



# Community Resource Center

*Building a stronger community through its volunteers and resources*

## 2011 Annual Report

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### From the Director...



In May 2011 I was offered the opportunity to bring my nonprofit experience to the Community Resource Center.

Although the title of 'executive director' was a little daunting at first, the role itself and the chance to become active in the Manchester community was a perfect match. The prospect of offering various types of assistance and referrals to those in need, managing the food pantry, contributing to the community at large through coordination with other local organizations, and sharing general information was just what I had been searching for. And it was all right here in Manchester.

2011 turned out to be a bountiful year for the Community Resource Center in Manchester. Area residents, volunteers, local youth and adult service organizations, churches and businesses, and many new supporters contributed a variety of food items, non-food groceries, time and talent, grant funds and monetary donations, especially during the fall and winter holiday season. The CRC was even the lucky recipient of a new community fundraiser, Manchester Midnight Madness.

These gifts helped provide all types of

support to members of our community who temporarily found themselves in difficult financial situations. Underemployment, lack of transportation and high utility bills were just a few common reasons that families found themselves visiting the Community Resource Center for the first time, or the fifth time, in 2011.

The Community Resource Center staff, volunteers and board members are very appreciative of the support from the Manchester community at large. We are working hard to provide as many services as necessary to help community members with their specific needs and are even looking ahead to see what other programs and services will be useful to all community members in the year ahead. We strive to do this in the most effective and respectful manner possible.

Thank you for your input, your contributions and for allowing us the opportunity to serve those in need during 2011. The doors to the CRC are open to all. Please stop in sometime to share your comments and observe the ongoing positive changes at the CRC.

If we have not already had the chance to meet in person, I look forward to the opportunity very soon.

Laura Seyfried  
Executive Director

### Grants Help Support the Community

The CRC is grateful for the community partners who support our mission of helping those in need. Food Gatherers, Worth Repeating, Kiwanis, Village of Manchester and United Way were all major contributors in 2011. Their generous grant funding throughout the year allowed the CRC to provide necessary human services, access to food, technology and emergency financial aid to community members in need of temporary assistance.

### The Value of Volunteers

Volunteers are committed to the success of the organizations they serve. The Community Resource Center was fortunate to be a second home to over 40 of Manchester's dedicated volunteers during 2011, giving almost 2,000 hours of service to assist those in need.

Levels of volunteerism at the CRC varied, from a few hours on a one-time special project to over 50 hours annually for board members. Some events, like the Volunteer Recognition Banquet and the MACC/CRC Golf Outing, required many more hours of off-site activities for a few dedicated volunteers. Others spent time in the office; working on bi-weekly food pantry ordering and reporting, answering phone calls, assisting clients with employment and computer needs, and helping out in general. Several other volunteers were committed to a weekly shift in the food pantry; stocking shelves, sorting produce, cleaning and offering assistance to shoppers. So what is all that volunteer time worth? According to the Web site, Independent Sector ([http://independentsector.org/volunteer\\_time](http://independentsector.org/volunteer_time)), the 2010 dollar value of one hour of volunteer time was \$21.36 per hour. Based on the 1,733 hours recorded by volunteers at the CRC, the 2011 value equals \$37,444! The actual value is likely much higher knowing there are many good deeds still going undocumented in the community.



## CRC Stays Active in Community-Wide Events During 2011

On March 17, 2011 the Manchester Community Resource Center joined other organizations at the Ackerson building for the fourth annual Early Childhood Extravaganza. This event brings together the various local service clubs, as well as state, county, municipal and commercial resources that parents might need for their young children, as they approach school age.

During the Extravaganza, the Community Resource Center provided 64 bike helmets to help keep youngsters safe. Children were fitted with appropriate headgear, given information on the importance of cycling safely and sent on their way with colorful and attractive safety helmets. Funding for this project was provided through a grant from the Manchester Kiwanis Club.



MACC Business Expo L-R: Karen Berg, Carolyn Dyer and MHS student volunteers.

