

"We participate with the Love INC Carver County partnership because we feel it is a good way to support people in need both materially and spiritually. The hunger people feel is not only in their stomach, but in the way they are separated from other people. Love INC has shown itself to be able to connect people with all their needs with compassion in a way that leads to healing, not just a bandage."

FR. STAN MADER

ST. JOSEPH'S CATHOLIC COMMUNITY, WACONIA MN

"We sponsor Love INC Carver County because they share our vision of a compassionate and charitable future. If recent times have taught us anything, it is that life presents unexpected challenges. Every single day there are people fighting their own unique battles, doing everything they can to thrive in the face of today's circumstances. Times are hard, but why should anyone have to go through it alone? That question has become the foundation and basis of our partnership with Love INC Carver County. **For every person struggling, we know there are others in a willing position to help.**

Love INC's FurniShare resale store in Chanhassen has given us and the rest of Carver County a platform to help those in need. **They are humanity's gold standard, and I implore anyone looking to get involved in our community to start with Love INC Carver County.**

BRIAN & MAUD DUGGAN

BUSINESS OWNERS OF UNION PLACE, EXCELSIOR MN

VISION: LIVES AND COMMUNITIES TRANSFORMED

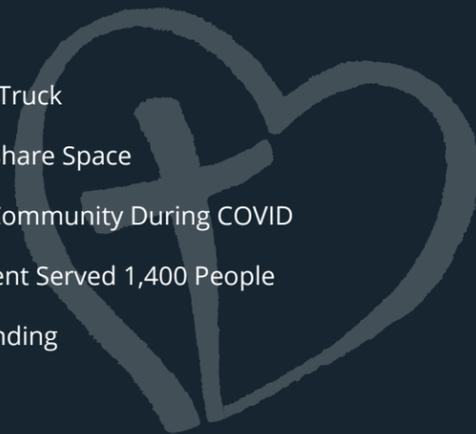
A local landlord tells his 53 year old gentleman tenant who is physically challenged to call Love Inc Carver County if he needs help. The gentleman called our HelpLine and THAT DAY set in motion a host of Gap Ministries to deliver what he needed right to his doorstep. The man was overwhelmed by the showering of compassion. The HelpLine volunteer explained that we are a partnership of 33 churches who care about serving locally both physical needs and spiritual needs. He was so humbled and wanted assurance that his needs weren't overshadowing others'. He said he wants to help serve others with Love INC when he is able.

A young client's apartment had been flooded due to burst pipes in an adjoining apartment. Water had seeped through the box spring (that was lying on the floor) all the way through to the mattress. He couldn't afford a bedframe let alone a new replacement bed.

We replaced his box spring and mattress and gave him a bedframe to lift his bed up off the floor. The young man's father helped pick up the items to expedite the process. They decided to tour FurniShare while waiting to load the bed and found a chest-of-drawers that would also replace his water damaged piece. We even found him a picture of a cat that resembled his own cat to hang in his place.

2020 HIGHLIGHTS

- 8 NEW Churches Joined the Partnership!
- Expanded Service Coverage
- 136 New Donors
- 12,586 Volunteer Hours
- Added Two (2) New Board Members
- Fall Backpack Drive Served Over 400 Kids
- New FurniShare Truck
- Expanded FurniShare Space
- Actively Served Community During COVID
- Holiday Food Event Served 1,400 People
- Forgiven PPP Funding



Love INC

Love In the Name of Christ Carver County

2020 IMPACT REPORT



2020 ACTS OF LOVE YOU MADE POSSIBLE!

- TOTAL CALLS FOR HELP ANSWERED: **2,026**
- TOTAL HOUSEHOLD OCCUPANTS SERVED THROUGH HELPLINE: **1,028**
- INDIVIDUAL HOUSEHOLDS SERVED: **465**
- **78%** OF CALLERS ARE NOT PART OF A FAITH COMMUNIT
- NEEDS MET: **2,226**
- **91** NEW HOUSEHOLDS SERVED



CELEBRATING YOUR IMPACT!

2020 FINANCIALS

MESSAGE FROM THE EXECUTIVE DIRECTOR:

Growth. This has been a theme in 2020. We have expanded our coverage area by four (4) more towns and one (1) more school district. Eight (8) more churches have joined the Love INC Carver County partnership. We've increased square feet at FurniShare to better serve the community and added two (2) new Board Members. Volunteer hours reached over 12,000 hours! 136 first-time donors. Existing donors have increased the size of their gifts including large matching gifts. Call volume at the HelpLine is on the rise. We have much to be grateful for and still much more to do. Growth doesn't come without growing pains!

COVID has challenged us to rally through these hard times. Forced to close our office from where we operate the HelpLine, staff and volunteers have been fielding calls for HELP remotely. This has put extreme strain on our IT infrastructure (i.e. computers, database accessing, support and troubleshooting).

To make matters more complicated we navigated two (2) staff transitions at the HelpLine during the pandemic. We've lost some volunteers at the HelpLine along the way and as well, we have seen new ones emerge.

Change is necessary for growth. We have seen a lot of change in 2020 and look to build on this momentum for 2021.

The Board has been working on a strategic initiative intended to strengthen the mission of Love INC Carver County. This includes adding 1-2 more Board members, create a Development Team and strengthen donor relationships, continue to build IT infrastructure to best serve our neighbors in need who call for HELP. And explore ways to better serve more of Carver County including unique outlying areas.

