

ANNUAL REPORT

A Year in Review



2020



The Avenue
FAMILY NETWORK, INC.



ANNUAL REPORT

The Avenue Family Network, Inc. is Accredited by the Council on Accreditation and is a 501(c)(3) charitable organization.



A MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Friends,

It is difficult to reflect back on 2020 due to the COVID-19 pandemic. It seems everyone has been affected in some way. Here at The Avenue, the delivery of services was greatly impacted and adaptations were made to meet the needs of clients while adhering to the requirements of social distancing, sanitization of facilities, the wearing of masks, and so much more. Keeping our clients and team members safe was the top priority and still is a driving force as the future unfolds.



Thinking about The Avenue's organizational history since 1891, the realization that several previous pandemics also occurred came to light. For example, the 1918 influenza pandemic affected 50+ million worldwide and the ongoing HIV/AIDS pandemic has so far affected 32+ million worldwide. Those are staggering statistics and it seems there are lessons to be learned from the history those numbers represent.

First, every pandemic eventually ends; some take years and some take a few months. Second, a collective response that addressed the common good helped speed relief. Think of the efforts to find a cure for polio; that collective response has resulted in nearly eradicating the disease from the planet. Third, some positive changes occurred in society behaviors from the experiences learned during the pandemic. For instance, the initial reactions to and treatment of people with HIV/AIDS have changed substantially in an affirmative manner over time. Right now, no one knows the lessons COVID-19 will provide, but history suggests that at least the above three things will occur.

Given the above, The Avenue recommits to fulfilling its mission of assisting individuals at risk – to Empower – to Advocate – to Support. No pandemic will stop those efforts. It hasn't happened in 129+ years and with continued community support will remain in place for many years to come. While it is true that how the mission is fulfilled will change because of the pandemic, The Avenue team members are prepared to meet the challenges for the greater good. So, here's a simple request – take actions and do what creates the greater good. That can only help end the current pandemic.

JOSEPH K. GOEPFRICH, CFRE
EXECUTIVE DIRECTOR

TEAM MEMBERS

BOARD OF DIRECTORS, MANAGEMENT TEAM

BOARD OF DIRECTORS

PAMELA PANCOAST
PRESIDENT

ELLIOTT BERLIN
SECRETARY

ALEX MOORE
TREASURER

LISE BLACK
PAST PRESIDENT, MEMBER

JANET REIMANN
MEMBER

BARBARA SISTRUNK
MEMBER

DR. ERIC LESTER
MEMBER

CHRISTINA FRANK
MEMBER

MANAGEMENT TEAM

JOSEPH K. GOEPFRICH
EXECUTIVE DIRECTOR

KELLY NIGHTINGALE
DIRECTOR OF PROGRAMS

WAYNE SAWYER
DIRECTOR OF FINANCE

JUDY MIEDEMA
DIRECTOR OF HUMAN RESOURCES

TIFFANY GRIFFIN
DIRECTOR OF MARKETING &
COMMUNICATIONS

DIVISIONS OF THE AVENUE

HARBOR HOUSE ADULT DAY SERVICES

Your loved ones will be helped with their special needs including memory loss or impairments such as Alzheimer's disease, dementia, stroke, Parkinson's disease, or other physical impairments.

Harbor House is located in Benton Harbor, MI, and welcomes those that are socially isolated or lonely, developmentally disabled adults, and those limited in their ability to function independently. We also provide a rest from caregiving responsibilities to those who need it.

SHOREMARK HOMECARE ADULT IN-HOME SERVICES

Shoremark Homecare offers assistance to seniors, disabled persons and those with chronic conditions in their own homes so they can retain their independence. Clients receive caregiving with compassion, empathy, respect, and dignity.

Registered nursing support is available to provide medical advocate services for our clients as well as medication reminding and help with doctor visits and fall & safety monitoring. Additional services include light housekeeping, meal prep and laundry. Clients also receive help with bathing, grooming and dressing.

WEST MICHIGAN GUARDIANSHIP

The goal of the program is to meet individual needs in the least restrictive environment possible. Clients may be suffering from dementia or have been victims of fraud, neglect or abuse. They may also be developmentally disabled or mentally ill adults or any adult who is in a vulnerable or dangerous situation.

Guardianship case managers are certified by the National Guardianship Association, which requires passing an extensive examination that covers every aspect of Guardianship rules and regulations.

