

2018 ANNUAL REPORT



PO Box 1020
Billings, MT 59103

www.billingsfamilyservice.org
406.259.2269

Saturday, May 11 CITY-WIDE FOOD DRIVE



Please look for a postcard and envelope reminding you of this city-wide food drive. Before you go out for your Saturday fun, be sure to put a bag of nonperishables at your mailbox and help stamp out hunger. Special thanks to our postal carriers for this GREAT effort!

NON-PROFIT
US POSTAGE
P A I D
MAILED FROM
ZIP CODE 55121
PERMIT NO 6885

YOUR PARTNERSHIP WITH FAMILY SERVICE



HEADING TO OUR NEW HOME BUILDING CAMPAIGN PROGRESS

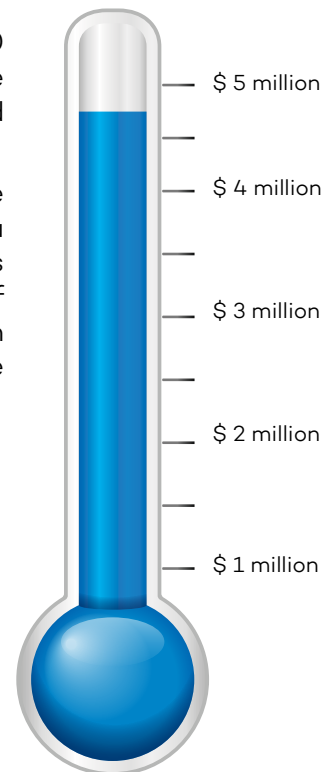
What a wonderful, exciting time for our community and Family Service! We are remodeling our forever home at 3927 1st Avenue South.

Only 10% of the \$5,100,000 goal to still raise. Then we will be able to move with an expected move-in date of May 2019.

Thank you to all who have given to the project. If you haven't committed to this legacy to help thousands of vulnerable families in need in our community—now is the *your* time!

**ONLY 10%
REMAINS ON
OUR GOAL OF
\$5.1 MILLION**

Please contact Jane at 406.384.0056 for more information.



Annual
Report to
Our Donors
& Community

Message From:

STACY BROWN, Executive Director



2017 and 2018 have been remarkable years at Family Service. We implemented new programs, allowing us to reach more vulnerable families and seniors than ever before. In the last six years, we more than doubled the number of households helped with programs in place for all six years. When new programs are included, Family Service **tripled** its impact, helping over 15,000 households and 24 other organizations with food, senior supplemental commodity food, rent and utility assistance, clothing, education for better employment and other projects.

We Are MOVING

In our biggest initiative ever, we launched a capital building campaign, to raise over \$5,100,000, allowing us to purchase and renovate/remodel a two-warehouse property. Our generous community, friends and supporters have been wonderful and today, we are in the final 10% of our public campaign. Huge thanks to all those who are helping Family Service reach new heights and new square footage. Each of our donors to this project deserve a round of applause.

If you haven't yet heard about this important endeavor, please contact Jane McCracken at 406.384.0056 for more information. We would love to have your help!

Family Service expects to move into our "forever home" in late May 2019. We know there will be challenges ahead as we settle in and implement changes in how our programs are administered. These will allow us to work more efficiently and safely. We can't wait to show YOU our final product! New programs to help stabilize families and lift people to long term self-sufficiency are possible in this new location. Your volunteer help and financial support are more important than ever.

We can't wait to welcome you into our new home at 3927 1st Avenue South—starting in May 2019, as Family Service moves up to the next level to lift more families to stability and long-term self-sufficiency!



HOW YOUR GIFTS HELP

CHARLES: I have used Family Service food boxes for about a year. My veteran affairs caseworker brought me to Family Service and my health started to get better because I had enough food for the first time. They also helped me with a coat and boots last winter and a rent deposit when I cleared the housing list. They help a lot of vets at Family Service.

PROGRAMS USED: RENT AND UTILITY ASSISTANCE, FOOD BOXES, CLOTHING VOUCHERS

Thank you!



