

MERCY'S GATE  
Restoring from Crisis. Restoring Hope. | est. 1982



# Annual Report 2020

# Dear Partners,

As you read this annual report, I hope you see God's sovereignty, goodness, and faithfulness. Though the year had unexpected twists, it was marked by your generosity and opportunities for service. Opening the ministry to its current capacity took some time to ensure consistency and safety for Neighbors, Volunteers and staff. And yet, God gave us the opportunity to serve **4,963 households** in El Paso County in 2020. That represents **15,728 people!** Despite new protocols and health concerns, volunteers gave over 4900 hours of their time to offer Neighbors **10,895 services.**

While we provided a stable, safe environment and a quality experience for as many Neighbors as possible during their crisis, your generosity surpassed our efforts. Your role was crucial in providing financial, physical and spiritual resources to Neighbors facing crisis. 2020 ended with renewed mission and vision, and a significant net income offers us a strong start to 2021! We're excited to help more people in greater ways with consistent, robust programs because of your donations and trust. Alongside you, we want to see people flourish, walk with Christ, and see the community thrive!



For the Kingdom,

*Jason Dilger*

Jason Dilger,  
Executive Director, Mercy's Gate



*“Thank you for providing our community with all of the services you offer. But mostly, thank you for praying with me and my family. Providing us with food when our cupboards were bare and mostly for kindness, conversation and compassion. I hope you know the importance of that to so many who don’t have that daily”*

## Community Impact

### Housing



276 households stayed in their homes. 56% were new to Mercy's Gate.

### Utilities



206 households received utilities assistance from our generous partners, Colorado Springs Utilities and Energy Outreach Colorado.

### Food



The Pantry served 4,205 households, representing 14,143 individuals. 53% were first time visitors.

### Medical



Through the revamped medical assistance program, 102 households with medical needs received help.

### Transportation



449 households were helped with a gas voucher.

### Clothing



397 households received vouchers for needed clothing or household items.

### Seasonal



426 households received Thanksgiving Meal Baskets; VITA processed 910 tax returns for Neighbors with only 7 weeks of operation.

### Spiritual



Faith is not a requirement for services. For any Neighbor who wants it, we offer prayer and spiritual encouragement.

# Financial Statement

To see the full financial statements and Form 990, please visit [www.mercysgatecs.org/financials](http://www.mercysgatecs.org/financials).

## Income

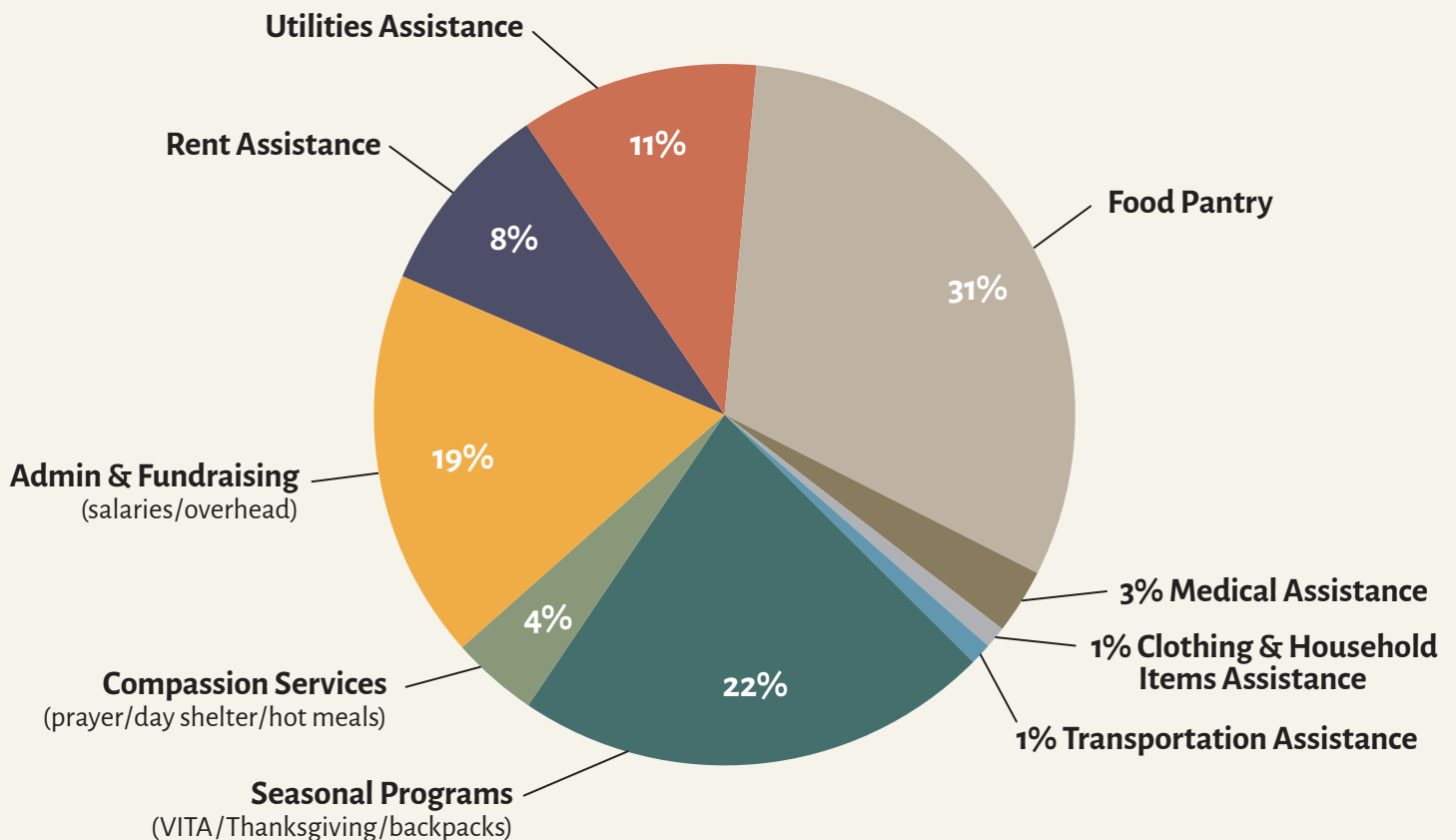
Churches	\$ 301,589
Individuals	\$ 456,760
Grants	\$ 351,787
Businesses	\$ 77,371
In-Kind Donations	\$ 657,627
Other Income	\$ 28,831
<b>TOTAL INCOME</b>	<b>\$1,873,965</b>

