

# 2020 ANNUAL REPORT



**Giving Hope. Loving Neighbors. Growing Hearts.**

# LETTER FROM THE EXECUTIVE DIRECTOR

## LESSONS FROM 2020

*“How beautiful on the mountains are the feet of those who bring good news, who proclaim peace, who bring good tidings, who proclaim salvation, who say to Zion, ‘Your God reigns!’”*  
— Isaiah 52:7 (NIV)

As I reflect over the past year, I believe there are three important lessons we can take from this challenging year:

- 1) Our complex world will have a growing trend of people who need help;
- 2) Regardless of the challenges people face — medical, job loss, emotional and mental struggles, housing and living conditions, addiction — it is always worse when people face these hardships alone;
- 3) Our mission is to help move people from isolation into community by connecting the Body of Christ to those who are alone. We must pursue this mission no matter the obstacles to overcome.

Your donations helped meet physical needs and improve living conditions. They also allowed Partners in Hope (PIH) to make year-long commitments to walk alongside individuals to provide encouragement to move forward. Hundreds of volunteers put on masks and used safe practices to ensure people were not facing hardships in isolation during this difficult pandemic.

In Isaiah, the people have been facing much hardship, feel forgotten, and are giving up hope. Then God announces, “How beautiful on the mountains are the feet of those who bring good news, who proclaim peace, who bring good tidings, who proclaim salvation.” In the same way, I see you bringing the message of peace and hope to people desperate to know they are not alone.

Whether through giving your time, using your talents, or donating your resources — you have made a difference in our community. Thank you for joining with PIH as we serve together in spreading the goodness of God’s Kingdom.

In Christ,



Matt Peacock  
Executive Director

*“In the same way, I see you joining with PIH, becoming the hands and feet of Christ to bring the message of peace, goodness, and hope to people desperate to know they are not alone.”*



© Sylvia Earl

# MINISTRY HIGHLIGHTS



**Below is a snapshot of 2020 ministry activities and ways your support furthered the PIH mission:**

## **First Quarter (January – March)**

- 40 meals delivered to clients
- Fellowship Dinners
- Ladies Coffee Connections
- Austin Ridge Church youth group volunteered
- 110 volunteers at workdays, 15 called clients, 40 ran errands, 22 helped with yardwork
- Craig0's Restaurant and Pastaria delivered free lunch to 30 client households
- Chick-fil-A provided lunch at 2 workdays

## **Second Quarter (April – June)**

- 95 meals delivered to clients
- 30 Easter packages delivered
- 35 volunteers ran errands, 200 made phone calls
- National Charity League (NCL) delivered masks to 30 households
- Drive-by 90th birthday parade for a widow
- Workdays resumed with COVID protocols in place
- Serving Neighbors on Wednesday volunteer event
- First Annual Free Community Car Wash
- Chick-fil-A provided free lunch to 30 households
- Young Men's Service League's Heart of Service recipient
- Keller Williams' National RED Day service event

## **Third Quarter (July – September)**

- 90 meals delivered
- 90 volunteers at workdays
- NCL decorated 25 yards for Independence Day
- Weekly Scattered Gathering socials for clients began
- Heroes of Hope appreciation event
- Build a Garden initiative began
- Consultation services provided to Hometown Missions in Dripping Springs
- Life Austin Church became a partner
- Church of the Cross finished painting a client's fence
- Journey of Hope Fall Fundraising Campaign commenced
- ACTS Church hosted Scattered Gathering
- Technology Initiative for clients started

## **Fourth Quarter (October – December)**

- 85 meals delivered to clients
- 75 volunteers at workdays
- 100 volunteers gave client gifts for Hope-Filled Christmas
- Marshall Ford Fellowship, Lake Travis UMC and Church of the Cross hosted Scattered Gatherings
- Lake Austin Spa Resort provided Christmas gifts to 2 households
- Austin Water Designs became a partner
- Coffee Connections resumed
- NCL delivered poinsettias to 26 households
- Hope Rock Church provided gift cards for Drive-By-Blessing
- HopeFest 2020 socially distanced fall fundraiser event
- Journey of Hope Fall Fundraiser concluded successful campaign

