292 seniors received support to remain in their homes safely

Our food banks impacted food security for 10,005 people

292 Homes received energy efficiency improvements & 3,859 households had a reduced energy burden

283,714 fare free rides were provided by Streamline & 473 elderly and disabled community members received door to door transportation

774 tax returns were prepared bringing $1,244,976 in earned refunds to our customers

705 families received financial coaching

22 affordable housing units were created or preserved and 14 families were able to purchase a home

171 families benefited from early childhood education

94.16% of Head Start children met or exceeded educational expectations for entering kindergarten

Positively impacting the lives of 11,143 people in 2018

375 individuals obtained housing through HRDC
Dear Friends, Partners and Community,

2018 was a time of expansion for us. Expansion of housing options, services and how we do things, all changing to try and keep up with the current level of growth and the needs of the communities we serve.

As land and prices soar, we got creative. Our Housing First Village partnership resulted in a fully code compliant, functioning home in only 160 square feet. We worked with our community partners to develop a replicable infill pilot and model, creating homeownership options at 330 and 600 square feet of amazing design - known as our Humble Homes, which were featured in the 2018 Parade of Homes. We continued to collaborate with our partners to re-purpose tiny manufactured homes from the oil industry into workforce housing.

We also enjoyed some celebrations! We established a new partnership and secured funding for 36 units in Livingston, planned for three townhomes in West Yellowstone and 52 condominiums in Big Sky. Thanks to our partners at Christ the King Church, we were able to run two Warming Center locations – and celebrate eight years of providing a safe, warm place to sleep, while not ever having to turn anyone away.

Our Fork and Spoon Homestyle Kitchen is serving more than 2,000 meals a month and touting local celebrity guest chefs, movie nights, catering and more. We expanded our Streamline service to include Sundays and doubled the frequency on our morning Blueline route.

Looking to 2019, we will need every investment to make our dreams of a fully functional warehouse for our Gallatin Valley Food Bank, a year round shelter and a resource hub in Bozeman a reality.

We will continue to meet the growing needs of our senior population, help our vulnerable youth prepare for their futures, ensure all families have access to quality childcare, and work hard to guarantee that all of our customers have the tools they need to thrive. But we cannot do it without you. We need every one of our 600 partners, 7,000 donors and the 119,649 volunteer hours (the equivalent of 57 full time employees). Together, we are building a better community.

Heather Grenier
Chief Executive Officer
HRDC is always adapting to the ever changing needs within the many communities we serve. In 2018 we took some time to reflect on all the changes.

The addition of new programs and opportunities, the increases in requests for help, the growing number of volunteers and donors willing to invest in HRDC and the addition of new staff to fulfil all that we provide to build a better community.

Thanks to HRDC staff, Board members, customers and volunteers we have updated our mission and vision, uniting everyone to the purpose that connects us all.

**OUR MISSION**
Instilling hope, developing resources, designing solutions, changing lives.

**VISION STATEMENT**
A place where poverty has no impact because opportunities and quality of life are equally afforded to everyone.

Introducing the HRDC mission and our vision for our future.

**MISSION & VISION**

Instilling Hope
Developing Resources
Designing Solutions
Changing Lives
HRDC is governed by a Board of Directors and advised by additional program and service area advisory boards. We sincerely thank our board for dedicating their time and talents to our mission.

“HRDC inspires me based on the great work done by staff to improve the lives of the people they serve. HRDC and its staff give hope to people, and a “hand up” when they need it most. I look forward to continuing to have a positive impact on people’s lives.”

- David Kack

“The staff of HRDC work so hard to care for those who are often forgotten in our community, inspiring all of us to give what we can and help in any way we can.”

- Billie Warford

“HRDC inspires me due to the sheer audacity of its vision, to provide those in need in our community with food, shelter, and a road to self-sufficiency, and to help young people have a good start.”

