



ANNUAL REPORT 2020

*Building partnerships to break cycles
of poverty in our community*

MESSAGES FROM MANAGEMENT

Sometimes God drops an opportunity to serve right in your lap, and I am very grateful for the chance to be part of this incredible organization. I was invited to join the Board of Directors of MACC Charities a few years ago and have seen the multi-layered impact of the organization's mission throughout the community of Manchester/Bolton and beyond. The people that run MACC, our 1000+ volunteers, and our dedicated Board of Directors are 100% focused on delivering much-needed services, food, and access to resources to those in need – including anyone (from seniors to children) who are struggling to make their way through obstacles in their lives. Most importantly, this care is provided with the respect that all human beings deserve and with an intent to change the course and break the cycle that has landed so many families who are desperate for help where they are today. Ask anyone on the MACC Charities team, and you will hear stories about how MACC has changed lives spiritually and financially, giving hope and optimism in a time where both are needed so much.

Is God dropping an opportunity in your lap today? An amazing thing about being part of MACC is the unexpected blessing that can change your life as you offer a hand to help up those who can use a boost. Whether you volunteer in the pantry, kitchen or thrift shoppe, donate food or money, visit Bistro on Main, or simply keep MACC in your prayers, God will work through you. If you want to be part of the mission – we look forward to speaking with you! If you are already part of the MACC mission – I offer the biggest thank you and an overflowing measure of love from the bottom of the Board of Directors' hearts!



Chris Savage
Board President



MACC Charities turned 47 on January 19, 2020. I was introduced to this great organization 32 years ago when I was a social worker for the Town of Manchester Social Services, and 21 years ago, was blessed to be hired as its third Executive Director. The position has been both a life changing experience for me as a person and the crown on my social work career.

I am grateful for the two Executive Directors who preceded me. Sadly, Nancy Carr passed away the summer of 1999 following my Spring hire. I never had the opportunity to thank her personally for the vision and legacy she left for our community through this good work, affectionately referred to as just "MACC". Nancy's work laid the strongfaith-based foundation for what would strengthen our town's response to those in need.

Denise Cabana followed Nancy's footsteps. Denise and I were colleagues when I worked for the Town and she was director of the MACC Homeless Shelter. She was appointed to the position of Executive Director for MACC Charities the same year I was promoted to the Director of Social Services for the Town of Manchester. Little did we know that we were both being groomed for our dream jobs. Five years later, Denise would enter the clergy and I would enter the nonprofit world. Both of us forever changed for the good and still serving in the roles we accepted 21 years ago.

I am thankful for Nancy's vision, thankful to Denise for her passion for the helping the poor and thankful for the wonderful community we serve for its faithful partnership with MACC.

MACC Charities was formed by the faith community, led by three women with different leadership styles, guided by a variety of incredible Board members, blessed by the skills of hundreds of dedicated employees and served by countless, selfless volunteers over the years. Through it all, MACC has had but one vision, one mission and one purpose which is to offer a hand up, not a hand out to its neighbors who struggle to meet their basic needs in times of emergencies.

Our social services model has worked, continues to work and Lord willing, will always work to break cycles of poverty in our community. My heart's desire would be for MACC Charities to be emulated in surrounding communities. I believe local is the best and most effective response to emergency needs in one's community. No one knows how to serve better than neighbor to neighbor.



It is not my ability, but my response to God's ability that counts.

- Corrie Ten Boom



Beth Stafford
Executive Director / CEO



More than
43,000
meals served through
our Community
Kitchen & Senior
Meals programs

4,234 people
utilized the
Community Threads
Thrift Shoppe which
was closed
Mid-March to June



The Community
Pantry provided
16,000 pounds of
protein in the year
through June 2020



\$3,911
in emergency
clothing vouchers
provided to families
in need

2,248
snackpaks
provided to
348 children

332
households
received holiday
food baskets



1,596 people helped
by the Community Outreach
& Emergency team

Over **500**
volunteers served with us (even
throughout lockdown and quarantine)



More than 47 years since it began, MACC Charities continues to be the largest social services agency in the town of Manchester. Every year, hundreds of volunteers work with staff to operate the Community Kitchen, Community Food Pantry & Community Threads Thrift Shoppe on a daily basis. The MACC staff also provide emergency services to homeless and at-risk members of our community through outreach programs.