DONATE

billingsfamilyservice.org

2018 HIGHLIGHTS OF SERVICE

These activities happened *only* because *you* cared enough to give to Family Service — *Thank you!*

Through the generosity of our community, the following services were provided:

1.9 million pounds of grocery rescued food were distributed to those in need through our bountiful food boxes and in collaboration with 24 other organizations

- More than 11,200 family food boxes provided to low and very low-income families, seniors and those with special needs with an average weight of 95 lbs. per box
- Starting in October 2017, more than 700 seniors receive once monthly Commodity Supplemental Food bags for senior households of one or two with incomes of \$1,300/month for one person and \$2,100/month for two people. We continue to do sign-ups for this program and hope to see it grow to 2,000 monthly participants over the next 2–3 years. Call us to enroll in this program.
- Holiday meal boxes were provided for more than 2,400 families

Rent and Utility Assistance — \$70,000 lifted more than 378 families (1,076 people) to maintain housing stability

Education for better employment—34 participants were assisted with training courses and additional education so they could find better employment

82,000 pieces of clothing distributed at no or low cost (50¢ or less) through the Clothing Quarter and our Thrift Store provided clothing and household items at value prices

Back to School backpacks stuffed with school supplies for 450 students

Toys for Tots collaboration with US Marine Corps and St. Vincent de Paul providing over 2,500 children with a special Christmas

Adopt-a-Family holiday celebrations for 200 families—bringing joy to more than 350 children

Birthday books for 250 children, giving parents a chance to give a birthday present of a new book, with wrapping tissue and a gift bag in memory of Judy McDonald, who loved to read to children.

Widespread collaboration with 24 other organizations including a new relationship with the food pantry in Garryowen, MT. This new collaboration helps feed over 250 families each month in a very poor region of Montana, and even provides enough food for a community table option for those who cannot cook for themselves.

Building campaign progress—We were able to purchase the property at 3927-3931 1st Avenue South in June, 2018 and the renovation and remodel started in earnest in September. *Learn more on page 8.*



Our Mission: We prevent hunger, homelessness and poverty in Yellowstone County and surrounding areas through community involvement.

Many Thanks!



See Cal's story on the opposite page.

Privacy Matters

In this day and age of privacy concerns, we no longer publish lists of our donors in our annual report. Please know that your generosity is celebrated every day through the work that you make happen, lifting families and households to stability. Thank you for sharing your important resources with us—knowing that we will do the right thing with your gifts.

Endowment Donors

Thank you for your long-term support for Family Service via your gifts to our endowment. In 2019, these funds will contribute \$60,000 to our operations! These gifts are a huge WIN-WIN for you, the donor, providing a tax credit (better than a deduction!) to apply to your Montana taxes and to preserve the long-term health of Family Service.

Our list of thanks could take many pages

Family Service only exists because of the generosity of our community. We are privileged to do the good work that your donations allow. **YOU are the key to all we do and we THANK YOU!**

THANKS GO TO:

- YOU — our donors of financial and in-kind gifts!
- Our board members
- Our Volunteers
- Endowment Donors
- Every person, foundation and business helping us move forward into our new facility
- All our Benefit sponsors, participants and auction donors
- 28 Faith communities who provide funding and volunteers, especially
 - Faith Chapel Increase Christmas
 - St. Pius X Catholic Church
- 15 Foundations providing mission-related funding
- Excellent Food Partners:
 - Albertsons
 - Costco
 - Food Services of America
 - Franz Bakery route holders
 - Lucky's Market
 - Kellogg's
 - Meadow Gold Dairy
 - Montana Food Bank Network
 - Perkins
 - Sam's Club
 - Stella's
 - Sysco
 - Target
 - Walmart

- Adopt-a-Family donors
- Adult Resource Alliance
- Billings Downtown Rotary
- Billings Gazette
- Billings West Rotary
- Breakfast Exchange Club
- The Brocopp Family
- Cat Country Radio and The Breakfast Flakes
- Connoisseur Media
- Dress for Success
- EFNEP cooking trainers
- Every business and organization doing a food drive
- KTVQ-2
- Plumbers and Pipefitters Union, Local 30
- Precious Seconds
- RimRunners Club and Run Turkey Run volunteers
- Scheel's
- SeaHawkers Football Club
- Valet Today for their coat drive
- Share the Love Campaign-Rimrock Subaru and Subaru of America
- Toys for Tots Volunteers and Businesses
- United Way of Yellowstone County
- US Marine Corps
- USPS Postal Carriers
- Yellowstone County Sheriff Work Release Program

