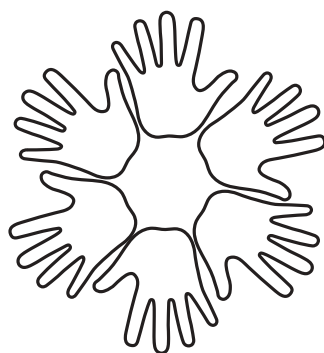
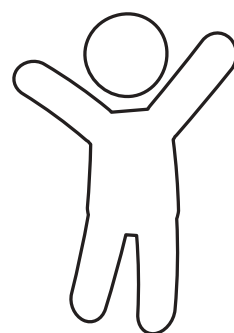


ANNUAL REPORT

2019





A LETTER FROM THE EXECUTIVE DIRECTOR



In this year's annual report, you're going to find a number of items that highlight what it means to live with "hope." Often throughout the days, walking through life, we hear of what's not working, how things need to be better, and we end up carrying labels that are demeaning, derogatory, and quite

honestly are not a reflection of God's hope for all of us. As you read the report this year, I want to challenge you to think about the many ways lifting up a community lifts up those in the community. Think about how Jesus "set us apart" to do good work and be His hands and feet.

I recently spoke to a group about hope. Do you realize hope is used in the bible 129 times? In my research I looked up several words for hope that are found in Hebrew and one definition stuck out to me: Yachal (pronounced yaw-chal') – to be patient, to be pained, to have expectation. Think about being hope filled means I must be patient and I'll deal with pain. That can be hard... What really stuck out to me that we should have "expectation." How often do we find ourselves thinking about hope like a lottery ticket? I hope I win! Now the reality is those odds are slim.

With Jesus, when I hope with expectation, I have the ability to become who He sees me to be. How great is that? God's blessings continue to pour into our communities, our ministries, and our lives. Let's be thankful, let's be hope filled, and let's be sure to give Him the glory.

Blessings my friends,



WHO WE ARE



PURPOSE

Combining the love of Christ, the help of our communities and the strength in each person to find hope for life.

We use a holistic approach to offer help and hope while meeting physical, emotional, and spiritual needs. The Well is a place to build genuine relationships and find long-term solutions for stability in life. With Christian compassion, our team will learn about a person's situation and needs. Together we will explore options and help people stabilize their resources.

Support provided includes but is not limited to:

- Support and Advocacy
- Financial Assistance
- Prayer and Encouragement
- Volunteer Placement
- Planning and Stability
- Resource Referral

THE WELL RESOURCE CENTER

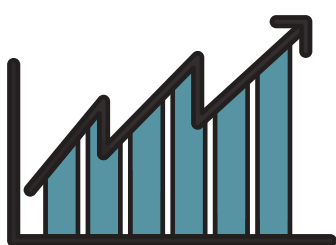
Pella & Knoxville



- We held 1424 client appointments through the resource center
- 486 new clients were served
- 858 walk-in's were supported
- 27 home visits were completed

THE WELL THRIFT STORE

Pella & Knoxville



- 63% sales growth from 2018 to 2019
- We are putting out 8,000 items each week through process improvements
- Business profit covered 92% of operational costs in 2019!

