

# 2020 ANNUAL REPORT

---

Helping people get  
back on their feet as  
quickly as possible.



# About Associa Cares

Associa Cares administers funds to assist families and communities in crisis as a result of natural and man-made disasters. Relief assistance is primarily administered directly to individuals and families. In special circumstances, funds are distributed to organizations to support ground-level disaster recovery and rescue efforts. Associa Cares recognizes that at the core of a qualifying disaster is the direct impact on the well-being and health of people affected. Because of this, Associa Cares provides relief to a variety of disasters.

For more information, please visit [www.associacares.org](http://www.associacares.org), or Associa Cares' Facebook page at [www.facebook.com/associacares](https://www.facebook.com/associacares).

---

## Our Mission:

To Assist Families and Communities in Crisis as  
A Result of Natural and Man-Made Disasters.

---

I am proud that in the 14 years since its founding, Associa Cares has grown to be the leading non-profit in the community association industry. As a leader in the industry, supporting communities is part of what we do, and our values drive us to not only serve our clients, but to support communities and residents in need.

While no one wants to be impacted by a crisis, having resources readily available when you need them most is an invaluable source of comfort. We proudly provide direct financial assistance to communities and families whether they live in Associa-managed communities or not.

When natural and man-made disasters result in homes being damaged or destroyed and lives being disrupted, Associa Cares is there to help families recover as quickly as possible. Our ability to help out is the result of your support and generous donations. Thank you for making this organization a success.



**John Carona**  
Chairman & Chief Executive Officer  
Associa



# A Message from Our President

Dear Associa Cares' friends:

The last year was not what any of us expected or would likely want to repeat. The emergence of the global pandemic upended lives across the world, isolated us from each other, and created a huge demand for relief services provided by Associa Cares and other charities. A bright spot in these challenging times were the people who stepped up to help, which included our employees, business partners, and friends. Thanks to you, despite the many challenges we all faced, Associa Cares was able to continue to serve during a year like no other.

Despite the economic crisis brought on by the pandemic, Associa Cares continued its mission by distributing 84 community grants to 26 states and provinces under an earmarked relief amount of \$250,000. Outside of the pandemic, Associa Cares was able to provide aid to 198 families who were devastated by natural or man-made disasters, such as tornadoes and home fires. Because of the continued support we received during an unprecedented time, we surpassed \$4 million in distributions to more than 3,000 families since 2007.

Over the years, donations and referrals to Associa Cares' disaster aid program from caring businesses and people like you have given thousands of victims of natural and man-made disasters a sense of community and support at a time when they need it most. We are humbled to have you as part of our supporters who provided a helping hand wherever and whenever it was needed. We work to lift up those in need and give them not only assistance, but a sense of hope.

The impact of Associa Cares simply wouldn't be possible without your help – thank you!

With gratitude,



**Andrew Fortin**

President

Associa Cares



**Andrew Fortin, Associa Cares President, at a hurricane supplies drive.**

## Our Impact

In 2020

**15** Virtual Fundraising Events  
& Activities

**84** Organizations Receiving Aid

**\$318,900** Funds Distributed

**50** Disasters

**198** Families Assisted

Since 2007

**3,036**  
Families Assisted

**\$4,086,889**  
Distributed



# COVID-19 Community Grant Recipients *at A Glance*

In addition to providing support to individual families, in 2020, Associa Cares earmarked \$250,000 to distribute to organizations and charitable groups across North America in response to the pandemic. A total of 84 organizations received aid to support their direct service programs, providing food, shelter, and clothing to those most vulnerable.