- Linda Young

Left to right: Jenna Rhoads, Linda Young, Jill Holder

**BOARD OF DIRECTORS**

DAVID KACK, CHAIR  
Western Transportation Institute, MSU

GENE TOWNSEND, VICE CHAIR  
City Of Three Forks

BILL BERG  
County Commissioner, Park County

BAILEY BLISS  
Head Start Policy Council

MITCH BRADLEY  
Heebs Grocery Owner/Operator

RON BREY  
City Of Bozeman, Retired

SCOTT MALLOY  
Senior Program Officer, MT Healthcare Foundation

PIERRE MARTINEAU  
West Yellowstone Town Council

ROBERT MCMAHAN  
Community Action, Retired

KRIS MOOS  
Moos Financial Services

PETER SCHMIDT  
First Security Bank

BILLIE WARFORD  
MSU Early Childhood Project, Retired

LEROY WILSON  
Vice President of Senior Services, Bozeman Health

LINDA YOUNG  
MSU Department Of Political Science
In 1982, our Gallatin Valley Food Bank was created to address emergency food needs for families who were applying for food stamps and waiting three days to access benefits. In our first year of operations, 549 families were served.

Today, our Gallatin Valley Food Bank has become a regional food distributor supporting our Headwaters Food Bank in Three Forks and our Big Sky Food Bank, providing a multitude of services to combat food insecurity. Last year over 5,000 families were served and more than two million pounds of food was distributed.

These households are served by our dedicated Food and Nutrition team and volunteers who continue to meet the daily needs of our community despite challenges of the tremendous outgrowth of the current facility. “Our growing community brings in an average of 112 new, never before seen households to our doors, along with the existing 1,240 households every month. Simply put, this demonstrates a rising need for food inventory and space to serve our customers with dignity and respect,” said Jill Holder, Food and Nutrition Director.

We track the increases in requests for food closely and expect that by 2021 we will need the capacity to serve more than 6,500 families per year. HRDC is committed to keeping ahead of the demand by adding resources, education, along with the distribution of the healthiest options for our families struggling to provide sufficient nutrition. We will need additional space to implement more efficient systems for food production, workforce development, gleaning, preservation and distribution. With community support we will work towards maximizing our focus on the end consumer and making sure no one in our community goes to bed hungry.
TACKLING FOOD INSECURITY

HRDC is committed to serving our community while tackling food insecurity from many angles.

Serving Vulnerable Populations

Our Healthy Kidspack provides nutritionally balanced, kid-friendly foods, which are packed and distributed to local school children. Kidspack ensures that all children have access to food over the weekend and arrive at school fed and ready to learn.

Our Senior Groceries helps seniors receive nutritious foods and other services that would otherwise be unaffordable on dwindling pensions or social security payments. Each senior is provided with extra groceries each month, including staple food items like canned fruits and vegetables, grains, dairy products, and proteins.

Our Summer Lunch Program offers free healthy meals to kids and teens in the Gallatin Valley during the summer months when school lunches are not accessible. Volunteers make possible a safe, supervised location where kids and teen can stay active and spend time with friends while enjoying healthy meals.

Working Towards Sustainability & Preserving the Environment

We are committed to reducing food waste and repurposing nutritious foods. Last year we collected 1,162,758 pounds of food from area grocery stores.

We are dedicated to sourcing food locally, receiving at least 137,981 pounds of donated produce from local growers. We also received 60,593 pounds of potatoes from local farmers.

Education & Empowerment

Our UN-Processed Pantry Project (UP3) is a study aimed at improving the health of food pantry customers by increasing access to un-processed foods and instruction on how to cook quick, healthy, and budget friendly meals with support from a dietitian and food bank staff to help improve health.

Our Learning Garden at Story Mill will become a community gathering space and education hub in Bozeman’s largest city park. Our vision is to create a healthier, more resilient, food-secure community.

5,000+
Families received emergency food assistance

2
Million pounds of food was distributed to families in need

137,981
Pounds of fresh produce was donated by local growers
“I can’t imagine a life without volunteering,” Reverend Connie Campbell-Pearson.