The Community Resource Center took part in several Manchester community sponsored events during 2011. Early in the month of June, the CRC participated in the MACC Business Expo. With the help of a few high school student volunteers, CRC board members, as well as our new director, set up an information table and the famous Photo Booth. Area business representatives, farmer's market vendors and shoppers, and event attendees took advantage of the opportunity to chat and learn more about recent changes at the CRC. The youngsters, and the young at heart, even took a turn in the photo booth!

On the heels of the Business Expo, the CRC co-sponsored the 8th Annual Golf Outing with the Manchester Chamber of Commerce. This fundraising event took place at Hills Heart of the Lakes Golf Course on Saturday, June 11th. Sixteen teams took part in the festivities which included 18 holes of golf, prizes, snacks, dinner and networking, as well as a silent auction. New this year was an opportunity for community

members, organizations and businesses to sponsor the event with a specially-designed Eagle, Birdie or Gopher. Thanks to a dedicated volunteer and a local artist, over 30 of these sponsorships were sold prior to the event, bringing in an additional \$1,000 to the fundraiser! The 2012 event is set for Saturday, June 30th. The CRC is currently accepting volunteer applications to assist with this growing annual fundraising opportunity.



As the third Thursday in July approached, the CRC telephone rang non-stop with callers requesting general information, directions, weather updates and pick-up times for their large Chicken Broil dinner orders. During a two-week period prior to the annual event, close to 40 individuals, families and businesses called the CRC to reserve (and re-reserve) their pick-up times for orders of 20 or more chicken dinners. Over 1,450 dinners were scheduled by the CRC for pick-up during the Chicken Broil. After the event, a call came in that we could not answer – what is the “secret” recipe for that Chicken Broil slaw?

On a sunny September day the CRC joined in the annual Oktoberfest in downtown Manchester. Once again, we hosted an information table and offered folks the opportunity to get a memorable picture in the Photo Booth. Music, classic cars, farm



and craft vendors, kids activities were all part of the fun. By early afternoon we were wishing we had formed a Bed Race team but settled on being spectators instead. At the close of the event, we all headed over to the site of the Rubber Duck Race. No winners in our group, but a fun day for all.

Who knew that Spiderman and the Disney princesses had taken up residence

in Manchester? The Ackerson Building preschool costume parade on Halloween proved that superheroes and shiny, pink shoes are just as popular as ever. Our young school neighbors also brought goods to the food pantry and hand-made fleece scarves to keep our visitors warm.

11/11/11 was the date of the 24th annual volunteer recognition banquet (see article on page 3). The CRC is currently taking applications for banquet committee volunteers to begin planning for the 25th annual event.

Manchester's Midnight Madness was a new shopping event created to promote local holiday shopping and community giving. It only took a few short weeks to get the ball rolling and after the December 23rd event was over their goal of raising \$1,500 for a local charity had been exceeded by 50%. The CRC was the lucky recipient of the funds, totaling \$2,001.39! Thank you to the organizers, participants and donors! We look forward to supporting the 2012 event.

## Referrals for Further Assistance – Thinking Outside the CRC

The CRC provided referrals for a variety of needs and opportunities.

During 2011 CRC volunteers continued to assist community members with employment needs such as learning how to search and apply for jobs online, creating or updating their resume and cover letters, and brushing up on their typing skills with on-loan laptop computers through the Michigan Works Access Point.

The CRC also provided application information to eligible clients for low-cost, high-speed internet available to families with school-aged children enrolled in the free lunch program. This opportunity allowed one parent the chance to further her education by enrolling in an online university program.

Early in 2011, the CRC was a host site for the free county-sponsored income tax preparation service for low-income residents. At least 15 families took part in this valuable program.

One special request made of the CRC was for help building an exterior access ramp at a local home. The CRC connected the family's

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## The CRC Facilitates Recognition of Manchester Area Volunteers

On November 11, 2011 Chelsea Community Hospital hosted the 24th Community Resource Center Banquet to honor 20 volunteers and raise operating funds for the CRC. This year's theme was "This is Our Lucky Day". The CRC is honored to hold this annual event because it says so much about our community and its values.

