

# Annual Report 2021



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.



# Dear Neighbor,

2021 marked CRC's 50-year anniversary of serving our community. Last year, CRC's staff and volunteers took great pride in continuing to provide vital services safely in the face of a deadly disease. Every CRC service and program became stronger after adapting to initial changes compelled by the pandemic.

While CRC had helped clients and neighbors with housing assistance before COVID, the need skyrocketed in 2021 after the eviction moratorium was lifted. At that time, CRC launched our new Housing Assistance Program. We foresee an important role for CRC going forward in accessing resources for those who live with their housing threatened each day.

The unsung heroes of the CRC Management Team provided our clients, volunteers and staff all the needed tools and support to work safely and effectively. They worked tirelessly to obtain funding for food, rent, utilities and material assistance that literally saved families and households from disintegration.

50 years of helping others in the most compassionate and effective ways possible is all due to a community of supporters, volunteers, and staff! It was most gratifying that CRC supporters including Lisa Courtice, President of the United Way of Central Ohio; State Representative David Leland; Former CRC Executive Directors Bob Erickson and Pam McCarthy; and Neighborhood Hero Marlin Languis all spoke at CRC's 2021 50th anniversary celebration.

Since 1971, CRC has ensured that our neighbors have food, shelter, healthcare, and the support they need to get through any level of crisis and flourish. Thank you for being a part of CRC's mission, and here's to the next 50 years!



Bill Owens, LISW-S/ACSW  
Executive Director



# Dear CRC Supporters,

Many of you have supported CRC and their tireless staff for years and years. We thank you sincerely for your steadfast generosity to our neighbors in need! Of course, today's charitable agencies must work harder than ever to secure reliable funding for programs and services. CRC is no exception – and they rose to the challenge.

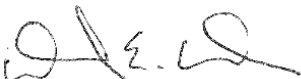
In 2021, CRC's total unique donors increased to 1,448 – a full 30% of whom were entirely new! That means over 430 of our neighbors, friends, and colleagues gave to CRC for the first time in 2021. Thank you, new donors! Your generosity has allowed CRC to assist countless neighbors in need.

One of CRC's many successes in 2021 was the good work of the Housing Assistance Program, coordinating disbursements of several hundreds of thousands of dollars in housing assistance across the community. CRC assisted an older couple that had been living in their car for two months after being evicted from their apartment due to renovations. Thanks to CRC's available resources and services, they helped the couple with food, gas cards and a deposit to secure housing on the same day.

With your help, CRC gets results for its clients. On behalf of the Board of Trustees, thank you for your selfless contributions to your community and for your trust in CRC to serve our neighbors with compassion. I humbly ask that you continue your generosity to CRC in 2022.

In the year ahead, perhaps you'll also consider spreading the word by telling a friend, a family member, or a colleague about the good work CRC quietly accomplishes, day in and day out, with inspiring success. With your help and generosity, we can continue to grow support for CRC this year and far beyond.

With gratitude,



Dan Gerken  
President, Board of Trustees

# Family Services

CRC's Family Services Crisis Desk received an emergency call from a woman, Melissa, who had recently escaped a domestic violence situation with her two young children. Both mental and physical abuse had been ongoing. After she stayed at a friend's house, Melissa's husband liquidated their finances. Despite having no money, she made the difficult decision to leave the state immediately.

CRC's Crisis Desk Worker and Family Services Staff responded urgently and assembled a substantial family food box and other necessities for their entire trip. They also provided gas cards to cover the mileage. When Melissa arrived at CRC's Choice Food Pantry, staff could visibly see signs of abuse and the effects of this on her mental health. Staff were moved by her gratefulness and knew that she had made the right choice for her children and herself. In this emergency situation, CRC provided basic essentials to empower Melissa to escape the domestic violence she had experienced.

CRC's Family Services gives families in crisis resources they need to move forward into healthier and safer living conditions.



**9,236** 

**HOUSEHOLDS RECEIVED  
FRESH PRODUCE BOXES**

**8,486**

**UNDUPLICATED  
INDIVIDUALS  
SERVED**

**1,059** 

**UNDUPLICATED  
INDIVIDUALS RECEIVED  
CRISIS DESK ASSISTANCE**

# Kinship Care

Martha recently started caring for her three grandsons. However, it was difficult to care and provide for them because she had ongoing health and financial issues in addition to no means of transportation. Fortunately, Martha was connected to CRC's Kinship Care Program from a social worker at Nationwide Children's Hospital for assistance.