# WHY WE GIVE HOPE

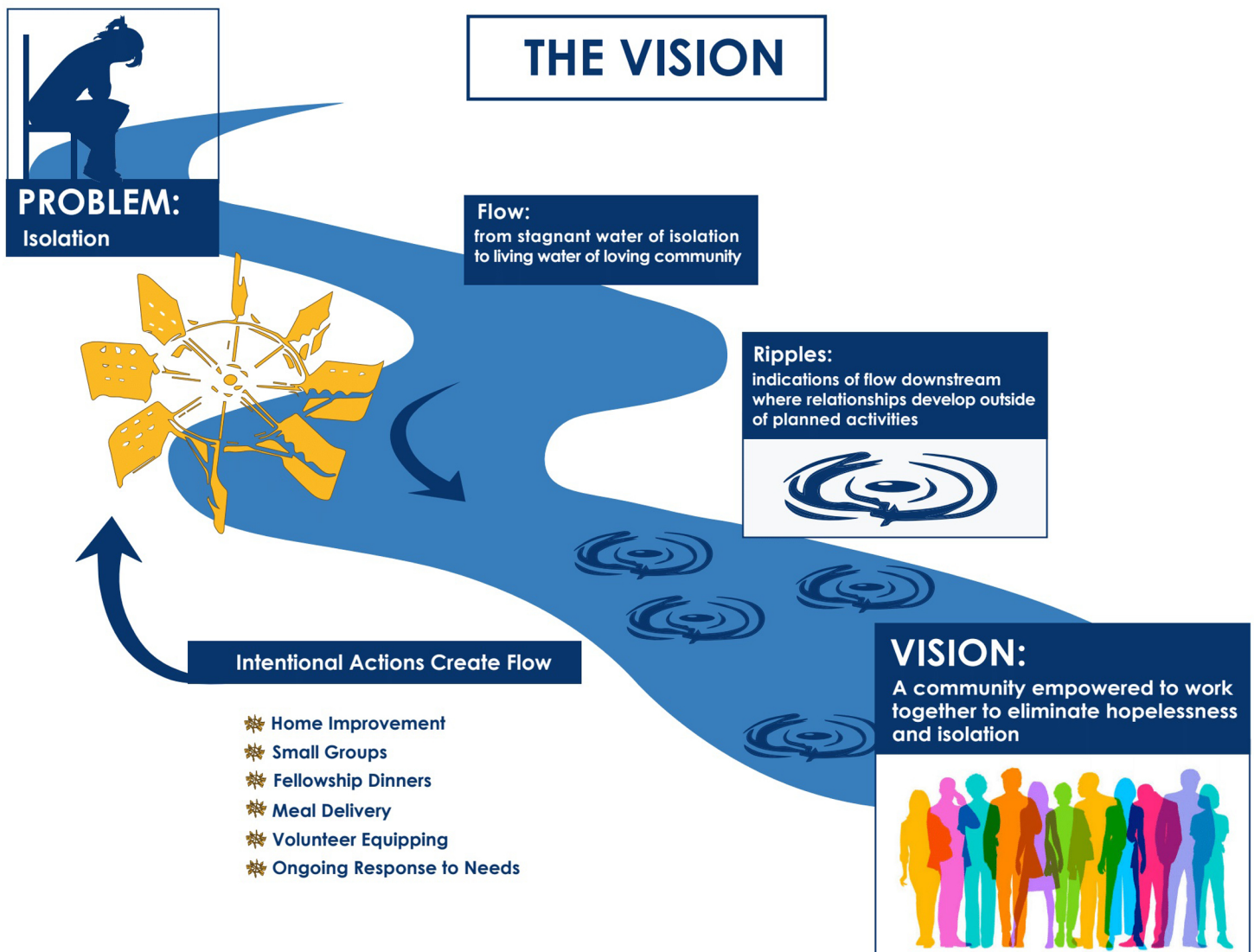
**PROBLEM: ISOLATION**  
**SOLUTION: CONNECTION**

## PROBLEM: SOCIAL ISOLATION

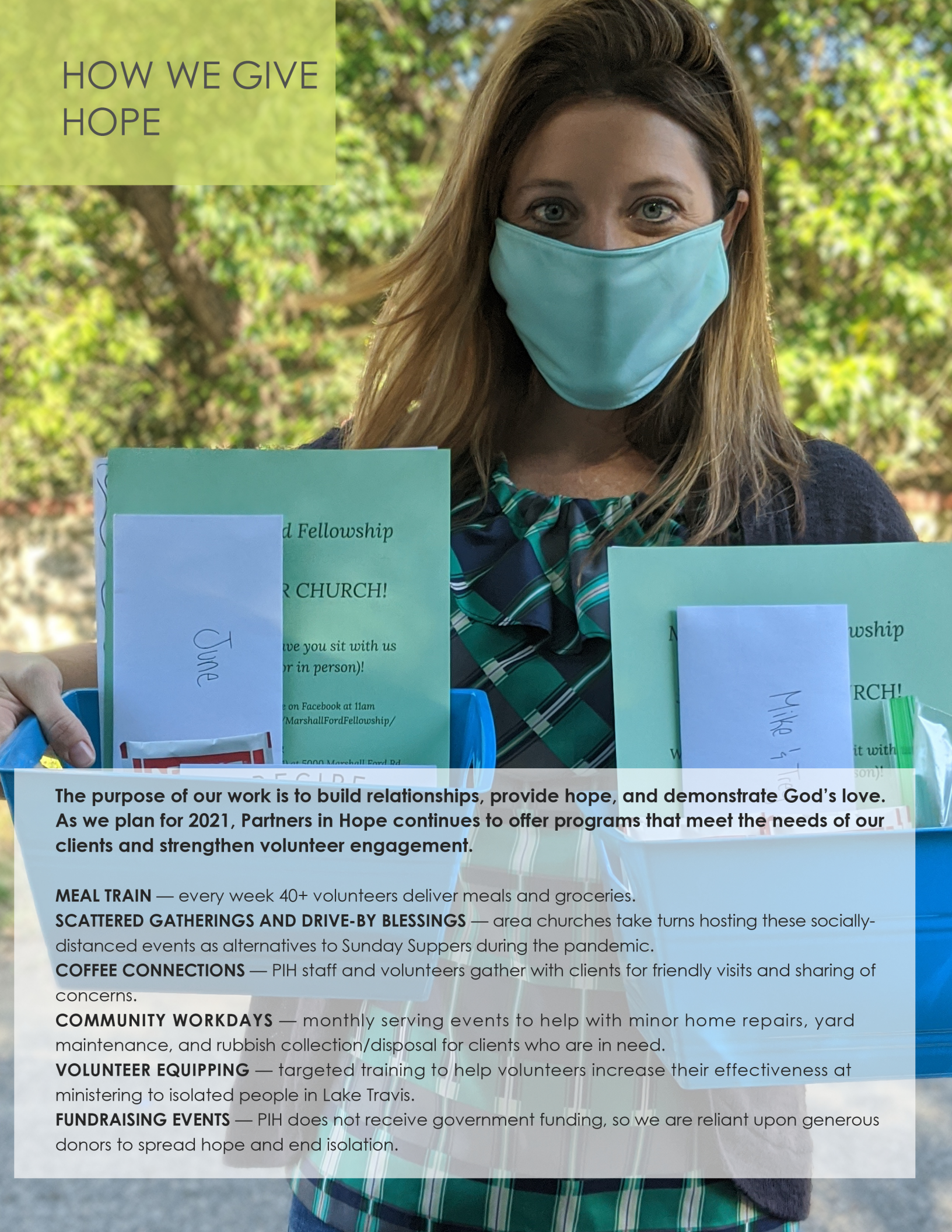
- Destroys lives and leaves people feeling helpless with no support.
- Increases health risks as much as smoking 15 cigarettes per day or abusing alcohol.
- Does twice as much harm to physical and mental health as obesity.
- Elevates the risk of heart disease, stroke, cancer, Alzheimer's, depression, and death.

## SOLUTION: ONGOING CONNECTION

- Forms relationships for lasting, long-term results through multiple "connection points."
- Transforms disconnected, hopeless people into active community/church members.
- Enables the powerful collaboration of local churches and nonprofit ministries.
- Creates a unique Kingdom Serving Paradigm that changes lives for everyone involved.



# HOW WE GIVE HOPE



The purpose of our work is to build relationships, provide hope, and demonstrate God's love. As we plan for 2021, Partners in Hope continues to offer programs that meet the needs of our clients and strengthen volunteer engagement.

**MEAL TRAIN** — every week 40+ volunteers deliver meals and groceries.

**SCATTERED GATHERINGS AND DRIVE-BY BLESSINGS** — area churches take turns hosting these socially-distanced events as alternatives to Sunday Suppers during the pandemic.

**COFFEE CONNECTIONS** — PIH staff and volunteers gather with clients for friendly visits and sharing of concerns.

**COMMUNITY WORKDAYS** — monthly serving events to help with minor home repairs, yard maintenance, and rubbish collection/disposal for clients who are in need.

**VOLUNTEER EQUIPPING** — targeted training to help volunteers increase their effectiveness at ministering to isolated people in Lake Travis.