We believe the event was fun and rewarding. Throughout the evening drawings were held to award prizes to "lucky" winners and remind the audience of how lucky we all are to live in such a caring and giving community. The Ben Jansson Jazz Trio provided great, tap your toe, music and emcees, Alicia Ping and Shannon Brown, provided background on each volunteer selected by local organizations for their significant contributions to the organization itself and the community at large... they had a few comical stories to tell about the nominees as well.

The 2011 nominees were: **Bruce Bates** for the Manchester Civic Club, **Ray Berg** for the Manchester Area Chamber of Commerce, **Betty Cummings** and **Reno Feldkamp** for the Manchester Historical Society, **Marty Good** for the Riverfolk Music & Arts Organization, **Julia Gregg** for the CRC, **John and Nancy Johnson** for Boy Scout Troop #426, **Duane Kuebler**, **Joseph Moore**, **Mary Sue Moore** for Bethel United Church of Christ, **Betty Schneider** for Bethel United Church of Christ and Manchester Family Services, **Julie Marvin-Manders** for the Manchester Lions Club, **Kay Mutchler** for the Athletic Boosters, **Dennis Nelson** for Manchester Kiwanis, **Wade Peacock** for Bridgewater Township, **Denny Steele** by Friends of Manchester, **Shea VanVuuren** by Klager PTO, **Dale Weidmayer** by the

Freedom Township History Project, and the 2011 high school nominee was **Jacqueline Timoszyk**.

From this esteemed group four individuals were selected by a Blue Ribbon Panel for special recognition:

- **Betty Cummings** - winner of the Claire Reck Award.
- **Denny Steele** - winner of the Service to Youth Award.
- **Reno Feldkamp** - winner of the Commitment to Community Award.
- **Duane Kuebler** - winner of the Star Award.

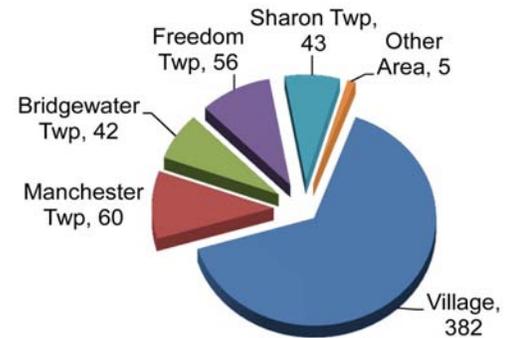
An integral part of the evening is the silent auction, with nearly 40 items donated by community members and businesses across Michigan that support social service non-profits. Among the many super items were theater and musical tickets, a Nancy Feldkamp painting, Ugly Dog Rum and Vodka, seasonal wreaths, a fly fishing expedition, Frankenmuth dinners, and a Florida vacation. A chocolate basket received especially heavy bidding and was purchased by a real chocolate lover! Competitive bidding for highly desired items adds excitement as the bidding status is announced throughout the evening. It was fun!

The 2012 event will be held on Friday, November 9. The committee will shortly begin working on a new theme and planning another successful event. Anyone who hasn't attended should do so; it is a wonderful opportunity to hear about the contributions of so many in our area, have a great dinner, hear good music, visit with friends, and take advantage of a superior auction (maybe a little advance Christmas shopping) to support the CRC in its mission.

## Food Assistance Options

**Food Pantry** — The Community Resource Center continues to operate Manchester's only "user choice food pantry", where clients have the freedom to choose the food that they want to take home for themselves and/or their family as opposed to receiving an already prepackaged brown bag of groceries. Although somewhat stricter qualifications were implemented at the CRC based on changes at the state and federal levels during the year, the number of area residents needing food assistance has not diminished. The number of families and individuals being served on a monthly basis continued to grow throughout the year. Our food pantry is generally open Monday through Friday, 9:00am - 4:00pm although we recommend a phone call in advance to make sure a volunteer or staff is on hand to assist.

### 2011 Food Pantry Visits by Area



**TEFAP** — The Emergency Food Assistance Program, a quarterly, government-subsidized food program continues to be available for pick up at the CRC. Recipients of this extra, pre-packaged food box can qualify if they are income-eligible to shop at of the food pantry. This food is available on a first-come, first-serve basis on the third Wednesday's in January, April, July and October. Last year 119 TEFAP boxes were distributed to low-income households in the area.