FINANCIALS



STEWARDED DONATIONS

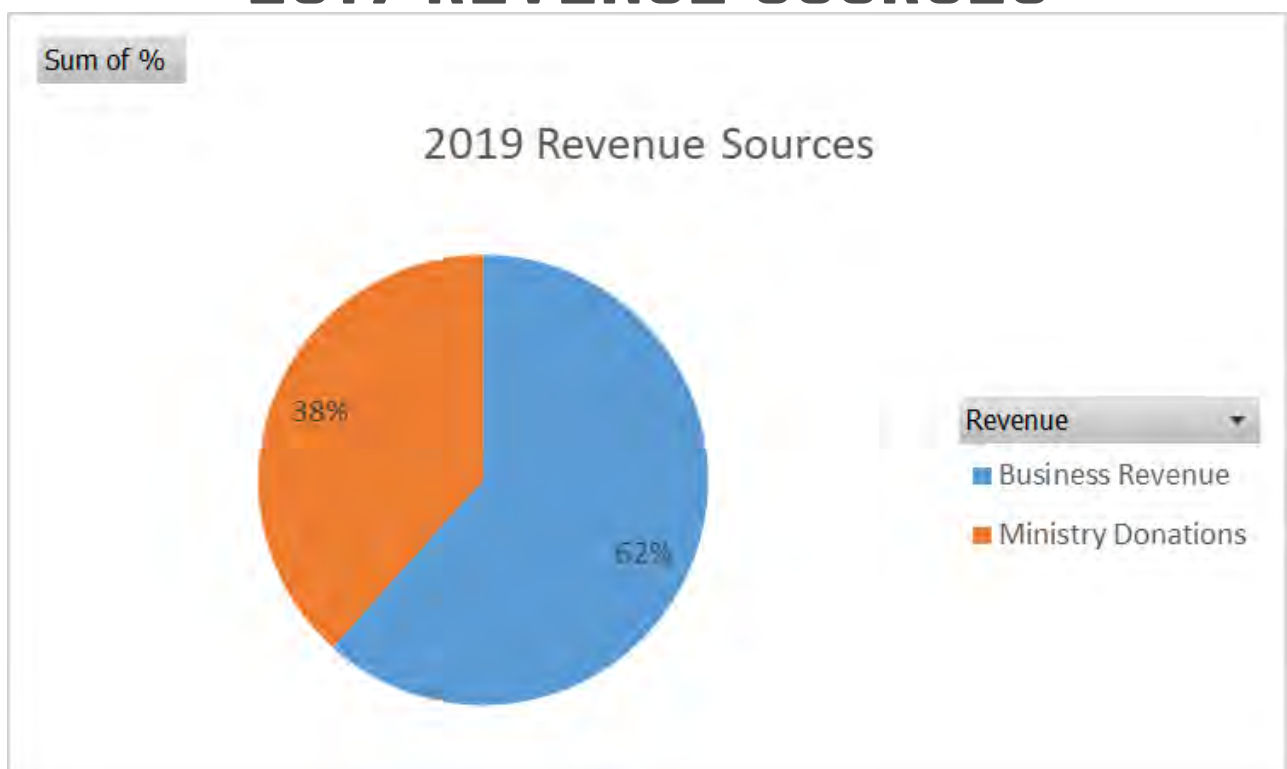
We work hard to make the best possible use out of donor funding. We recognize we could not do it without the success of the thrift store, and the support of our community, churches, individuals, and businesses.

