



# Community Resource Center

*Building a stronger community through its volunteers and resources*

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## 2015 Annual Report to the Community

### Opportunities, Funding, Partnerships, Recognition

As part of the 2016-2018 Washtenaw Coordinated Funding opportunity, the CRC was awarded a Capacity Building grant from the Coordinated Funders and Ann Arbor Area Community Foundation valued at \$10,000. The funding goes directly to the Ann Arbor group, Nonprofit Enterprise at Work: Solutions for Nonprofits, and supports work between the CRC and NEW on capacity building through creation of a 2-year work plan focusing on board and staff development and succession planning, marketing and technology. The CRC will be part of a cohort of eleven Washtenaw County nonprofits working toward enhancing their organization's future sustainability.

St. Joseph Mercy Chelsea (formerly Chelsea Community Hospital) awarded the CRC an unsolicited \$40k Community Benefits grant at the end of 2015. This one-time, multi-year funding represents a partnership between the SJM Chelsea Community Benefits program and the communities of Chelsea, Manchester, Dexter, Grass Lake and Stockbridge. SJM Chelsea identified areas of need in each community related to health and wellness. In Manchester the funds are restricted to: direct emergency financial assistance for housing, utilities and other expenses for low-income families; access to healthy eating and programs supporting healthy eating; transportation assistance; and access to mental health resources. The CRC and SJM Chelsea, as well as the other 5H communities, are still working out the details on how to best utilize these funds for our customers in the most economical and supportive manner.

In the fall of 2015, CRC director Laura Seyfried was elected co-chair of Washtenaw County's Barrier Busters (BB), a group of over 80 social service provider agencies that are committed to increasing communication and coordination between its member agencies, and improving services for Washtenaw County residents in need. Membership allows the CRC access to the BB Emergency Unmet Needs Fund (a collection of public and private funds). For customers of the CRC, the funds have been especially useful for deliverable fuel assistance such as propane, fuel oil, firewood and other non-natural gas heating methods through a state and federal program known as Low-Income Heat and Energy Assistance Program. Over the years, membership in BB has also brought opportunity to partner with other county-wide service providers who use the CRC as a western-county site.

The CRC was recognized by Food Gatherers at the Annual Food Bank Council of Michigan's Harvest Gathering event. As a 2015 Beacon of Light award winner, the Community Resource Center was congratulated for making a lasting impact in the community through our outstanding efforts and commitment to ending hunger by offering a choice pantry, open daily to provide dignified and reliable access to food for those in need.



Food Gatherers' Markell Miller, the CRC's director, Laura Seyfried, board president, Anita Herman, and long-time food pantry volunteer, Louise Harrington.

### *Join us...*

*Saturday, August 6, 2016*  
Manchester Street Festival

*Tuesday, September 20, 2016*  
Nonprofit Roundtable Discussion

*Friday, November 4, 2016*  
29<sup>th</sup> Annual  
Volunteer Recognition Banquet  
and CRC Auction Fundraiser

*for these community events.*

**Serving Individuals and Families in Need**

# Community Resource Center—2015 Annual Report to the Community

## Community Fundraising Events Support the CRC



**12th Annual  
CRC and MACC  
Fundraiser Golf Outing  
June 6, 2015**

The annual outing, sponsored by ITC Holdings, Inc., St. Joseph Mercy Chelsea, CEI Composite Materials and several other local businesses, hosted sixteen foursomes at Hills Heart of the Lakes for 18 holes of casual golf on a beautiful day in June. A silent auction, luncheon, special prizes and awards made for a great day for all and earned over \$3,500 for each organization.



**28th Annual  
Volunteer Recognition Banquet  
and CRC Fundraiser  
November 6, 2015**



**Manchester Bridge-Connecting Volunteers in Our Community** was the theme for the evening. More than 150 community members gathered at St. Joseph Mercy Chelsea's dining room to celebrate the efforts of 21 area volunteers representing nineteen local organizations and to support the CRC.

