2017 IMPACT REPORT
PORTLAND ADVENTIST COMMUNITY SERVICES
Portland Adventist Community Services Constituent Churches:

The following Seventh-day Adventist Churches are the current constituent churches supporting PACS. Constituent churches offer some financial support to PACS, provide volunteers to support our work and have a defined role in the governance of PACS that includes providing guidance on our strategic planning every three years.

- Healing Hope Seventh-day Adventist Church
- Lents Seventh-day Adventist Church
- Mount Tabor Seventh-day Adventist Church
- Pleasant Valley Seventh-day Adventist Church
- Rockwood Seventh-day Adventist Church
- Stone Tower Seventh-day Adventist Church
- Sunnyside Seventh-day Adventist Church
- Tabernacle Seventh-day Adventist Church
- The Village Seventh-day Adventist Church
- Oregon Conference of Seventh-day Adventists

PACS Board of Directors:

<table>
<thead>
<tr>
<th>Thomas Mostert, Chairman</th>
<th>Karen Humbert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brenda Duerksen, RN</td>
<td>Lucille Krull, PhD, RN</td>
</tr>
<tr>
<td>Mark Fulop</td>
<td>Scott LeMert</td>
</tr>
<tr>
<td>Sallyann Gabriel, RN</td>
<td>Dan Linrud, DMin.</td>
</tr>
<tr>
<td>Brian Gosney</td>
<td>Jonathan Russell</td>
</tr>
<tr>
<td>Shirley Hessong</td>
<td>Dave Tkachuck</td>
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</tbody>
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Report - Acknowledgements:

Authors: Mark Fulop, Executive Director, and Katie Wilson, Development Associate
Scripture verses paraphrased from the Revised English Bible
Photos: PACS staff and volunteers
Building a Community of Service

In 1934, women from the Sunnyside Seventh-day Adventist Church and the Adventist Sanitarium (now Adventist Health Portland) began meeting to sew quilts and clothing for struggling families during the Great Depression. From that humble beginning, Seventh-day Adventist churches in the Portland area continued to serve the community and in 1963, joined together to form Portland Adventist Community Services (PACS).

Today PACS is a vibrant community of volunteers and donors who work together to provide food, healthcare, and low-cost clothing/household items to low-income individuals in the Portland area. Located in the Gateway area, we serve a diverse community that blends many languages, cultures, income levels and life experiences. We nourish the mind, body, and spirit while fostering dignity among those we serve.

As a faith-based ministry of the Seventh-day Adventist churches in our region, our goal is live out the Christian heritage of being the good news to the poor and helping those struggling to build better lives (Luke 4:18-19).

On behalf of the work by our staff and over 250 volunteers, donors, and partners organizations, I am pleased to present our first annual Impact Report to the community. As you will see in this report, we have made a difference in the lives of thousands of adults and children in our community. However, none of us did this work alone. It took the inspired action of all who support our work. Together, we are a community of service.

Looking forward to deepening our service together,

Mark Fulop
PACS Executive Director
About PACS

PACS is a vibrant Community of Service made up of staff, volunteers, donors, prayer partners, and community partners who work together to provide food, healthcare, and low-cost clothing/household items to low-income individuals in the Portland Gateway area.

Our Mission

Following Christ's example, we nourish the mind, body, and spirit, while fostering dignity among those we serve.

The word dignity is central to PACS’ approach to service. Our staff, volunteers, and donors follow Christ's example by not just giving help, but also by treating each person as a valued human being. When we help to restore someone's dignity, we revive that person's ability to realize their potential and value, which is a key to finding success and self-sufficiency.

Our Shared Christian Values

PACS is committed to exemplifying the shared Christian Values of Compassion, Respect, Integrity, Relationships, Service, Humility, Reliability, Equity, and Safety.

Our History

PACS traces its founding back to 1934 when a small group of women from the Sunnyside Seventh-day Adventist Church and the Adventist Sanitarium (now Adventist Health Portland) began meeting to sew quilts and clothing for struggling families during the Great Depression. Gradually the group started to distribute food in addition to clothing. In 1963 the ministry expanded when additional churches joined the effort, seeking to pool their resources to create a more effective program. That is when Portland Adventist Community Services (PACS) was officially founded as a nonprofit organization under the umbrella of the Oregon Conference of Seventh-day Adventists. In 1993 the PACS Health Clinic was added, and in 1995 the PACS Thrift Stores were launched. Today PACS is a thriving volunteer outreach program supported by the constituent member Seventh-day Adventist churches in the Portland area.
food distribution

“...for when I was hungry, you gave me food...”