CRC's Kinship Care Outreach Worker helped the oldest grandson to receive educational assessments and to re-enroll in school. This included providing him transportation to his assessment as Martha did not have a vehicle. The younger boys received referrals to the County "Help Me Grow" Program which promotes child development and school readiness.

Basic items of food, toiletries, clothing, household items, beds, books, and school supplies were provided to the family. CRC also paid for the title of a donated van and gave this van to Martha. The extensive referrals and assistance from CRC's Kinship Care Program helped Martha provide a stable home for her grandsons. CRC's Outreach Worker will continue to guide all of them toward long term success.

CRC's Kinship Care Program meets the emergency needs and supports caregivers who are raising children with absent parents.

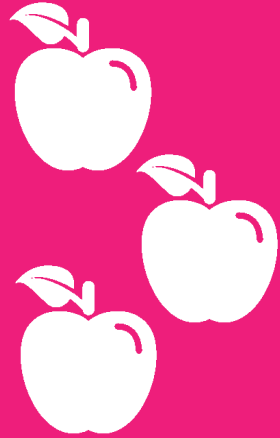




**95%**

OF KINSHIP FAMILIES  
**HAVE A FEMALE**  
HEAD OF HOUSEHOLD

**212 BAGS OF  
GROCERIES  
PROVIDED  
TO 36 KINSHIP  
FAMILIES**



**1,289**

**OUTREACH  
SERVICE HOURS  
PROVIDED**

# Personal Finance Management

A 75-year-old client with dementia, Janice, had fallen victim to three separate phone scams. She had been falsely convinced to pay for “debt relief” services and was charged \$3,000. Due to Janice’s declining memory, a friend was helping her with basic financial tasks. This friend was also able to have two of the scam charges reversed and froze her credit cards. Janice then contacted CRC for Personal Finance Management services; however, by that time she had been scammed once again. CRC’s Outreach Worker was able to support and assist Janice with her financial strain.

Once the third scam was resolved, CRC’s Outreach Worker helped Janice to understand the importance of closing her credit card accounts temporarily. Since her information had been used in multiple fraudulent systems, it was likely she would be targeted again. Now, Janice has CRC Outreach Workers to help her take preventative measures to avoid financial exploitation in the future.

CRC’s Personal Finance Management empowers clients to solve difficult monetary problems and to enhance financial independence.



**55%**



**OF CLIENTS RECEIVED  
FINANCIAL ASSISTANCE**

**1,080**



**OUTREACH ASSESSMENT  
HOURS PROVIDED**

**\$7,000**



**IN FINANCIAL  
ASSISTANCE PROVIDED**

# Senior Supportive Services

A CRC Senior Supportive Services client, Joel, had severely broken his hip after falling. Joel called his CRC Outreach Workers phone number because “it was the only one [he] knew by heart.”

By the time his Outreach Worker arrived, Joel said he was in so much pain he couldn’t move. Joel became emotional because he knew the cost of this service without health insurance would be a great financial burden. With sympathetic encouragement, Joel agreed to call EMS.

Joel needed surgery immediately. While he was in the hospital, CRC staff worked rapidly to acquire the essential items and equipment for his return home. With the generous help of the community, CRC secured a wheelchair ramp, a lift recliner, an electric blanket, and food from CRC’s Choice Food Pantry. Joel was picked up from the hospital in CRC’s vehicle equipped with a wheel-chair lift to the comfort of his home.

A longtime CRC client, Joel had several ongoing issues. This event was by far the scariest for him. Joel felt at peace when he returned home thanks to CRC’s responsive community members and dedicated Outreach Workers who provided him vital necessities including a medical bill assistance referral.

CRC’s Senior Supportive Services equips older adults with the resources they need to thrive in their homes, offering reassurance and comfort to clients.



**7,264** 

**OUTREACH SERVICE  
HOURS PROVIDED**

**65**

**CLIENTS  
ASSISTED**

**IN VACCINATION PROCESS**



**1,060**



**MEALS DELIVERED TO CLIENTS**

# Transportation Services

In 2021, CRC received a handicapped accessible conversion van from a Mid-Ohio Regional Planning Commission grant. This addition to CRC's Transportation Program was crucial for many clients facing mobility issues, including Lorie.