**FUNDRAISING EVENTS** — PIH does not receive government funding, so we are reliant upon generous donors to spread hope and end isolation.

# MINISTRY IMPACT

## PANDEMIC RESPONSE

Our historical model has been to add one additional family monthly, with “graduating” families rotating out of direct care as new families are added, for a total of 12-15 active families at any given time. The impact of the pandemic led to more individuals and families experiencing economic hardship, as well as social isolation.

Partners in Hope developed a response that included expanding the criteria by which clients could qualify to receive services, adding six additional families to our circle of direct care. We also re-engaged services to 19 alumni families who we considered to be at high risk for isolation during the pandemic.

*“Without Partners in Hope, my house would continue to be damaged. They helped with the feeling of security by repairing things that I was not able to achieve. They helped with other agencies and procedures and guided the way. Their kindness and giving nature has calmed my worries. They provided not only repairs but new friends!” — Cindy, PIH Client*



## HOUSEHOLDS SERVED OVER TIME

49

2020

30

2019

10

2011

## TECHNOLOGY INITIATIVE

When your budget is tight and you don't know much about technology, it is hard to connect and find work. PIH started the Technology Initiative to help clients who are in the “digital divide” to get devices and connectivity. We provide information regarding access to low-cost internet service for those who qualify, and offer to help pay for those services temporarily. Our goal is to find a long-term source of funds to guarantee services while expanding the program.

# VOLUNTEER IMPACT

Partners in Hope helps equip volunteers for service through local outreach and worldwide missions. These loving hands and feet of Christ are the heart of our ministry.

## VOLUNTEER SPOTLIGHT: BILL AND TONYA PARROTT

Bill and Tonya are a busy couple. Bill owns Parrott Wealth Management and Tonya is the Adult Discipleship Pastor at Austin Christian Fellowship. They learned of PIH through a community workday, so their first impression was that PIH assists people of limited financial means with general house repairs and maintenance. They were surprised to learn that these workdays are not the primary focus, but one of many ways PIH works to improve the lives of others by connecting them with community members, churches, and organizations. "We were surprised by the long-term commitment PIH makes to walk alongside those they are helping; this is not a 'one and done' serving organization!"

Like PIH, the Parrotts believe that moving someone from social isolation into being an active part of a community takes people who are willing to invest in someone else and model Christ's love. "Never underestimate the difference you can make in someone's life!"

Bill and Tonya will continue to support PIH so those who feel forgotten can be led out of isolation into loving, positive relationships. "Going forward, we hope Partners in Hope is blessed with an outpouring of individual, business, faith-based, and community partnerships in order to achieve their 'deeper and wider' goals."



**VOLUNTEER  
VALUE  
IN 2020**

**1310**

**TOTAL  
VOLUNTEERS**

**4030**

**TOTAL  
VOLUNTEER  
HOURS**

**\$109,600**

**ESTIMATED  
IN-KIND VALUE\***

\* HOURS X \$27.20  
(CURRENT ESTIMATED NATIONAL VALUE OF EACH VOLUNTEER HOUR)

# LEADERSHIP TEAM

## BOARD OF DIRECTORS

### **Jamie Wilhelm, Board President**

*Executive Vice President, American  
Campus Communities*

### **Renee Phillips, Immediate Past President**

*Retired, Banking Industry*

### **Melissa Sterns, Secretary**

*Pharmacist, Randall's*

### **Bob Corless**

*Retired Engineer, Chevron*

### **TC Cornell**

*Retired Product Director, State Auto  
Insurance Company*

### **Amy Engelmann**

*Owner, O'Neill's Pools & Hot Tubs*

### **Tyler Lewis**

*Vice President, TAB Technologies*

### **Brian Oaks**

*Patent Attorney, Baker Botts*

### **Susan Priddy**

*Marketing Strategist and Writer*

### **Drew Rice**

*Sales Manager, Trek Bicycles Bee Cave*

## STAFF

### **Matt Peacock**

*Executive Director*

### **Diahn Ehlers**

*Assistant Director and Volunteer  
Coordinator*

### **Denise Ray**

*Community Outreach Partner*

### **Jill M. Johnson**

*Communication Specialist*

### **Janean Allen**

*Bookkeeper*



*Jamie Wilhelm, Board President*

## LETTER FROM THE BOARD PRESIDENT

**YOU are a partner in hope and we are grateful!** One of the reasons I serve on the board of Partners in Hope is my own experience with God's transforming grace. If it can change my life, it can change anyone's life. Christ meets us in the dailyness of life with compassion, and we are called to share this love. His ministry was always relational, and we seek to model the friendship of Jesus to those we serve and work with.