# Associa Cares Recipient Spotlight

House fire survivor, and Associa employee, Bryce Ross shares his experience of losing his home and the assistance received from Associa Cares



Bryce Ross with wife, Becky, and dogs, Buddy (left) & Daisy (right)

---

*I have a personal soft-spot for Associa Cares, and for anyone experiencing emergency housing loss. Before I was an Associa employee, my family experienced a middle-of-the-night house fire during Christmas. Through the course of our recovery, we received assistance from many people in our lives and we could not have done it without them.*

*A house fire is not what you expect it to be. It's a lot like the movies: confusion; fighting through smoke; rushing to get out; and making sure everyone is safe. It's surreal. We were incredibly lucky to make it out safe and sound that night. But as soon as the Fire Department drives away, the reality sets in. You find out you will be displaced for much longer than you could have imagined. And you get stark reminders that life is not the same.*

*The temporary housing lets orange light through windows at night that reminds your family of the fire. The scissors you bought to open your new stuff are unusable--they require additional scissors to open the hard-plastic packaging... You actually cry about this because you're just over it at that point. But then you start noticing all the other families who go through the same type of ordeal every day, and you realize you are very fortunate to be sitting anywhere. And you become acutely aware that you do need help and need someone to care; you are so incredibly grateful when someone does.*

*Which is what happened. We were a recipient of assistance from Associa Cares, before I even worked here! Someone out there who we didn't even know cared so much to give. I wrote John Carona a personal email thanking him, and he wrote me one right back - It was honestly a pretty cool experience that helped us move forward with our lives when we needed it.*

*For this reason, and because it's a great cause, I support Associa Cares.*

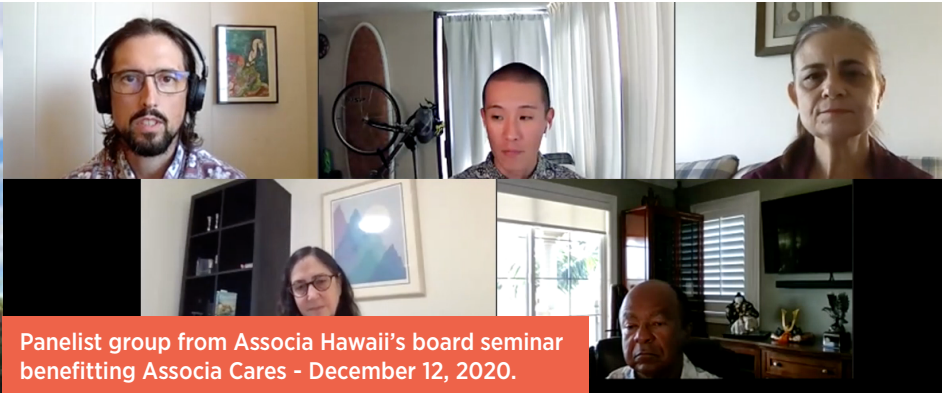
**– Bryce Ross**

**RHOME Dir, Leasing & Sales: Utah. REALTOR®**

# 2020 Fundraising Events & Activities

We teamed up with Associa employees, Associa branches, and vendors to reinvent our fundraising in a 100% virtual setting to ensure enough resources were raised to provide aid to families and organizations in need.

