

Annual Report 2020



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.



Letter from Executive Director

2020 started off like any other year; recovering from the holiday activities and accounting for the previous year in program statistics and financial statements. Then, we started hearing more about the “Corona Virus” and how it was much more serious than the flu.

By the time St. Patrick’s Day came along, we knew more about the need for social distancing, washing hands, wearing gloves and wearing facemasks...if you could find them. By the following Monday, the stay at home order was in place for everyone except essential workers. What could be more “essential” than making sure people had enough food and that seniors and children were safely in their homes?

CRC’s typical strategy of bringing people together in-person was now the worst thing we could do! We developed entirely new ways of helping our neighbors stay connected and stay whole. Only our paid staff could be in CRC’s buildings. Social distancing and limits on gatherings eliminated community meals, decreased Senior Group Transportation capacity and required Kids Club to be virtual. Volunteers were limited to very few. We began collecting and distributing Personal Protective Equipment through the Food Pantry and the Necessity Bag Program that served older adults throughout Franklin County. Through our dedicated staff and volunteers, we rose to the occasion to meet the myriad challenges of a pandemic and an accompanying economic downturn. CRC never missed a single day of being open due to the COVID-19 pandemic.

With our partnerships through the Columbus Federation of Settlements, the Human Service Chamber of Franklin County, United Way of Central Ohio, The Columbus Foundation, Mid-Ohio Food Collective and our city and county government, CRC and its family of supporters met the crisis and persevered to accomplish our mission to...

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



Bill Owens, LISW-S/ACSW
Executive Director



Dear CRC Supporters,

Established fifty years ago in 1971, CRC has provided boundless support to individuals and families in our community. Steadfast programs like the CRC Food Pantry and the Senior Transportation Program improve the lives of our neighbors day after day, month after month, and year after year.

But CRC does more. In addition to tirelessly providing these longstanding services, CRC has also proven its ability to continuously adapt to the ever-changing needs of our neighbors – and to the shifting availability of supporter resources – to make a truly meaningful difference in our community. Here are just a few examples.

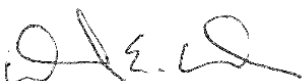
CRC helped a disabled grandmother with no income or transportation who is raising her 6-year-old grandson. With help from supporters like you, CRC not only provided essential food, toiletries, and school supplies for her grandson, but also drove her to custody proceedings to initiate the court-approved process of becoming his legal guardian.

A neighbor was laid off from her job due to the COVID-19 pandemic and was struggling to pay for rent and electricity. With no cooperation from her landlord, she contacted CRC's Food Pantry. With help from supporters like you, CRC quickly identified her as a candidate for a one-time grant that enabled her to pay her rent and electric bill.

A grandmother caring for her 8-year-old grandson was diagnosed with cancer. The medical treatments rendered her unable to work, and she fell two months behind on her mortgage. With help from supporters like you, CRC enrolled her in the Kinship Care program and provided clothing, household items, and wrap-around services. CRC even guided her in applying for a Columbus Foundation grant that helped pay her past-due mortgage bill.

During CRC's half-century of service, CRC has worked with diligence and determination to create a greater quality of life for everyone in our community. Thank you sincerely for helping CRC carry out its mission. I humbly ask you to consider increasing your financial contribution to CRC in 2021. Let's empower CRC to continue doing what it does best, even in these uncertain times.

With gratitude,



Dan Gerken
President, Board of Trustees

COVID-19 Response

Family Services COVID-19 Response

When COVID-19 was declared a pandemic, CRC Family Services immediately expanded the service area to all Franklin County zip codes.

For 85% of 2020, CRC Staff operated without normal volunteer help. Food boxes and fresh produce were distributed to clients at the front door of CRC's Choice Food Pantry five days a week. Daily sack lunches and pre-made meals were made available, as well as household cleaning supplies and PPE. The Crisis Desk fielded calls and focused one-on-one attention to individuals facing emergency issues including rent, mortgage, and utility assistance.

Neighbors across 95 Central Ohio zip codes received basic necessities directly from CRC Family Services during the unprecedented COVID-19 pandemic.

Kinship Care COVID-19 Response

CRC Kinship Care clients faced new sets of issues during the onset of COVID-19 such as isolation, health concerns, and virtual schooling. The high vulnerability of grandparents and older adults to COVID-19 led to increased demand for over-the-phone case management with Kinship Care families.