## Expenses

Rent/Mortgage Assistance	\$ 109,842
Utilities Assistance	\$ 148,354
Food Pantry	\$ 403,660
Medical Assistance	\$ 33,978
Transportation Assistance	\$ 11,019
Clothing & Household Item	\$ 15,296
Seasonal Programs	\$ 289,977
Compassion Services	\$ 49,844
General & Administrative	\$ 139,554
Fundraising	\$ 104,544
<b>TOTAL EXPENSES</b>	<b>\$ 1,306,067</b>
<b>NET INCOME</b>	<b>\$ 567,898</b>

# Stewardship Summary

In 2020, 81% of all spending went directly to programming, serving the Neighbors of El Paso County.



# COVID-19 & our Neighbors

Partnering with independent research firm, Puffin Strategies, LLC, Neighbors who visited Mercy's Gate in 2020 were surveyed on their personal impact from COVID-19 and our role in their situation during the pandemic. Two thirds of respondents said Coronavirus had a significant negative impact on their lives. The largest felt effects were financial security and mental health (anxiety and stress), with 83% of Neighbors selecting both of those options. Regarding their experience at Mercy's Gate, 69% of Neighbors rated it as very helpful, citing Food Pantry and Housing Assistance as the most helpful services.

The Food Pantry has been the consistent, flexible service throughout the pandemic. Care and Share Food-bank and many other caring partners provided food and toiletries to keep the Pantry open since the crisis began. These provisions allowed us to remove access limits for Neighbors and each pre-packed emergency bag weighed almost 40 pounds!

Indoor facility compliance measures were in place for the safety of Neighbors and Volunteers by the end of June. Despite the delay in opening for Direct Services, 451 appointments were available to Neighbors in 2020. Because of your financial generosity, Rent/Mortgage Assistance increased from \$250 to \$300 per household and was available to anyone with an appointment.

You are the reason these precious Neighbor's needs were met! Right away in March, your resources began flowing through Mercy's Gate. Compassionate church partners encouraged congregations to personally give when it wasn't possible to collect pantry goods onsite. Other open-handed churches shared finances to help those in urgent crisis. Grantors and Community Partners offered generous unsolicited resources to help as many affected Neighbors as possible. All total, you contributed \$299,594.88 specifically because of the Coronavirus pandemic. Thank you for enabling us to holistically resource Neighbors—offering them every Service possible to stabilize their situation.

*"The prayer and encouragement in addition to the help we asked for was much-needed. I felt very taken care of and cared for."*



## Board of Directors

**Ron Kolakowski**  
Chair

**John Serio**  
Treasurer

**Doug Dirksen**  
Secretary

**Ron Fleming**  
Member

**Jason Dilger**  
Member



*"Praise be to the God and Father of our Lord Jesus Christ, who has blessed us in the heavenly realms with every spiritual blessing in Christ." Eph. 1:3 NLT*



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