Connie actively volunteers throughout the community and credits her family for instilling the importance of giving back to the community, “it is just what we did, everyone has something to offer and knowing that you are doing your part to make the world a better place is powerful,” says Connie.

Connie’s HRDC volunteer story was inspired by a photograph of a village of tiny homes in an urban Midwestern community, built to address the needs of chronically homeless community members. Learning more about this village reaffirmed her belief in the importance of providing housing first, and the impact that stable and safe housing can have on someone’s future. So began a new volunteer role for Connie of leadership, advocacy and community building.

A partnership was quickly formed between HRDC, the MSU School of Architecture and the faith based community. Connie actively recruits supporters and provides education throughout the community on this initiative, which aims to provide transformative housing to Bozeman’s chronically homeless.

The number of homeless, and the length of time they are homeless has been increasing in our area and the options available to support them in getting back into housing are limited. Our Warming Center, which provides seasonal temporary shelter, is reaching capacity. In addition, several consistent years of a virtually zero percent vacancy rate in rental housing makes it more challenging for those with limited household income.

Targeted towards the homeless population that is most at risk, Housing First Village is designed to support successful reintegration into community living and permanent housing. “It is a cost effective way to address the growing issue of homelessness and hugely impactful for the resident,” says Tracy Menez, Community Development Director. “This project is near and dear to Connie’s heart and we are all grateful for the investment of time and energy she has made,” Tracy added. HRDC is currently seeking land for Housing First Village, to learn more please visit thehrdc.org.
In 2018 an HRDC volunteer team was created to assist volunteers in connecting to meaningful volunteer opportunities. The team’s first task was to streamline the volunteer sign up and training. By implementing an online management system our volunteers can look for opportunities that fit their skills, interests, and time as well as show the qualifications needed.

“Every department at HRDC benefits from volunteerism,” said Bri Cronin, Food and Nutrition Volunteer Coordinator. “At our Gallatin Valley Food Bank the increase in demand has made recruiting volunteers vital to fighting hunger and they are the backbone of our efforts,” she added. Volunteers stock shelves, sort food, interview customers, box groceries, serve lunch to kids in the summer and deliver food to seniors. Volunteers are crucial to a successful Warming Center season, serve as staff at our Fork and Spoon Homestyle Kitchen, assist with Volunteer Income Tax Assistance, work in our Head Start classrooms, help keep our young people thriving and assist with special events and fundraising.

“The impact volunteers make at HRDC is powerful,” says Debi Casagranda, Volunteer Coordinator. “I am inspired every day by the people who eagerly take on tasks to improve the lives of others and help HRDC,” she added.

To learn more visit thehrdc.org and sign up today.
HOMELESSNESS

WARMING CENTER

We believe that everyone deserves a warm, safe place to sleep.

In the winter of 2010, two community members lost their lives as a result of not having a warm place to sleep. We believe that everyone deserves a warm, safe place to sleep. As a result our Warming Center was established in conjunction with the Greater Gallatin Homeless Action Coalition.

Our Warming Center provides temporary shelter to men, women and families experiencing homelessness and connects them to HRDC and community resources to help them move from crisis to stability. Our seasonal shelter is open seven days a week, November through the end of March, from 7 pm to 7 am.

Nic Acker joined our Warming Center team during the 2014-2015 winter season as a volunteer. Nic’s passion for connecting with those experiencing homelessness quickly led him to becoming the Operations Lead for our Warming Center and Day Center.

Regarding his understanding of guests, Nic states, “all it really takes to become homeless is a bad streak of luck coupled with other problems, like medical issues or a mental health challenge. Everyone deserves housing at any level.”

During the 2018 winter season over 7,500 total bed nights were provided by our Warming Center. With only 44 beds at our primary shelter and guest numbers running as high as 55 individuals for 80% of the season, it was again necessary to shelter women and families at Christ the King Lutheran Church.