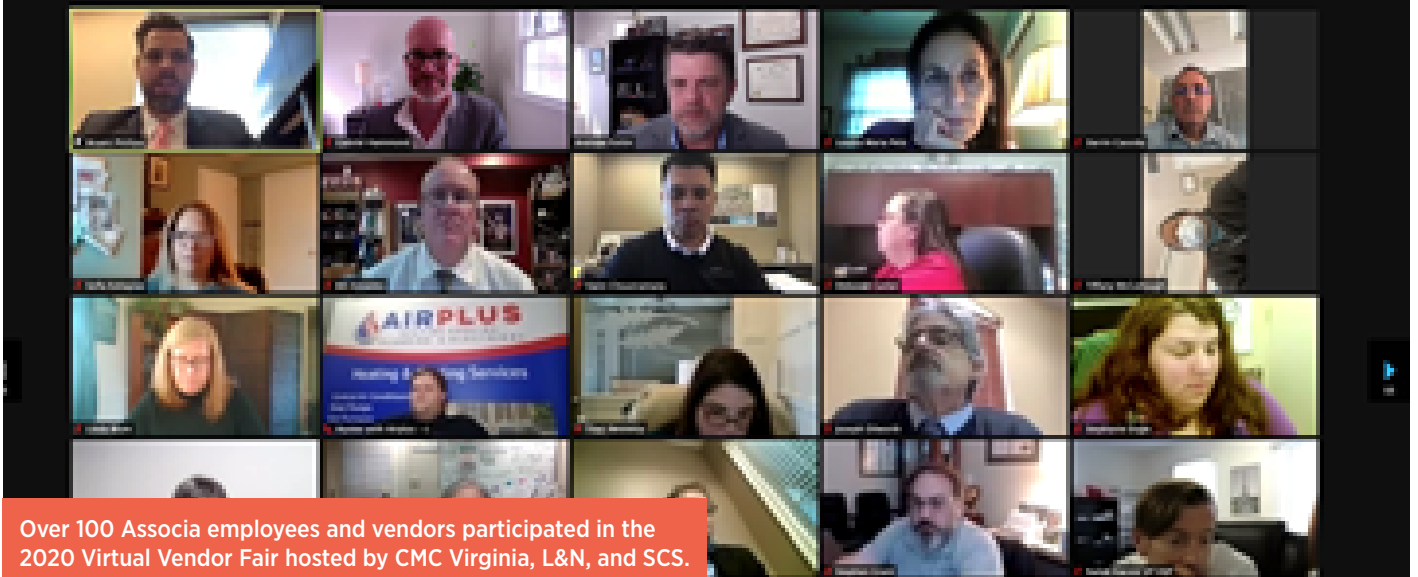
MRCM hosted a No Swing Golf Tournament in 2020 to benefit Associa Cares. Employees & vendors alike had a blast capturing photos and videos for hilarious competitions.



Panelist group from Associa Hawaii's board seminar benefitting Associa Cares - December 12, 2020.



Country Music artist Pat Green played in a live streaming private concert in October for Texas Live! organized by PMG NTX, PMG Houston, Somerset, HCMS, and Associa Hill Country.

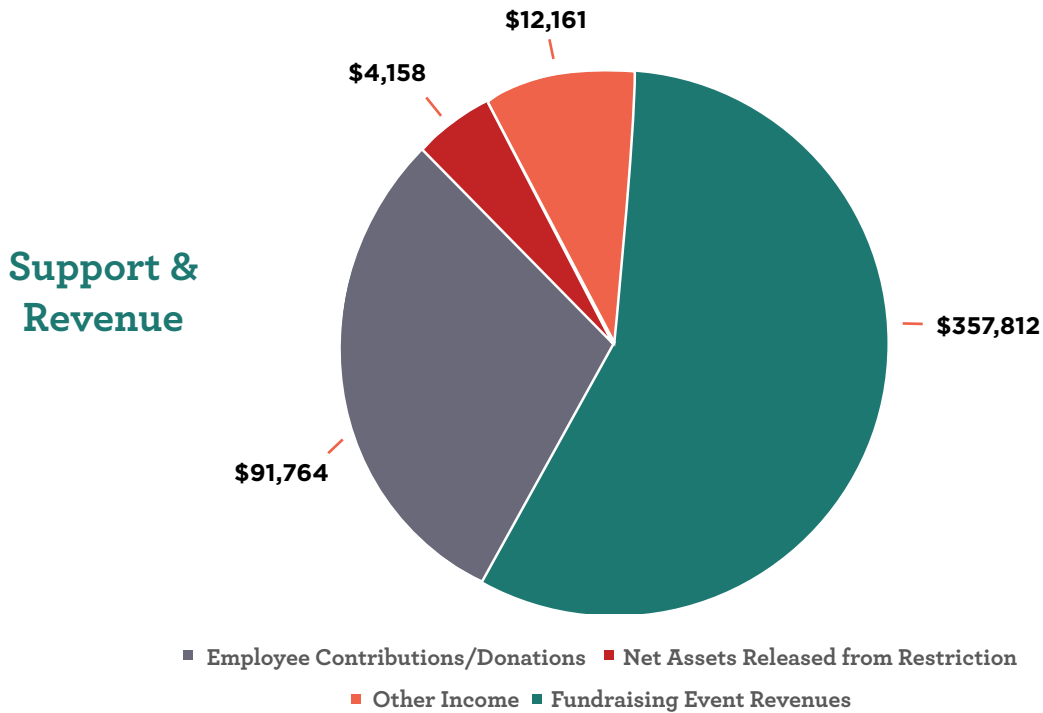


Over 100 Associa employees and vendors participated in the 2020 Virtual Vendor Fair hosted by CMC Virginia, L&N, and SCS.