All of our wonderful partners make a real, substantial difference in the lives of those we serve, whose circumstances can be overwhelming. We have made every attempt to include everyone in our list. If we have forgotten you, please forgive us. Your contributions are so important. **Thank you.**

Tribute Gifts FOR BELOVED FRIENDS & FAMILY

Family Service is the grateful recipient of many gifts to celebrate important people. These gifts bring a unique trust to assure good and faithful use.

FAMILY SERVICE CELEBRATES AND REMEMBERS:

IN TRIBUTE TO:	BY DONOR:	IN TRIBUTE TO:	BY DONOR:
Marge Anderson	Dodie and Frank Zweifel	Molly Peterson	Clare Cavan
Harroll Bass	James and Jonnie Keeling	Don Richard	Dorothy A. Weagel
Oscar Berg	Michael Muller	Carol Roberts	Harris & Eliza Kempner Fund
Mike Boyett	Rebecca and Stan Duffner	Sandi Sjogren	Walter C. Acra
Gillian Brown	Bruce and Eileen Pinkerton		Vakarue Bennett
Rocky Brown	Nancy Brown		Sandy Berkrum
Virginia Brown	Yellowstone Valley Electric Co-operative		Paul and Rhoda Byorth
Evie Buttman	Lyla and Jim Wallman		Roxi and Dave Cobb
Christine Chauvin	Brent and Patrice Chauvin		Ginger and Jim Critelli
	Helen and Joseph Chauvin		Craig Davidson
	Shelley C. Van		Bonnie Dement
Todd Chestnut	Shelly Ellison		Doug and Donna Dierenfield
	Janice Hendricks		Dennis Duffy
	Tom and Jeanne Vogel		Jerry and Nicole Haidle
Jeannine Cozzens	Jessica Cozzens		David & Kelly Jones
Laura Dahlstom	Howard and Dona Ullman		Conley & Jimmye Kreiger Family
Mabel Dolan	Lillian Scheaffer		Robin Manning
	Dorothy Weagel		Jane and Tersh McCracken
Thomas Emerling	Clare Cavan		BeaAnn Melichar
Robert Erbacher	Jerry and Jan Wolf		Bob and Muriel Mjelstad
Don Paul Ewald	Patricia and Roy Schoessler		Neal Nash
Jim Gainan	Nancy Larsen		Gary and Terese O'Donnell
Grandsons Adam & Garson	Mr & Mrs. Edward Davis Jr.		Ray and Mary Catherine Pancich
Thresa Goodman	Vanessa and John Bays		Walter and Geraldine Yanc
	Michael and Georgia Heffner	Michael Skehan	Jeffrey Kruskall
Carl Gregory	Walter C. Acra	Tony Soueidi	Clare Cavan
Dr. Habein	Clare Cavan		Judy Johnson
Ann N. Hafer	Patricia Nelson	James Steckel	Margaret Steckel
Pete Habein	Linda Snider	Lydia Stratford	Diane Stratford
Carl Hansen's Clients at D.A. Davidson and Co.	Carl Hansen	Garnet Wagner	Mike and Nancy Wagner
Rod and Eunice Hanson	Charlene and Mike Gustafson	Jere Wamsley	Ken and Margaret Peterson
Shirley Heffner	Vanessa and John Bays	Gloria Weber	Dodie and Frank Zweifel
	Michael and Georgia Heffner	Paul Wold	Benita Nelson
Elaine Jensen	Clare Cavan	David Young	Jeffrey Kruskall
LaVerne Jensen	Jennifer Lackman		
Jennifer Kelly	Thomas Kelly		
Billielou Braswell Lance	Julie Linderman		
Edith Larsen	Howard and Dona Ullman		
Bruce MacIntyre	Allan and Patricia Karell		
	Jane and Tersh McCracken		
	James and Barbara Sites		
Jim McCall	W. C. and Alice O'Reilly		
Jane McCracken	Dr. Yee Chaun Ang		
Molly May	Barbara and Gabriel Bueno		
	Carol Fredrick		
Elaine Mendel	Marjorie Tatarka		
Bill Michels	W. C. and Alice O'Reilly		
Leona Mitzel	Monica and Tim Kryzer		
Val Murray	Billie Gustafson		
Ralph Myhre	Monica and Tim Kryzer		
Buz Nelson	Rita Hove		
Gloria Novakovic	Ted and Patty Lechner		
Marc Priest	Arlene Priest		
JR Reger	Joseph Reger		
Tom Ru cz	Barbara Prewett		

