

Annual Report 2019



Clintonville-Beechwald
Community Resources Center
Looking Back

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Clintonville-Beechwold Community Resources Center

Mission

We deliver responsive services,
cultivate partnerships, and
promote opportunities to foster
a healthier community.

Board & Staff



The Excellent Becomes The Permanent

CRC is a Settlement House which is the most dynamic model of human service delivery of any kind of agency in the world. We focus primarily on the problems and opportunities in our neighborhood and then expand the availability of the services to surrounding areas as the need for the services and the resources determine. At CRC, we have been following this model for 49 years and in our 48th year, we overcame challenges just like we did the previous 47 years. With dedication and hard work.

In 2019, we lost our dear friend Mark Balson who was Executive Director of the CRC from 1983-1997. During the time, Mark led CRC with the great reputation and culture handed down by his predecessors Bob Erickson and later Pam McCarthy. Mark brought us program activities to respond to our community needs that include CRC Senior Breakfast Club, Senior Transportation, Children's Gift Shop, and he loved the CRC Pumpkin Patch. He preserved and strengthened a place where people of any circumstance can go to get help and receive compassion and support to get through a difficult time and/or develop a new life for themselves.

Some of the challenges we faced with our community in 1971 are the same challenges we faced in 2019. Food insecurity, discrimination, mental illness, social isolation, and poor housing are issues we still help people to cope with and rise above today.

Little did we know in 2019 that everything we do would change with the COVID-19 Pandemic of 2020. We hope these problems will not be around forever but for whatever problems and opportunities we face, CRC will be here. As Jane Addams wrote, "Though all else may be transitory in human affairs, the excellent must become the permanent."



Bill Owens, LISW-S/ACSW
Executive Director



Dear CRC Supporter,

While often annual reports provide an opportunity for us to reflect on the previous year's successes—and the CRC had many—the pandemic draws my focus forward. Our response to this continuing crisis demonstrates the strength of our CRC Community. The increased financial support we received from you during this public health crisis and associated economic fallout has been nothing short of amazing and enables CRC to continue to provide essential services that are in ever-increasing demand.

CRC could not continue to provide these critical services without the CRC staff. I have always been thankful for all they do for our community. But, their response to this crisis has greatly enhanced my respect, gratitude, and admiration for the CRC staff. In the face of significant health risks to themselves and their families, they continue to provide the services our community needs. They have modified procedures, on the fly, to protect CRC's clients and figure out new ways to meet critical community needs. I take great pride in their contributions to the community and you should too. Their ongoing commitment exemplifies how the CRC stewards your contributions to help our community. And I am thankful that you all have entrusted them with this mission.

Our successes over the past year further confirm the prudence of your trust. We delivered over 500,000 pounds of food to families from 14 different countries. We provided support to nearly 115 families with children whose parents can no longer care for them due, in most instances, to the opioid epidemic. We provided after school and summer care for 134 young children while their parents work. And we have helped nearly 712 of our older community members with personal finance management, transportation, and social activities.

Even in the face of the COVID-19 pandemic, I am confident that CRC can continue to deliver these essential services to the community. With your ongoing support, we will continue to improve our community. The pandemic has affected us all, some more so than others. If it has affected you financially, you can still help by volunteering or introducing others to the CRC. Moreover, as many of our supporters can attest, CRC's services are available to all of you and your families, should a need arise. For those of you that have not been impacted financially, consider expanding your support so CRC can meet the growing needs of the community. Together we will come through this pandemic a strengthened community.



Matt Corcoran
President, Board of Trustees

Family Services

Jeff was homeless. A concerned Clintonville resident noticed his situation and called CRC.

CRC's Family Services Director, Beth, went to the campsite where Jeff was living. She recognized him immediately as CRC had provided Jeff with help in the past and she invited him to utilize CRC services again. The staff were surprised to see him at the pantry the very next day because, despite being chronically homeless, Jeff had not visited CRC for a long time.

Jeff was now ready to work with CRC staff. He left the pantry with food, warm blankets, clothing, and information about the process of finding housing.

CRC's Family Services helps our neighbors in crisis by providing them with necessary supplies and information to help improve their lives.