Matthew 25:35
Food Pantry

PACS operates a food pantry every week, Monday through Friday from 9 a.m. to 11 a.m. During those hours, 60-100+ people receive a 3-5 day supply of groceries for all of those living in the household. Clients are allowed to access the food pantry once a month. The PACS Food Pantry provides healthy choices, including fresh produce and perishable foods, for low-income families seeking food assistance.

Our food pantry is driven by volunteers who help clients register, support them as they shop, and manage the logistics of food pick up, sorting, and stocking the shelves. For the clients, we use a grocery store model that allows people the ability to choose foods that fit their culture and lifestyle. Having the choice in food selection empowers clients, builds dignity and reduces wasted food because we do not give people items they cannot use.

In 2017, every month, more than 5,600 adults and children living in households received food from PACS. For many families, PACS is a monthly part of the way they make ends meet and have food security. Food security is having reliable access to a sufficient quantity of affordable, nutritious food. Based on data reported by the Oregon Food Bank, 80% of families coming to a food pantry can meet their food needs for the month because of the food they receive at the pantry. At PACS, we hear that story time and time again.

Mobile Food Pantry

PACS also has a Mobile Food Pantry that travels to eight neighborhoods with higher rates of poverty. Our Mobile Pantry travels out as far as Estacada, Oregon and as close in as Northwest Portland. Each site is supported by a partnership with a church or community organization that provides onsite volunteers. The Mobile Food Pantry reduces the transportation burden for families living in the communities we serve. Like our main food pantry, the mobile program provides 3-5 days of groceries for families using a grocery store model. In 2017, the Mobile Food Pantry fed nearly 500 adults and children each month.

In 2017, the PACS Food Pantry and Mobile Food Pantry provided 3-5 days of groceries to 6,180 people every month.
FOOD DISTRIBUTION

- We know that 1 in 7 people in Oregon struggle with hunger.
- Over half of those struggling with hunger are children and seniors.
- Of households who seek help from food pantries, about 80% say that with the help of the pantry they can meet their food needs for the month.

PACS Food Pantry provided 3-5 days of groceries to 5,690 people every month & we served 490 people every month through our Mobile Food Pantry.

Who We Feed

- 34% Children
- 21% Seniors

49 languages are spoken in households we served last year.
Your Donations

Every dollar invested in the food pantry is multiplied 7 times through the value of donated food and volunteer time.

It costs $4.87 to provide one person with 3-5 days of groceries.

Donated Food

Through partnerships with many local grocery stores, other food pantries, the Oregon Food Bank as well as church and business sponsored food drives PACS distributed 729 tons of donated food valued at over $2,500,000.
thrift stores

“...for when I was naked, you clothed me...”

Matthew 25:36
Thrift Stores

When individuals and families are living at (or near) the poverty line, they are often looking for ways of making ends meet. There was a time when PACS simply gave away clothes and household goods on a first-come, first-served basis. We came to understand that that model of service was not consistent with our model of providing our clients with the opportunity to build a sense of dignity. Clients digging through piles of clothes to find a “handout” was part of the problem and not the solution. In 1993, we revised our model and began selling donated items in a low-cost pricing structure. Our Thrift Store started with a couple of tables with low-priced clothing and now occupies two buildings offering quality clothing and household items. Prices can be as low as 10 or 25 cents.

Our commitment is to sell quality items at low-cost, to provide an organized shopping experience and to offer Christ-centered customer service.

Clothing Thrift Store

In our clothing thrift store, we offer a range of sizes and styles for men, women, and children along with accessories like luggage, handbags, and jewelry. You will find fabric, sewing patterns, a section of home medical equipment and a small used bookstore with sheet music.

Household Goods Thrift Store

In our household store, you will find a wide range of cooking items, dishes, silverware and household and office accessories like lamps, office supplies, and decorator items. We also have toys and sports equipment. Our furniture section frequently changes with tables, chairs, desks, couches, end tables, and clean used mattresses. If you are looking for specific furniture we suggest you call ahead to ask about our inventory. Occasionally, PACS sells donated cars, boats, and other non-traditional thrift items.
THrift SToRES

We help individuals and families by providing low-cost goods and clothing to improve their quality of life.