CRC Outreach Workers provided essential items including greater amounts of food, educational activities, and household supplies. Due to children staying at home during the day, Kinship families received more referrals to assist with increased utility and housing expenses.

Faced with escalating concerns and pressures from COVID-19, CRC Outreach Workers helped Kinship Care families with emergency assistance and counseling.

COVID-19 Response

Senior Personal Finance Management (PFM) COVID-19 Response

PFM changed the least among all of CRC's programs and services throughout COVID-19. However, the number of referrals and clients who utilized CRC's Personal Finance Management services skyrocketed.

To withstand the financial uncertainty of the pandemic, CRC Outreach Workers assisted more clients with their medical and utility bills, continued one-on-one meetings, set up online bill pay and grocery ordering. Most importantly, Outreach Workers stayed up to date with Columbus City policies regarding utility disconnection and home eviction.

Although clients faced increased financial stress in 2020, CRC Outreach Workers guided clients through their financial insecurities.

Senior Supportive Services COVID-19 Response

When there seemed to be no end to the pandemic in sight, high-risk older adult clients faced increased levels of anxiety and isolation more than ever before.

CRC Outreach Workers scheduled distanced and outdoor social activities, offered Support Group through tele-conferences, and continued phone and in-person wellness check-ins. A large portion of services shifted to home deliveries such as Breakfast Club meals, Commodity Supplemental Food Program boxes, CRC Food Pantry boxes, and Necessity Bags.

Despite extreme uncertainty and unprecedented change, older adult clients were assured they were safe and informed throughout 2020.

COVID-19 Response

Transportation COVID-19 Response

The Senior Small Group Transportation Program restructured services in response to the COVID-19 pandemic. Older adults heeding the stay at home order had limited options to attain food, personal protective items, and other essentials. CRC's high capacity vehicles collected and delivered basic necessities for neighbors. The number of passengers on group trips decreased and social distance barriers were installed in CRC's multi-passenger buses. Additionally, CRC's Senior Transportation Program continued to drive clients to essential medical appointments and the grocery store.

CRC's versatile fleet of vehicles transported vital resources and enabled older adult clients to experience social connection and maintain independence throughout 2020 challenges.

Village in the Ville COVID-19 Response

Village in the Ville quickly adapted events, programming, and volunteer services to meet both the needs of members and the safety guidelines of the Center for Disease Control because of COVID-19.

Village in the Ville hosted socially-distanced outdoor events, virtually met in "quaranteams," offered contactless volunteer opportunities, provided transportation to grocery and medical appointments and established a Village Buddy System. All these enhancements cultivated new and transformative companionship among members.

During COVID-19, Village in the Ville remained flexible and continued to build a stronger community of interconnected older adult neighbors and friends.

COVID-19 Response

Volunteer Services COVID-19 Response

On March 16, 2020, CRC's largest and most popular volunteer opportunity, serving at CRC Choice Food Pantry, was suspended. Volunteers adapted by helping in individual shifts at CRC's Annex. They packed food boxes and Necessity Bags, while also providing home delivery to older adults. As the client delivery list increased and shifts expanded, the number of new CRC volunteers kept growing.

The outpouring of essential support from CRC volunteers displayed compassion and selflessness amid the risk of COVID-19, protecting the safety of others.

Youth Services COVID-19 Response

As Columbus City Schools closed due to COVID-19, CRC's Kids Club met the challenges of providing continued services. Students received home-delivered activities to enrich social and emotional growth, virtual learning opportunities, healthy snacks, and personal protective equipment.

Kids Club successfully adjusted to full day in-person operating hours as schools opened virtually. Adhering to Columbus City Schools' policies and procedures, Kids Club facilitated in-person E-learning which reassured parents and allowed them to work outside the home.

CRC's licensed Kids Club provided a safe and nurturing environment for neighborhood youth when few childcare options were available because of the pandemic.


Family Services

Anna, was adjusting to a lower income after her spouse passed away earlier in the year from COVID-19. During her time grieving and battling COVID-19 herself, she applied to several senior living facilities that would accept her reduced income. Finding solutions and navigating resources became nearly impossible and she needed help from CRC for the very first time.

