

2020 IMPACT HIGHLIGHTS

Thanks to your generosity, we served over **101,000** families in 2020.

101,000 FAMILIES SERVED

OVERALL IMPACT BREAKDOWN

Education

People Served Through Education Programs

50.1%

Volunteer

People Served Through Volunteer Opportunities

12.2%

Income

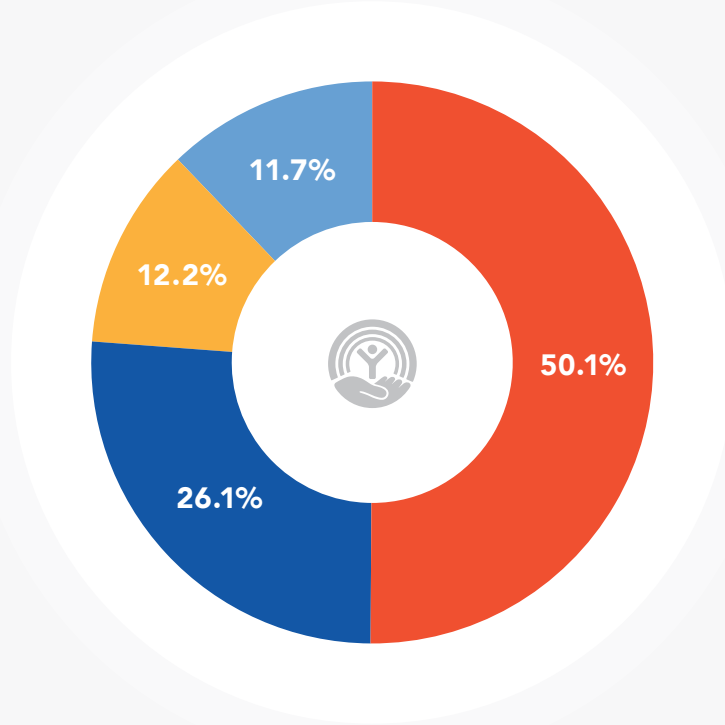
People Served Through Income Programs

26.1%

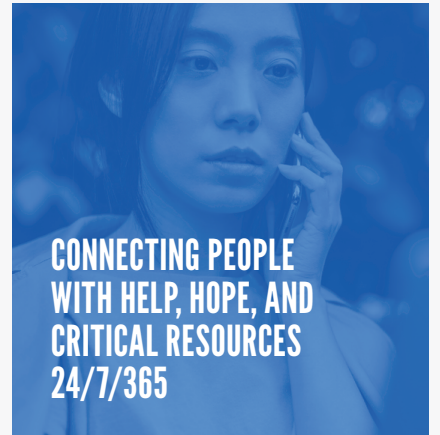
Health

People Served Through Health Programs

11.7%



211 HELPLINE



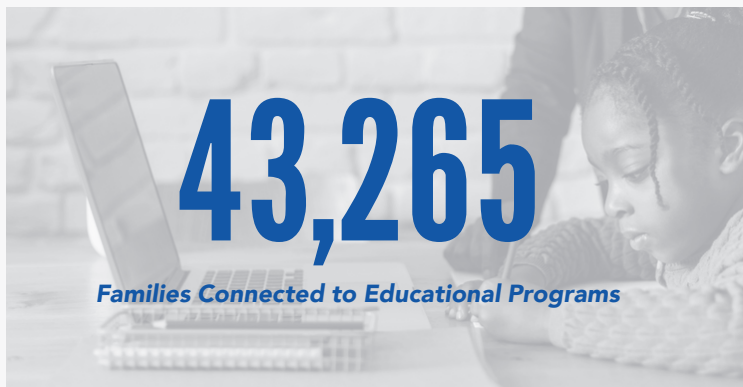
CONNECTING PEOPLE WITH HELP, HOPE, AND CRITICAL RESOURCES 24/7/365

Get Connected. Get Help.

No matter the situation, the specialists at 211 listen, identify underlying problems, and connect people in need with resources and services in their community that improve their lives.

EDUCATION

BUILDING A SKILLED AND EDUCATED WORKFORCE



43,265

Families Connected to Educational Programs

6,000

Children Enrolled in Dolly Parton's Imagination Library Program

5,580

Students Enrolled in Mentorship and Leadership Development Programs

19,686

Students Educated in Personal Safety Protection and Human Trafficking Awareness

685

Students Connected to Career Training and College Access Assistance

19,587

People Called the 211 Helpline in 2020 To Be Connected to Services in Muskegon, Newaygo, and Oceana



3,950

Families Connected With Housing and Shelter

HEALTH

ENSURING HEALTHY AND SAFE INDIVIDUALS AND FAMILIES

929

Families Received Food Assistance

1,327

Families Connected to Domestic Violence Intervention Programs, Safe Shelter, and Counseling

\$144,973

In Prescription Savings Through SingleCare



10,063

Families Helped in Health Based Programs



3,737

Families Connected With Financial Assistance



2,730

Families Connected With Healthcare and COVID Resources

INCOME

INSTILLING LONG-TERM SELF-SUFFICIENCY



379

Families Found Permanent Housing

22,538

Families Helped and Funded in Income Stability Programs

VOLUNTEER

OVER 10,500 VOLUNTEER HOURS LOGGED FOR OUR COMMUNITY!



2,382

Families Connected With Food Assistance

The Remaining 6,788 Families Were Connected With Utility Assistance, Transportation Resources, Mental Health/Addiction Services, Childcare, and Legal and Disaster Services.