The gifts listed were donated from December 2017 through January 2019. Every attempt was made to ensure accuracy. If we have made an error, please contact us so we can make the necessary correction. Thank you.

HOW YOUR GIFTS HELP

CAL: Last summer, my baby brother and I came to live with my grandparents. We get to go to Family Service to pick out clothes and get food, which my grandma says is great since we eat her out of house and home. They always have a toy box that we can pick from. And we got to have a turkey dinner at Thanksgiving from Family Service.

PROGRAMS USED: 50¢ CLOTHING QUARTER, FOOD BOXES TWO TIMES A MONTH, HOLIDAY MEALS AND TOYS FOR TOTS

What is coming up for Family Service? ... WE'RE MOVING!

We are in the midst of planning our move to the new facility. May, 2019, you can find us at our new location, 3927-3931 1st Ave. South.

The front building on that property is our new Thrift Store and 50¢ Clothing Quarter and the back building, the Brocopp Family Building, is the new site for all our charitable services.

Our programs will see a number of changes in how they are administered. The biggest, most immediate change is our client choice food area, where people will be able to select their own foods within guidelines that they will be given at registration. This change will help us eliminate food waste—giving folks food that they won't eat—and empowers clients, giving them the dignity to select their own foods.



THE BENEFIT 2019 — OCTOBER 12



Our annual fundraiser, **the Benefit**, was held on Saturday, October 27, 2018 at the historic Northern Hotel.

We thank and salute our many sponsors and donors who supported or attended this very fun and vital party. Your excellent help generates 15% of our annual cash budget and supports our programs for the thousands of families we serve each year.

- ◆ **Our Fund-A-Family and Auction donors are the best!**
- ◆ Sponsors are being contacted now. Call Karla at 406.384.0329 or email at kstricker@famserv.com for more information.



Ballard Petroleum
Billings Flying Service
Bishop, Heenan & Davies
Brewer Dental Group
Buesing Consulting Service

Crist, Krogh & Nord
Hertz Car Sales
Langlas & Associates
Jane & Tersh McCracken
Rocky Mountain Bank

Stockman Bank
Venture Improv
Wade McCalla Investment Group
Jerry & Jan Wolf & Friends

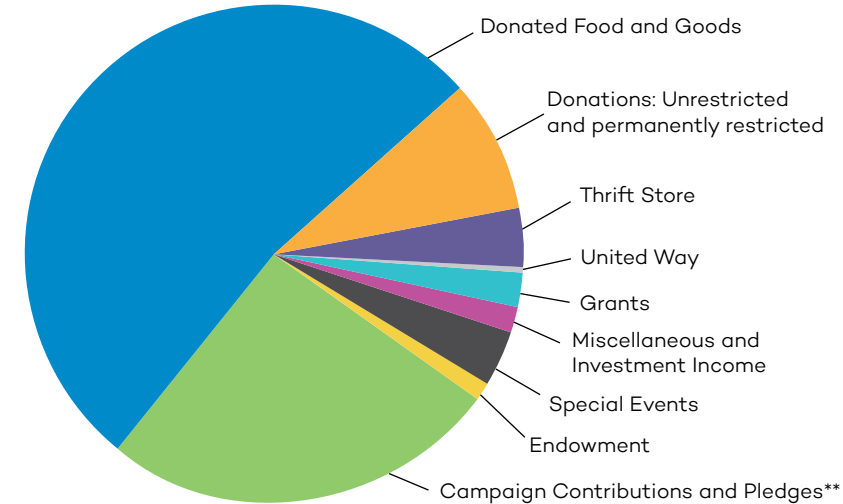
Thank you!