159,350



**POUNDS OF FOOD PROVIDED
FROM DIRECT RETAIL PARTNERS**

1,000

SENIORS



2,300

YOUTH

SERVED

358,992

**POUNDS OF FRESH PRODUCE
DISTRIBUTED FROM MID-OHIO
FOODBANK TO FAMILIES FROM**

14 COUNTIES

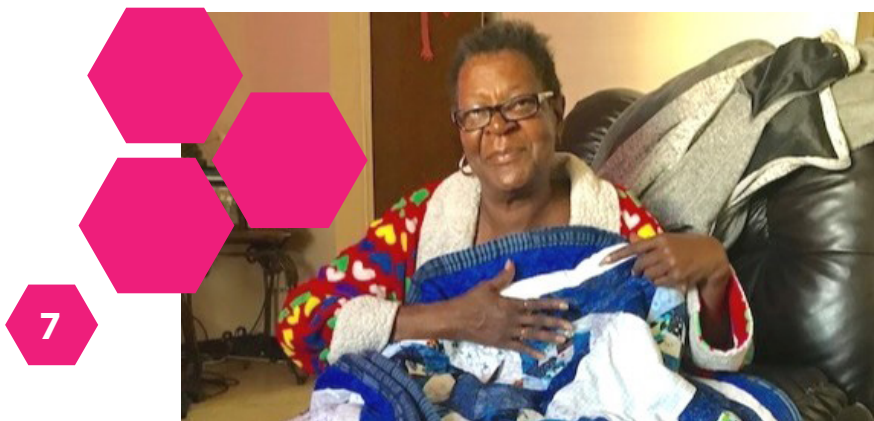
Kinship Care

Sarah was raising two grandchildren because of their Mom's mental illness and substance use. Sarah called CRC looking for assistance.

When Sarah's friend sold the home where she and her family had been staying, Sarah needed help with the first month's rent and security deposit for a new apartment. Her income was limited due to working part time.

CRC's Kinship Care Outreach Worker, Louanne, understood that Sarah needed immediate help with household supplies, clothing, and food. Louanne helped provide essential items and successfully applied for a Columbus Foundation Gift of Kindness Grant for Sarah's first month's rent. After these immediate needs were met, CRC's monthly check-in and follow through process developed Sarah's confidence to locate resources on her own. This enabled her to increase vital work hours and maintain future rent payments.

CRC's Kinship Care Program helps families in crisis by using a wide range of resources available at CRC.





RELIEVED KINSHIP
FAMILIES FROM
\$20,000
OF CRITICAL BILLS

AVERAGE KINSHIP
HOUSEHOLDS
HAD BETWEEN



4-8
MEMBERS

EMPOWERED 96%
OF KINSHIP FAMILIES
TO MEET THEIR FAMILY'S NEEDS

Personal Finance Management

Louise is an older adult who requested help with organizing mail and finances.

CRC's Personal Finance Management Outreach Worker, Debra, visited her and soon the two of them began to get Louise's financial affairs in shape.

Louise later suffered a mental health crisis and would not answer her phone. Debra was concerned, went to her home, and found Louise in a disturbed and unstable state. 911 was called, and Debra made sure Louise was safely transported to the hospital. While Louise recovered for three weeks at the hospital, Debra made sure her bills were paid to avoid utilities suspension and eviction.

CRC's Personal Finance Management Services go a long way in creating a safety net for vulnerable older adults so that they can remain independent.



IMPROVED
80%
OF CLIENT'S
FINANCES



109 CLIENTS
SUPPORTED
WITH

997



DIRECT SERVICE HOURS

ASSISTED IN RECEIVING
DEBT FORGIVENESS OF

\$25,921



Senior Supportive Services

75-year-old Marie had developed a fear of becoming lost when leaving her home, so she began using the CRC Transportation Program.

Early on, her Outreach Worker, Justin, learned that Marie had been diagnosed with dementia and manic depressive episodes. She had no apparent support from family or friends. Overtime, Justin helped her through depression, isolation, confusion, and instances of suicidal thoughts.

CRC assisted with food, social opportunities, and Justin accompanied her during many medical visits. As time progressed, Justin helped Marie find an assisted living facility where she could develop new friendships, find support for social activities, and allow her son to assume guardianship.

Without the intervention of CRC, Marie's quality of life would have suffered greatly. Perhaps most importantly, CRC's Senior Supportive Services provided an empathic ear to let her know she was not alone and that someone cared.