BOARD MEMBERS

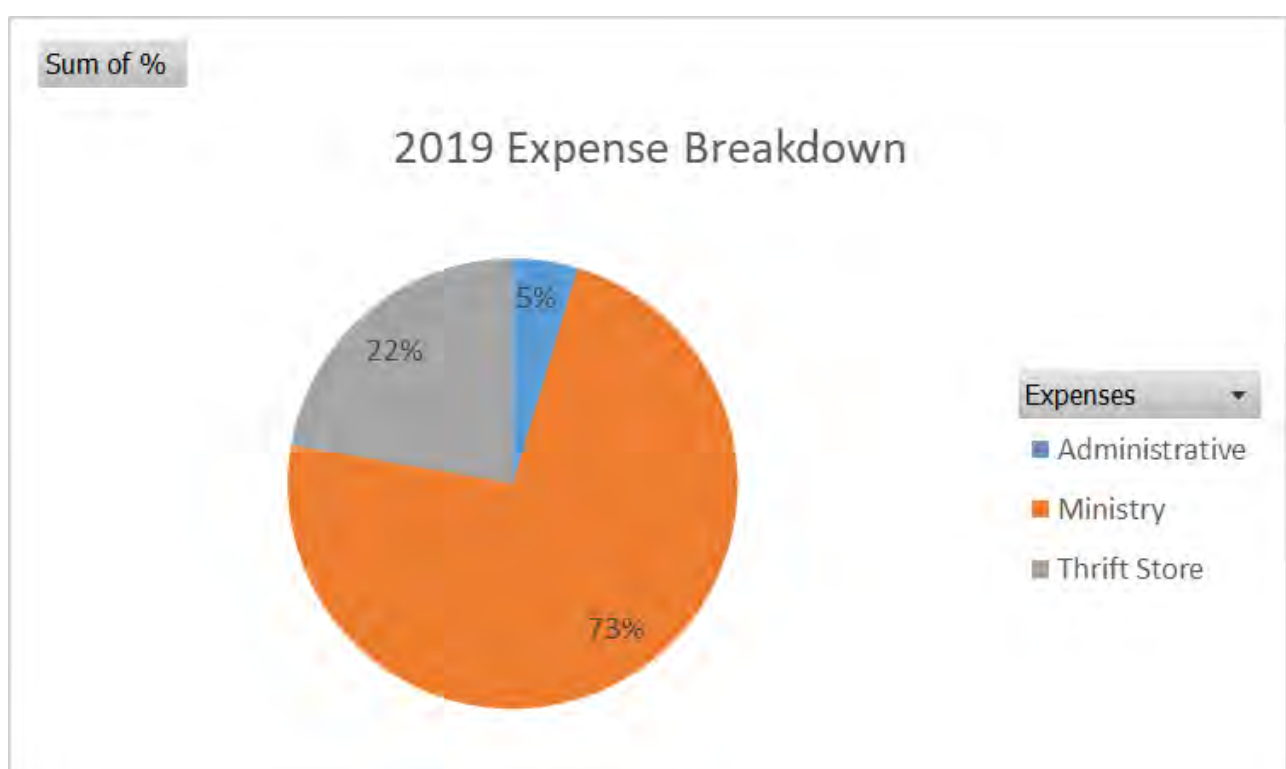


- Sandy Blom-Chair
- Matthew Gritters-Vice-Chair
- Joel Bennett-Secretary
- Don DeWaard-Treasurer
- Kathy Terlouw-Board Member
- Jayson Henry-Executive Director

2019 REVENUE SOURCES



2019 EXPENSE BREAKDOWN



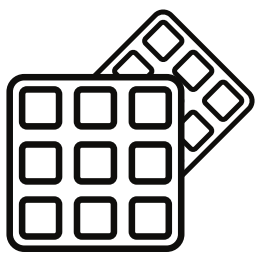
2019 FUNDRAISERS

ADVANCEMENT & OUTREACH



While our thrift store is the biggest donor to our ministry, we are always looking for unique ways to raise money and serve the community.

WAFFLES FOR THE WELL



- Each year, The Well hosts a waffle breakfast at a local church as a way to fellowship over a delicious meal, provide volunteer opportunities, and raise funds for a specific project- the Pella project was to raise funds for a wheelchair accessible lift for our upstairs classrooms.
- The Knoxville waffles event funded renovations for the new site, which opened in May of 2019!

BURRITO BREAKFAST



- We desire to be a good partner within the community. In Knoxville, we hosted a burrito breakfast during Knoxville Nationals at the new Panther Park.



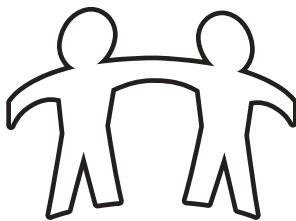
2019 PROGRAM HIGHLIGHTS



INNOVATIVE PROGRAMS

We help people reach long-term stability in their lives. Our programs reflect ways to serve people holistically.