CRC Outreach Workers referred her to the Specified Low-Income Medicare Beneficiary program, provided case management, paid for one month's rent, supplied food, and referred her to CRC's Personal Finance Management for guidance in her new financial situation.

After an unexpected tragedy when the shocking COVID-19 pandemic struck, CRC Outreach Workers provided compassionate support to Anna and helped to get her back on her feet.



18%  **INCREASE
IN MEALS
SERVED**

**UNDUPLICATED
HOUSEHOLDS
SERVED
INCREASED
50%**



95   

**ZIP CODES WERE
CONNECTED WITH FOOD &
EMERGENCY ASSISTANCE**

Kinship Care

A Kinship Care family was in need of assistance after a mother with three young daughters was physically attacked. The mother was critically injured and immobilized. CRC's Outreach Worker assisted the grandmother to secure in-home health care for the mother and immediate needs for the three children. Vital financial, legal, trauma and medical therapy services were established for the family in order to overcome this devastating event.

The three daughters received mattresses, bedroom furniture, clothing, baby supplies, educational activities, school materials, holiday gifts, and a playroom full of toys. Kinship families all have unique struggles. CRC Outreach Workers are there for every client regardless of the severity and complexity of the family's situation.





**972 SERVICE HOURS
PROVIDED BY TWO
PART-TIME SOCIAL
WORKERS**

50% 

**OVER 50% OF KINSHIP
FAMILIES REQUESTED
FOOD ASSISTANCE**

\$20,000 

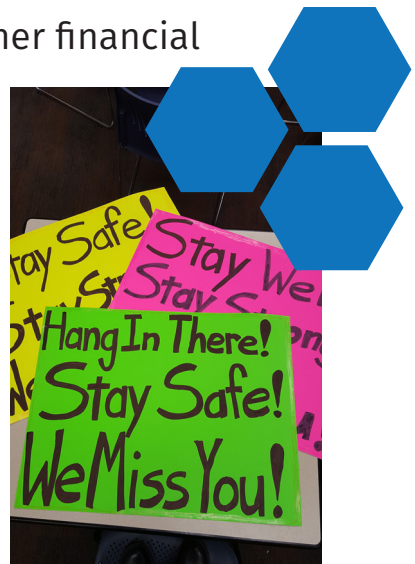
**30% OF KINSHIP FAMILIES
ANNUAL INCOME IS LESS
THAN \$20,000 A YEAR**

Personal Finance Management

Eyesight and cognitive impairments caused by Rose's stroke made the task of maintaining her finances insurmountable. Utility disconnection letters, late mortgage payments, large medical bills, overdraft and late charges created significant financial strain.

Following several months of hospitalization and recovery after Rose's stroke, CRC's Outreach Worker began working with her. Months of weekly appointments between them helped Rose deal with paperwork, insurance companies, medical providers, and extensive assistance applications. CRC's collaboration with her Senior Options Case Worker also improved Rose's personal financial health by reducing the cost of additional direct services.

Rose was so grateful when her financial condition improved that she chose to make a small contribution to CRC "to help someone else in need because CRC has been so helpful to me." CRC Personal Finance Management strives to guide clients to become financially independent.





80% OF CLIENTS
WERE BELOW
FEDERAL POVERTY LEVEL

1,583

**PHONE CALLS & IN-PERSON
ASSESSMENTS**
SUPPORTED OLDER ADULTS

88%

OF CLIENTS FELT MORE
IN CONTROL OF THEIR

FINANCES

Senior Supportive Services

Cheryl lived her entire life under the care of her parents due to her developmental disability. Her neighbors became concerned when Cheryl's parents passed away and the family member who became her power of attorney was not able to provide the support she needed. They suggested she call CRC for assistance.

CRC's Outreach Worker scheduled medical assessments for Cheryl to establish independence for the first time in her life. The meticulous process required both Cheryl and her CRC Outreach Worker to navigate numerous systems and agencies. Receiving a new birth certificate and new photo ID were difficult but crucial steps that enabled Cheryl to become self-sufficient. She was now able to manage her own pension, bank account, bills, and monthly budget.

When Cheryl lost her lifelong caregivers, she turned to CRC. With support from her Outreach Worker, she participated in CRC group grocery trips, budgeted her finances, and established independence. After 60 years of depending on others to care for her, she thrived on her own.