Lorie was in the process of receiving a new, upgraded electric wheelchair when she reached out to CRC for transportation assistance. CRC drove Lorie to pick up her new wheelchair and to her follow-up appointment for fittings and adjustments. CRC's Medical Transportation Staff stayed with Lorie throughout her appointment to make sure her questions and concerns were addressed.

With CRC's medical driver and her Physical Therapist present, Lorie was able to test her equipment to ensure an accurate calibration. This support alleviated Lorie's anxiety about her new wheelchair and riding in CRC's new transportation vehicle. Lorie makes CRC drivers feel appreciated by regularly treating them to a bag of mints. CRC's medical drivers are always happy to spend time with a friendly, grateful client!

CRC's Transportation Programs enables our community to access food, social, and medical needs.



# 637



**SOCIAL OUTINGS &  
GROUP GROCERY TRIPS PROVIDED**

# 794



**MEDICAL TRIPS PROVIDED**

# 535

**UNDUPLICATED CLIENTS  
RECEIVED SERVICES**

# Village in the Ville

Ruth, a Village in The Ville member, visits her cherished friend in a memory care facility once a week. As Ruth no longer drives, she relied on a volunteer driver to maintain these visits. Through the Village's Volunteer Driving Program, Ruth was connected to a compassionate volunteer who went beyond expectations to pick up Ruth's friend. They were now able to visit in Ruth's home, rather than in the facility. These times together offer an opportunity for Ruth and her friend to connect and care for each other in a mutually supportive way.

Because of this success, Village in The Ville made more of these connections possible. There are now two specially trained volunteers who drive Village members 2-3 times each week for activities with friends who also have memory issues or dementia.

Fostering and supporting relationships is the core of CRC's Village in the Ville Program. Village in the Ville staff and volunteers are dedicated to creating new and flexible ways for members who are 50 years and older to build a strong network of community neighbors.



# 803

VOLUNTEER SERVICE  
HOURS PROVIDED



# OVER 50%



VOLUNTEER SERVICES  
WERE FOR MEDICAL  
TRANSPORTATION

# 6 NEW



# CLUBS FORMED

CLASSICAL MUSIC CLUB • PHILOSOPHY  
COFFEE • WALKING CLUB • WEAVING  
CLUB • TRAVEL CLUB • SPANISH CLUB

# Volunteer Services

In 2021, CRC created the Lawn Care Collective program matching teen volunteers with older adults who needed free or discounted lawn care. CRC provided an orientation for teens that covered mower basics, safety, and positive relationship building with CRC's clients. The program enabled good partnerships to form throughout the mowing season.

Fourteen new CRC volunteers ages 12-17 signed up to help 22 local older adults with routine lawn maintenance from June through September. This was a big commitment for volunteers who juggled service time with schoolwork and extracurricular activities. The service saved each client between \$300-\$450 and brought a sense of pride among CRC's clients and volunteers.

CRC Volunteer Services provides the opportunity for young volunteers to build character and learn life skills, all while helping our community!



OVER  
450



VOLUNTEERS SERVED

17

VOLUNTEERS HAULED  
**234,789 LBS** OF DIRECT  
RETAIL DONATIONS

30



VOLUNTEERS DELIVERED OVER 1,300  
**NECESSITY BAGS TO OLDER ADULTS**  
THROUGHOUT FRANKLIN COUNTY

# Youth Services

Sarah, a student attending CRC's Kids Club Program, was below grade level in reading and writing. Her delayed reading and writing skills made it very difficult for her to follow the virtual classroom instruction that CRC's Kids Club was facilitating.

Individual assistance and visual writing prompts from CRC staff helped Sarah improve. Kids Club staff also provided information to her family to ensure Sarah was receiving the proper support needed during in-school hours. Advocating for Sarah included providing the family with a wide range of information and resources to determine if she qualified for accommodation services.

Sarah began receiving support services at school which helped her to gain new skills. She became more confident in her own ability to complete assignments. Successful advocating for services truly made a difference in Sarah's learning. Sarah's hard work and the collaboration between CRC's Kids Club, her parents, and Columbus City Schools helped Sarah reach her goal of reading a book all by herself! She was so proud of this accomplishment that she read a book to every single Kids Club staff member!

Kids Club empowers the youth today for their future tomorrow through its academic and social emotional enriching programming.



80

YOUTH

ENROLLMENT



50%

READING

ASSESSMENT IMPROVEMENT

1,215



HOURS OF VIRTUAL AND  
IN-PERSON K-5 ENRICHMENT

# Revenue 2021

CRC received \$5,363,100 in total revenue in 2021. City of Columbus, Franklin County, State of Ohio, and Federal funding equated to \$3,089,900. The community, foundations, and trusts also united with CRC and donated \$1,160,100 in funds to support CRC's Mission.