CORA LAMPING CENTER FOR SURVIVORS OF DOMESTIC & SEXUAL

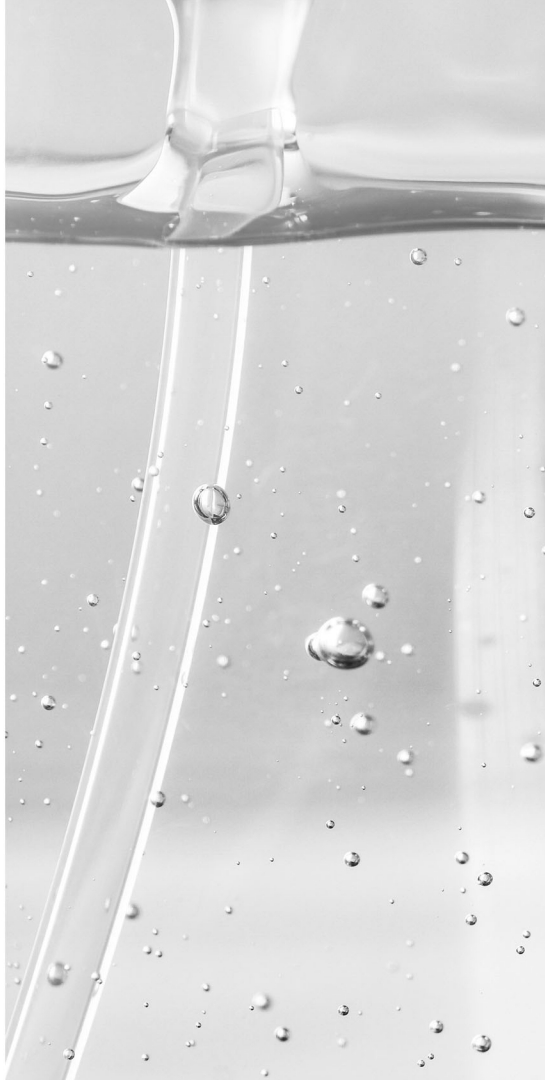
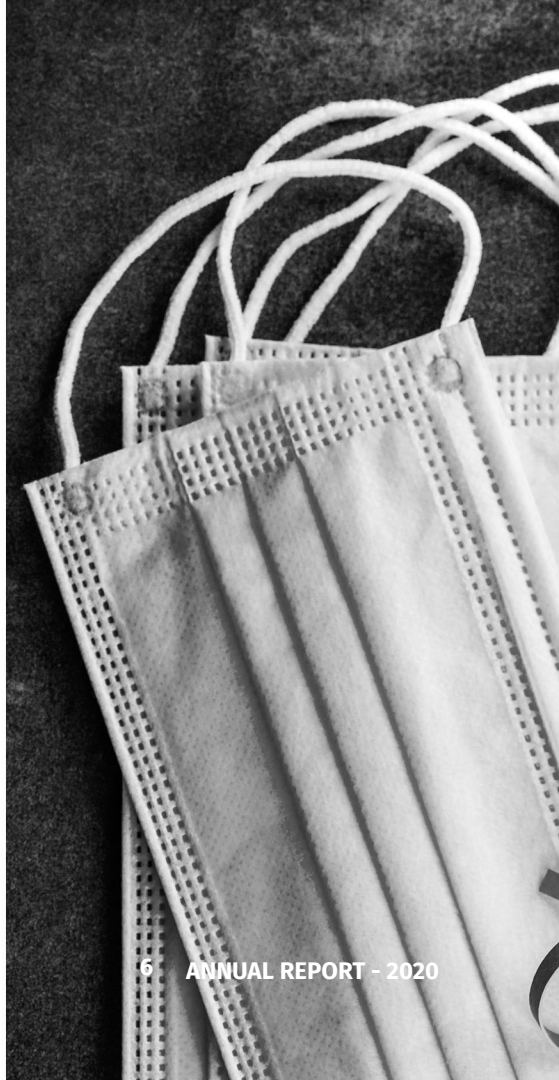
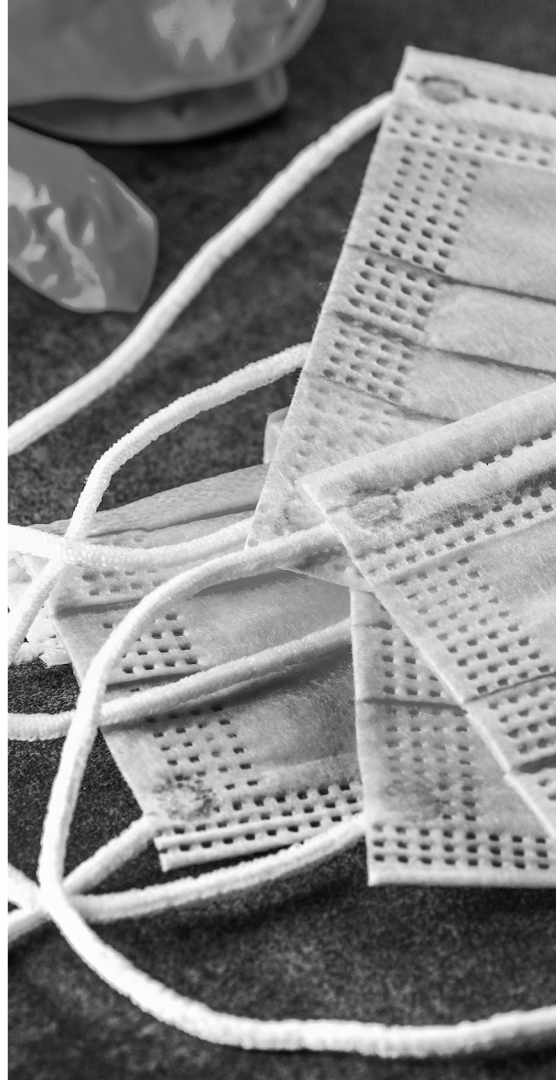
Survivors are offered services needed to develop safe, healthy, and meaningful lives for themselves and their children through positive encouragement and empowerment. This includes shelter services for clients and their dependent children, 24-hour helpline, legal advocacy, counseling, support groups, case management and help with basic needs.

In honor of a woman who stood up when others sat down, we strive to empower strength in every survivor. They are #CORASTRONG.

AUTUMN HOUSE ADULT DAY SERVICES

Located in Paw Paw, MI, Autumn House welcomes those that are socially isolated or lonely, developmentally disabled adults, and those limited in their ability to function independently. We also provide a rest from caregiving responsibilities to those who need it.

Your loved ones will be helped with their special needs including memory loss or impairments such as Alzheimer's disease, dementia, stroke, Parkinson's disease, or other physical impairments.





Year in Review

(Oct. 1 - Sept. 30)

OCTOBER

New Fiscal Year began.

DECEMBER

Successful Festival of Lights Annual Fundraiser

FEBRUARY

Open House for the new Cora Lamping
Center location

MARCH

Adult Day Services shut down due to COVID-19.
Volunteers and events were suspended

APRIL

Significant efforts were put in place to acquire
PPP loan

JULY

Adult Day Services partially reopened

SEPTEMBER

Strategies were put in place to recover from
income loss due to COVID-19

DONORS

**THE AVENUE FAMILY NETWORK,
INC. EXPRESSES ITS SINCERE
GRATITUDE TO THOSE WHO
PROVIDED US WITH VOLUNTARY
FINANCIAL SUPPORT DURING
THE FISCAL YEAR PERIOD OF
OCTOBER 1, 2019 TO
SEPTEMBER 30, 2020.**

**EVERY EFFORT HAS BEEN MADE
TO INCLUDE RECOGNITION FOR
ALL DONATIONS RECEIVED,
EXCEPT FOR THOSE WHO WISH
TO REMAIN ANONYMOUS.**

**THANK YOU TO ALL WHO HAVE
SUPPORTED US WHILE WE
NAVIGATE THE UNCERTANTY
OF THE COVID-19 PANDEMIC IN
ORDER TO CONTINUE SERVING
THOSE IN NEED.**

MISSION PARTNER

Berrien Community Foundation
Frederick S. Upton Foundation
Bob Hall
Spectrum Lakeland Foundation
United Way of Southwest Michigan

MISSION ASSOCIATE

Richard and Donna Vavra-Musser
The Avenue Family Network Auxiliary

BOARD PARTNER

Anthony and Judith Belski
DK Boutique
DTE Foundation
Four Winds Casinos
Gordon Food Service
Norma Frank Charitable Lead Trust
Jean and Mark Penwell
Plante & Moran, PLLC
United Federal Credit Union

ADVISOR

First Congregational Church
Michigan Masons Lake Shore Lodge #298
Betsy Lozoff
Pam and Bob Pancoast
Chuck and Susan Richards

PATRON

Barnabas Foundation Stewards Fund
Buiten & Associates, LLC
Paul Biten
The Cleaning Authority
Cornerstone Alliance
Ann Dahmer and Kevin Geiser
David and Paula DeVos
Altressa D. Drummond
Global Charitable Fund
JoAnn M. and Joseph K. Goepfrich

PATRON (CONT.)

