

Looking Back



Clintonville-Beechwald
Community Resources Center
Annual Report 2017

Table of Contents

- 1** Table of Contents
- 2** Our Mission & Staff
- 3** Letter from the Executive Director
- 4** Letter from the Board President
- 5** Choice Food Pantry Renovations
- 7** Family Services
- 9** Kinship Care
- 11** Personal Finance Management
- 13** Senior Supportive Services
- 15** Transportation Services
- 17** Village in the Ville
- 19** Volunteer Services
- 21** Youth Services
- 23** Support
- 24** CRC Board Roster
- 25** Financials
- 26** Your Support

Clintonville-Beechwold Community Resources Center

Mission

In the best tradition of
Settlement Houses, we respond
to the needs of our diverse
community to foster safer,
healthier and empowered lives.

Staff



Twenty Years At CRC

2017 marked my twentieth year as the Executive Director of the CRC. For Settlement House workers, that is a landmark that the first Social Worker, Jane Addams, used as the title of her iconic book, *Twenty Years At Hull House*. Like our predecessors in the Settlement House Movement, we live alongside our neighbors providing support, sharing knowledge and helping to alleviate poverty and suffering.

In my 20 years at CRC, we have grown in a number of ways. We have added Kids Club, Kinship Care, Summer Lunch, Senior Small Group Transportation, Senior Personal Finance Management, Midgarden Community Gardening, Village In The Ville, Community Aging In Place and the Family Advocate Program.

Through the Columbus Federation of Settlements, we have collaborated to respond to emergency needs with vital programming like the Opportunity Knocks Program and the Katrina Resettlement Program. We have grown our facilities to support 40 more employees and 8 more vehicles than 20 years ago. Most importantly, we have grown in our knowledge and capacity to help others without losing the compassion and purpose that makes CRC a place you don't ever want to leave.

Many thanks go to everyone who has contributed their time, treasure and passion to our Settlement House.

Sincerely,



Bill Owens, LISW-S/ACSW

Executive Director

Clintonville-Beechwold Community Resources Center

Dear CRC Supporter,

2017 was another busy and impactful year for CRC staff, volunteers, and supporters... and our beloved Clintonville-Beechwald Community Resources Center as a whole. The 2017 CRC Annual Report once again showcases the amazing work of our dedicated staff, selfless volunteers, and caring community in expanding our outreach while strengthening our many programs and services.

As I review and reflect on 2017, I am amazed at the accomplishments that our staff, volunteers, and corporate and individual supporters achieved. During this past year, CRC's Family Services & Choice Food Pantry provided over 648,000 meals to 7,700 unduplicated individuals. That alone is an amazing accomplishment, and a transforming effect to our community. However, CRC's Family Services programs also include our partnership with the Ohio Benefit Bank, which assists our clients with medical matters, childcare options, as well as financial and energy needs. A true blessing for our community.

An equally powerful and growing program of the CRC is Senior Supportive Services. Many businesses and residents in our community may not know that zip code 43214 has the highest percentage of seniors 65 and older in all of Franklin County. So it is not surprising that the number of senior clients served by the CRC increased by 15% from 2016, serving over 500 older adults in 2017. Your donations and support has made this possible. Senior Supportive Services assists older adults with transportation to medical appointments, grocery trips, social outings, and more. Our goal is to assist older adults to live independently and safely in their homes. In addition, over the past year CRC has collaborated with Age Friendly Columbus and Franklin County to create a city more age friendly for everyone. Stay tuned for more developments on this partnership.

As we peek into what 2018 has already brought our community, we see a new CRC annex has been added to provide more flexibility in how we offer services to the community... as well as a significant renovation of our overworked Choice Food Pantry at 14 W. Lakeview. CRC is so thankful for the hundreds of caring people in our community who through the donation of their money and their time have made the CRC the far reaching, hard-working, vital social agency it is today.



Allen Hunter
President, Board of Trustees
Clintonville-Beechwald Community Resources Center

Family Services and Choice Food Pantry Renovations

In 2017, the Clintonville-Beechwold Community Resources Center received major funding to renovate the Family Services and Choice Food Pantry building at 14 W. Lakeview Ave, 43202. Built in 1929 as the Clintonville Library, the building has been home to CRC since 1981.