**Emergency Housing Assistance Programs.** With CRC taking the lead role, the Columbus Federation of Settlements (CFS) was awarded a \$3,261,208 grant from the Coalition on Homelessness and Housing in Ohio (COHHIO) for the Housing Now for Homeless Families Program to provide emergency rental assistance to Central Ohio residents experiencing homelessness or at imminent risk of becoming homeless. CRC and its partner CFS agencies (Central Community House, Godman Guild Association, and St. Stephen's Community House) distributed a total of \$1,970,290 in assistance, \$528,807 of which was distributed solely by CRC.

CRC was also awarded a \$400,000 grant from the City of Columbus to provide Emergency Rental Assistance. From the beginning of the Emergency Rental Assistance Program in November 2021, CRC distributed \$95,808 in funds directly to property owners of at-risk Central Ohio CRC clients. In addition, CRC is again partnering with CFS which was awarded a \$323,336 grant from Franklin County to provide emergency rental assistance into 2022.

**Government Funds represented 57% of CRC's total revenue in 2021.** This critical funding totaled \$3,089,900. Every CRC program was funded in part by: Federal (including the CARES Act and Housing Now for Homeless Families), State of Ohio, Franklin County Office on Aging (FCOA), Franklin County Children Services, Franklin County Board of Commissioners, Franklin County Department of Job and Family Services, the City of Columbus and the Central Ohio Area Agency on Aging (COAAA).

**Donations In-Kind (DIK) represented 20% of CRC's total revenue in 2021.** Led by Mid-Ohio Foodbank's contribution of 599,007 pounds of food. CRC's DIK revenue totaled \$1,046,900. Because of the ongoing pandemic, donations CRC received from neighbors was limited to food, personal care items, personal protective equipment, winter items and Holiday gift items.

**Individual Contributions and Special Events represented 14% of CRC's total revenue in 2021.** Individual contributions and Special Events totaled \$759,900. United Way Workplace Giving provided CRC with \$107,400 in additional funds. Mr. Marlin Languis contributed \$101,511 to install Solar Panels on both CRC's Lakeview building and N. High St. building. These Solar Panels allow CRC to significantly reduce its carbon footprint and redirect approximately \$7,000 annually from CRC's utility expenses to support CRC's mission, programing and services.

**Charitable Foundations represented 5% of CRC's total revenue in 2021:** This funding totaled \$292,800. The Columbus Foundation contributed \$228,419, which impacted all of CRC's programs. A Battelle grant supported a new Education Coordinator staff member and STEM learning for CRC's Kids Club Program. Also, Safelite AutoGlass Foundation, Ingram-White Castle Foundation, Harry C. Moores Foundation, Reinberger Foundation, Siemer Family Foundation, CareSource Foundation, the Community Festival, and many others supported CRC's work.

CRC's deepest gratitude goes out to each and every contributor. Our community continued to face the ramifications from the global pandemic throughout 2021. With your help, the Clintonville-Beechwood community, our city and county neighbors received resources and support during yet another difficult year. Thank you!