The 2015 special awards winners were:

- Claire Reck Award-* David W. Roberts
- Service to Youth Award-* Mary Fielder
- Commitment to Community Award-* Carolyn Dyer
- Star Award-* Bob Miller (pictured with Dale Weidmayer)
- D. Little & B. Rhees Posthumous Awards-*  
Richard D. "Scottie" Scott and  
William J. "Bill" Schwab

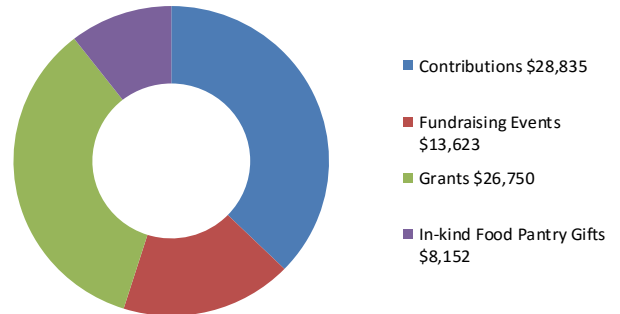
Silent auction highlights included a University of Michigan Jim Harbaugh signed football, a Zingerman's bake class, a Date Night in Grand Rapids, a trip on the SS Badger to Wisconsin and a Bounty of Manchester basket. Proceeds from the fundraiser contributed \$10,000 to the CRC general fund.

## 2015 Financials

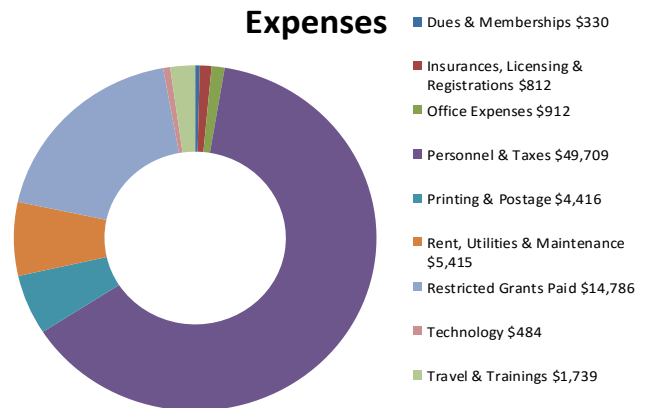
The Community Resource Center annual appeal contributions once again topped \$11,000. Thank you to the community for supporting our organization's mission through your continued financial support. Our customers appreciate all of the programs and services made possible in Manchester because you care. We appreciate the confidence you display in our ability to provide effective programs and services to those in need in the Manchester community.

Your dollars supported programs like the Volunteer Income Tax Assistance Program, MIBridges public benefits application assistance, senior resource advocate, Medicaid/Marketplace trouble-shooting assistance, Michigan Works! job opportunities, Financial Coaching and free access to technology for community members. The CRC also offered other services to the Manchester area including the Non-Profit Roundtable, large order scheduling for the Chicken Broil, and numerous volunteer opportunities in the community.

### Revenue



### Expenses



## Enhancing the Welfare of the Community

# Community Resource Center—2015 Annual Report to the Community

## Access to Benefits

With financial support from the Washtenaw Coordinated Funders the CRC continued to offer online application assistance for Michigan Department of Health and Human Services programs for eligible families and individuals. The majority of applications include food and medical assistance. Why is this program important to the Manchester community? DHHS reports that in December of 2015 there were 142 open cases of food assistance (Bridge Card) and close to 200 cases of medical assistance (Medicaid as well as Medicare Cost Share) in the 48158 zip code. *While these aren't necessarily numbers to boast about, it does reflect that members of our community are not immune to need and the associated issues around un- and under-employment.* The CRC is here to offer help with more than a hand out, but a hand up.

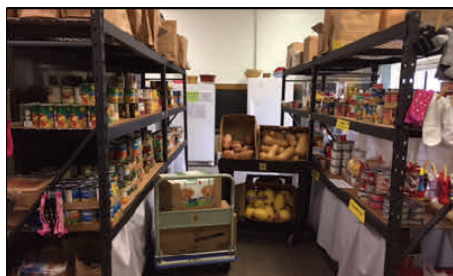
## Community Survey

Thank you to all who responded to our Community Survey. Nearly one hundred completed questionnaires were returned to our office, with more than half coming from folks over 70 years of age. We learned that the majority of our residents know something about the programs and services offered by the CRC, and that they are likely to call with any questions they may have. Our challenge is to get our message out to those in need. We also discovered that many of the areas of frustration in the community are outside of the CRC's control. While almost all of the respondents were happy with the community as a whole, there were definite concerns with the state of the economy, the infrastructure, the lack of public transportation and a lack of senior services. Fortunately, these are all areas of ongoing community improvement.