Partners in Hope is grateful for your support during one of the most difficult years in decades for our country and community. Your financial support and prayers during this pandemic year have allowed us to continue to serve clients in creative ways, while also engaging volunteers in meaningful acts of service. *Your impact is immeasurable, and we are in awe of the ripples we see as the Holy Spirit heals those living in social isolation.*

Despite challenging times, Partners in Hope is looking toward the future with excitement! We are being called to expand our vision, and your partnership will lead the way as we grow deeper and wider in our mission. Thank you for your faithfulness.

James (Jamie) E. Wilhelm, III  
President



# A FUTURE WITH GREATER IMPACT

## DEEPER AND WIDER

*"God has been calling us into deeper ministry with our families for several years, and now we sense Him calling us wider, into new places. But it is not just about geography, it's about implementing a new model for ministry." — Matt Peacock, Executive Director*



God is leading Partners in Hope toward expansion beyond the Lake Travis region, moving us into all-new territory. Our goal is to share the principles He has taught us in building a relational ministry, engage with isolated neighbors, help churches mobilize their discipleship efforts, and develop Kingdom partnerships within the community. Our growth areas include:

- Consultation Services — guide other ministry organizations in addressing the problem of social isolation.
- Nonprofit Development Support — help other communities replicate the ministry model created by Partners in Hope.
- Internship Opportunities — immerse individuals in the Partners in Hope experience so they can share the ministry concept with their communities.



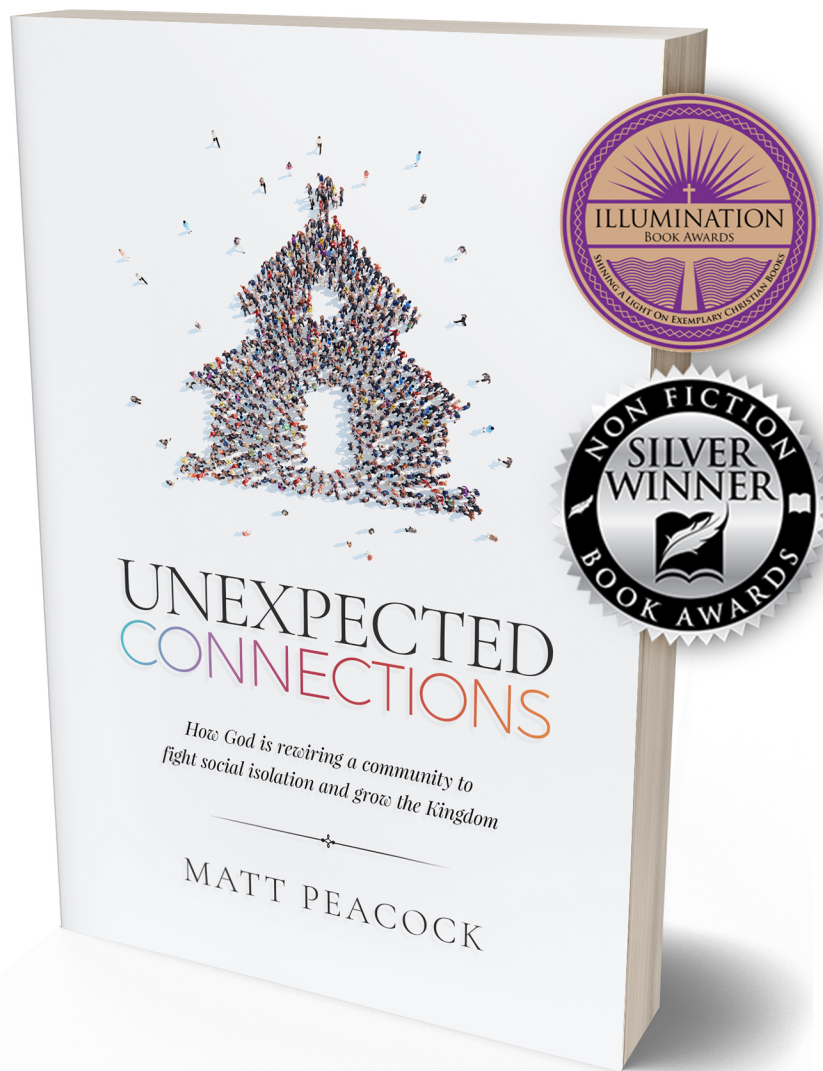
# UNEXPECTED CONNECTIONS

BY MATT PEACOCK

***Unexpected Connections*** is about the epidemic of social isolation, the redemptive power of relationships, and God's perfect timing. Published in 2020, Matt details how the Lord led him and his missions-focused team on a fascinating journey to fight the plague of isolation in central Texas. But there was a big twist. No one could have predicted the actual destination.