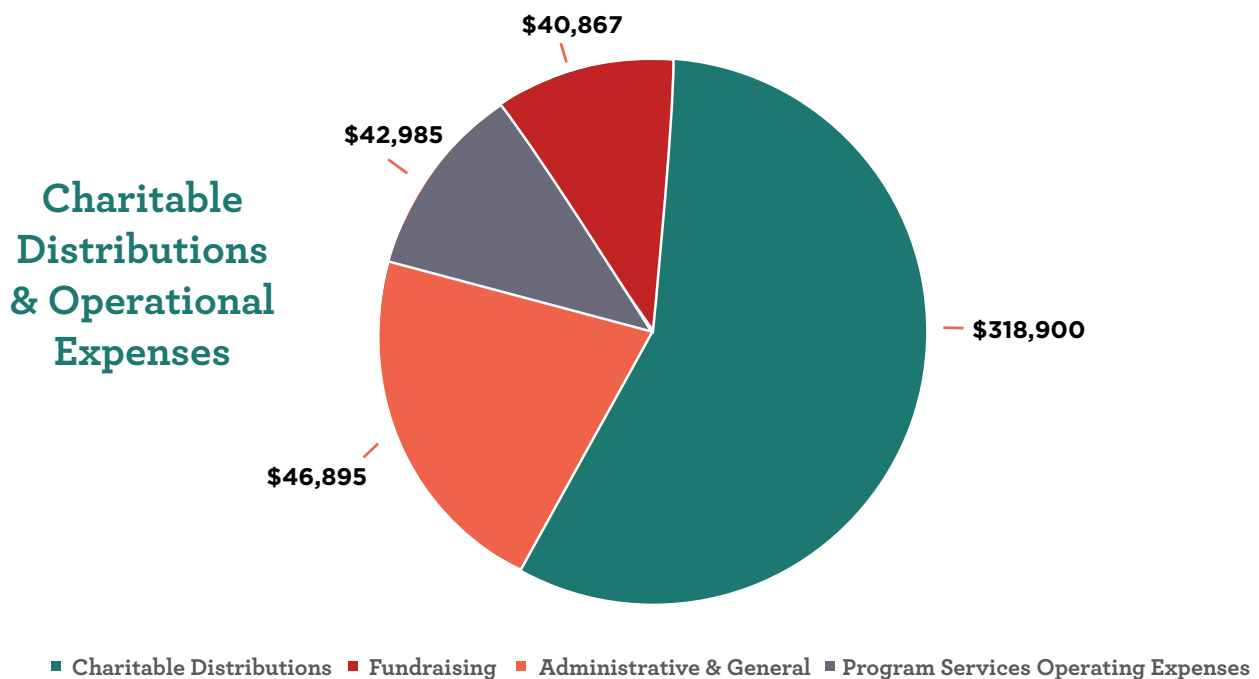


# Financial Snapshot

Revenue\* - Total: \$465,895



Operating Expenses\* - Total : \$449,647



\* Based on the independent, financial audit of Associa Cares' 2020 fiscal year.