PACS partners with a number of agencies to provide quality goods and materials.

Last year, we sold 436,681 items ranging from cars, furniture, beds, dishes, pots pans, and decorations to clothing, shoes, accessories and linens as well as fabric, books and music.

PACS recycled over $10,000 worth of clothing, scrap metal, and other materials we could not sell in our stores, earning income and helping our environment!

The average cost of all items sold last year was $1.22.
Your Donations

Every time you bring used clothing and household goods to PACS, you help to provide families with access to basic household needs. Your donations also divert materials from the waste stream. Your donationa are helping people and helping the planet!

The sales of the materials you donate provide 46% of our operating expenses allowing us to continue and expand our ministry to the community!

Personal Impact

"I furnish apartments for refugee families. PACS has prices I cannot find anywhere else. With the help PACS, we are able to create a new start for refugee families that arrive with very little or nothing at all."

- Anne, Thrift Store Customer
health clinic

“...for when I was ill, you came to my help...”

Matthew 25:35
Health Clinic

Our PACS Health Clinic volunteer primary care providers have ministered to the needs of uninsured and low-income clients since 1993. Influenced by many factors, health care delivery models have changed through the years; regardless, the healthcare team at PACS Health Clinic has reached out to a wide variety of people from multiple cultures and language groups.

Over the course of its history, the clinic staff members have touched many lives, and many positive outcomes have resulted—stories of early cancer, diabetes, cardiovascular and infectious disease detection, referral and treatment. The PACS Health Clinic has become connected to the local community and is a member of the Coalition of Community Health Clinics. The Coalition is a group of clinics collaborating to serve the health needs of Portland neighborhoods.

From January to December of 2017 the PACS Health Clinic had 1307 patient contacts and began care for 33 new patients. Eight different racial groups were served; the four most represented groups were: Caucasian 51%, African American/Black 15%, Eastern European 10% and Latino/Hispanic 9%. Eighty-seven percent of clinic clients were in the 18-64 age range.

Since the implementation of the Affordable Care Act in 2014, the PACS Health Clinic began accepting insured patients to maintain its outreach. During this time, an updated care delivery model was envisioned. A new PACS Health Center with dental, medical and vision care would provide more opportunity for ministry. In 2017, the lengthy process of planning and permitting associated with the renovation of our new health center building was completed and construction began. This new center is adjacent to our current facility. This building will house a combined medical and dental clinic and will open by the end of 2018. We are planning on adding vision care to our services in 2019.
...Truly, I tell you, anything you did for one of our community, however insignificant you thought it was, you did for Me."

Matthew 25:40
Volunteers

Every month in 2017, nearly 250 people provided their gift of time and talent to help our food pantry, thrift store, and the health clinic run smoothly. We offer a wide range of work opportunities based on the interests and time availability of our volunteers. Our volunteer jobs range from quiet, behind-the-scenes volunteering like processing donations or helping in the food pantry, to more public-facing roles like being a cashier, driving a truck, assisting families to shop in our food pantry or answering phones.

Volunteer Positions

<table>
<thead>
<tr>
<th>Food Pantry</th>
<th>Thrift Store</th>
<th>Health Clinic</th>
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</thead>
<tbody>
<tr>
<td>Drivers &amp; Riders</td>
<td>Cashiers</td>
<td>Health Care Providers</td>
</tr>
<tr>
<td>Food Pantry Receptionist</td>
<td>Customer Assistants</td>
<td>Nurses</td>
</tr>
<tr>
<td>Intake Interviewer</td>
<td>Donation Sorting and Pricing</td>
<td>Medical Assistants</td>
</tr>
<tr>
<td>Customer Assistants</td>
<td>Clean-up and Recycling Helper</td>
<td>In 2018 we will add Dental professionals to our volunteer pool.</td>
</tr>
<tr>
<td>Check-out Support</td>
<td></td>
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<tr>
<td>Backroom Assistants</td>
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Mobile Food Pantry

| Drivers & Riders                | Receptionist Support                              |
| Food Pantry Receptionist        | Fundraising Support                                |
| Intake Interviewer              | Event Support                                      |
| Customer Assistants             | Writing/editing support                            |

In 2018 we will add Dental professionals to our volunteer pool.
VOLUNTEER IMPACT

Every month nearly 250 people provide their gifts of time and talent to help our food pantry, thrift store and health clinic run smoothly.