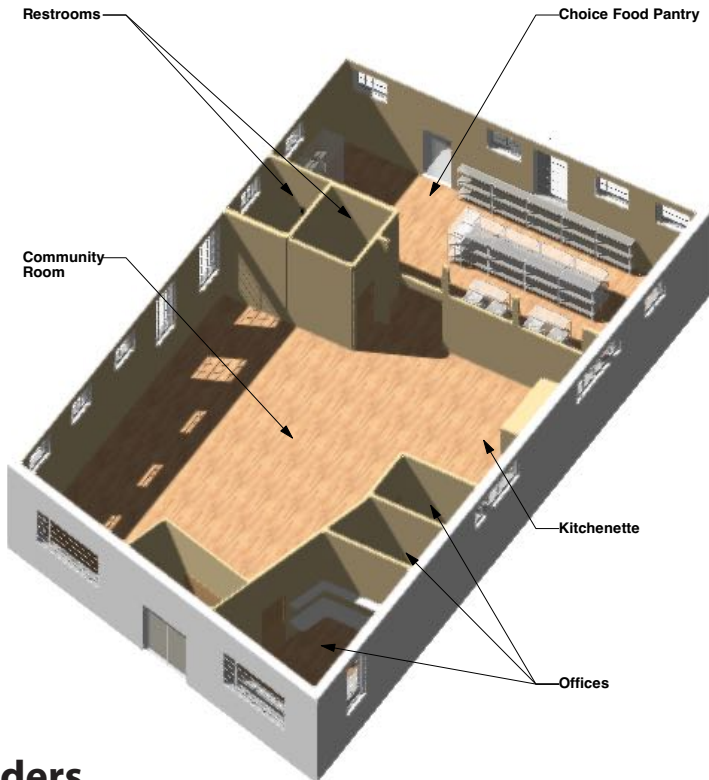
CRC's Family Services distributed nearly 648,000 individual meals and served three (now four) weekly community meals from this small W. Lakeview building throughout 2017. Demand for our Choice Food Pantry services continues to rise each year. This renovation will allow us to serve the increased needs of our community more effectively.

The CRC pantry also serves as a welcome place where relationships can flourish. Food has always been a bridge between people. Neighbors stop for a donated bag of bread and stay for conversation. Entire immigrant and refugee families come for Wednesday fresh produce pickup, supplied through Mid-Ohio Foodbank. Friends and neighbors meet at CRC Sunday, Monday, Tuesday, and Thursday for community and nourishment. The food pantry fills the most basic needs, with the bonus of being organized as a Choice Pantry, where visitors can choose what they like in a dignified atmosphere similar to a store.



CRC will unveil the Family Services and Choice Food Pantry completed project in July of 2018.

Pantry Design



Funders

Osteopathic Heritage Foundation

The Columbus Foundation

Medical Mutual

Bob Mills & Judy Kleen

Partners

OSU Department of Design

Mid-Ohio Construction

Bass Studio Architects

King Business Interiors

NBUMC Volunteer Crew

Family Services

Renee, a 28 year-old mother of 2 young children, volunteers at CRC as part of Job and Family Services Work Experience Program. Like many other volunteers, she's eligible for assistance and CRC provided children's clothing and books, holiday help, and referrals to North Central Mental Health Services and Columbus Kids Program. Family Services helped Renee reapply for medical and child care through Job and Family Services, and through COVA for employment services.

While at CRC, Renee has gained valuable employment skills. She has learned the importance of showing up on time, being professional in her communication, maintaining employment paperwork, and building her resume. Renee has worked her way from bagging food, to office cleaning, to helping clients one on one, to receptionist. She serves as an invaluable contact for social work students about CRC's program services and client needs.

With support from CRC and COVA, Renee will leave CRC soon to begin a new job. Family Services is proud of Renee and will remain connected to support her in her new career.

648,667
MEALS SERVED



13
**COUNTIES
SERVED**

15,397
TOTAL PANTRY VISITS

Kinship Care

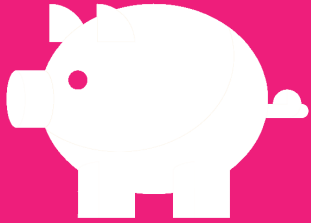
Jack and his 16-year-old niece are a Kinship Care family. Jack and his wife raised Bree from the age of 16 months, always treating her as their daughter and part of the family. Jack had a good job providing for his family until he became injured on the job and unable to work.