Heart of Cook Foundation Fund
Vicky Hess
Amanda Hirsh
Paul and Heather Hyink
Donald and Mary Koss
Andrea Leon
Brett M. Lutz
Margaret M. McLeod Trust
PriMar Petroleum, Inc/The Marzke Family Foundation
National Christian Foundation Chicago
Rachael and Ryan Ogle
R.A. Mort Supply Co.
Schroeder Furniture
Clara Smith
Southwest Michigan Human Trafficking Task Force
Spectrum Health Lakeland
St. Mary and St. Agnes Church
Troff, Petzke & Ammeson
Donna Vavra-Musser
Lona and Jeff Vogie
Whirlpool Foundation
Becky and Brad Young

FRIEND

John and Susan Alexander
Lise Black
Chapel Hill United Methodist Church
Closson's 3D Truck Repair Co
Comcast Cable
Roshelle Hall
Kalin Construction Company
Conrad Kaufman
Eric and Audrey Lester
Judy and Ken Miedema
New Buffalo Lions Club
Chris and Wendy Nielsen
Pier Realty
Nancy Racine
Silver Beach Pizza
St. Joseph First United Methodist Church
Starks Family Funeral Homes and Cremation Services
Melinda Stibal
Target Stores

DONOR

Cindy Albanese
Joanne Aldrich
Jackie Allard
Amazon Smile
American Girl
Joseph Antonelli
Art's Appliance and TV
Natalie and Michael Babcock
Ren and the late Phyllis Baldwin
Roseann Balhan
Perry and Annette Ballard
Wendy Barber
Erin Barlow
Baroda Lions Club
Dana Barrick
Ann Barz
Debbie Beckert
Benton Metal Recycling LLC
Berecz & Associates, PLC
Diana and Brian Berger
Berrien County Health Department
Berrien Unitarian Universalist Fellowship
Carol and Michael Birkholm
Bit of Swiss
The Blossomland Doll Club
Carolyn Bohne
Sherry Boisvert
Michelle Bosstel
The Boulevard Inn & Bistro
Dale Bower
Patricia Bowman
Ron Brady
Dr. Donald F. Brooks
Melinda Brott
John Brown
James Buchtel
Stephen J. Burrows
Michelle and Gregory Campanello
Carolyn Carton
Cass County Auxiliary of The Avenue
Judy and Jim Cassidy
Bob Catania
Celebration! Cinema Benton Harbor

Edward and Tracy Chandler
Citizens Mediation Service, Inc.
Ron and Diane Clark
Nicole and Victor Coar
Heather Concklin
Valerie Conlin-Losinski
Ellen Cote
Joeleen Crile
Culby's Landscape Supplies
Melodie Culverhouse
Kim Currran
John and Kathy Curtis
Dairy Queen of Stevensville
Victoria DeHart
Kelly Dehler
Grace DeHorn
Gwen DeHorn
Michael and Jennifer DenDooven
Mary Dewitt
Mike Dickey
Steve Dirnberger
Brittany Donnelley
Marion Douce
Ann M. Duensing
Pearce Dupuis
Shelby Eastbum
Allen and Ruth Edlefson
Julie Eilering
Edward and Lucille Eisele
Mimi Elwell
Melissa and Dan Emery
Entertainment Cruises
Sandy and Jeff Ferguson
Christina Frank
Rhonda Fryer
Gregory Fulmer
Wayne Gadberry
Gast Manufacturing, Inc.
Richard and Patricia Gedert
Stacy Gerharz
Keith Gervasi
Jackie Goebel
Jay Goebel

DONOR (cont.)

Scott Goniwiecha	Kimberly and Paul Landeck
Robert D. Gottlieb and Anne Laing Gottlieb	Tracy Lange
Tiffany Griffin	Kim and Mike Lanier
Matt Grimm	Leonel Leal
Penny Guajardo	LECO Corp
Carlos Guerrero	Dustin Lehman
Guss-Hahn Garage Doors, Inc.	Lois Lewis
Kathy and Steve Hammond	Brian and Christina Lieberg
Ashley Harders	The Livery
James and Peg Harmon	Marilyn Lomonaco
Brian Hemmerly	Thomas and Colleen Hurst
Deborah Hershey-Miller	Anson and Barb Lovellette
John Hill	Justin Mack
Ramon Joel Hillock	Stephanie Mack
Kathy Honton	Main Street Dueling Pianos
Trevor Holden	Linda Mansfield
Hollywood Elementary School	The Mark III
Victoria Holt	The Marshall Shoppe
Marlene Holubar	Elaine Martin
Charlie Howenstine	Amy Marzke
The Inn at Harbor Shores	Maud Preston Palenske Memorial Library
Kevin and Betty Ivers	Jason Mclver
Benjamin Jager	John and Catherine McNair
Todd Jastrzembksi	Susan and Edward Meny
Nancy Jenkins	Meryle Merritt
Jerry D. and Carolyn P. Webb	Jennifer Miedina Summers & Gary Summers
Mary and Michael Johnson	Julia Migala
Beth Johnston	Mighty Cause Charitable Foundation
Salena and Paul Jonjevic	Joseph and Linda Miller
Edward Ketcham	Melinda Miller
Rossa Kezler	Dawn Mitchell
Jennifer Kieltyka	Jennifer and Jeret Mitchell
Cindy and Mike Kinney	Tim Mitchusson
Dianne Kirk	Carolyn Molhoek
KitchenAid Senior PGA Championship	Amanda Mollett
Dennis and Sharon Kniola	Crystal Moore
Kota.B Designs	Ivan and Sue Muhlenkamp
Eric Kovatch	Joanne Muldoon
Dale and Connie Kubicki	Tom and Judy Muntz
Barbara J. Kubisiak	Anna and Rick Murphy
Mary Kynast	Network for Good
Lake Michigan College Mendel Center Mainstage	Kelly and Bob Nightingale
Kathy Landeck	Christine Norland

DONOR (cont.)

Mark O'Donoghue
James Oleson
Victor and Ann Palenske
Papa Vino's Italian Kitchen
Paris Purse
BJ Parrish
Jay Pasa
Amy and Dale Patterson
Nancy Patterson
Matt Piaskowski
The Platte Family
Prillurtz Farms
John and Krisin Proos
Kelly Pryor
Megan and Chris Regan
Jerry and Janet Reimann
ReVive Self Spa
Matthew Reynolds
Delta Rho Chapter of Delta Kappa Gamma
Society
Bob and Donna Riccio
Mary Jo Risetter
Neil Robbins
Robert Bosch, LLC
Kim Rochefort
Sister Mary Ann Rybarczyk
Allison Saberniak
David and Cathy Schaffer
Charles Schmidt
Gary and Barbara Senner
Joann C Sepic
Trevor Serbin
Amy Sheriden
Barbara Sistrunk
Beth Smith
Lynda M. Smith
Robert Smith
South Bend Cubs
Southwest Michigan Regional Chamber
St. Joseph Seventh Day Adventist Church
Sara Stainbrook
Carol and Bob Starks
Staybridge Suites

Jodi Steinhoff
Raelene Stickney
Elizabeth Stoler
Saray Strait
Tina and Brian Streu
Maureen Stroud
Susan Struwin
Lisa Tarpoff
Pamela Taylor
Sally Taylor
Derek Tefft
Melinda Thompson
Michelle Thompson
Susan E. Thompson
Vince and Angela Thompson
Mary Thumm
Too Hip Chicks
Tower Hill Camp and Retreat Center
United Way of the Battle Creek & Kalamazoo
Region
Upton Middle School
Van Buren Coffee Company, Inc.
Dawn VanderZwaag
Sheryl VanHeesbeke
Bob and Jane Vincek
Justin and Kelly Voit
Nicholas VonKoenig
Ron and Judy Waldvogel
Walmart
Kathy and Glenn Ward
David Wenger
Christopher Westerbeek
Judith Wheeler
Whirlpool Corporation
Scott and Kristen Wielenga
Wightman & Associates, Inc.
Katie N Wilson
Matthew and Sharon Wolske
Women's Care Center
Michael and Susan Wood
Brandon Woodcox
Tom Worniak



VOLUNTEERS

The Avenue Family Network, Inc. owes much of our success to the volunteers who have given their time, energy, and hearts to each of the Divisions within our organization. We are looking forward to welcome our volunteers back on the other side of COVID-19.