10,863

SERVICE HOURS
FULFILLED TO CLIENTS 

ENGAGED OLDER ADULTS WITH

252 HOURS

OF SUPPORT GROUP

USED TO COMBAT DEPRESSION,
GRIEF, AND SOCIAL ISOLATION

660



COMMODITY
SUPPLEMENTAL FOOD
PROGRAM (CSFP) FOOD BOXES
DELIVERED TO OLDER ADULTS

Transportation Services

How often do isolated older adults get a trip to the Southern Theater to hear Beethoven's 9th?

Thanks to ProMusica and CRC's Transportation Program, 20 area older adults had the chance to see the 37-member chamber orchestra perform Symphony No. 9 in D minor, Op. 125—for free. Their excitement before and after the event was off the charts! They dressed to the nines and enjoyed a meal at the Tip Top Restaurant beforehand. The dining experience, performance, and comradery turned this event into a nostalgic night on the town.

CRC's Transportation Services take neighbors to medical appointments, grocery trips—and sometimes to unforgettable social outings like this one!



882



MEDICAL TRIPS

MOBILIZED FOR OLDER ADULTS

1/2 OF CLIENTS

ARE OVER THE AGE OF 75

3,000+

OLDER ADULTS PARTICIPATED IN
SMALL GROUP TRANSPORTATION
TO GROCERY STORES AND

SOCIAL OUTINGS

Village in the Ville

CRC's Village in the Ville members, ages 50+, want to keep up with the latest in technology. Monthly Tech Cafe's at CRC introduced Villagers to the cutting edge of telecommunications in 2019.

Tech Cafe's are run by students from The Ohio State University, giving Village members the opportunity to learn about their own devices and most recent tech developments. Presentations and one-on-one help sessions covered data backup, photo transfers, and popular apps like Skype, Instagram and Twitter.

Members enjoyed the intergenerational connection while problem-solving with students. As one said: "I thoroughly enjoyed Tech Cafe. I especially enjoyed getting to know the students and to discover many similarities in our lives!"

CRC's Village in the Ville program makes it easy for members to engage in topics of interest. Through progressive educational and social opportunities like Tech Cafe, CRC is dispelling stereotypes about aging and growing a community of life-long learners.





**COMMUNITY CIRCULATOR
LAUNCHED IN COLUMBUS**



**EMERGENCY KITS
SUPPLIED TO MEMBERS**

**40-YEAR
AGE DIFFERENCE
BETWEEN OLDEST AND
YOUNGEST VILLAGE MEMBER**

Volunteer Services

Dwane, a loyal CRC volunteer, sings CRC's praises everywhere he goes.

Last year at the doctor's office, Dwane overheard others discussing the challenges of arranging rides to medical appointments. Dwane spoke up and explained how CRC offers transportation to appointments through generous volunteer drivers.

A woman was impressed with what she heard. She contacted Bill Owens, CRC's Executive Director, to learn more about CRC. At the time, CRC was working through The Columbus Foundation to raise \$10,000 for an alarm system for CRC's Kids Club program. During the following meeting, this generous woman single-handedly contributed the necessary funds.

Thanks to our long-time volunteer, Dwane, he created an opportunity for a kind woman to make a positive impact through her new-found relationship with CRC.



1,144



HOURS SERVED AT 143
COMMUNITY DINNERS

600

**VOLUNTEER HOURS
PROVIDED AT 11
FUNDRAISERS AND
SPECIAL EVENTS**

87%

OF SENIOR MEDICAL
TRANSPORTATION
PROVIDED BY
INDIVIDUAL VOLUNTEERS



Youth Services

Last year, CRC's Kids Club was awarded a Step Up To Quality (SUTQ) Franklin County One-Star rating at all three sites! Kids Club empowers the future generation of roller coaster designers, doctors, environmentalists, and much more which is why this award is such a big deal!

SUTQ awards eligible organizations based on a five-star quality rating and improvement system that recognizes and promotes early learning and development programs that exceed the minimum health and safety Ohio Department of Jobs and Family Services (ODJFS) child care licensing regulations.

A SUTQ One-Star rated Kids Club assures parents that their children are attending a program where staff is dedicated to achieve quality standards regarding their child's learning & development, administrative & leadership practices, staff qualifications & professional development, and family & community partnerships.

CRC's Kids Club puts our students first to ensure they have a nurturing environment that supports their learning, inspires their curiosity, and celebrates their creativity. We are proud of our Kids Club staff for working hard to achieve this award!