15



6,671



**IN-PERSON SERVICE
HOURS OFFERED**

2,560



**HOME-DELIVERED FOOD
BOXES & PREPARED MEALS
OLDER ADULTS RECEIVED**

7,534



**PHONE CALLS MADE
FOR CLIENT CASE
MANAGEMENT**

Transportation Services

OrthoNeuro made a surprising donation to CRC in 2020! A donated cargo van, affectionately named “Betty White,” was extremely valuable during a time when a large vehicle was most essential.

COVID-19 urgently inspired neighbors to provide Donations In-Kind (DIK) for CRC. The new cargo van was able to safely transport the large volume of donations. This enabled CRC to respond to neighbors in need with PPE, household cleaning supplies, hand soap, pre-packaged meals, and food.

In the past, large donations were difficult to obtain and distribute; however, by using the new cargo van, CRC was able to successfully transport a huge donation of 12,000 hand soap bottles from Bath and Body Works. The high capacity of “Betty White” relieved the stress of delivering monthly Breakfast Club meals and lessened the difficulty of assembling and distributing Necessity Bags to older adults. Additionally, daily grocery pick-ups became more efficient for volunteers thanks to the van’s functionality.

“Betty White” was capable of delivering an extensive amount of resources to neighbors during a time when efficiency and safety were most crucial during the COVID-19 pandemic.



558

**SMALL GROUP
TRANSPORTATION
OUTINGS COMPLETED**



467

**OLDER ADULT
MEDICAL TRIPS
SCHEDULED**

**WITH CRC VOLUNTEERS
AND RIDE SHARE SERVICES**

95%



**OF CLIENTS SURVEYED SAID THE
SERVICE HELPS TO MAINTAIN AN
INDEPENDENT LIFESTYLE**

Village in the Ville

In June of 2020, Village in the Ville was approached by a New York Times journalist and a professor at the University of Toronto. They requested Village members to participate in an oral history project to virtually connect the members with students.

Students and Village members held weekly virtual interviews that covered a range of topics from love stories and childhood memories to race, religion, and the COVID-19 pandemic. A Village member reflected, “Talking via Zoom one hour each week helped us to get through the pandemic. We learned a lot about each other... we came to realize that our lives are an important part of history.”

At the project’s conclusion, all participants met to listen to the student presentations and reflections. The oral history projects bloomed into more than just records of the members’ lives; the projects grew friendships and brought joy. They also cultivated the belief that everyone has something valuable to offer.



13,670

VOLUNTEER SERVICE
HOURS FULFILLED



MEMBERS 50+
WERE OFFERED

401

EVENTS & SPECIAL
PROGRAMMING

92%



OF SURVEYED MEMBERS FELT
MORE CONFIDENT ABOUT AGING

IN THEIR HOMES

Volunteer Services

Early in 2020, a CRC senior client, George, needed help with laundry and household chores due to mobility issues.

“We’re a volunteer group who go to church together and love to serve our community” shared Jessie. The volunteer group thoroughly cleaned George’s apartment, removed trash, and washed his laundry. Quickly, they all realized George’s living conditions were worse than they had anticipated. The group generously provided new clothing and homemade meals to fill his fridge.

As COVID-19 progressed, the volunteers continued to care for George within the constraints of personal safety precautions and approval from George’s doctor. “While George was very thankful, he enjoyed our company the most.”

Later in 2020, George sadly passed away. Today, the group fondly remembers George and their special friendship while caring for him. They were happy to meet his day-to-day physical as well as social and emotional needs. As Jessie stated, “We were thankful to help him feel less alone and more loved.”



170



**NEW CRC
VOLUNTEERS
SERVED THE
COMMUNITY**

**136 VOLUNTEERS
DELIVERED 6,271
NECESSITY BAGS TO
OLDER ADULTS' HOMES**

388



**VOLUNTEER HOURS OF
YARD WORK COMPLETED
FOR NEIGHBORHOOD OLDER ADULTS**


Youth Services

The onset of the COVID-19 pandemic brought many unanswered questions for families with school-age children. When CRC Kids Club reopened for the 2020 Fall school year, Kids Club staff adapted to new procedures, additional roles, and a 9am to 5pm schedule four days a week.