Area Agency on Aging
AARP
Auxiliary
Johannah Allen
Jesse Ammons
Church of Later Day Saints
Comcast
Mary Cooks
Johniea Darling
Serena Delaney
Amanuel Dessie
Jordan Dorry
Fresh Water Community Church
Gast Manufacturing
Honor Credit Union
Goliath Hardin
Ashley Holdridge
Mary Horne

Colleen Hurst
Indian Hills Garden Club
Dianne Kirk
Terry Manning
Johniea Mohny
Kyra Sue Noteboom
Cory Owens
Jean Risler
Diane Marie Ross
Jill Scribner
Billy Jean Simons
Cynthia Smitko
Van Buren Intermediate Schools
Donna Vanniman
Ashley Weber
Nicholas Wingard
Whirlpool Corporation
World One Center

**The Avenue Family Network Auxiliary
provides funding and volunteers to help
support the overall mission of The Avenue
and each Division.**

FUNDING PARTNERS

THE AVENUE FAMILY NETWORK AUXILIARY
BERRIEN COMMUNITY FOUNDATION
BERRIEN COUNTY COMMISSION
CAREWELL SERVICES

FEMA

MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES
MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY

PACE

REGION IV AREA AGENCY ON AGING
UNITED WAY OF SOUTHWEST MICHIGAN

USDA

VETERAN'S ADMINISTRATION

HONORARIUM & MEMORIAL GIFTS

IN MEMORY OF

SHIRLEY ANNE MURPHY

**DONOR: ANNA & RICK MURPHY
PURPOSE: HARBOR HOUSE**

IN MEMORY OF

CAROL DIANA VINCEK

**DONORS: BOB & JANE VINCEK, THE PLATTE FAMILY
PURPOSE: CORA LAMPING CENTER**

IN HONOR OF

**NORMA FRANK
AND HER GENEROUS SPIRIT**

**DONOR: NORMA FRANK
CHARITABLE LEAD TRUST**

PURPOSE: CORA LAMPING CENTER

IN MEMORY OF

ROBERT PEIRCE

**DONOR: THE AVENUE FAMILY
NETWORK AUXILIARY**

IN MEMORY OF

JEFF ANSELMINO

**DONOR: ANONYMOUS
PURPOSE: CORA LAMPING CENTER**

IN MEMORY OF

**MARY ANN
GOEPFRICH**

**DONORS: JOANN & JOSEPH
GOEPFRICH**

PAM & BOB PANCOAST

IN HONOR OF

KATHY HAMMOND

**DONOR: NETWORK FOR GOOD
PURPOSE: HARBOR HOUSE**

IN MEMORY OF

JUDY HALL

**DONOR: BOB HALL
PURPOSE: AUTUMN HOUSE**

IN MEMORY OF

ADRIAN KAUFMAN

**DONORS:
MARGARET M. MCLEOD TRUST
CONRAD KAUFMAN**

**PURPOSE:
CORA LAMPING CENTER
AUTUMN HOUSE**

IN HONOR OF

**KATHY & BOB
PEIRCE**