FINANCIAL SUMMARY

One of the most important financial pieces of information that come out of our audit is the percent of funding that goes directly to programs. We are proud to report that **90¢ of every dollar goes directly into programs for families, children, seniors and individuals.**

REVENUE • \$ 5,890,884

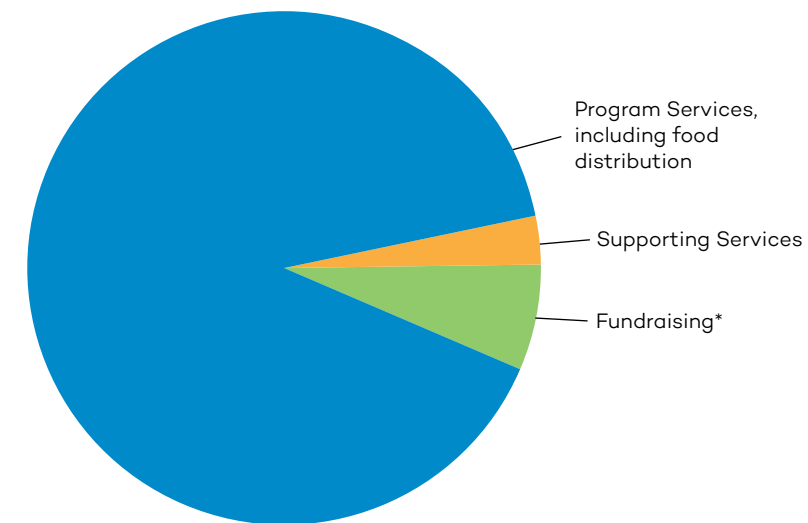
From audited financials for Fiscal Year 2017–18
(Cash, pledges and In-kind)



** These funds are restricted to the purchase and remodel of the future home of Family Service

EXPENSES • \$ 4,385,117

Expenses from audited financial statements



* The change in net assets and higher fundraising expenses specifically relate to the building campaign and will come to greater fruition in Fiscal Year 2018-19

The financial details include in-kind donation of food and special event expenses. Difference in revenue over expense is related to private grant timing differences.

CONTACT US: 406.384.0329
billingsfamilyservice.org/contact
PO Box 1020 • Billings, MT 59103



FAMILY SERVICE

Executive Board Members

Mike Dimich, *President*
Bill Brown, *Vice President*
Lynda Ballard, *Secretary*
Ric Heldt, *Treasurer*
Allan Karell, *Past President*

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John Hurley
John Jacobsen
Kelly McCandless
Ed McIntosh
Tom Nelson
Russell Pierce
G. Shane Richards
Devin Scott
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Terry Steiner
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Michael Vicars, *Liaison, Foundation Board*

FAMILY SERVICE FOUNDATION

Board

Michael Vicars, *President*
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Jeremiah Rouane, *Past President*
Tim Ludewig, *Treasurer*
Kim Boelter
Candace Kimmet
Brett Miller
Allan Karell, *Liaison, Agency Board*

We thank you for the leadership you provide. We respect and appreciate board member's contributions to our success.

Outgoing Board Members

Brandon Wittman
Stacy Nickerson
Dr. George Knight
Tim Ludewig — Foundation
Greg Kohn — Foundation
Steve Walton — Foundation

Thank you to our wonderful volunteer board members who supported Family Service so faithfully. We remain grateful for your leadership, work, care and important contributions to our present and our future.

EXECUTIVE STAFF

EXECUTIVE DIRECTOR
Stacy Brown
ASSISTANT EXECUTIVE DIRECTOR
Charam Orth
SENIOR DIRECTOR OF DEVELOPMENT & CAMPAIGN
Jane McCracken
DEVELOPMENT DIRECTOR
Karla Stricker