Disability resulted in a huge financial setback and then Jack and Bree suffered terrible loss when Jack's wife died. It was then Jack turned to Kinship Care for help in the crisis. CRC Outreach Worker, Louanne, helped Bree re-enroll in school, and provided school supplies, books, and clothes for her. Kinship Care helped with transportation, food, and material assistance. Jack said, "Without the Kinship Care Program I don't think I could have done it. I was expecting Children Services to show up and take her away."

Kinship Care has helped to keep Jack and Bree together.

28 DIFFERENT ZIP
CODES SERVED

241 
CHILDREN SERVED

61% 
OF HOUSEHOLD INCOME IS
\$20,000 OR LESS

Personal Finance Management

Nancy had difficulty understanding her bills because of limited reading skills. Her electricity was scheduled for shut-off when she enrolled in CRC's Personal Finance Management Program. PFM helped Nancy find funds through the Winter Crisis Program, J.O.I.N., and the V.A. to keep her electricity turned on—and helped her re-enroll in a program that guaranteed a regular monthly bill. The Outreach Worker next helped Nancy with outstanding medical bills through hospital assistance programs. CRC's PFM Outreach Worker continues to visit Nancy each month, reviewing mail with her and making sure she understands bills and has accounted for them in her monthly budget.

Personal Finance Management helped Nancy remain independent, in her own home.



85 **UNDUPLICATED
CLIENTS SERVED**

1,174 SERVICE HOURS DELIVERED

68% 

**HAD ANNUAL INCOME OF
\$20,000 OR LESS**

91% 

**OF CLIENTS IMPROVED
FINANCIAL LITERACY**

Senior Supportive Services

Johnathon joined CRC Senior Supportive Services when he realized he was having memory issues and wanted to continue to maintain his independence. CRC's Outreach Worker became his authorized representative and advocated for him with Job and Family Services. CRC helped Johnathon apply for a discounted water bill, for HEAP, and for financial aid with Ohio Health. All of these adjustments helped his budget. CRC volunteers cleaned up his yard for him, trimming trees and removing debris. Johnathon's food sources improved with provision of the CSFP commodity box, CRC's Market to Market Program (\$50 worth of produce), and the Veggie SNAP program at Clintonville Farmer's Market.

Senior Supportive Services helped Johnathon maintain independence and access to community resources.



516

UNDUPLICATED
OLDER ADULTS SERVED

17,011

SERVICE HOURS
DELIVERED TO CLIENTS

5th year

FOR THE **MARKET TO MARKET**
PROGRAM, PROVIDING CLIENTS
\$50 VOUCHERS TO USE AT THE
CLINTONVILLE FARMERS MARKET

Transportation Services

Transportation is a major challenge for many in our community—from seniors who need to get to the doctor to Kids Club children who want to go to the pool. Here's one example of the variety of needs CRC serves: In 2017, CRC began a partnership with the Community Refugee & Immigration Services (CRIS) to transport Bhutanese senior refugees to grocery stores, public parks and temples, and to the NNEMP Food Pantry for produce and canned goods.

Transportation Services allows these non English-speaking seniors to avoid isolation and obtain fresh produce they can cook for themselves.



1,314
GROCERY TRIPS
PROVIDED IN 2017



96%
STATED THE SERVICE
HAS HELPED THEM
ACCESS BASIC NEEDS

376
SOCIAL TRIPS



Village in the Ville

In 2017, members formed the “Chicken Soup Group,” which provides home-cooked meals to members who are ill or experiencing a family illness. In one household, both members were recovering from injuries and surgeries simultaneously. Village members immediately identified the needs and provided meals—along with smiles, support, and words of encouragement to help the members through a challenging time. A bank of volunteers provides assistance with yard work, transportation, pet and plant sitting, snow removal, and small home maintenance projects. In 2017, when a member lost a beloved dog and then found comfort with a new puppy, a handy member repaired his fence gate so the new energetic puppy would be safe in the backyard.