Nic notes that “space compared to the amount of people we’re seeing is our greatest challenge, and we’re starting to push our infrastructure. Eventually, this starts to limit the services we can provide.”
Operating a seasonal shelter has its downsides, “our ability to stay connected to guests is jeopardized and we often don’t see those guests who are experiencing long term homelessness until the fall. Often we have to rebuild those relationships and in a sense completely start over on the housing search,” says Shari Eslinger, Housing Director.

To address the year round needs of our customers we piloted a Day Center last year and utilized our current Warming Center facility to address gaps in services when the shelter is closed. Our Day Center was open May through September of 2018, four days a week from 9 am to 5 pm. By the end of the summer, 35 former guests secured permanent, affordable housing. Thanks to donations and volunteers we are able to offer a warm, safe place to sleep in the winter and additional support in the summer. As Bozeman continues to grow and the cost of rent rises, our Warming Center and Day Center programs will need additional space to respond, making it clear that a year round facility is needed.

Nic expresses his concerns that “there’s a segment of our population - those that are aging and continually homeless - that will continue to experience the challenges of homelessness, and it may only be a matter of time until we again lose someone on the streets in the cold.”

Nic Acker at our Day Center

HRDC’S DAY CENTER

Staying connected year round.

196

Indians were served during the 2018 summer season

972/415

Showers/loads of laundry were provided

35

Individuals obtained housing prior to the winter months
Fondly remembering Pedro.

Dana fondly remembers Pedro – a proud but gentle spirit – as the customer who impacted her the most. 70 year old Pedro moved to Bozeman from Judith Gap. His decision to move was based on access to services he might need as he got older.

Pedro’s limited income was not enough and he found himself living in his truck. After a stay at the Warming Center Pedro was connected with Dana.

Thanks to community resources and navigation, Pedro found an affordable apartment to call home. Dana recalls Pedro calling her his mother, illuminating his belief that HRDC staff had become his family.

Our Service Navigators are on the front line.

Our Service Navigators can be found throughout all of HRDC, and are often the first to connect with customers during times of crisis. Our Navigators utilize HRDC services and local resources to help customers move from crisis to thriving. Last year, HRDC served 4,142 people through Service Navigation.

Dana Mitchell has been a Senior Service Navigator for the past five years. Her caring and selfless nature and vast knowledge make a lasting impression on those she serves.

Dana’s role as a navigator – at its core – is being on the front line, whether someone is in crisis and needs immediate assistance or they’re looking for other resources. Dana says, “There’s just something about being the first person someone talks to.”

HRDC has 13 staff that provide service navigation and the team meets regularly to stay connected to opportunities and resources that will help our customers thrive.
Introducing Leadership HRDC.

HRDC staff share a common belief to improve the lives of our customers and build a better community. HRDC has over 200 employees dedicated to our mission, working hard every day to make an impact on the lives of our customers.

Leadership HRDC was established to support staff to expand their knowledge of HRDC, explore and engage in the communities we serve and develop skills to lead change within our agency. Kicking off in 2018 the participants have committed to three years of professional development.

Laci Mottice started at HRDC as an evening lead at our Fork and Spoon Homestyle Kitchen, where she helped build the curriculum for the culinary employment program and was inspired by the opportunities for people looking to improve or build their employment skills.

As she prepared to graduate from MSU, she applied for an internship in our Economic Development Department working closely with young people preparing to enter the workforce for the first time.

“Working with young people and helping them build the skills they needed to succeed was so inspiring,” said Laci. Laci graduated and found her place at HRDC as a case manager and has grown into her new role as our Workforce Development Coordinator.

Leadership HRDC supports Laci’s efforts to make sure all young people have the tools and resources to live up to their potential and to help Laci reach her own professional goals. “I tell myself to trust the seeds to grow and when I see that light bulb go off and they reach their goals I am so proud to have been someone in their corner.”

Laci and Arie

2018 Leadership Team
LIVINGSTON’S GROWING NEEDS

HRDC’s Livingston staff offer support where it’s needed most.