Packed with heart-warming stories, startling discoveries, and the jaw-dropping results of Kingdom-powered collaboration, *Unexpected Connections* is the book everyone involved in ministry really needs right now. We think you will enjoy reading this high-impact resource for ministry as you learn how God has used Partners in Hope as a vessel for healing and hope.

*"The prevailing theme for Partners in Hope has become ever increasingly about relationships, connections and ongoing presence. To put it another way, we tap into the power of 'with.'"*  
— *Unexpected Connections*, Chapter Six.



We are excited to announce that *Unexpected Connections* recently received two awards! It was recognized as a SILVER WINNER in the Nonfiction Book Awards sponsored by the Nonfiction Authors Association. This competition honors books that are "well-written and beautifully produced."

It was also honored with a BRONZE MEDAL in the 2021 Illumination Book Awards. With the motto, "Shining a Light on Exemplary Christian Books," the Illumination Book Awards are designed to honor the year's best new titles written and published with a Christian worldview.

# FINANCIALS

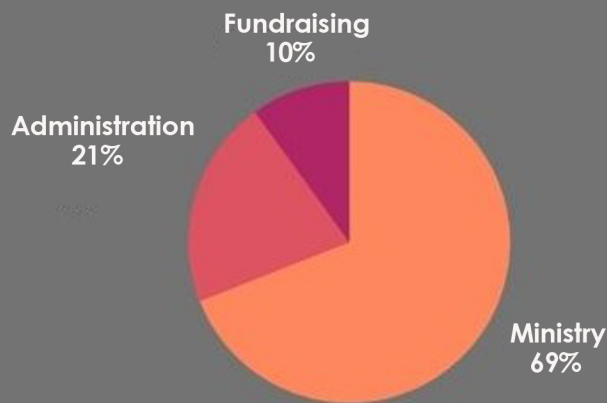
2020 BUDGET

\$273,350

2021 BUDGET

\$288,020

## 2020 STATEMENT OF FUNCTIONAL EXPENSES



## 2020 STATEMENT OF FINANCIAL POSITION

<b>Total Assets</b>	<b>\$182,368</b>
<b>Total Liabilities</b>	<b>\$ 7,648</b>
<b>Total Net Assets</b>	<b>\$174,690</b>

## PARTNERSHIPS

As our name implies, partnerships are the foundation of our ministry focus and mission. We are grateful to the following organizations who join with Partners in Hope through donations, volunteers, and other resources.

ACTS Church Lakeway  
Austin Christian Fellowship Four Points & Lake Travis  
Austin Ridge Bible Church Bee Cave  
Austin Stone Northwest Campus  
Austin Water Designs  
Bee Cave Baptist Church  
Bee Creek United Methodist Church  
Chick-fil-A  
CraigO's Pizza and Pastaria  
Emmaus Catholic Parish  
Episcopal Church of the Cross  
Helping Hands Crisis Ministry of Spicewood  
Hope Rock Church at Lake Travis  
Keller Williams Lake Travis  
Ladies of Charity Lake Travis  
Lake Austin Spa Resort  
Lake Travis Crisis Ministries  
Lake Travis Labor of Love (LTLov)  
Lake Travis United Methodist Church

Lakeway Church  
Life Austin  
Marshall Ford Fellowship  
National Charity League Hill Country Chapter  
O'Neill's Pools & Hot Tubs  
One Chapel Lake Travis  
Pedernales Construction  
River in the Hills Church  
Spirit in the Hills Lutheran Church  
St. Vincent de Paul  
Sterling Homes Construction  
Texas Platinum Construction  
The Lakeway Church  
Unlimited Possibilities, Inc.  
Young Men's Service League Cavalier,  
Lake Travis, Four Points and Viper Chapters  
Zao Church

Want to learn more?  
Scan this code, which will take you to our website:



Partners in Hope - Lake Travis  
Austin, Texas 78734  
[www.partnersinhopelaketravis.org](http://www.partnersinhopelaketravis.org)  
[partnersinhopelaketravis@gmail.com](mailto:partnersinhopelaketravis@gmail.com)

*Partners in Hope is a 501(c)(3) tax-exempt organization. All contributions are tax-deductible to the extent allowed by law.*