Village in the Ville provides new friendships and connections and offers support to members as they age.

ASSISTED MEMBERS WITH
OVER 250 SERVICES

\$10,000

THE VALUE OF VOLUNTEER TIME

COLUMBUS NETWORK OF
VILLAGES GREW TO INCLUDE
3 VILLAGE PROGRAMS
WHICH COVER 19 SQUARE
MILES OF THE CITY



Volunteer Services

CRC now has a roster of 800 plus volunteers! The volunteer receptionist team is the heart and soul of CRC's administrative office. In 2017, the volunteer receptionists were 10 dedicated individuals who shared their time and talent with CRC. They answered countless phone calls from clients, donors and the general public. They performed invaluable tasks such as referring potential clients to the appropriate staff members and programs, processing donations, helping with the senior trip scheduling, and working closely with the CRC Outreach Workers, drivers and administrative teams.

Volunteer receptionists help CRC function efficiently! Most important, their life experiences, kindness and compassion contribute to the mission of the agency on an everyday basis.





**HOLIDAY FOOD BASKETS
DELIVERED TO SENIORS**



**VOLUNTEERS AT 11
FUNDRAISERS IN 2017**

**A GAZILLION
VOLUNTEER HOURS**

Kids Club/Youth Services

A refugee family with 3 children recently relocated to Columbus. Because a social worker knew of CRC Kids Club through her work at Clinton Elementary School, she referred the family to the Kids Club Summer Program. With the refugee mother's kids in a good program, the mom could work and support her family. A CRC Family Services Outreach Worker provided Arabic interpretation and learned of other needs; the family was referred to CRC's Food Pantry and was provided with resources for free school supplies and clothing. The children had a fun summer and practiced using English every day.

Youth Services helped this family settle into their new surroundings and provided an excellent day-long summer program for the children.



172

**CHILDREN
SERVED**



BETWEEN THE AGES OF 4–12

14,650

**SNACKS SERVED
AT NO COST TO CRC**

288



**HOURS OF READING
ACTIVITIES THAT KIDS
CLUB PROVIDED**

Support

All of CRC's programs require support! Support comes from money in the form of government contracts, from individual donations, from program fees, and some from event profit. Other support comes from in-kind donations and the thousands of hours donated by volunteers.

Here's an example of support for CRC programs that comes from grants—through foundations, corporations, companies, churches, and individuals.

Summer 2018, Family Services will move into space renovated through funds provided by Osteopathic Heritage Foundation, The Columbus Foundation, and Judy Kleen and Bob Mills. OSU Department of Design students designed the space, (along with extra hours put in by Bass Studios Architects), the Adult Mission Team of North Broadway United Methodist Church did demolition, The Catholic Foundation gave shelves, and a Medical Mutual grant paid for pantry updates!

In 2017, AEP helped fund the Choice Food Pantry, Fifth Third Bank contributed to food programs, and CareSource helped provide access to basic needs.

In 2017, funders anchored new Kids Club Licensure and Social and Emotional Learning implementation. The Ingram-White Castle Foundation was invaluable for operations. Harry C. Moores Foundation kept program fees affordable. Siemer Family Foundation made real the AmeriCorps VISTA's plans.

Ohio Children's Foundation and Kiwanis of Columbus funded CRC's Kinship Care Program and the stability it provides to children in times of crisis. Senior Supportive Services and Village in the Ville help seniors age in place in their own homes. The Columbus Foundation and Heartland Bank helped fund this work. MORPC's grant of 4 new vehicles and Osteopathic Heritage Foundation funds transported seniors.

For all of CRC's programs, The Carver Family Fund, William and Dorothy Davis Fund and James L. Keyes Fund, provided essential income.

Thank you, funders!

