



# Community Resource Center

*Building a stronger community through its volunteers and resources*

## 2012 Annual Report to the Community

### Inside This Issue

Volunteers Support the CRC...	2
Eating Better	2
Thank You for Calling the CRC	2
25 <sup>th</sup> Annual Volunteer Banquet	3
Food Pantry Report	3
Pieces of the Pie	4
Annual Financial Report	4

### Reflecting on the Past Year at the CRC...



The year 2012 marked the 25th anniversary of the Community Resource Center serving residents of the Manchester area. To many, it probably doesn't

seem that long ago when a small group of caring community members joined together to figure out how they could best offer a hand up to their family members, friends and neighbors who were adversely affected by the closing of one of Manchester's major employers. From its humble beginnings in the basement of a downtown church building, to its current location in the Ackerson building, the CRC has grown in size and service.

Though countless things have changed over those 25 years, the mission of the Community Resource Center remains unchanged –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. We are here to offer temporary assistance to those in need – resources for food, funds for housing and utilities, and job search information - a hand up to self-sufficiency in most cases, and safe support in

others. We are here to challenge those who can give back to share their knowledge, skills and time throughout the community. We are here to make Manchester a better place for all by empowering people to make educated decisions for themselves to improve their situations.

The avenues we travel to provide these resources however have changed. During 2012 the CRC upgraded technology in our office in order to keep up with the times, and even stay ahead of the curve in some situations. In addition to the new computers and communication options, we also worked hard on improving and expanding our connections throughout the county in order to share more useful information and educate our population. In order to be successful in this endeavor, we worked on building and strengthening trust within the community by partnering with other local agencies and organizations. For many years, these groups have offered community members all kinds of valuable support. The CRC has continued the role of connecting people in need of a specific service or program with the appropriate provider, and in return that provider will do the same for services we can deliver.

In addition to uniting with our local resources for the greater good of all, the CRC has reached out a little further in the past year to partner with county level agencies through our relationship with the United Way of Washtenaw County. These agencies provide broader assistance in the form of deliverable fuel funds, access to emergency housing, resources for older adults, county healthcare plans for the uninsured, as well as bring resources directly to clients at the CRC by offering online applications and by meeting people "where they are" here in Manchester. Even though we have made great strides in reaching out for more support, there is still much to be done. People in Manchester continue to look for more local opportunities to resolve recurring issues that hinder their self-sufficiency. Reliable transportation, adequate health care, living-wage jobs and food security top the list, not only here in

Manchester, but throughout the country.

We still face many challenges in our work here at the CRC, but there are many accomplishments to be proud of too. It is through our positive connections that we can celebrate our successes, from the people who seek and receive our services to those who give back in the community. As we continue to move forward, improving access for our clients, strengthening our resource relationships, and expanding our funding bases, the CRC will stay optimistic in our commitment to the mission of serving the Manchester community.

### Golf Outing

On Saturday, June 30th, the Community Resource Center joined forces with the Manchester Area Chamber of Commerce to co-host the 9th annual golf outing fundraiser. Fourteen foursomes hit the links at Hills' Heart of the Lakes Golf Club for 18 holes of fun and competition. In addition, over 28 community businesses and local individuals supported the event by providing sponsorships, donations and prizes.

Overall, proceeds from the 2012 Golf Outing amounted to almost \$3,000 for CRC programs and services in the community.

The 10th annual golf outing fundraiser is scheduled for Saturday, June 15, 2013.

### Sharing the Burden of Costs

During 2012, the Community Resource Center partnered with the Washtenaw County Office of Community & Economic Development on behalf local residents needing additional assistance with utility bills. Through coordinated funding programs like Barrier Busters and the Low Income Home Energy Assistance Program (LIHEAP) several Manchester households avoided shut-off of electricity and/or heat at a cost of \$6,285. This amount is above and beyond the almost \$7,400 in emergency assistance directly provided by the CRC throughout the year.

## Volunteers Support the CRC in a Variety of Roles...

Volunteers of all ages logged over 2,005 hours of volunteer time with the CRC in 2012. Community Resource Center volunteers are glad to feel useful in the community.

Many of our volunteers are retired folks who enjoy spending time at the CRC “keeping house” and assisting customers in the food pantry. Others step in to help plan, manage, and attend events and activities like the Golf Outing or the Volunteer Recognition Banquet on behalf of the Community Resource Center.

Several volunteers share their knowledge and skills with CRC patrons. For example, some use their own work and education experiences to help current job seekers navigate the online job search and application systems. Others offer tutoring or tech help.



Finally, all of the volunteers provide a sense of understanding toward CRC clients and in their own personal way support the mission of the Community Resource Center. From showing a friendly smile at the door of the food pantry to a 2-hour income tax preparation session to playing 18 holes of golf, there are a variety of opportunities for everyone in the community to volunteer for the CRC.