# Statement of Activities

## Associa Cares Inc. - 2020 Financials

	Without Donor Restrictions	With Donor Restrictions	Total
<b>SUPPORT AND REVENUE</b>			
Employee Contributions/ Donations	\$91,764	-	\$91,764
Fundraising Event Revenues	\$357,812	-	\$357,812
Other Income	\$12,161	-	\$12,161
Net Assets Released from Restriction	\$4,158	-	\$4,158
<b>Total Gross Receipts</b>	<b>\$465,895</b>	<b>-</b>	<b>\$465,895</b>
<b>EXPENSES</b>			
Disaster Aid (Charitable Distributions)	\$318,900	-	\$318,900
Program Services Operating Expenses	\$42,985	-	\$42,985
General Administrative	\$46,895	-	\$46,895
Fundraising	\$40,867	-	\$40,867
<b>Total Expenses</b>	<b>\$449,647</b>	<b>-</b>	<b>\$449,647</b>
Change in Net Assets	\$71		\$71
Net Assets, beginning of year	\$1,929,250	-	\$1,929,250
<b>Net Assets, end of year</b>	<b>\$1,933,337</b>	<b>-</b>	<b>\$1,933,337</b>

# THANK YOU

“I wanted to take a moment and thank your organization for the generous gift you provided recently. This gracious gesture provided us with a little happiness in a very difficult time. My wife is going through some difficult medical issues. This fire couldn’t have come at a worse time. But then again, there is never a good time for a fire. My wife was unable to attend our meeting when the check was presented. She broke down into tears when I gave her your gift. THANK YOU!! Seeing a glimpse of happiness on her face through these troubled times was priceless. I can’t thank you enough. I had to send an email showing my gratitude.

We will keep a positive attitude as we navigate these difficult times. Thanks again for your help. We appreciate the support.”

***- Home Fire Survivor - Hummelstown, PA***

---

“I wish to thank [the] volunteers at Associa Cares and my friends at Associa BC Inc. for the recent generous gift of money to assist me with fire related damages to my condo in Pitt Meadows BC on May 4th.

Thank you, Associa Cares! Your organization really does make a difference. I remain in awe of your good work.”

***- Home Fire Survivor - Pitt Meadows, British Columbia***

---

“We support the public health departments of Gwinnett, Newton, and Rockdale counties, both during emergencies and any other time the demand placed on their services exceeds their resources. Our mission also includes supporting the Surgeon General’s initiatives for improving the health of all the members of our community as well as supporting local emergency management as requested.

Even in “normal” times we are called to assist in hurricane response efforts, mass vaccination clinics, and disaster shelter operations. Our members are asked to prepare and be available for response to emergencies related to major events, such as the Super Bowl festivities and Final Four.

The COVID-19 response has caused a huge increase in our activity and expenses, so your donation is of special significance at this time.”

***- East Metro Health District Medical Reserve Corps, Inc., Dacula, GA, - COVID-19 Community Grant Recipient***



“...Caring Friends, you have provided much needed assistance to parents who suddenly lost their jobs and couldn’t afford to feed their families...to children who aren’t receiving schools meals...and to seniors who are hungry, frightened, and alone.

We have never seen an emergency of this scale – and we don’t know how long it will last. The situation is rapidly evolving, and our team here is working around the clock to ensure our neighbors have the food and supplies they need. Your kindness has helped provide for people struggling with hunger in El Paso, Hudspeth and Culberson Counties.

We can’t thank you enough for your generosity in this time of great need...”

***– El Pasoans Fighting Hunger Food Bank, El Paso, TX – COVID Community Grant Recipient***

---

“Your support means the world to us. We could not be more grateful, and your donation could not be more impactful...Hamiltonians have never faced the uncertainty we are facing today. That is why your donation is so important. Households who were already struggling daily will be at even greater risk and the number of households that are new to the food bank are starting to increase. Your donation...will result in \$6,831.50 worth of food for Hamilton’s food banks and hot meal programs.

You support has also enabled our organization to develop new programs to meet the expected rise in demand for emergency food. You are helping us to build pathways to the doors of our most vulnerable – our seniors, the sick, people with mobility issues and the disabled... Thank you. We simply could not do this work without you...”

***– Hamilton Food Bank, Stoney Creek, ON – COVID Community Grant Recipient***





A non-profit 501(c)3 organization.

---

## CONTACT US:

5401 North Central Expressway  
Dallas, TX 75205  
[info@associacares.org](mailto:info@associacares.org)

[www.associacares.org](http://www.associacares.org)

