

2016-2017  
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TCF  
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*Director of Chapter Services*

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*Communications Coordinator*

Cathy Seehuetter  
*Executive Assistant to the  
Executive Director*

Darlene Lutka  
*Receptionist and Administrative Assistant*

Ryan Paroline  
*Program Assistant*

Joan Ireland  
*Executive Assistant*



**The Compassionate Friends, Inc.**

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

2016  
ANNUAL  
REPORT



*The  
Compassionate  
Friends*  
Supporting Family After a Child Dies

and  
TCF FOUNDATION



**Vision:**

*That everyone who needs us will  
find us, and everyone who finds us  
will be helped.*



**Mission:**

*When a child dies, at any age, the family  
suffers intense pain and may feel helpless  
and isolated. The Compassionate Friends  
provides highly personal comfort, hope and  
support to every family experiencing the  
death of a son or a daughter, a brother or a  
sister, or a grandchild, and helps others  
better assist the grieving family.*

## A Message from the President

### Greetings TCF Community,

2016-2017 has been a challenging year for The Compassionate Friends; for me personally and for our Executive Director.

In January, my sister Heather died from metastasized breast cancer. One week later, the night after my sister's funeral, my father died. During this same time period, our Executive Director, Alan Pedersen, experienced a very serious family situation.

Through my pain and grief, I was reminded of and fortified by our TCF tagline, "We need not walk alone." I am grateful to my TCF family for supporting us during this difficult time. Many of our Board Members stepped forward to make sure day-to-day operations did not falter and that we maintained all of the wonderful and important services that we provide to so many. I thank them all and want to extend a special thank you to Barbara Allen, TCF's Vice President, and Jacquie Edwards Mitchell, TCF's Treasurer.

This has also been a difficult year for TCF as an organization. We experienced many pains as we have tried different strategies to grow. Some changes were successful, some were not, and we needed to re-group, learn from our mistakes, and apply the lessons learned. Some of the changes included a decision to restructure the TCF management model, which included vacating the COO and development position. With our reduction in income, eliminating these positions helped to reduce payroll dramatically and was done with nearly no negative impact to the organization.

We continue to improve and work towards being a leaner organization, as well as looking for opportunities to partner with other organizations to raise awareness and donations. We have developed

a new strategic plan that will allow us to take advantage of advancing technologies to offer services to a broader group.

We launched our new national website, updating and simplifying it to be more user-friendly, which has increased viewers and more than doubled our requests for new member packets. Our social media outreach has grown dramatically as we offer support to more than 30,000 people through our 33 closed Facebook pages and other online programs. In addition, our main Facebook page is followed by 259,000 people.

We have increased resources and national support to our nearly 700 Chapters, the heart of our organization. Chapter Leaders and Regional Coordinators have their own closed Facebook pages to share ideas and post comments. The national office publishes a monthly Chapter Leadership Newsletter and provides webinars, monthly telephone conference calls with our Executive Director and Director of Chapter Services, as well as monthly phone conference calls for meeting facilitators.

As many of you know, Alan Pedersen, our Executive Director has decided to step down in September 2017. He has served TCF with passion, determination and, most importantly, love for grieving hearts. We thank him for his service and wish him well on his next chapter. We are currently searching for his replacement.

As my term on the Board winds down this July, I find myself reflecting with admiration on all the individuals who have found the energy and passion to serve others whose hearts are as broken as their own. It is this truth that gives me confidence that TCF will continue to be there to ensure that none of us ever need walk alone.

Glen Lord, *President of the Compassionate Friends Board of Directors, Noah's dad and Heather's brother*



## January - December 2016

### The Compassionate Friends, Inc.\*

Support and Revenue	2016	2015
Contribution	\$ 379,745	\$ 854,723
In-Kind donation	\$ 146,374	\$ 68,656
TCF Foundation Grant	\$ 105,628	\$ 94,277
Chapter Support	\$ 116,021	\$ 121,599
Memorial Walk	\$ 101,375	\$ 118,596
Education materials	\$ 44,919	\$ 43,387
National Conference	\$ 349,808	\$ 343,327
Investment Income	\$ 7,896	\$ (468)
Other revenue	\$ 950	\$ 2,598

<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$1,252,716</b>	<b>\$1,646,695</b>
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Expenses	2016	2015
Program Services	\$1,244,501	\$ 952,621
Management and General	\$ 228,219	\$ 207,906
Fundraising	\$ 167,220	\$ 120,953

<b>TOTAL EXPENSES</b>	<b>\$1,639,940</b>	<b>\$1,281,480</b>
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Change in Net Assets	\$ (387,224)	\$ 365,215
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Net assets,		
Beginning of Year	\$ 706,707	\$ 314,492
Net Assets, End of Yr	\$ 319,483	\$ 706,707

### TCF FOUNDATION\*

Support and Revenue	2016	2015
Contributions	\$ 101,100	\$ 15,000
Investment Income	\$ 153,308	\$ (4,467)

<b>Total Support And Revenue</b>	<b>\$ 254,408</b>	<b>\$ 10,503</b>
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Expenditures		
Program: Contribution to TCF, Inc.	\$ 105,628	\$ 94,277
Management And General	\$ 20,870	\$ 13,709

<b>Total expenditures</b>	<b>\$ 126,498</b>	<b>\$ 108,047</b>
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Change in Net Assets	\$ 127,910	\$ (97,544)
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Net assets,		
Beginning of Year	\$2,221,447	\$2,318,991
Net Assets, End of Yr.	\$2,349,357	\$2,221,447

\*Independent auditor's report and form 990 available upon request at a nominal fee.