WELL EATERY



- Led by team member Tabitha Vos and several dedicated, weekly volunteers
- Daily 20 + seniors gather M-F for a meal
- Meals are catered in and cost \$5-7 a meal
- We served 4,135 total meals in 2019

TRANSFORM



- Transform, a volunteer event focused on community service projects, took place the second week of May in both Pella and Knoxville
- Since the inception of Transform in 2018, 275 volunteers have knocked out 46 projects



GRIEF SUPPORT SERVICES

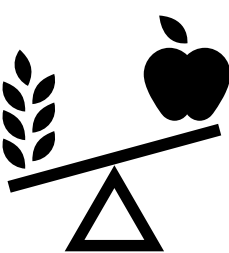
- Led by Pam Bettger
- The Well hosts large and small support groups for people experiencing loss
- Pam led 20 people through grief in 2019

CELEBRATE RECOVERY (CR)



- Led by volunteers Bryan and Becky Bandstra, Val and Brian Bandstra, Bruce Coyle, Brenda Rykhoek & Eric Boeyink
- CR is a 12-step Christian Recovery program focused on helping people be set free from life's hurt's, habits and hang-ups
- Approx. 30 men and women gather each Thursday night beginning at 5:30 PM with a meal

GETTING AHEAD



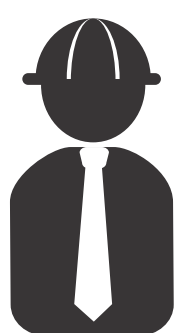
- We had 17 graduates of the 14 week class who focused on what their life looked like before, where they were at currently, and where they want to go led by volunteers Janet Winn and Sue Coyle
- Getting Ahead will be offered in fall of 2020 in Knoxville

2019 PROGRAM HIGHLIGHTS CONTINUED



ALL WRAPPED UP (NEW)

We served 73 families and 200 children in partnership with Celebrate Church and the Knoxville community.



WELL WORKS

- Led by team member, Rich Kacmarynski
- We hold several local contracts with employers in the area
- We graduated our first 3 employees from the program in 2019



Acts A Call To Serve

- ACTS is led by team member, Bryan Gaylor who joined the team in 2019
- 96 projects were completed in 2019 in and around Marion County



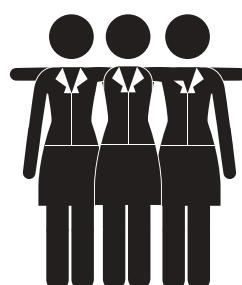
THE CONQUER SERIES FOR MEN

- Led by volunteers Bruce Van Sant, Haven Hick and Well team member Bryan Gaylor
- 12-15 men fellowship once a week and learn how to be freed from sexual sin with biblical teachings and accountability



MEN'S BREAKFAST

- Led by volunteers Stu Bandstra and Doug Renaud
- 10-20 men gather in community event Saturday morning for breakfast and fellowship



IF: TABLES

- Led by volunteer Kate Guess
- Once a month, 10 women served by The Well are gathering in community to talk about Jesus
- 30 local women gathered for an IF:Well event

PARTNER HIGHLIGHTS

PARTNER ORGANIZATIONS



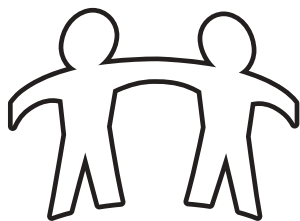
Partner organizations of The Well share the same objectives and serve clients in a variety of ways. Our partner organizations are separate community based organizations located at The Well Campus. We believe there is power in partnering together!

PELLA COMMUNITY FOOD SHELF



- 500 families are served per year
- An average of 1400 individuals are fed per month
- Open Tuesdays 8-9 am and 6:30-8pm. Call 641-780-1779

SPRIGS 'N SPROUTS



- Offers produce CSA's (community supported agriculture) June- September
- 20 shareholders in 2019
- Contact info@sprigsnsprouts.org



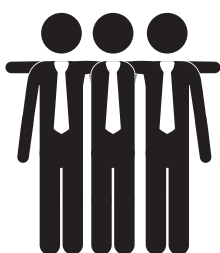
GOOD SAMARITAN FREE MEDICAL CLINIC

- Serve 100+ people a year
 - Open 1st and 3rd Thursday from 6-7 pm
- No appointments needed.