DONOR: LOIS LEWIS

IN HONOR OF

**MICHAEL &
SUSAN WOOD**

**DONOR: ANONYMOUS
PURPOSE: CORA LAMPING CENTER**

IN HONOR OF

PAM PANCOAST

**DONORS:
ANONYMOUS
JOHN & MARY BANKS
PURPOSE:
CORA LAMPING CENTER**

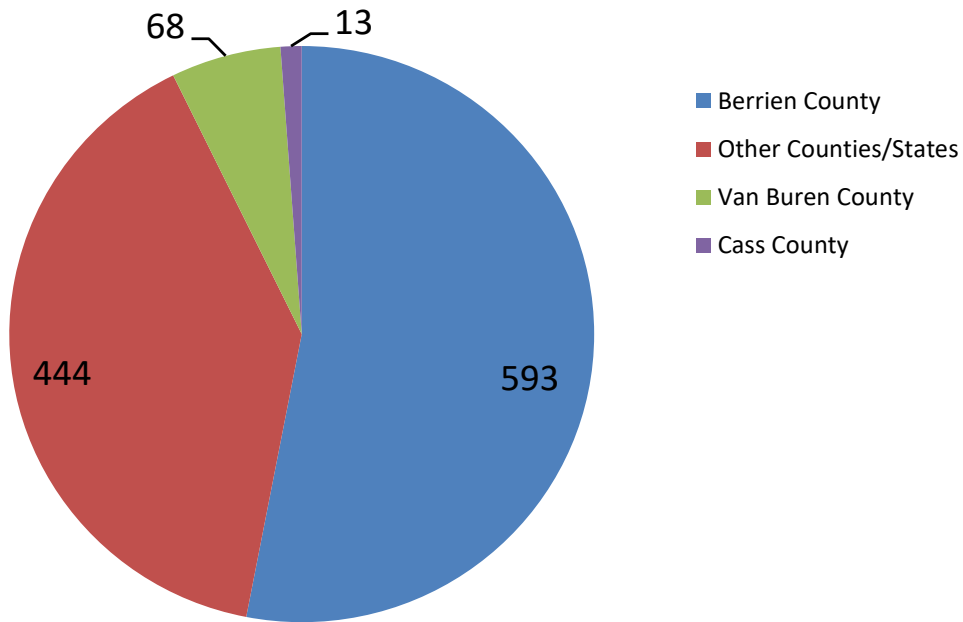
IN MEMORY OF

**MARY ANN WYSE
DONOR: THE AVENUE FAMILY NETWORK AUXILIARY**

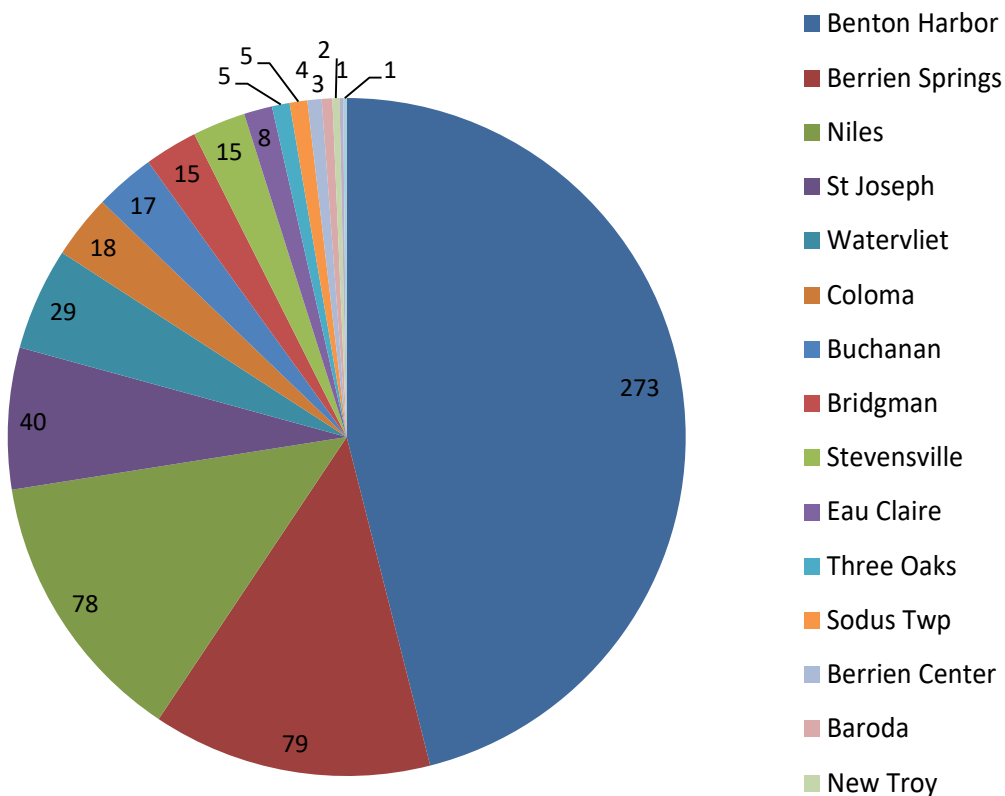
CLIENTS

UNDUPLICATED COUNTS BY LOCATION

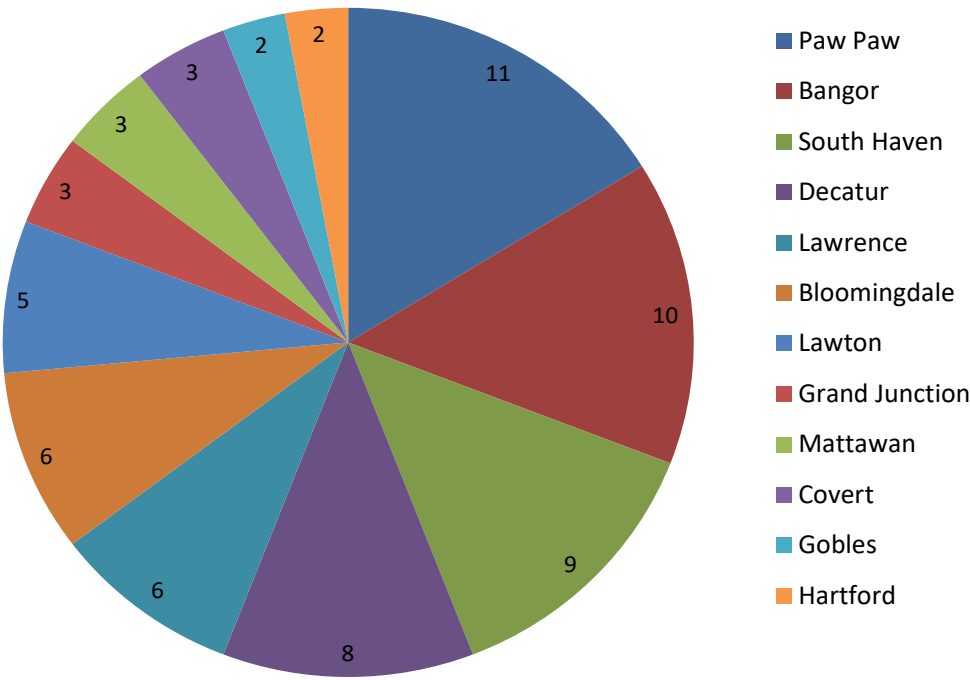
**UNDUPLICATED CLIENT COUNT BY COUNTY
12 MONTHS ENDING 9/30/2020**



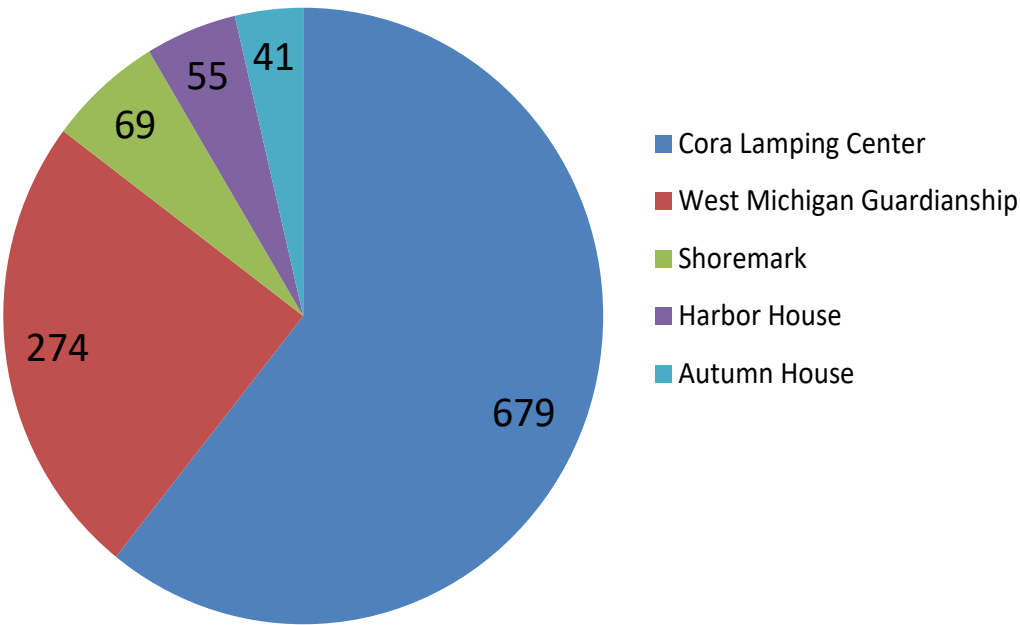
**UNDUPLICATED CLIENT COUNT: BERRIEN COUNTY
12 MONTHS ENDING 9/30/2020**



**UNDUPLICATED CLIENT COUNT: VAN BUREN COUNTY
12 MONTHS ENDING 9/30/2020**



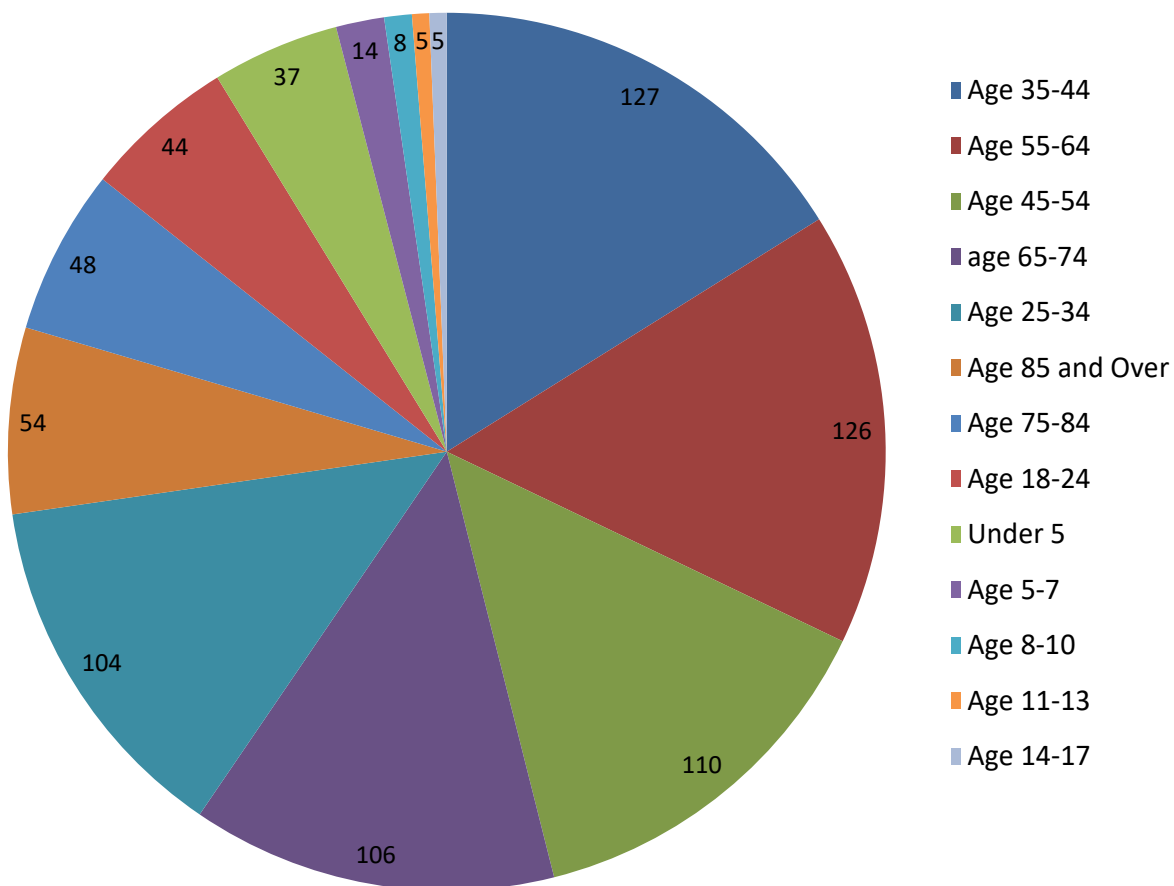
**UNDUPLICATED CLIENT COUNT BY PROGRAM
12 MONTHS ENDING 9/30/2020**



CLIENTS

UNDUPLICATED COUNTS BY DEMOGRAPHIC

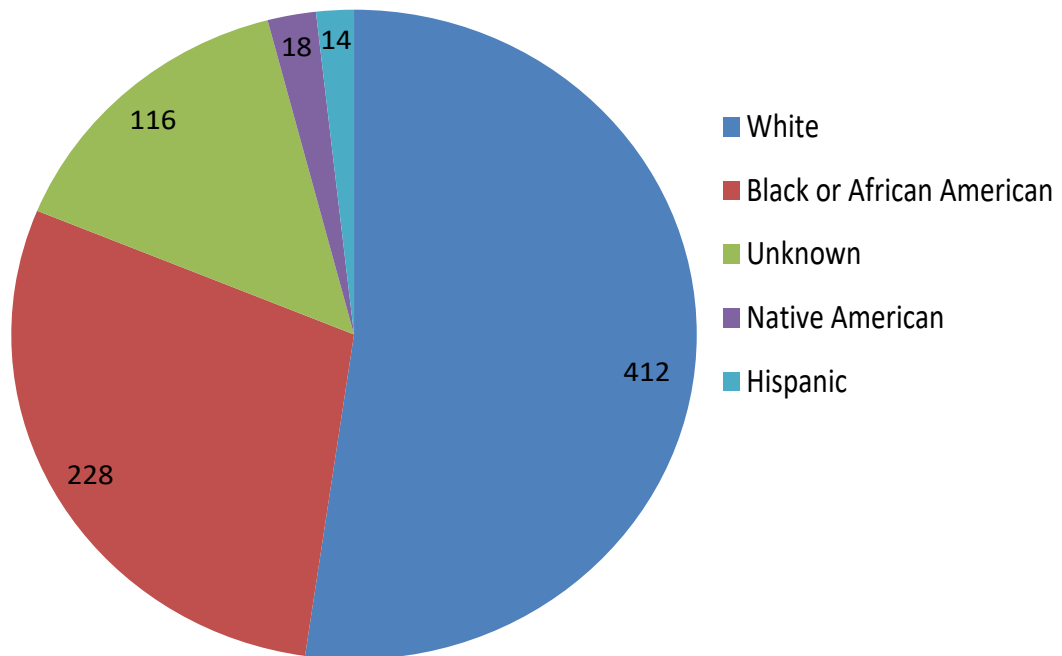
UNDUPLICATED CLIENT COUNT BY AGE 12 MONTHS ENDING 9/30/2020 - *DOES NOT INCLUDE CRISIS LINE CALLS*