Some of the volunteer tasks and projects performed during 2012 include:

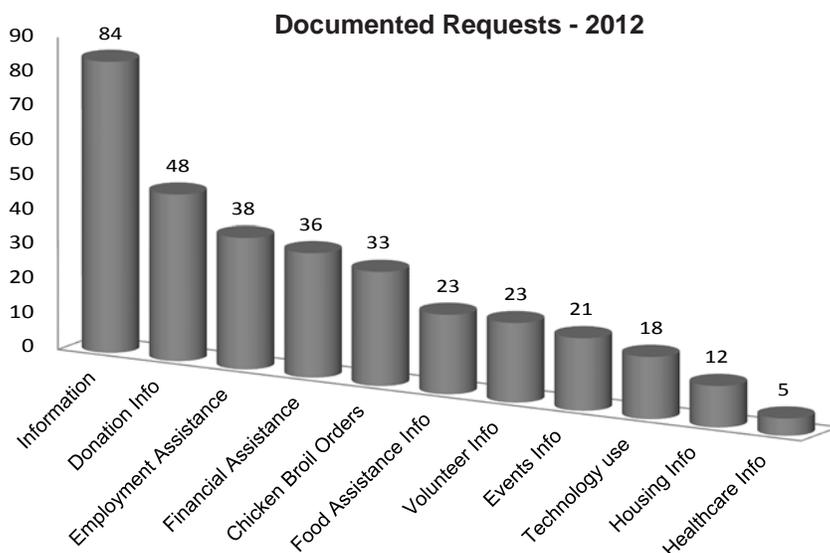
- MECC preschoolers making and donating dog and cat treats for clients’ pets
- cub scouts collecting ingredients and making “favorite cookie recipe” kits for food pantry customers
- girl scouts putting together candy filled Christmas “stockings” for our kids and kids at heart
- local needle workers donating homemade hats, scarves, mittens and potholders for special holiday projects
- weekly food pantry workers, many of whom attend ServSafe training offered by Food Gatherers in order to be well informed on food safety
- office staffers who help with phone calls, data entry, bulletin boards, promotional materials, grant writing, etc.
- event volunteers for the annual MACC Golf Outing, Volunteer Recognition Banquet & CRC Fundraiser, Business Expo, Early Childhood Extravaganza,...
- project volunteers who helped paint the food pantry, move office furniture and cubicle walls
- high school students fulfilling community service hours for their government class
- Manchester’s Chicken Broil “large carry-out order” schedulers
- CRC board members who meet monthly to carry out the mission of the CRC
- Partner volunteers who assist with income tax preparation, fine tune applications for food and health insurance assistance, provide senior resources, and much, much more

Volunteer opportunities are always available at the Community Resource Center. Call the CRC office to learn more.

## Thank You for Calling the CRC...

The Community Resource Center answers questions on a variety of topics each and every day. Calls come in from individuals interested in donating items, looking for job opportunities as well as seeking financial or food assistance (not including food pantry visits).

During 2012 we began to document requests from callers and visitors. Some questions were easy to answer – “yes, you may come to the CRC to use our technology to print a copy of your resume.” Others were not so simple and required some investigation before an answer could be provided – “where do the Chicken Broil chickens come from?” or “I just moved here yesterday and I need to know what my options are for recycling if I live outside of town?”



## Eating Better

In early 2012 the Community Resource Center partnered with the Manchester Wellness Coalition to promote healthier eating habits. This was in response to the 2010 Washtenaw County Health Improvement Plan study that showed only 8% of area residents eat the recommended daily amounts of fruits and vegetables, and the primary reason is that “they don’t think about it.” The 5-A-Day Toolkit project was created for individuals (age 3 years and up) to actively track their consumption of fruits and vegetables on a daily basis over a six-week period.

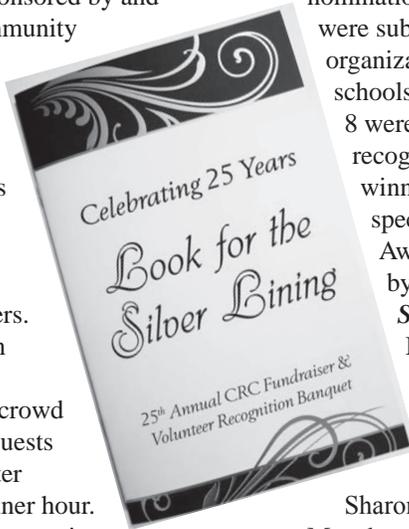
Once registered participants complete and submit their six weeks of tracking postcards, they receive a custom Manchester Portion Plate.

The 5-A-Day Toolkit project continues, and more programs will be implemented in the coming year. Contact the CRC for more information or to register for the project.