THE TEAM @ MACC



Shannon Baldassario
Director of Services

Chef Ferdinand Cruz
Community Kitchen

Patti Thurlow
Operations Manager

Our **Community Kitchen** is open for lunch 6 days a week and select Sundays. Before COVID-19 forced social distancing protocols, seating was family-style, and lunchtime was a time to relax and connect with others in the community.

While we are limited by these necessary restrictions, we recognize that our community is vulnerable. We have continued to provide daily meals in the form of packed lunches,

MACC served more people than usual in FY20 due to the COVID-19 pandemic. Unfortunately, we do not believe we have seen the end yet.

We would not have been able to help those who needed us most without the help of our generous and faithful donors, staff, volunteers and community partners. Thank you.



It Takes A Community

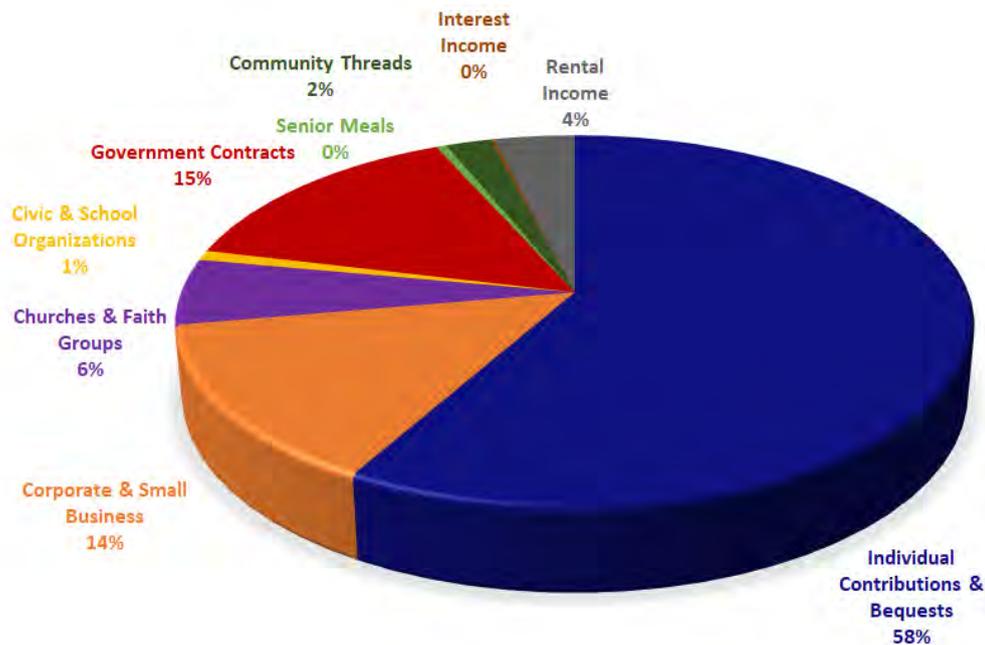
466 Main Street Manchester, CT
|860-647-8003 ext. 21

Sources of Income 2020

A community organization is only as strong as it's community and we have a strong one.