***Kiwanis of Manchester and Lowes Home Improvement contributed to the CRC Food Pantry "Project Refresh" in 2015. New shelving, utility carts and a fresh coat of paint have given the room a much needed makeover.***



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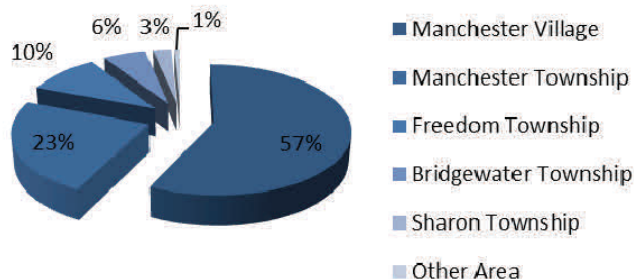
2015

*A view of the food cupboard and choice pantry - then and now.*

## Programs and Services

The CRC may be best known for its food pantry. The long-running program provided nearly 400 household shopping visits during the year. While many of our food pantry customers live within walking distance there are others who travel from the surrounding areas. We know there are probably even more families and individuals going without adequate food and household supplies who could use our services. Help us spread the word. Resources are available for those needing some extra assistance to make ends meet.

### 2015 Food Pantry Data



## Community Partner Contributions

Local churches support the CRC through donations of goods throughout the year but especially during the Lenten season. For the past few years, several churches have partnered to collect items for the food pantry as part of the Feeding the 5,000 event. In 2015, the total amount of goods collected was over 3,000 pounds! Community members, partner agencies, local businesses and other organizations also contribute on a regular basis. Using suggested donation lists, these donors bring additional food and non-food products to our open daily, choice pantry.

The mission of the Community Resource Center is to serve individuals and families in need by offering effective programs that improve their lives, promote volunteerism, and enhance the welfare of the Manchester community.

Offering Effective Programs That Improve Lives

# Community Resource Center—2015 Annual Report to the Community

## Observations from a past volunteer...

“When I think about why I joined the board of the CRC I realized it comes down to two reasons: first, it offers hope to those in the area who are in distress, and second, because it had the potential to bring positive changes in the lives of many by offering assistance beyond the CRC food pantry. A true ‘hands up’ to a better life for those who lost jobs, become disabled, or for other unforeseen reasons find themselves in despair with no one to turn to. The CRC struggled for several years to reach financial stability and gain recognition for its value to the community. I am pleased to have been a part of making those issues a thing of the past. Proud to be part of something where I could actually see the difference a small, rural organization could make in a community that prides itself on taking care of its own. That care-taking often means reaching out beyond its borders to others who provide complementary assistance programs. To say “we are here and you can help fulfill our ‘hands up’ mission”. Remember, there is no wall between us and the rest of Washtenaw County. But none of this can happen without gaining the trust of the community and forming partnerships with other local organizations to ensure those who need care receive it and the CRC has developed wonderful relationships with many service organizations in and around Manchester. As they say, “it takes a village”. Manchester was a wonderful place to live in large part because of its caring nature. I thank the community and the CRC for letting me be part of something that brings tangible food to the community”.

*Carolyn Dyer*

***Volunteers make great things happen  
at the Community Resource Center!***

*Over 1,120 volunteer hours were logged at the  
Community Resource Center during 2015.*

*The value of their time and talent?  
\$25,000 and counting!*

## 2016 Board of Directors and Staff:

Anita Herman, President; Pastor Pete Harris, Vice-president;  
Denise Walter, Treasurer; Dr. Monty Okey, Secretary;  
Trustees- Karen Berg, Cindy Clark, Susan Gistingner,  
Siobhan Gorman, Cindy Kenney, Hollie Kolcz,  
Dianne Schwab, Dave Tamagne, Pat Vaillencourt  
Laura Seyfried, Executive Director  
Rossie Hutchinson, Administrative Assistant

## Community and Funding Partners



**Ann Arbor Area  
Community Foundation**



St. Joseph Mercy Chelsea  
Washtenaw Coordinated Funders  
United Way of Washtenaw County  
Ann Arbor Area Community Foundation  
Washtenaw County  
Food Gatherers  
Manchester Community Schools  
Village of Manchester  
ITC Holdings, Inc.  
Kiwanis Club of Manchester  
Church World Service (CROP Walk)  
Bishops Storehouse  
Manchester Family Service  
Washtenaw Health Plan  
Michigan Dept. Health & Human Services  
Women, Infant, Children Program  
Washtenaw County Michigan Works!  
Manchester Market  
Catholic Social Services  
Manchester Area Chamber of Commerce  
Area Churches and Civic Organizations  
Local Businesses  
*...and individuals like you!*

**Promoting Volunteerism**