In 2017, the volunteers at PACS contributed 44,389 hours of service and the value of that volunteer time is $1,071,994!

Volunteers

Paid Staff

PACS has 250 active volunteers each month. Volunteer hours combined total 21 full-time employees.

PACS has 23 full and part time staff members. When combined paid staff total 13 full-time employees.
finances

“To the Lord belong the earth and everything in it.”

Psalms 24:1
Our Financial Impact

Revenues

PACS is committed to being transparent about our finances and conservative stewards of the resources entrusted to our care. We are blessed to be a stable organization with a diverse base of support for programs and services.

In 2017, approximately one-third of our support came from donations from individuals and churches. These donations are essential to our organization and allow us to grow our impact in the community.

Through our thrift stores and pursuing grant revenues, we raised an additional $2 for every donated dollar received. This diversity in our income allows us to provide services to those in need of food and medical care.

Expenses

When you look at the trend of our revenues over the last three years, our income has modestly grown, and we have consistently managed our expenses below our revenues. The good news is that this pattern is a portrait of a stable and fiscally responsible organization.

With a stable financial profile, PACS is looking to expand our programs and services to empower individuals and families to rise out of poverty. This growth will require the continued support of our current programs and additional revenue to support new programming.
looking ahead

“To aspire to leadership is an honorable ambition.”

1 Timothy 3:1
Strategic Direction for 2018

Opening Our Health Center

By the end of the year, we will be opening our new health center. The complexities of the building renovation and the rapidly changing healthcare environment slowed our progress, but we are deep into the planning work to ensure that our new health center will open with a sustainable model of holistic care. The model of care we are developing will support health screening, primary care referral and patient support, addressing social service referral needs of clients and the provision of dental and vision care.

Expanding Our Food Pantry/Grocery

The foundation of our Food Pantry expansion will be strengthening our partnership with the Oregon Food Bank and our grocery store partners to strengthen our food pantry work. For example, we hope to increase the offerings of fresh fruits and vegetables to our clients. In addition, once our health services move into its new space, we will have the opportunity to develop additional programs for our food pantry clients. We will dedicate more space to widening the aisles of our grocery and develop additional office and classroom space. In this new space, we will be able to offer educational programs and help our clients navigate other social service programs that can further improve their lives. We also hope to build stronger ties between our food ministry and our health center.

Expanding of Our Mobile Food Pantry

This year will also see the expansion of our Mobile Food Pantry. The Mobile Food Pantry is taken out to eight high-need neighborhoods in our community. Every month we provided 3-5 days of groceries to 400-500+ adults and children who do not have the ability to come to our food pantry. This year we want to grow our volunteer-base, possibly add additional locations and purchase a new truck to support this vital ministry.

Strengthening our Community of Service

We are committed to strengthening our community of supporters by keeping you better informed, inviting your thoughts and ideas, providing new opportunities for volunteering, sharing more resources, and hosting more events for our churches. As you join our Community of Service, we will be better able to meet the needs of the community we serve.
How you can help

PACS makes an impact on our community because of you. The time that you donate makes an impact. The clothing items and household goods that you donate makes an impact. The financial gifts you make to PACS make an impact. We are a community because of your service. Thank you.

Pray

Recently, it was suggested that the tagline for PACS should be "miracles every day." PACS is a place in our community where lives are changed. This is true. What is also true is that change happens when those who support us pray. PACS cannot do our work without the collective prayers of our community. Caring for people is easy. Showing compassion and offering hope is harder. At PACS we strive to both care for people and offer compassion and transforming hope. Your prayers matter.

Donate

Many of you reading this report already support us financially. We are humbled by every charitable gift we receive. As we move in new directions this year, we are doing more than "business as usual." God is calling us to act in more significant ways. We ask that when you consider your personal giving, if possible, consider supporting us with a monthly donation. You can donate online, by mail, and even over the phone. Your donations matter.

Volunteer

PACS would not be able to serve people in need without volunteers. More than 250 dedicated individuals donate their time and talent to make a difference. We would love to have you join our exceptional team. Whether you can volunteer twice a week or once a month, we have a place for you in our community of service.

Learn More: www.pacsonline.org