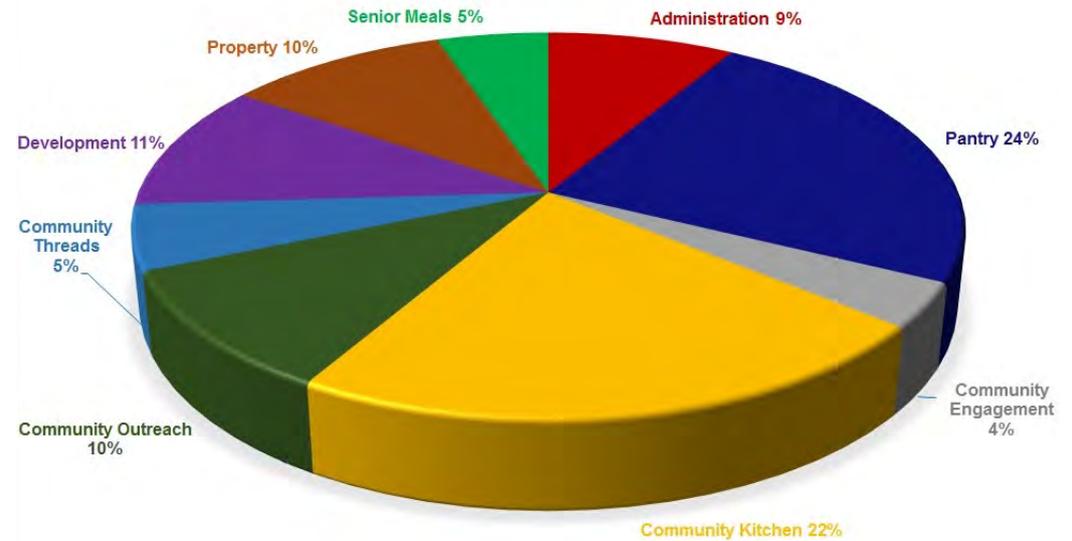
Even as the need for our services increased sharply due to COVID-19-related job losses and closures, our donors helped us to meet those needs and keep helping our community.

Individual donors have once again been our biggest contributor. We could not do this without them.



Total Revenue 2020: \$1,490,675.46

2020 Expenses by Class



Total Expenses 2020: \$1,206,906.98

MACC has always targeted immediate client needs, and allocated funding to minimize the need for future assistance. The last 4 months of this financial year were a little different and we are bracing for another year heavy with need as the full economic effects of the pandemic unfold.

We hope we can continue to assist in sustainable ways over the course of this economic downturn.

Community Outreach & Emergency Services

Our staff and volunteers worked throughout quarantine to assist homeless and at-risk members of our community. As the FY 2020 came to an end, we saw a 34% increase in the number of people assisted through Community Outreach & Emergency services.



Covid increased the demand for housing assistance and help with utilities. As trying times can. These last few months have brought us all closer as a team. It has been a privilege to be able to provide help to our community.

460 Main Street Manchester, CT |
860-647-8003 ext. 31



The Thrift Shoppe closed for four months at the beginning of the year as did most retail outlets. During this time, those in need of emergency clothing or household items were assisted by our staff and volunteers who shopped for them. Once re-opened, we picked up where we left off. MACC continues to provide low or no cost clothing and accessories for shoppers of all ages while following strict COVID-19 safety guidelines.



Volunteers staff Community Threads under the direction of our Operations Manager, Patti (Gregory) Thurlow



466 Main Street Manchester, CT
860-647-8003 ext. 29

Community Pantry

Our Community Pantry provides assistance when needed most by members of our community. A supermarket-like atmosphere and friendly service characterize the Pantry.



With quarantine came new procedures which are still in place now and require masks, social distancing and pick ups by appointment only. Our volunteers are shopping for our clients.

This year, we provided 45% more protein to our clients compared with last year - a key indicator of the needs we are addressing in the community.

460 Main Street Manchester, CT
Tel: 860-647-8003 ext. 28

Our social enterprise and on the job training restaurant saw tough times this year along with others in the industry. We took this time to reflect and reassess our focus as a restaurant. As restrictions have relaxed, we have opened back up with a new chef and menu. Partnering with Urban Lodge to provide local takeaway food for their customers has allowed us to serve a wider customer base. We offer carry out & limited dine-in options in compliance with COVID 19 guidelines imposed by the State.



867 Main Street Manchester, CT
Tel: 860-432-5267

What a year it has been.

Who would have thought so much could change, and so quickly. The Pandemic has certainly shaken up our world and in doing so, forced us to find new ways to support our community and each other.



As COVID-19 continues, we are more determined than ever to be where we are needed most through the assistance of our donors, sponsors, volunteers and staff. #Kindnesswins,

MACC Charities



For a full list of our donors,
please visit our website.

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