ALL 3

KIDS CLUB LOCATIONS
**RECEIVED 1ST STEP
UP TO QUALITY STAR**

   **20%**

INCREASE IN STEAM
(SCIENCE, TECHNOLOGY,
ENGINEERING, ART, MATH)
LEARNING OPPORTUNITIES

97% 

OF PARENTS RESPONDED THAT
KIDS CLUB **ENABLED THEM TO
WORK OR GO TO SCHOOL ON**
THE 2019 PARENT SURVEY.

Revenue

CRC received \$3,136,000 of revenue in 2019. With every dollar raised, 89¢ went directly to CRC's programs! Thanks to CRC's donors and supporters, an extensive amount of contributions were utilized in support of CRC's mission.

Donations In-Kind (DIK) represented 38% of CRC's total revenue in 2019. Mid-Ohio Foodbank's contribution of 539,671 pounds of food valued at \$912,044, brought CRC's DIK revenue to a total of \$1,195,562!

CRC staff and volunteers worked tirelessly to distribute a bounty of donations from our donors. Neighbors in need received food, clothing, furniture, household items, school supplies, and CRC received a 2003 cargo van for Food Pantry use!

Government Funds represented 28% of CRC's revenue in 2019. This vital funding totaled \$881,864. Every CRC program was funded by tax dollars this year from: Federal, State, Franklin County Office on Aging Franklin County Children Services, Franklin County Commissioners Central Ohio Area Agency on Aging and the City of Columbus.

Individual Contributions represented 21% of CRC's total revenue in 2019. Individuals gave monetary donations that totaled \$659,966! Large donations came from United Way's Workplace Giving program totaling \$196,137. The North Community Lutheran Church that contributed \$71,545.00 after they sold their church building

Additional individual contributions came from The United Way Knockout Poverty campaign; CRC staff gave through payroll; generous golfers gave by participating in the Julie Davis Golf Classic; and kindness abounded throughout the community with contributions from Lucky's

Market “Bags for Change” Program, the Judy Skinner Hopeful Fund and many others.

Charitable Foundations represented 2.6% of CRC’s total revenue in 2019: The Columbus Foundation contributed \$80,928 and touched every aspect of CRC’s program’s activities through their Gift of Kindness Grants. For Seniors Supportive Services, they gave a Targeted Funds Grant and a grant to provide health education.

Additionally, Columbus Foundation’s Donor Advised funds, like the Micah Fund / Melodee Kornacker and the Fred W. Carver Fund for Family Services, helped provide for those in need, along with grants from the Reinberger Foundation, Care Source, Fifth Third Bank and the Rust Foundation.

The two-year Osteopathic Heritage Foundation grant was extended into 2019 to support and expand CRC’s Senior Small Group Transportation initiative. CRC Kids Club program was funded by Battelle, the Columbus Blue Jackets, Harry C. Moores, Ingram-White Castle and the Siemer Family Foundation and Kinship Care families through the Ohio Children’s Foundation.

Special Events & Fundraisers represented 2% of CRC’s total revenue in 2019: While having fun, our community raised \$63,000 during CRC’s Special Events and Fundraisers! Our sponsors represented \$23,000 of those dollars.

Thank you

Our deepest gratitude goes out to each and every contributor of CRC’s 2019 Revenue. From a donation of canned food to grants covering vital needs of our community, Clintonville and beyond, is a better place because of it. Thank you!