**SNAP** (Supplemental Nutrition Assistance Program) Grant from Food Gatherers — During the third quarter of 2011, the CRC was fortunate to employ a grant-funded, temporary staff person specifically to assist new and existing clients with online applications for the Michigan Bridge Card (also known as food stamps). A Food Gatherers specialist trained the CRC staff on the program and technology was also included in the grant. The grant



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social worker with Washtenaw County's Accessibility Ramp Program and a ramp was built to code at the home at no charge to the family.

The CRC was also able to connect families with specific needs. For example, one desperate grandmother needed a low-cost car seat for her recently adopted grandchild and was able to get one through a source at the University of Michigan. Another family's child needed eyeglasses and the CRC reached out to the Lion's Club for assistance to cover the cost of the exam and the glasses. And finally, although the CRC does not plan to get into the "trade" business, it was a connection point for several people with items to give away to needy families. Many baby items, children's bedroom furniture and even a Christmas tree were donated within the community to help those in need.

Food Assistance Options *Continued from page 3*

also funded the CRC's presence at the Manchester Farmer's Market in order to promote healthy produce available at the food pantry showing that limited resources should not prohibit access to healthy foods. In addition, the grant offered free "extra" produce available twice a week for pick up at locations outside of Manchester. The CRC was able to refer qualified clients to these resources as requested. Even though the grant funds were exhausted after September, the CRC continues to assist clients with the online applications and other resources for additional nutrition assistance.

**WIC** — This special food and nutrition program promotes good health and nutrition to Women, Infants, and Children. Expectant families and those with young children are able to schedule their appointments and meet with the WIC program representatives

here at the Community Resource Center on the third Thursday of each month. More information or referrals can be provided by the CRC.

**The Michigan Bridge Card** — Food Assistance Program and State Emergency Relief are two state assistance programs that provide funds to clients via the Bridge Card. The CRC is able to assist people by appointment with the online applications process. This process includes not only the online application itself, but the opportunity to scan supporting documents to the application. Documents can also be printed, copied or faxed at no charge to the client if necessary. Thanks to the Kiwanis Crazy Cash, the CRC will soon be able to offer clients the option to scan their relevant documents directly to a USB drive where they can safely store their information for future needs.

**Thank you to our Community Partners:**

- Worth Repeating
- Village of Manchester
- Chelsea Community Hospital
- Area Churches and Civic Organizations
- Local Businesses
- ... and individuals like you!**



*The mission of the CRC is: to meet the human service needs of the community and provide a forum for local community and other organizations.*

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2011 ANNUAL REPORT			
Income		Expenses	
Annual Appeal	\$ 12,442	Dues/Memberships	\$ 1,439
Chelsea Hosp. Banquet	\$ 11,932	Emergency Needs	\$ 7,165
Churches/Misc. U/W	\$ 1,771	Food Pantry	\$ 1,491
Cropwalk	\$ 43	Moveable Equipment	\$ 430
Fundraising	\$ 732	Insurances	\$ 632
Golf Outing	\$ 3,854	Office Expenses	\$ 2,608
Grants	\$ 13,725	Phone	\$ 1,340
Individual Donations	\$ 2,566	Rent	\$ 2,940
United Way of Washtenaw County	\$ 10,000	Travel/Seminars	\$ 626
Village of Manchester	\$ 2,000	Wages/Taxes	\$ 27,081
<b>Total Income</b>	<b>\$ 59,063</b>	<b>Total Expenses</b>	<b>\$ 45,743</b>
Cash Balance as of 01/01/2011	<b>\$ 21,922.00</b>		
Cash Balance as of 12/31/2011	<b>\$ 35,242.00</b>		

2011 Board of Directors
Sue Gisting, <i>President</i>
Dennis Sullivan, <i>Vice President</i>
Ted Bragg, <i>Treasurer</i>
Karen Berg, <i>Secretary</i>
Carolyn Dyer
Vicki Miller
Tom Roberts