The first several days of e-learning were extremely overwhelming for every student. While supporting students in their academic growth, Kids Club staff confronted high levels of uncertainty within the uncharted territory of virtual schooling. Students were offered a steady class structure, indoor and outdoor activities, and individualized attention to each of their schedules.

During COVID-19's strict regulations, Kids Club continued to be a safe and nurturing environment. Kids Club staff quickly became helpful facilitators to Columbus City School teachers throughout the entirety of virtual schooling. Staff became knowledgeable and assisted with every school subject from K - 5.



**118 ELEMENTARY
AGED STUDENTS** 
RECEIVED IN-PERSON
& VIRTUAL SUPPORT

FACILITATED
6,875 
HOURS OF E-LEARNING

**OVER
100** 

YOUTH PROVIDED WITH ACADEMIC
ENRICHMENT ACTIVITIES AND
EDUCATIONAL SUPPLIES

Revenue

Revenue 2020 *unaudited financial information

CRC received \$4,623,784 in revenue in 2020. As a direct response to the COVID-19 pandemic, donors and funders provided over \$1.7 million restricted funds for COVID-19 relief. Of this, Federal CARES Act funding was \$1.292 million, Payroll Protection Loan Forgiveness (PPP) was \$200,000 and public support through donors, the United Way and private foundations provided additional relief of \$200,000. The community rallied around CRC and donated \$677,931 in unrestricted funds to support CRC's mission: to deliver responsive services, cultivate partnerships, and promote opportunities to foster a healthier community.

Donations In-Kind (DIK) represented 26% of CRC's total revenue in 2020.

Mid-Ohio Foodbank's contribution of 644,019 pounds of food valued at \$1,088,391, brought CRC's DIK revenue to a total of \$1,175,298. Because of the pandemic, the donations CRC received from neighbors was limited to food and personal care items. CRC's staff and volunteers worked tirelessly to distribute the bounty of food provided by donors and supporters. Neighbors in need received food, toiletries, school supplies, and CRC received a 2012 van, named "Betty White," to help with CRC's Transportation Program!

Government Funds represented 49% of CRC's revenue in 2020.

This vital funding totaled \$2.275 million. Every CRC program was funded by tax dollars this year from: Federal (including the CARES Act), State, Franklin

County Office on Aging (FCOA), Franklin County Children Services, Franklin County Board of Commissioners, the City of Columbus and the Central Ohio Area Agency on Aging (COAAA).

Individual Contributions represented 19% of CRC's total revenue in 2020. Individuals gave monetary donations that totaled \$677,931! United Way Workplace Giving provided CRC with \$191,000 and Special Events raised \$20,355. Donors answered the call to action to address the crisis that the pandemic caused in the community. In March 2020, individual donations began to pour into the agency to support CRC's vital human services programs.

Charitable Foundations represented 5% of CRC's total revenue in 2020: The Columbus Foundation contributed \$115,583 and touched every aspect of CRC's programs through the \$85,000 in COVID relief and Gift of Kindness Grants. The Battelle grant helped with developing virtual programs and STEM learning for CRC's Kids Club Program. The Reinberger Foundation, Rust Foundation, Crane Group, Harry C. Moores, Ingram-White Castle and the Siemer Family Foundation, the Community Festival, Carmax and many others supported CRC through the unprecedented pandemic.

Thank you!

2020 changed the trajectory of critical human services for the unforeseeable future. With the generous contributions from CRC's supporters, Clintonville-Beechwood neighbors and beyond can continue to recover and seek relief from COVID-19's tragic impact.

