Sommers & Bob Molitor Michael A. Spencer Fund* Harry & Bonnie Spiegelberg Rick & Joan Stach Don & Shirley (d) Stanek Richard Stark Becky & Jon Stellmacher Robert & Sue Sullivan Leon Summ Andrea & Tom Tatlock Patrick and Janet Thompson **Family Foundation** Fr. Robert Udulutsch, OFM Cap. (d) Roger & Lynn Van Vreede Bill (d) & Lila (d) Vandenberg Clarence (d) & Dolores (d) Wallace Margaret Walsh (d) Jennifer & Russ Wanke Christine Waters (d) Greg & Peggy Wendt Edward A. Wettengel (d) Susan West & Timothy Wycoff Edward A. Wettengel (d) Howard (d) & Mary (d) Whitehead John & Martha Wollner Judy & Bob (d) Worachek Susan West & Timothy Wycoff

^ dissolved congregation as of 2016

(d) denotes deceased

*within the Community Foundation for the Fox Valley Region

Mary Shallow (d)

Silton Family Fund*

Wayne & Carol (d) Slowinski

Charles R. & Shirley A. Smith

FINANCIAL SUMMARY

	Audited 2019	Audited <u>2020</u>
CURRENT OPERATING REVENUE		
Churches	144,739	136,960
Businesses	26,247	176,926
Individuals	291,342	540,441
Foundations	499,006	880,242
Government	75,706	183,610
Other Organizations	48,251	68,429
Investment Income	95,531	74,732
Est. Value Donated Materials	955	4,568
Donated Gift Cards	1,505	9,907
Donated Gas and Bus Cards	2,436	-
Net Fund Raising Income	14,857	16,811
Pay it Forward-Repayment	3,127	3,890
<u>Subtotal, Financial Revenue</u>	1,203,702	2,096,516
ADDITIONAL CONTRIBUTIONS		
Endowment	186,670	40,114
Investment Increase/Decrease	611,734	403,725
Building Expansion '	-	5,000
*Volunteer Labor	430,758	278,255
TOTAL REVENUE	<u>2,432,864</u>	2,823,610
DIRECT CLIENT ASSISTANCE		
Housing	491,680	586,992
Utilities	162,348	81,887
Transportation	80,176	45,222
Medical & Related	2,027	624
Misc./Food, Clothing & Household	4,281	4,798
FISC-Contract Employee	51,248	58,553
Est. Value Donated Materials	935	1,861
Donated Gift Cards	2,502	1,320
Donated Gas and Bus Cards	2,334	1,865
Other Miscellaneous Assistance	-	1,112
Less Program Endowment Distribution	-	(6,988)
Subtotal, Direct Client Assistance	797,531	777,246
*Volunteer Labor	430,758	278,255
Additional Client Assistance Expenses	368,456	408,523
Subtotal, Client Assistance & Program Expenses	1,596,745	1,464,024
Management & General	103,748	111,091
Fundraising	31,523	32,596
Less Administrative Endowment Distribution	(129,170)	(144,947)
Subtotal, Admin and Fund Raising Expenses	6,101	(1,261)
TOTAL EXPENSES	1,602,848	1,462,763

^{*}Labor calculated at \$24.72/hour in 2019 and 2020.

The above information was derived from our 2019 and 2020 audited financial statements from Erickson and Associates.

^{*}Volunteer Hours: 11,256.25 hours donated at a value of \$24.72 per hour reflects \$278,254.50 in-kind donations of time and talent.

LEAVEN STAFF

Mary Parsons - Executive Director
Kathy Dean - Client Services Director
Cheryl Marciniak - Client Services Coordinator
Mary Meyers - Client Services Coordinator
Kiara West - Volunteer & Community Development Coordinator
Danielle Schneeberg Iddrisu - Front Office Coordinator



(left to right: Cheryl Marciniak, Mary Parsons, Kathy Dean, Kiara West, Mary Meyers, Danielle Schneeberg Iddrisu)

Reflections from grateful LEAVEN clients:

Wonderful, caring staff that takes the time to listen to you as an individual. Very supportive of every situation and have always been very respectful. Thank you folks for all you do, it is appreciated beyond words!

LEAVEN helped my children and me get through a very hard time. Life savers. I thank the Lord for their help! Thank you also to all those who donated.

Incredibly helpful staff, accommodating and non-judgmental atmosphere. They work with you to understand your needs, to recommend/suggest areas, programs, and facilities that may be able to get you back on your feet and create some stability when you feel overwhelmed/in need.

Super nice people who didn't make me feel like a failure because I needed their help.

So helpful and honest.

Thank you Fox Valley for LEAVEN.



LEAVEN, Inc Main Office 1475 Opportunity Way Menasha, WI 54952 920-738-9635

LEAVEN Satellites

Ss. Peter and Paul Catholic Church 105 North Olk Street Hortonville, WI 54944 920-779-0166

Calumet County Courthouse 206 Court Street, Human Services Chilton, WI 53014 920-738-9635

Community 2000 1002 Main St. Seymour, WI 54165 920-833-0277

Board of Directors - 2020

Board Officers

Pat Exarhos (President)
Tim Murphy (Vice President)
Tom Janssen (Secretary)
Elliott Clare (Treasurer)
Rick Stach (Past President)

Board Members

(Listed alphabetically)
Mary Downs
Jay Gottleib
Meagan Hardwick
Greg Linnemanstons
John Nygaard
Jackie Paul
Michael Ryder
Steve Wieckert

Email: leaven@leavenfoxcities.org

Web: www.leavenfoxcities.org

Follow us on Facebook at "LEAVEN Fox Cities"



Ways to Give

♦ Financial

Last year financial donations from churches, businesses, individuals and other organizations contributed immensely in our ability to directly assist clients.

◆ Long-term

Through support of our endowment funds and planned giving, our goal is to cover 100% of administrative costs through endowment distributions, freeing up more dollars for direct client assistance.

♦ Volunteer

Volunteers at LEAVEN are an invaluable asset to our operational efficiency as well as our service to clients. They are the face and voice of LEAVEN to anyone seeking help and their compassion is at the heart of all we do.

Goods and Services

You can help our clients in ways that go beyond our usual emergency financial assistance. Donated goods and services keep administrative costs extremely low, enabling greater financial assistance to our clients.