



2020 REPORT: "A Year of Compassion and Commitment"

For 33 years, CAC has served neighbors in Sandy Springs and Dunwoody who struggle to make ends meet as they weather the storms of daily living and economic downturns. While we have never faced a crisis like the pandemic, our experience and your generosity enabled us to respond to the most essential basic needs of food and shelter for so many who were negatively affected by the economic fallout of COVID19.



Many things have been said about 2020, as people welcomed in the New Year. Most would probably say...goodbye and good riddance. In a year when COVID19 spread like wildfire devastating families and disrupting the economy, civil and political unrest divided our country, and literal wildfires raged in the west...we observed an unparalleled concern for the plight of others. CAC benefitted from a level of "compassion and commitment" not seen in our all of our years serving the community. Thank you for your kindness and contributions in support of our very important work!

The CAC family started the year full of excitement as we opened the Dunwoody Branch office in February. And on March 15, the pandemic hit close to home while calls for help increased by 400%. CAC's staff worked quickly to develop an Emergency Response Plan that would focus the organization's efforts and resources primarily on assistance for rent and food. We revamped program operations to accommodate new safety protocols and made plans to operate without many of our regular volunteers (the most vulnerable per the CDC guidelines). Financial assistance services were moved to a virtual process and staff pivoted to new jobs to man the "mission critical" in-person Food Pantry operation. College and high school students, GA National Guard, City Council members, families and individuals from all walks of life came together to provide the manpower needed to help our neighbors during this time of unprecedented need. In 2020, CAC served 9,188 individuals compared to 6,524 in 2019. Approximately 50% of these sought help from CAC for the first time.

The COVID-19 economic crisis put families and individuals at risk of homelessness as their livelihoods were suddenly cut off. One family struggled as the single mother (Alice) with 3 young children was laid from her call center job. She worked several waitress jobs and couldn't make ends meet, but continued to look for better paying work while rent and late fees mounted. With no child support, she and her children faced eviction. CAC worked with Alice and her landlord to reduce or eliminate fees and put a payment plan in place to pay back rent.



CAC helped Alice keep her apartment. She started a new job in October that is more steady; and she hopes to be hired back by the call center at some point. Helping our clients stay in their homes eliminates the trauma and upheaval caused by evictions and is less costly than helping a homeless family get back on their feet.

The pandemic has taken its toll on many young professionals who have lost jobs, such as Ben. He was working for a local cleaning business and supporting himself before being furloughed due to COVID closures. Ben was resourceful and quickly found an overnight warehouse job until another unexpected crisis occurred. While driving, he was hit by a distracted driver resulting in severe injuries and a totaled vehicle. Ben's apartment complex referred him to CAC who worked with him to develop a plan that included paying his rent for two months while he applied for disability benefits and underwent physical therapy. Ben was able to find a new job he could do from home with the help of a CAC volunteer and job referrals. Before he could accept, he would need a new computer. So, you can imagine his excitement when we told him CAC could help by providing a refurbished laptop for him to use. Ben is very happy to once again be able to support himself. These are just two of many stories of heartbreak...and hope found at CAC thanks to so many who care to make a difference.

CAC was able to help so many people due to timely government grants from the cities of Sandy Springs and Dunwoody, Fulton and Dekalb counties and significant funding from private foundations, congregations, businesses, civic organizations and thousands of individuals. We benefitted from creative fundraising efforts including "Front Porch Portraits", a "Corona-aid Concert" performed by Berkley Music School Students, "a Neighborhood Artist Market and Bake Sale", "Sidewalk Chalk Art", an "Electronics Recycling Drive", and a matching grant from the Couchman Noble Foundation inspiring HOA's and civic affinity groups to give.



In 2020, CAC provided more than \$2,024,254 in financial assistance to 1,348 households impacting the lives of 3,479 individuals (compared to \$294,000 in 2019). Many families who relied on CAC during the 2008 recession, did not need our help again until the COVID economic downturn, which demonstrates that temporary emergency assistance is effective in stabilizing households during a financial crisis. CAC has supplemented experienced staff with temporary employees and new volunteers and added technology in order to process the increased number of requests and required documentation.

The virtual process has been challenging for some clients, so we accommodate cases like these in-person safely. Early in the pandemic, most people seeking CAC's help were families and individuals living on low incomes with little to no savings. As the year progressed, families with moderate incomes who had depleted their savings also reached out to us for help. CAC has been a vital intermediary with apartment communities by helping clients negotiate reduce fees and create a manageable payment plan which allows them to stay in their home through the term of the lease.



CAC provided food to 6,452 individuals from 2,215 household, compared to 4,468 individuals from 1,901 in 2019. We delivered food weekly to 125 seniors and medically fragile individuals. Our "client choice" market initially closed and we distributed pre-bagged food to families while practicing social distancing with volunteers and staff. CAC reopened its "client choice" market outdoors during the summer which accommodated safe distancing guidelines while utilizing a limited number of regular volunteers. CAC also provided summer lunches for 735 youth.



CAC's Thrift Shop was closed for 3 months and when reopened, operated with reduced hours. In 2020, client vouchers and public sales revenue were down from 2019 by about 50%. Limited availability of regular volunteers has been our biggest obstacle in returning to a full schedule as many are 65 and over. The COVID vaccine will help resolve much of our volunteer challenges.



CAC provided School Supplies to 853 Youth and Holiday gift cards to 1,458 children. Adult Education classes have been taught online since COVID began. Fewer classes are being offered due to technology challenges for clients. CAC's Employment Program was deferred to 2021 in order to manage the COVID changes and increased need for rent and food. We will continue to work with clients to help rebuild financial stability.

KEY FUNDERS

City of Sandy Springs	Fulton County	Scott Hudgens Family Foundation
City of Dunwoody	The Wilbur and Hilda Glenn FD	The Fraser-Parker Foundation
Dekalb County	Betty and Davis Fitzgerald FD	J.B. Fuqua Foundation
James M. Cox Foundation	The Brown Family Giving Fund	Sartain Lanier Foundation
The Tull Foundation	Dunwoody United Methodist Church	Mount Vernon Presbyterian FD
Couchman-Noble Foundation	Atlantic Capital Bank	Holy Innocents' Episcopal Church
Georgia Power Foundation	United Way of Metropolitan Atlanta	Holder Construction
The Imlay Foundation	David, Helen, & Marian Woodward FD	The Shumard Foundation
Graphic Packaging International	Rodderick, Flossie & Helen Galloway FD	The Friedman Supporting FD
Georgia Power Foundation	Publix Charities	Holy Spirit Catholic Church
Delta Dental Community FD	Sandy Springs Society	Mercedes-Benz USA
JC Kennedy Foundation	The Atlanta Foundation	Go Big Red FD
Peachtree Presbyterian Church	Mary Allen Lindsey Branan Foundation	The Atlanta Community Food Bank
The Cross Foundation	Ida Alice Ryan Charitable Trust	Northside Hospital
Choate Family Fund	Charron Family Outreach Foundation	Snellings Walters Insurance
The MacGinnite Family Fund	The Letzler Family Fund	Peter and Nancy Tartikoff Charitable Fund

CAC continues to receive an average of 40 calls a day; and we expect the need to be great until the vaccine is widely administered and the economy fully recovers. It is reassuring to know that you and so many throughout metro Atlanta have confidence in CAC to "be the difference" with investments and gifts like yours. From the bottom of our heart, thank you for your concern, compassion and commitment...it is truly inspiring!

Warmest regards,

Tamara Carrera

Tamara Carrera, CEO