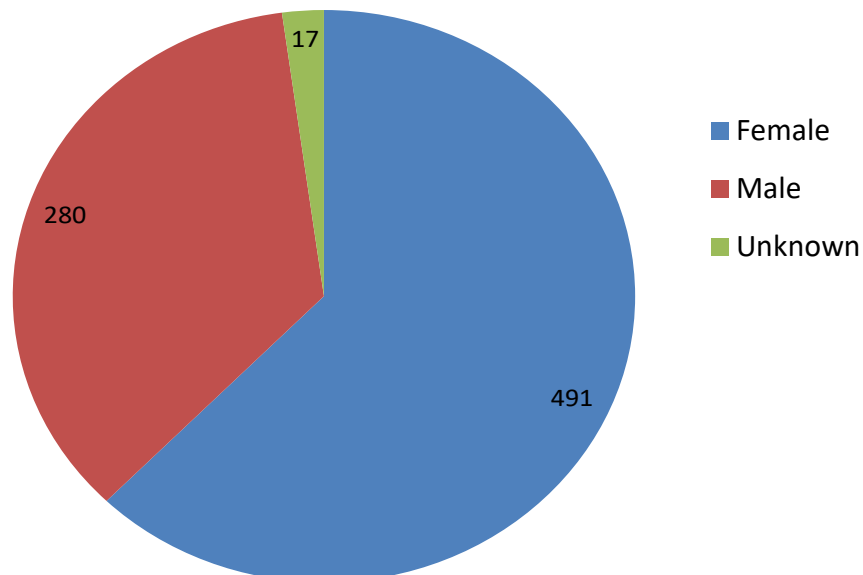
CLIENTS

UNDULICATED COUNTS BY DEMOGRAPHIC

UNDULICATED CLIENT COUNT BY RACE/NATIONAL ORIGIN 12 MONTHS ENDING 9/30/2020 - DOES NOT INCLUDE CRISIS LINE CALLS



UNDULICATED CLIENT COUNT BY GENDER 12 MONTHS ENDING 9/30/2020 - DOES NOT INCLUDE CRISIS LINE CALLS



FINANCIALS

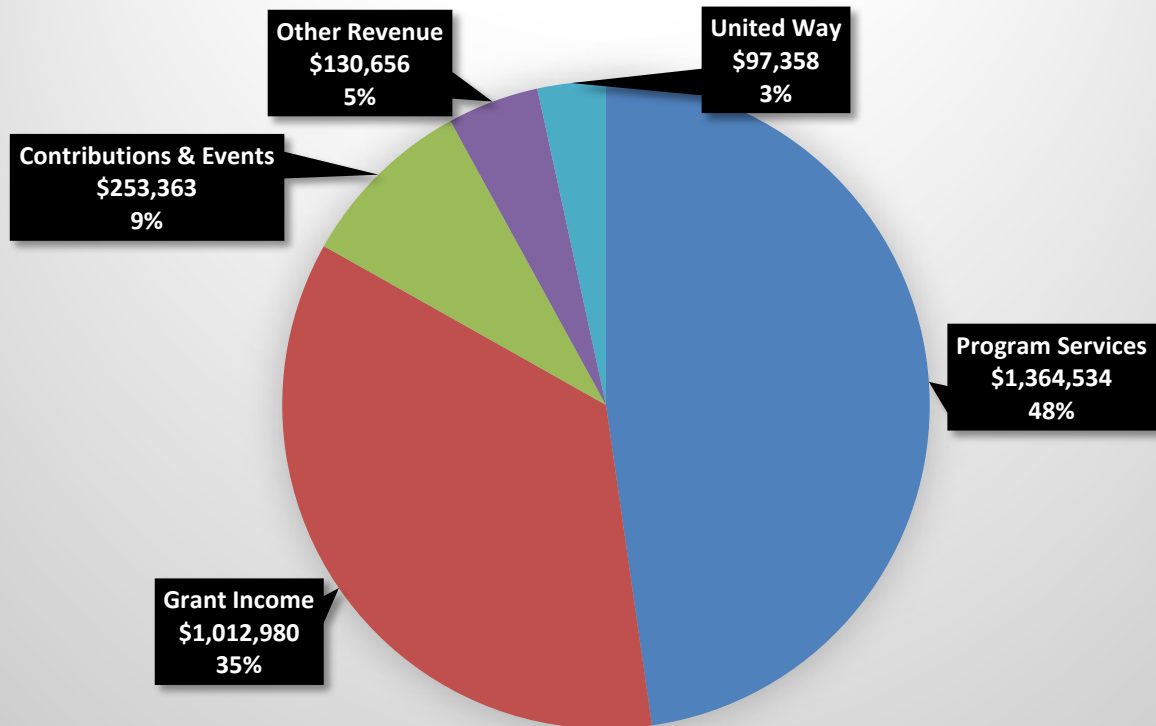
Fiscal Year 2020 was unlike any other at The Avenue Family Network, Inc. due to the effects of the COVID-19 Pandemic. The Adult Day Services divisions were completely shut down for three months and reopened in July with diminished capacity to serve clients due to social distancing mandates. Regular operating income was substantially reduced because of the closures. Other divisions faced additional new expenses that were necessary to assure the safety of clients and essential team members.

The organization was able to secure a Payroll Protection Plan loan from the US Small Business Administration, which provided the necessary cash to remain operational. The loan was subsequently forgiven in accordance with the loan provisions and was recorded as a pledge receivable at the end of the fiscal year. Without this support, and other generous grants and donations, a substantial loss would have been reported in our financial statements. We are grateful for the support we received to help us remain stable and sustainable financially throughout the extraordinary challenges caused by COVID-19.

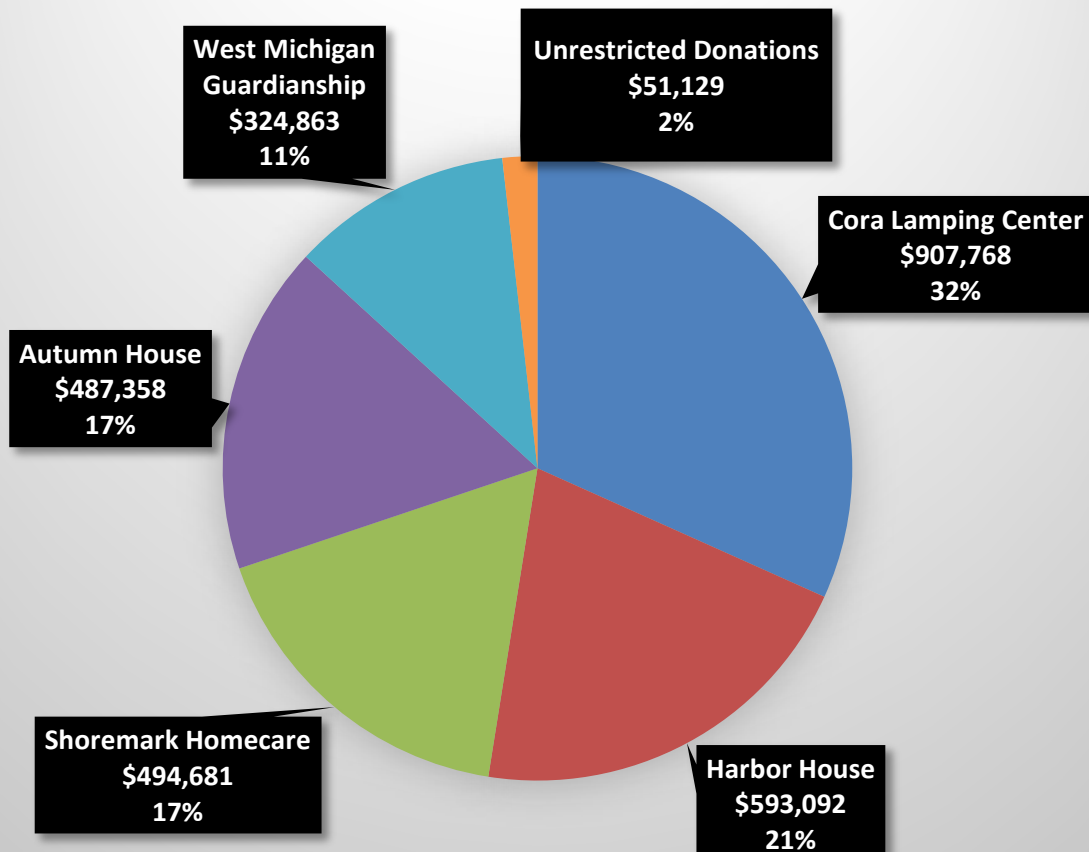
Every effort has been made to report accurate financial information in this annual report. Readers of this report are encouraged to check our website for the fiscal year 2020 audited financial statements, which provide further detailed information. The financial information presented in this annual report may differ slightly from the audited financial statements due to audit adjustments made after the publication of this report.