FOOT CARE AND BLOOD PRESSURE CLINIC

- Serves 10-20 seniors every other month from 8-11 am.
- Call 641-828-2238 ext 221 to schedule appointments



VITAL MEN MINISTRIES

- 15 men meet once a week for bible study on Wednesdays from 6:30 pm-8 pm in Pella and Tuesdays from 6:30-8 pm in Knoxville.
- Contact 641-780-1295

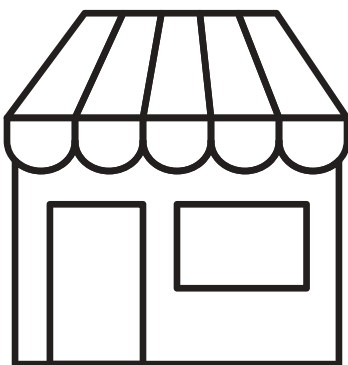


2019 VOLUNTEER HIGHLIGHTS



TOTAL VOLUNTEER HOURS

- We had a total of 30,000 volunteer hours logged in 2019 for both sites!
- Ministry would NOT be possible without our faithful volunteers



THE WELL THRIFT STORE

- 17,575 volunteer hours were logged in 2019
- 91 groups volunteered in 2019



THE WELL RESOURCE CENTER

- 3,118 volunteer hours were logged in 2019
- 26 groups volunteered in 2019



Acts

A Call To Serve

- Volunteers have put in 1,313 hours while completing 96 ACTS projects
- We completed 59 projects in Pella



WELL WORKS

- We had 3,132 volunteer hours logged for Well Works in 2019



VOLUNTEER TRAINING

- Trainings are held on the second Tuesday of each month in Pella and the first Tuesday of the month in Knoxville and focus on the ins and outs of the ministry
- 195 people attended volunteer training in 2019

2019 VOLUNTEER SPOTLIGHTS



VOLUNTEER AT THE WELL

Ministry at The Well doesn't happen without the support of our communities and faithful, committed volunteers. The Lord always brings multi-talented, servant-hearted men and women to move this ministry forward. Consider where you might plug in!

The Well team would like to shed light on two incredibly hardworking volunteers:

Janice Brown – Janice has been sharing her gifts and time with The Well for nearly 5 years! She is what we would call a genuine utility player, helping at our cash registers twice a week and also assisting on production Tuesdays. On top of that, she manages the office supplies, craft items & greeting cards on the sales floor. We are so grateful for how she shares her giftings with us! Janice also volunteers with our community partner The Pella Community Food shelf.



Inez De Moss- Inez volunteers at The Well Knoxville and has since its inception in May of 2019. She shows up faithfully to manage our soft goods department. Not only does she make sure our linens and clothes make it to the sales floor, she also makes sure all the volunteers feel appreciated and loved. Inez has been married to her husband Jerry for over 50 years. She normally volunteers 40 hours a week at The Well Knoxville and has a blast while serving with us!

When you volunteer at The Well, you become part of a beautiful community of people. Consider joining our volunteer team today!