In her capacity as the Outreach Coordinator for our Livingston office, Marissa Hackett connects with our customers, assisting and advocating for them within the community. Since joining us three years ago, Marissa has flourished in representing the HRDC throughout the community.

Ralph, an 82 year old veteran, found himself alone after the loss of his brother, who he was the caretaker for. Ralph was homeless and on a fixed income, no longer able to afford housing on his own. A local hotel connected him to HRDC.

Marissa first assisted Ralph by conducting the initial service navigation and the two connected instantly. Knowing that securing housing and other services for Ralph would take a team effort Marissa reached out to her co-workers and other community partners to help him get back on his feet.

Overwhelmed by the process, Ralph relied on Marissa and her team for support. With generous support from community partners, all the puzzle pieces were put together. Ralph secured an apartment through our Resource Property Management, accessed services through our senior programs and found a network of people committed to helping him rebuild his life after loss.

“Our Livingston office is a busy place working hard to keep up with increasing needs, likely to continue with rising costs of living in the area,” said Marissa. “Situations like Ralph’s are common and we want to make sure people are aware that HRDC is here to help and that they feel comfortable and safe to come in and ask for support,” she added.
Community Resource Collaborative (CRC), a local group of service providers, explored the feasibility of a temporary emergency shelter model to address the gap of emergency shelter in the Park County Housing Continuum.

Through this work and numerous meetings with community members, a consensus emerged that there was a need for an emergency shelter in Livingston. HRDC was ready to lead this effort, and with community support our Livingston Warming Center opened its doors to those experiencing homelessness.

This pilot season provided emergency shelter to 29 unique individuals. Volunteers gave their time and donors provided blankets, pillows, cots and care items.

HRDC is committed to continuing operations next season and will again rely on the generosity of the community to provide donations, supplies and volunteers.

Our Livingston office is open Tuesday through Friday from 9 am to 3 pm for customer appointments or walk-ins, with 21 HRDC staff dedicated to serving Park County.

SERVICES AVAILABLE INCLUDE

**Housing** - Section 8, Housing First, Housing Search Navigation, Resource Property Management, Emergency Shelter Road to Home, Housing Search Workshops

**Energy** - LIEAP Applications, Energy Share, Weatherization calls and requests

**Youth Development** - Foster Youth Program, Workforce Investment Opportunity Act

**Seniors** - RSVP, Senior Navigation, Senior Reach, Senior Groceries, Homemaker Program

**SHIP** (State Health Insurance Program) - referrals/Medicare - information and prescription plans

**Head Start** - Free early childhood education for children ages 3-5

**Community Development** - Blue Bunch Flats, Cabin Placements

Regarding the welcoming nature of our Livingston office, Marissa states that “we invite everyone in the community to stop in and learn about who we are and how we can help or how a community member can help us make an impact.”
CELEBRATIONS AND MILESTONES

Join us for a moment as we look at 2018 and celebrate goals achieved and the impact they have in Building a Better Community. Take a look at some highlights:

- Our Early Childhood Education Department hosted a Healthcare Institute in partnership with Bozeman Health to assist families with their health and wellness needs.
- We worked with community partners to build two Humble Homes both under 600 square feet of amazing design. The homes were featured in the 2018 Parade of Homes.
- We purchased a parcel of land off of Griffin Drive for the future home of a year round shelter, resource hub and new food resource center.
- A study was conducted to determine the level of support of HRDC efforts to address homelessness, food insecurity and connecting resources to change lives.
- We placed 20 repurposed manufactured homes in Belgrade creating Menicucci Square – providing workforce housing and honoring the memory of former HRDC Board Member Joe Menicucci.
- We completed a successful pilot of the Learning Garden at Story Mill, which will become a community gathering space & educational hub in Bozeman’s largest city park.
- Our Senior Programs expanded services to include Medicare/State Healthcare Insurance Program (SHIP) counseling and Behavioral Health.
- Our Energy Department weatherized 115 homes, providing efficiency and improved health and safety.
- Seeking Shelter Documentary highlighted a partnership with MSU School of Architecture, St James Episcopal Church and HRDC to raise awareness on the costs and long-term effects of chronic homelessness and the importance of housing first.
- We established a Montana Qualified Endowment Fund allowing donors to invest in the future of HRDC.
- We also brought a state of the art transportation training to our community.
- Our Streamline provided its 3 millionth fare free ride and added Sunday service.
- We helped 17 households receive down payment assistance and become first time homebuyers.
- Our Warming Center sheltered 287 guests. A special thank you to Christ the King Lutheran Church for once again making their community room available for women and families.
- We piloted our Day Center to combat homelessness in the off season. 35 former Warming Center guests were able to secure permanent housing through this new service approach.
- Huffing for Stuffing continues to be the largest fundraiser for our Gallatin Valley Food Bank bringing in over $73,000 in 2018.
- Our Volunteer Income Tax Assistance Program (VITA) filed 774 free tax returns, helping community members receive $1,244,976 in returns.
- Our Summer Lunch program provided over 27,000 lunches to children throughout our community.
- 10 At-Risk Youth enrolled in college following completion of our workforce development programming.
- We launched a new volunteer portal allowing all HRDC volunteers access to volunteer opportunities quickly and easily. Learn more about volunteering at thehrdc.org.
- Our Community Development Team began construction on both our Willow Springs and Meadow View Developments, which will bring affordable homeownership opportunities to Bozeman and Big Sky.
- Our Fork and Spoon Homestyle Kitchen served more than 2,000 meals each month.
UPCOMING CHALLENGES

In 2019 our focus will be to generate the necessary resources to best serve our customers and community while developing effective interventions. Below are some challenges we face in the coming year:

- We must find a larger space to operate our Warming Center by November 2019. Without a larger facility we will not be able to continue keeping everyone in need warm and safe. Our Warming Center reached capacity many times throughout the past season, even while running two locations - a longer-term solution must be identified.

- We continue to seek land to establish our Housing First Village Initiative.

- We must secure funding for a Warming Center to serve the Livingston community.

- Our Gallatin Valley Food Bank facility lacks adequate space for storage, parking, customer navigation and waiting area.

- We must create an Urban Transit District to expand our Streamline service capacity.

- We need to create resources to support the increasing number of young people exiting the Foster Care System.

- We need to address aging infrastructure in our housing stock.

- Affordable and subsidized rentals have waiting lists paired with 0% vacancy rates.

- Our Fork and Spoon Homestyle Kitchen is still serving approximately $500 in meals each night that are not funded through customers or donations.
Thank you donors for investing in HRDC and making an impact in our community. You invested more than $1.4 million into our programs and services, this is where it went:

**DONATION BREAKDOWN**

1. Summer Lunch Program $478
2. Energy Programs $900
3. RSVP $4,067
4. Homeownership Center $5,018
5. Foster Youth Program $7,088
6. Senior Grocery Program $9,405
7. Housing First $10,801
8. Homemaker $15,475
9. Streamline $17,458
10. Galavan $17,975
11. Customer Fund $22,160
12. Big Sky Community Food Bank* $25,276
13. Headwaters Area Food Bank* $38,781
14. Housing First Village* $46,438
15. Blueprint Home* $51,834
16. KidsPack Program* $52,118
17. Fork & Spoon Kitchen* $127,397
18. Fundraising $174,365
19. Warming Center* $291,582
20. Gallatin Valley Food Bank* $524,715

**Total Donations** $1,443,332

*Programs funded primarily by private donations
CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS OF JUNE 30, 2018

FISCAL YEAR ENDED JUNE 30, 2018

AUDITED FINANCIAL STATEMENTS ARE AVAILABLE AT THEHRDC.ORG

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**Fiscal year ended June 30, 2018. Audited financial statements are available at thehrdc.org**

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