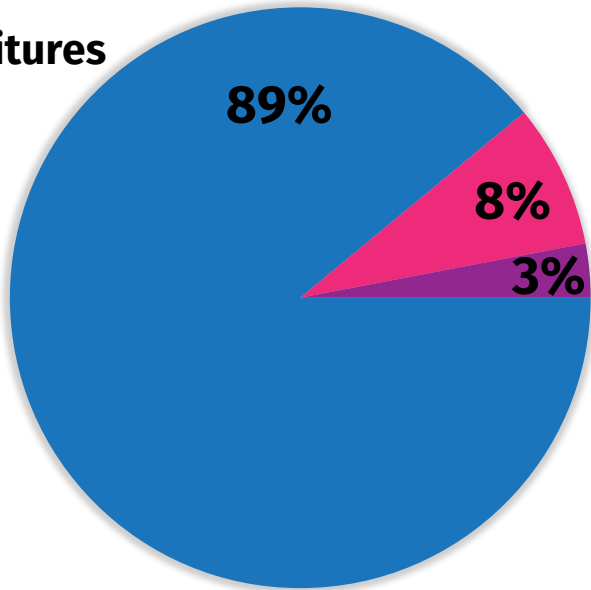
Audited Financials

Total 2019 Expenditures
\$3,068,641

Program Services
\$2,743,252

Administrative
\$228,604

Fundraising
\$96,785



Total 2019 Revenue **\$3,189,115**

Government **\$862,521**

Contributions **\$603,647**

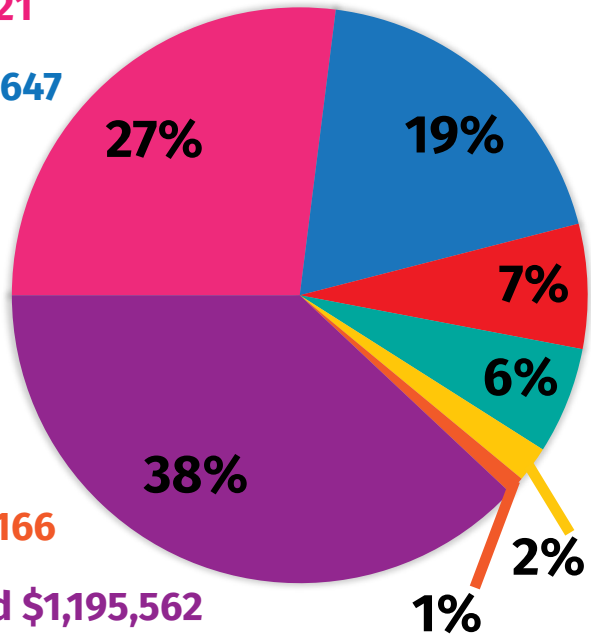
Foundations
\$223,730

United Way
\$196,137

Special Events
\$63,352

Other Revenue **\$44,166**

Donations In Kind **\$1,195,562**



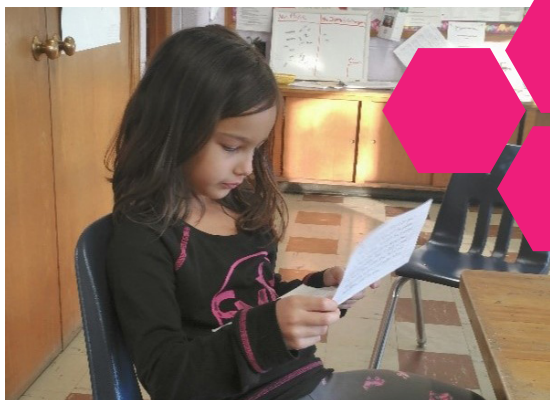
Intergenerational Pen Pal Program

In 2019, youth and older adults in Clintonville put aside phones and computers to revitalize a simpler form of connection: letter writing.

Spanning 87 years between the oldest and youngest participants, a Pen Pal Program engaged Village in the Ville members with Kids Club students at CRC. In a short time, the two groups found common ground building new friendships by writing to each other. As students developed writing skills and learned about the postal system, many also gained insights into new and different life conditions. One student was excited by the chance to correspond with someone who had lived during the Great Depression and WWII. She became eager to study about this part of history because she now knew someone who had experienced it.

A Village member, age 92, shared that the program offered her an opportunity to volunteer despite her disabilities. She asked for a second pen pal, so she could continue to give back to the community in this significant way.

CRC looks forward to continuing this program that uplifts Village in the Ville members and Kid's Club students simply by connecting them through letters.



CRC Board Roster 2019

Matt Corcoran, President

Daniel Gerken, Vice President

Allen Hunter, Past President

Paul Marshall, Treasurer

Jennifer Lundine, Secretary

Amy Bull

Keri Butler

Denise Clark

Shelley Conway

Michelle Crandall

Greg Denby

Tom Gregoire

Kirsten Hayes

Kevin Johnston

Rufus Jones

Michael O'Sullivan

Margaret Schuler

Laddan Shoar-Ghaffari

Dave Ungar

CRC is grateful for your support

JOIN

**a CRC Virtual Fundraiser
or Special Event**

DONATE

RECEIVE

our E-newsletter

VOLUNTEER

USE

our services

ClintonvilleCRC.org





**Caring For Our Community
Since 1971**

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Columbus, Ohio 43202-1002
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ClintonvilleCRC.org



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**United Way
of Central Ohio**
Member Agency