PELLA WELL TEAM



**JAYSON HENRY,
EXECUTIVE DIRECTOR**



**JOSH CONRAD,
PROGRAM DIRECTOR**



**EDEN YOUNGBERG,
ADVANCEMENT AND MARKETING
DIRECTOR**



**RICH KACMARYNSKI,
WELL WORKS DIRECTOR**



**BRYAN GAYLOR,
ACTS MINISTRIES DIRECTOR**



**TABITHA VOS,
VOLUNTEER AND ADMINISTRATION
COORDINATOR**



**NANCY HENRY,
THRIFT STORE DIRECTOR**



**GWENDA KLYN,
ASSISTANT MANAGER, THRIFT
STORE**



**TAB VANDERHORST,
THRIFT STORE**



DEB SUNDERMAN, THRIFT STORE



HALI RUITER, THRIFT STORE



JILL RYDER, THRIFT STORE



**KAREN DUNSBERGEN,
RESOURCE CENTER DIRECTOR**



**LAURA REIF,
CARE COORDINATOR**



**KIM BRENIZER,
CARE COORDINATOR**



**LINDSAY DEHAAN,
CARE COORDINATOR**

KNOXVILLE WELL TEAM



**LARISSA VAN DONSELAAR,
PROGRAM DIRECTOR**



**ERIC GOODALE,
LEAD CARE COORDINATOR**



**JACQUE MOATS,
CARE COORDINATOR**



**ALICIA ABNER,
CARE COORDINATOR**



**LUCINDA SMITH,
MANAGER, THRIFT STORE**



**CLARA MITCHELL,
THRIFT STORE**



**JOYCE WILSON,
THRIFT STORE**



**KAREN HOLLINGSHEAD,
THRIFT STORE**



**CHRISTINA NORMAN,
THRIFT STORE**

NEW IN 2020



ALWAYS GROWING

We enjoy partnering with communities to expand efforts of transformation to bring the Kingdom here. These are a few ways this is happening in 2020.

grāz



- Located at the former Dairy Queen barn, grāz will have a full service coffee bar with other specialty drinks
- Healthy grab and go lunch items
- Convenient, healthy meals to prep at home with many farm-to-table products incorporated
- Focus on produce and foods from local sources
- grāz will be managed by Hali Ruiter



DISCOVER HOPE (DH)

- DH will become a partner with The Well in 2020 providing recovery and restoration for those struggling with addiction
- DH is led by Robbie Robinson

THE WELL IN FAIRFIELD



- The Well will be opening a location in Fairfield, Iowa in 2020. The Well will have a thrift store, resource center and other ministry services
- This site will be led by a local Fairfield team
- Location still to be determined

MEMORIALS

IN LOVING MEMORY



Memorials are gifts given in memory of someone who has passed away. Each person listed below are great friends of The Well. We remember who they were and the great impact they continue to have for the Kingdom, even after their passing.

JAMES RILEY

- We were sad to learn that on June 21, 2019 James Riley, the father of our beloved volunteer, Lynn Cooper had passed away at age 86.
- Lynn Cooper volunteers regularly as a Care Coordinator at The Well Resource Center in Pella, Iowa and shares a listening here and her love of Jesus with each person she meets with.



SUPPORT THE WELL IN 2020



PARTNER WITH US

Your financial support and prayer is what keeps this ministry moving forward. Your support allows us to help more people. Please consider partnering with us financially.

YES, I WOULD LIKE TO PARTNER WITH THE WELL TO OFFER HELP AND HOPE

Enclosed is my tax-deductible automatic **monthly** contribution of:

- ☐ \$25
- ☐ \$50
- ☐ \$100
- ☐ \$500
- ☐ \$1,000
- ☐ Other

Checks can be made payable to The Well. Please attach a voided check for monthly contributions.

Enclosed is my tax-deductible **one-time gift** of:

- ☐ \$25
- ☐ \$50
- ☐ \$100
- ☐ \$500
- ☐ \$1,000
- ☐ Other

☐ Check if your employer offers a matching gifts program

Employer Name:

Name:

Address:

Email Address:

Phone Number:



419 E Oskaloosa St
Pella, IA 50219

404 W Pleasant St
Knoxville, IA 50138



Pella Resource Center: 641-621-0164 ext 706
Pella Thrift Store: 641-621-3333

Knoxville Resource Center: 641-205-8603
Knoxville Thrift Store: 641-205-8605



info@thewelliowa.org



thewelliowa.org



The Well Thrift Store
The Well Resource Center
The Well Knoxville
Thelma Thrifty



thewellpella
thewellknox



Thelma Thrifty

FOR MORE INFORMATION VISIT US AT THEWELLIOWA.ORG