## 25th Annual Volunteer Recognition Banquet and Auction Fundraiser

On the evening of November 9, 2012, the CRC hosted the Annual Volunteer Recognition Banquet and Fundraiser. The event, once again sponsored by and held at Chelsea Community Hospital, celebrated its 25<sup>th</sup> year with “Look for the Silver Lining”. Over 120 community members joined together to honor Manchester area organizations’ outstanding volunteers. Emcees Janet Larson and Carolyn Dyer reminisced with the crowd and challenged the guests with some Manchester Trivia during the dinner hour. Attendees spent time perusing the silent auction area, secretly writing in their bids on items ranging from a Family Fun Day at the Hands On Museum to an authentic German Dinner for six. In the end, the auction alone raised more than \$3,300 for CRC programs and services. Overall,



the CRC netted almost \$9,000 making it our biggest fundraising event of the year.

During September and October, nominations for 16 outstanding volunteers were submitted by 14 different organizations representing service groups, schools, and churches. Of those nominees, 8 were selected to receive additional recognition from the community as winners of one of the following 4 special awards: Service to Youth Award – **Doug Parr** nominated by the Civic Club; Star Award – **Susan Luckhardt** nominated by Bethel United Church of Christ; Commitment to Community Award– **Joanne Kemner, Carol LaRock & Kim Smith** by Manchester Family Service and

Sharon & Carl Curtis nominated by the Manchester Area Chamber of Commerce; and the Claire Reck Volunteer of the Year Award – **David Little** posthumously nominated by both the Manchester Men’s Club & the 20<sup>th</sup> Century Club.

The full list of 2012 Volunteer Nominees and their supporting organizations include:

**Bruce Bates** – Manchester Lions Club; **Jackie Bonner** – Klager PTO; **Carl & Sharon Curtis** – Manchester Area Chamber of Commerce; **Jacob Fielder** – Manchester High School; **Anita Herman** – Community Resource Center; **Lynda Horning** – Manchester Middle School PTSA; **Joanne Kemner, Carol LaRock, & Kim Smith** – Manchester Family Services; **David Little** – Manchester Men’s Club & 20th Century Club; **Rob Long** – Manchester Area Friends; **Susan Luckhardt** – Bethel United Church of Christ; **Doug Parr** – Manchester Civic Club; **Jim Sewell** – Kiwanis of Manchester; and **Michelle Stace** – Manchester Athletic Boosters.

Congratulations to all of you for sharing your time and talent with the Manchester community.

### Save the Date

**Friday, November 8, 2013** for the 26<sup>th</sup> Annual Volunteer Recognition Banquet & CRC Fundraiser. More information to be shared with the community very soon!

## Food Pantry Visits — 2012

Community Resource Center Food Pantry visits increased overall during 2012 with a recorded high count of 613. While some areas saw fewer customers compared to 2011, others showed significant increases. While there is no single reason for the increases in specific areas, the changes most likely reflect the expanded visibility of the CRC throughout the community. As we continue to track food pantry usage we will be better able to predict changes like these and adapt our programs to fit those needs.

### Where does all of the food come from?

During 2012 the CRC received Food Gatherers’ Carrot Credits valued at \$6,500 to help support food purchases for the pantry. These credits were used to purchase canned goods, fresh produce, and frozen meats among other staple food items. The products are delivered to the CRC food pantry twice monthly from the Food Gatherers warehouse in Ann Arbor.

The CRC food pantry was also very fortunate to have several faith partners in the Manchester area holding special collections of financial contributions and pantry products in celebration of Lent, Easter, the

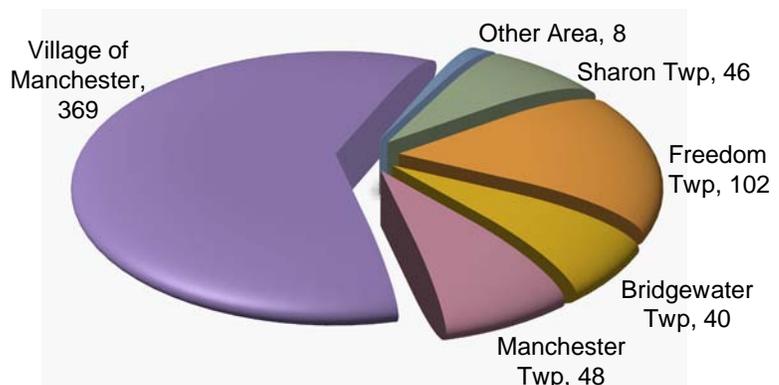
CROP Walk, and Advent. Most of these churches contributed on a regular basis too, not only food items but also baby supplies, personal care items and cleaning products. These necessary household products were especially welcome since shoppers could not use their Bridge Card (food assistance) to secure them at the grocery store.