FINANCIALS: Revenue

Fiscal Year 2020 Sources of Revenue

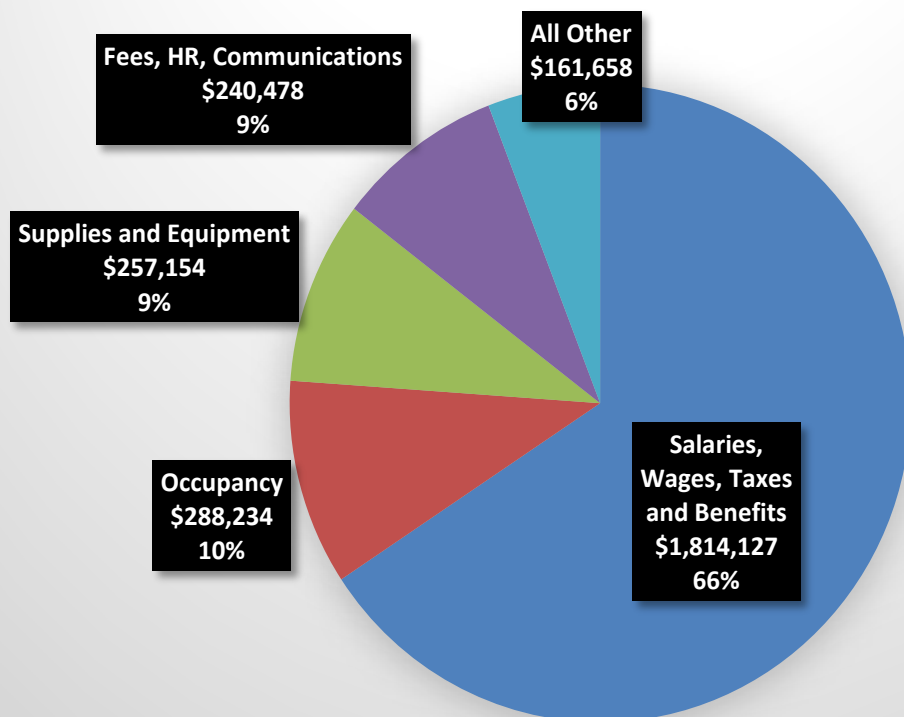


Fiscal Year 2020 Sources of Revenue by Division

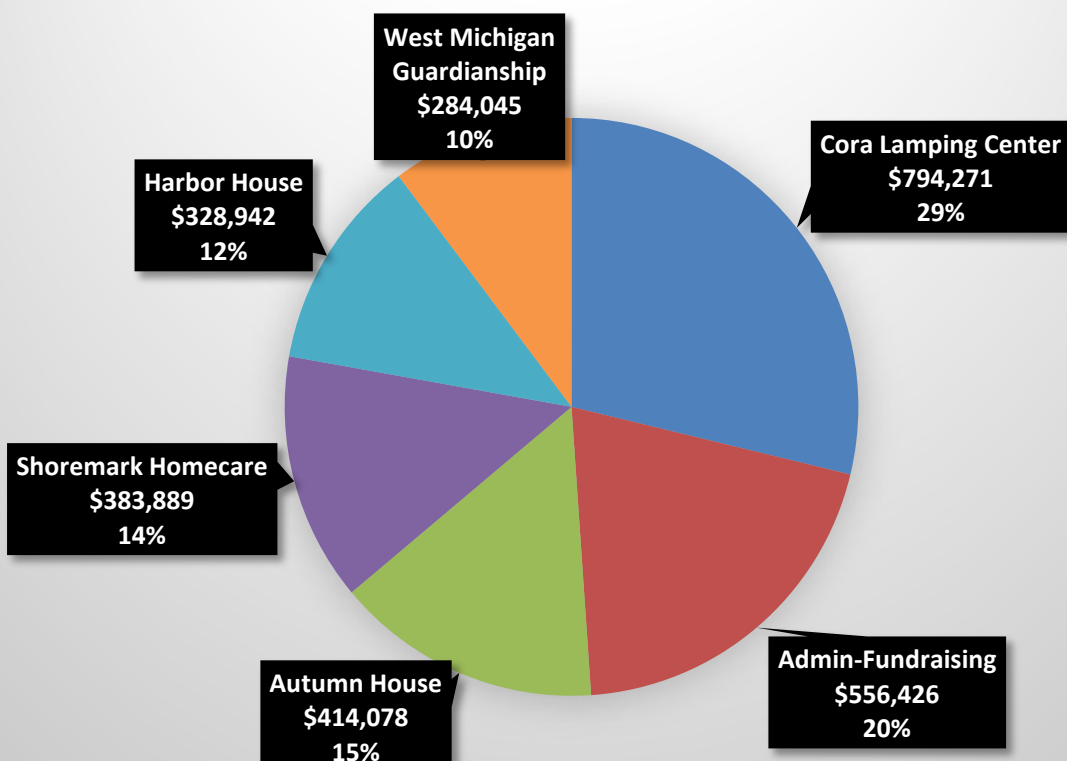


FINANCIALS: Expenses

Fiscal Year 2020 Major Expenses



Fiscal Year 2020 Major Expenses by Division





LOOKING AHEAD

As we look to the future of our organization, we hope that FY'21 serves as a jumping-off point to reach the goals we've set for each of our Divisions, proving that the 129 year foundation of our service can not only survive during a pandemic, but come out on the other side as a stronger, more unified organization.

Each year, The Avenue compiles a set of goals to help further the mission of the organization. The results of achieving those goals directly impacts the quality of life for the clients.

Looking ahead, we've set the following goals for The Avenue Divisions: Individuals who participate regularly in Adult Day Services achieve and maintain an optimal level of well-being, functioning and health, and remain in their preferred community residence; Individuals who receive guardianship services maintain a level of independence and self-determination appropriate to their functional capacity, and are at minimized risk of abuse, neglect, or exploitation; There will be relief and satisfaction of an eased life for Adults, Disabled Persons, and those with Chronic Conditions who need personal assistance in their homes; Individuals who receive Domestic Violence and/or Sexual Assault Services will gain a sense of empowerment, improve their well-being, and increase their ability to live safely and independently.

The Avenue Family Network, Inc.

(269) 925-1725

info@theavenue.ngo

www.TheAvenue.ngo

Location:

2450 M139, Benton Harbor, MI 49022

Mailing:

P.O. Box 8789, Benton Harbor, MI 49023



The Avenue
FAMILY NETWORK, INC.