*\*unaudited financial information*

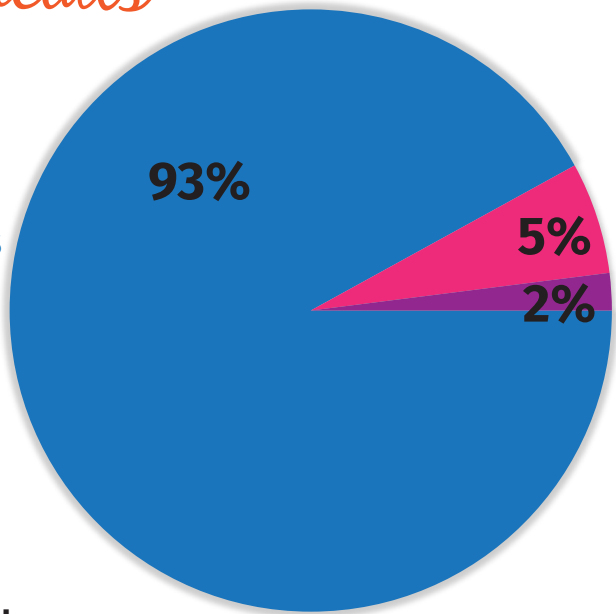
# 2021 Financials

**Total Expenditures**  
\$5,271,030

**Program Services**  
\$4,901,630

**Administrative**  
\$283,400

**Fundraising**  
\$86,000



**Total Revenue** \$5,363,100

**Government, Fees & Grants** \$3,089,900

**Donations-In-Kind** \$1,046,900

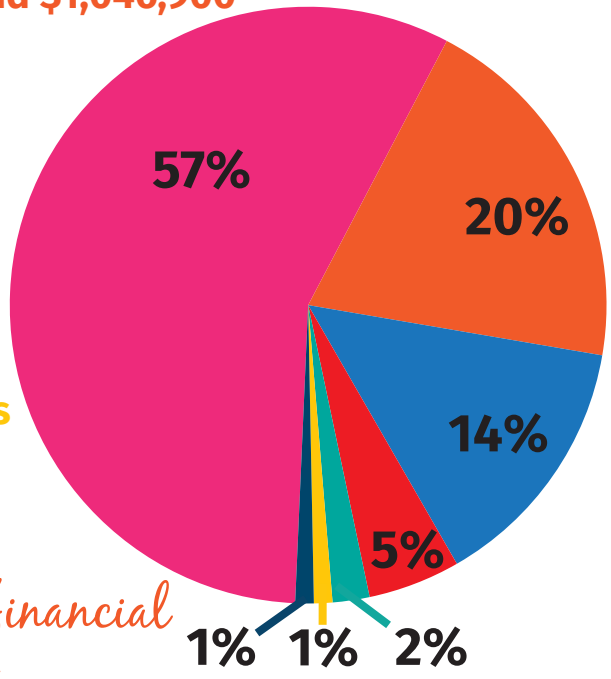
**Contributions, Special Events,**  
\$759,900

**Foundations & Trusts** \$292,800

**United Way**  
\$107,400

**Program & Membership Fees**  
\$37,400

**Investment Income** \$28,800



**23** \*unaudited financial information

# Housing Assistance Program

In 2021, the Columbus Federation of Settlement Houses, including CRC, received a grant from the Coalition on Homelessness and Housing in Ohio (COHHIO) to help with rapid rehousing and other housing assistance.

Allison and her young child were living in a U-Haul moving truck when they reached out to CRC. She had found an available apartment; however, she did not have the finances to move in and needed help negotiating with the property owner. CRC's Housing Staff thoroughly explained the Housing Assistance Program and process in response to the landlord's concerns and needs. With the help of CRC and Allison's transparency during the application process, the landlord agreed to rent to her. CRC provided a two-month security deposit and first month's rent. CRC also assisted with rent and utilities, as part of the "Housing Now For Homeless Families" Program. Once Allison had stable housing, she was able to secure employment.

At the end of this process, the landlord was very impressed with CRC. He agreed to join CRC's network of Franklin County landlords to help future tenants. Since then, the landlord has reached out for additional information about other social service programs. With the support of the COHHIO grant, CRC helped 190 families with \$472,045 in rent and utility assistance in less than 9 months.

CRC's Housing program offers hope for many people who need secure housing. It also builds relationships with landlords to create a more sustainable solution to the current housing crisis.



# *CRC Board Roster 2021*

**Daniel Gerken**, President

**Keri Butler**, Vice President

**Kirsten Hayes**, Treasurer

**Jennifer Lundine**, Secretary

**Matt Corcoran**, Past President

**Tom Gregoire**

**Kevin Johnston**

**Rufus Jones**

**Greg Denby**

**Michael O'Sullivan**

**Laddan Shoar-Ghaffari**

**Amy Bull**

**Dave Ungar**

**Diana Bader**

**Joe Blundo**

**Andy Hall**

**Stacey Armstrong**

# Thank you for your support in 2021

**ATTEND**

a CRC Fundraiser  
or Special Event

**DONATE**

**RECEIVE**

CRC's E-Newsletter

**VOLUNTEER**

**USE**

our Services

**ClintonvilleCRC.org**





Celebrating 50 Years of Service  
1971-2021

3222 North High Street  
Columbus, Ohio 43202-1002  
614-268-3539  
[ClintonvilleCRC.org](http://ClintonvilleCRC.org)



THE COLUMBUS FOUNDATION

THE CITY OF  
**COLUMBUS**  
ANDREW J. GINTHER, MAYOR



United Way  
of Central Ohio