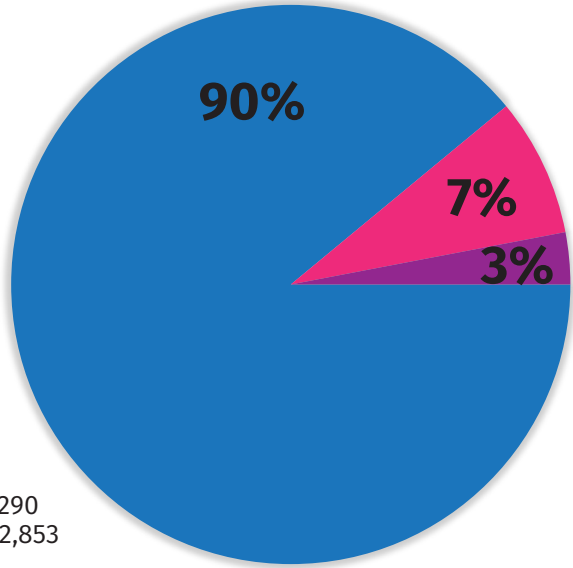
Unaudited Financials

Total 2020 Expenditures
\$3,722,000

Program Services
\$3,346,000

Administrative
\$267,000

Fundraising
\$109,000



Restricted Net Assets \$181,564
Unrestricted Net Assets \$1,791,290
Total Net Assets 12/31/20 \$1,972,853

Total 2020 Revenue \$4,624,000

Government, Fees & Grants \$2,275,000

Donations-In-Kind \$1,175,000

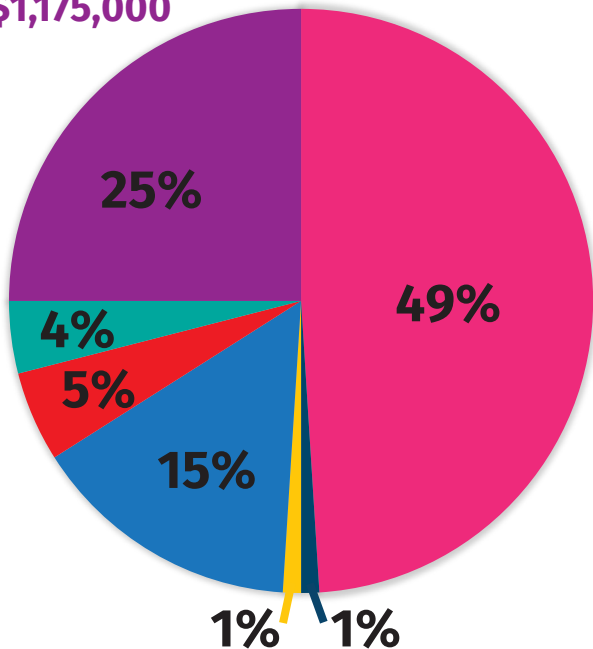
Contributions, Special Events, Bequests \$678,000

Foundations & Trusts \$234,000

United Way \$191,000

Investment Income \$42,000

Program & Membership Fees \$30,000



Necessity Bags Program

Mere days after COVID-19 was declared a global pandemic, CRC partnered with Age Friendly Columbus and Franklin County to launch a Necessity Bag Program for older adults. Columbus City Council, The Franklin County Office on Aging, and OSU College of Social Work provided CRC funding for food, toiletries, educational materials, face masks, and other pandemic supplies to distribute to isolated older adults throughout Franklin County.

Over the span of 26 weeks, 136 CRC volunteers and staff hauled 85,737 pounds of food and supplies to assemble Necessity Bags. The program continued past the initial launch for a total of nine months. By December 2020, over 6,500 bags were home-delivered to older adults across 44 zip codes.

CRC volunteer receptionists answered endless calls from older adults requesting resources. Staff updated countless travel routes to ensure weekly deliveries. After each delivery date, CRC received thank you calls and notes from recipients. They were not only grateful for the items in the bag but for the sense of connection the Necessity Bags instilled. Many of the people who called to thank CRC expressed how comforting it was to be thought of and provided for while in quarantine.

By distributing essential items safely to older adults, the Necessity Bag Program was an immediate and effective response to the unprecedented pandemic.



CRC Board Roster 2020

Matt Corcoran, President

Daniel Gerken, Vice President

Allen Hunter, Past President

Paul Marshall, Treasurer

Jennifer Lundine, Secretary

Diana Bader

Amy Bull

Keri Butler

Denise Clark

Shelley Conway

Greg Denby

Tom Gregoire

Kirsten Hayes

Kevin Johnston

Rufus Jones

Michael O'Sullivan

Curtis Reed

Laddan Shoar-Ghaffari

Dave Ungar

Thank you for supporting CRC

ATTEND

a CRC 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
ClintonvilleCRC.org
614-268-3539



THE COLUMBUS FOUNDATION

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United Way
of Central Ohio
Member Agency