CRC Board Roster 2017

Allen Hunter, President

Kate Gaylord, Past President

Margaret Schuler, Treasurer

Matt Corcoran, Vice President

Brandy Jemczura, Secretary

Jennifer Nelson-Carney, BMREC Chair

Michelle Crandall, Facilities Chair

Tom Gregoire, Development Committee Chair

Kevin Johnston, Program Committee Chair

Rufus Jones, Operational Effectiveness Personnel

Orie Kristel, Strategic Planning Committee Chair

Thomas Scheid, Community Relations Chair

Sue Frost

Greg Denby

Denise Clark

Paul Marshall

Jennifer Lundine

Shelley Conway

Michael O'Sullivan

Daniel Gerken

Jennifer Yaross

Financials

CRC Total Expenditures in 2017 \$3,059,879
91% Spent on Programs - \$2,783,117
6% Management \$188,420 3% Fundraising \$87,442

Salaries and Related \$1,171,737

Program Service Provider \$144,695

Professional Fees \$10,578

Supplies & Postage \$44,976

Total Occupancy \$126,258

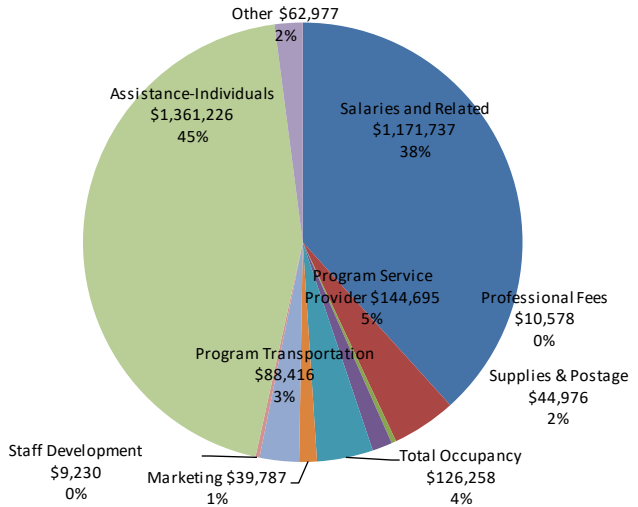
Marketing \$39,787

Program Transportation \$88,416

Staff Development \$9,230

Assistance-Individuals \$1,361,226

Other \$62,977



Clintonville-Beechwood Community Resources Center
2017 Public Support and Revenue \$3,174,258

Contributions \$344,037

Foundations \$345,914

Special Events \$58,556

United Way \$148,842

Government \$813,071

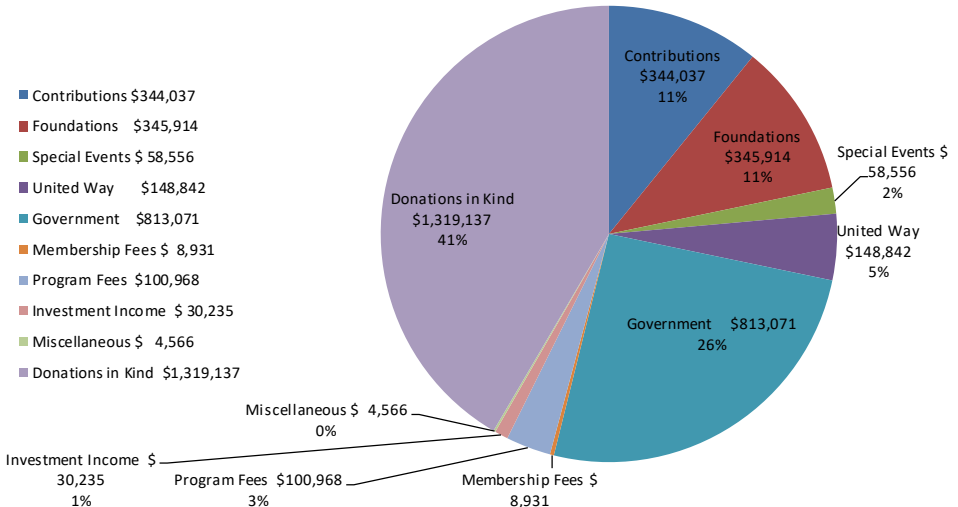
Membership Fees \$8,931

Program Fees \$100,968

Investment Income \$30,235

Miscellaneous \$4,566

Donations in Kind \$1,319,137



You can support CRC in many ways:

ATTEND

a CRC Fundraiser
or Special Event

DONATE

RECEIVE

our e-newsletter

VOLUNTEER

USE

our services

**You can do all of this at our website:
ClintonvilleCRC.org**





3222 North High Street
Columbus, Ohio 43202-1002
ClintonvilleCRC.org
614-268-3539