Love INC Carver County is a partnership of 33 churches who celebrate their common passion to love God by loving others. We believe that compassion comes first, then transformation. Civic groups like Rotary, Lions and other community minded clubs continue to support Love INC Carver County because of a shared value in active serving local needs.

Donors and volunteers, THANK YOU for providing your time, talent and treasures to the work of giving back. Carver County is poised for population growth and Love INC Carver County wants to grow along with it. More people mean more opportunity to love.

Keep Growing With Us!

AL NORBY
EXECUTIVE DIRECTOR

BOARD MEMBERS

- JORDAN Zahrte (CHAIR)
- DAVE RUEGG (VICE CHAIR)
- GARY RZONCA
- TIM HELMEKE
- PASTOR SARAH BUNGE
- PAUL TUREK
- BETH RICE

STAFF

- AL NORBY
EXECUTIVE DIRECTOR
- JAYNE KANE
MISSION ENGAGEMENT
- CONNIE SCHIBILLA
GENERAL MANAGER FURNISHARE
- VICKY STROMMEN
HELPLINE COORDINATOR
- GLORIA PETERSON
ACCOUNTING
- JON HELD
IT CONSULTANT
- KEITH SCHERBING
FURNISHARE INVENTORY COORDINATOR

INCOME

■ FurniShare - Merchandise Sales	\$154,099.54
■ Individual Donations	\$113,858.00
■ SBA-PPP Loan Forgiveness	\$28,200.00
■ Ticket Sales	\$10,280.00
■ Business Donations	\$57,412.74
■ Church Contributions	\$47,701.70
■ FurniShare - Donations	\$9,098.08
■ In-Kind Donations	\$5,725.00
■ Interest Income	\$6.44

TOTAL INCOME: \$426,281.50

EXPENSES

■ Employees	\$210,210.86
■ Facilities Rent & Utilities	\$128,181.77
■ Administration	\$38,112.57
■ Fundraising/Meetings	\$15,605.53
■ FurniShare Vehicle & 3rd Party Hauling	\$10,858.10
■ National Affiliate Fee	\$6,450.00
■ In-Kind Expense	\$5,725.00
■ Misc.	\$4,892.08
■ Car Repair Ministry Expense	\$2,488.57
■ School Supplies Expense	\$1,554.50
■ Food & Gas Card Expense	\$725.00

TOTAL EXPENSES: \$424,803.98
NET GAIN: \$1,477.52



81%
OF DONOR DOLLARS GOES TO
FRONTLINE IMPACT

A NOTE FROM BOARD CHAIR

Through all the various challenges that 2020 brought, Love INC Carver County has continued to faithfully serve our neighbors in need and our ability to do so is due, in large part, to the support of our community. Thank you to every volunteer, congregation, faith leader, donor, sponsor and staff member that has contributed to meeting the needs of our community. This work would not happen without you!

Love INC Carver County was able to leverage the PPP Loan program in early 2020 to ensure that service could continue through the pandemic with as little interruption as possible. With recent confirmation that our PPP Loan has been forgiven in full, we are praising God for providing for our clients and staff through this program.

The Board has continued to build upon our strengths by adding new members that help represent our expanded service area and a diverse range of expertise. 2020 has brought the addition of 2 new Board members: Paul Turek, who was pivotal in our service area expansion to the Waconia community, and Beth Rice, who brings a wealth of experience in the finance industry and resource development. We are thrilled to welcome them to our leadership team!

2020 also brought exciting opportunities to meet new challenges and experience growth. Partnerships with Rotary and Charter Bank allowed for the purchase of a new-to-us truck for FurniShare, complete with hydraulic lift, which helped ease strain and risk for our volunteers significantly. We are so thankful for those partnerships and the generosity of their leaders. Additionally, in the absence of in-person fundraising events, we rose to the challenge of telling the Love INC Carver County story in creative ways and were met by strong support from our donors. God has provided in remarkable ways to sustain our organization and allow us to continue to live out the vision of loving our neighbors the way Jesus Christ modeled love to us...unconditionally. Despite the challenges of 2020, we are thankful for the ways we have been blessed and thankful for all who are in community with us and who are committed to continuing the work of providing hope to our neighbors in need.

-JORDAN Zahrte



33 PARTNER CHURCHES

CHASKA

- CHASKA MORAVIAN, CHRIST VICTORIOUS LUTHERAN, CHURCH OF THE GUARDIAN ANGELS, CHURCH ON THE HILL, CROWN OF GLORY LUTHERAN, IGLESIA CRISTIANA EBENEZER, MEADOW SPRING, SHEPHERD OF THE HILL PRESBYTERIAN, ST. JOHN'S LUTHERAN, THE RIVER, VALLEY EVANGELICAL FREE, WESTBROOK COMMUNITY

CHANHASSEN

- DISCOVERY UNITED METHODIST, LAKESIDE COVENANT, LIVING CHRIST LUTHERAN, ST. HUBERT CATHOLIC, WESTWOOD COMMUNITY

CARVER

- ST. NICHOLAS CATHOLIC, TRINITY LUTHERAN, EAST UNION LUTHERAN

COLOGNE

- WEST UNION LUTHERAN

VICTORIA

- LAKE AUBURN MORAVIAN, MT. OLIVET LUTHERAN WEST, ST. VICTORIA CATHOLIC, WATERBROOKE FELLOWSHIP

WACONIA

- FAITH LUTHERAN, FRESHWATER, OAKWOOD COMMUNITY, PARKSIDE, PROMISE COMMUNITY, ST. JOSEPH CATHOLIC COMMUNITY, TRINITY LUTHERAN, WACONIA MORAVIAN