In addition, numerous individuals, student groups, service organizations and special event participants donated goods throughout the year by delivering items directly to the CRC or by leaving non-

perishables in the CRC shopping cart at the Manchester Market. Seasonal donations of fresh produce came to the food pantry from local farmers as well as the community garden. An added benefit of these donations was the opportunity among volunteers and shoppers to share favorite recipes from apples to zucchini.

All donations of fresh produce, non-perishable foods, personal care items, baby supplies and cleaning products are welcome. Call the CRC for a list of “most wanted” items.

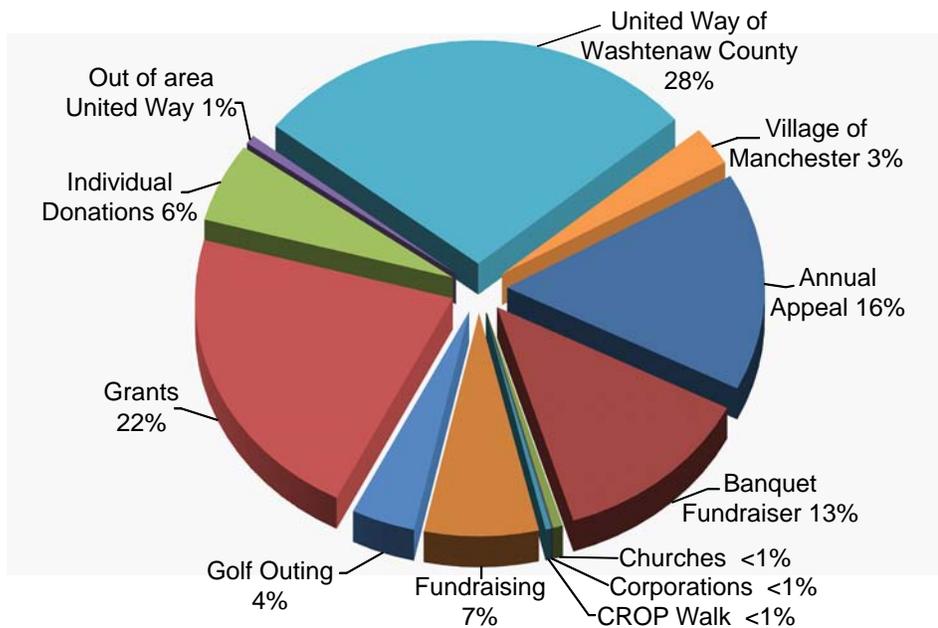
Food Pantry Visits - 2012



## Pieces of the Pie

Financial resources were donated, contracted, granted, raised and solicited throughout the year. Most funds were received with no strings attached, to be put to use wherever there was the most need. Other contributions were designated to be spent on specific programs, projects and items. Either way, the monetary donations of individuals, businesses and organizations, as well as fundraiser dollars were put to work on behalf of Manchester area residents in need of a hand up.

**Funding Sources - 2012**



## Thank you to our Community & Funding Partners:

- United Way of Washtenaw County
- Worth Repeating
- Food Gatherers
- Village of Manchester
- Kiwanis of Manchester
- Manchester Community Schools
- Manchester Wellness Coalition
- Chelsea Wellness Foundation
- SJMHS Chelsea Community Hospital
- Washtenaw County Office of Community & Economic Development
- Washtenaw Health Plan/WIC
- Manchester Area Chamber of Commerce
- MSU Extension
- Cartridge World Recycling
- Area Churches and Civic Organizations
- Local Businesses
- ... and individuals like you!**



CRC Board of Directors Top L-R: Sue Gisting, *Vice President*, Carolyn Dyer, *President*, Ted Bragg, *Treasurer*, Karen Berg *Secretary*, Bottom L-R: Tom Roberts, Vicki Miller. Not Pictured: Jody Flowers

## 2012 ANNUAL FINANCIAL REPORT

Income		Expenses	
Annual Appeal	\$ 11,171	Designated Grant Purchases	\$ 6,825
Banquet Fundraiser	\$ 9,034	Dues/Memberships	\$ 189
Churches	\$ 436	Emergency Needs	\$ 7,392
Corporations	\$ 50	Food Pantry	\$ 436
Cropwalk	\$ 253	Insurances	\$ 608
Fundraising	\$ 5,073	Office Expenses	\$ 1,472
Golf Outing	\$ 2,835	Payroll/Taxes	\$ 36,867
Grants	\$ 15,395	Phone/Fax/Internet	\$ 1,500
Individual Donations	\$ 4,050	Rent	\$ 2,800
Out of Area United Way	\$ 462	Technology-Hardware/Software	\$ 2,284
United Way of Washtenaw County	\$ 20,000	Travel/Seminars	\$ 750
Village of Manchester	\$ 2,000		
<b>Total Income</b>	<b>\$ 70,759</b>	<b>Total Expenses</b>	<b>\$ 61,123</b>

**Mission Statement:** *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.*

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