



Community Resource Center

Building a stronger community through volunteers and resources

2009 Annual Report

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Michigan Works! Access Point

Manchester Community Resource Center serves as an Access Point for Washtenaw County ETCS [Employment Training and Community Services], a workforce development agency. *Michigan Works!* Access Points offer a basic, stream-lined set of services to local residents seeking help with securing work or upgrading their current employment. Our Manchester site is equipped to provide coaching assistance with:

- Identifying the right work (job-fit)
- Transitioning to different work roles
- Developing effective resumes
- Writing dynamic cover letters
- Conducting a thorough job search
- Capitalizing on networking
- Creating a personal business card
- Improving interviewing skills
- Dressing for success
- and more

When appropriate, local clients can proceed to the *MI Works!* Service Ctr. located at 304 Harriet Street in Ypsi. This full service hub for workforce development in Washtenaw County connects clients with on-the-job training, re-training and other learning opportunities designed to position them more securely in the work-force. By taking the first steps of their job search in Manchester, however, local job seekers receive personal, one-on-one attention

and avoid the long lines and waiting lists experienced in Ypsilanti.

The *MI Works!* site in Manchester also provides job seekers with access to computers, high-speed internet, copy and fax machines, office supplies, printers and land-line phone service. These resources are available by appointment, on a first come, first served basis during the CRC's regular business hours.

Two Volunteers Join CRC

Jim Dzengeleski and Anita Herman joined the CRC volunteer roster to lend their experience to the *MI Works!* program.



Jim, retired from the State of Michigan, worked in the UIA of the Department of Labor and Economic Growth (DLEG). Anita retired as professor and chair of the Gerontology Department at Madonna University in Livonia. Each brings many years of experience in working with individuals preparing for and seeking meaningful employment. This results in more service to clients seeking help with their job search. Help is now available on Tuesday and Thursday mornings from 9:30 to noon. Other times are available by appointment.

New Offerings Available

Several new offerings have been added to the resources already available through *MI Works!* at the CRC.

Electronic Network

Job seekers interested in regular updates to local employment openings can now join an electronic network originating from Manchester's Access Point. At least once a week, job postings from several sources are added to the network and sent directly to members for their review. This network also



Client checking MI Talent Bank for job openings in western Washtenaw County

allows the volunteer coaches to follow up with clients on an individual basis, answering specific questions, as they move through their job search. Others can join this network by sending an email to access.pt@sbcglobal.net.

Manchester *MI Works!* BlogSpot

Good information and helpful tips for the job seeker are available online. Jim Dzengeleski combs through these resources and posts user-friendly versions on the Manchester CRC BlogSpot. These insights can be read by visiting www.manchestercrc.blogspot.com.

Helpful Tips Workshop

Based on a review of client needs, an informal workshop designed to address particular recurring issues was offered in September. Anita and Jim, joined by Michele Ingalls, of the Manchester Chamber of Commerce, and Jacquelynn Cochran, of *MI Works!*/etc, offered information and answered questions. Twelve job seekers attended this evening session to gather job search advice and learn more about resources available through the CRC and the *MI Works!* Service Center. A powerful part of the program consisted of attendees exchanging some of their job-search stories and encouraging one another. Participants' evaluation sheets reported the workshop to be "very helpful" and identified topics of further interest for future workshops. This event not only addressed client needs but also served to draw community attention to the CRC and its role as an Access Point to *MI Works!*.

As this report goes to press, final edits are being made to a training manual designed and written by Sandy Livesay to teach the basic computer skills needed to conduct an effective job search.



Each of the eight lessons focuses on a critical element of using the computer, working in Windows and using the Internet with more confidence. Draft copies of this training manual have been “tested” by volunteer users. Once printed, copies will be available for use at the CRC and at the Manchester District Library. To sign up for training call the CRC at 428-7722.

Success Story

Divorced from her husband, separated from her work role and without a regular source of income, Lucy [not her real name] called the CRC. She initially came for assistance in addressing the basic needs of herself and her family. Chris Kanta listened carefully to Lucy’s story and invited her to take advantage of the *MI Works!* resources as well. Lucy met with Jim on the following Thursday and began writing her resume

With all the uncertainty and turmoil in her life, it was very difficult for Lucy to stay focused on “work objectives” and specific “job qualifications.” Which “action verbs” best described her prior accomplishments? Lucy said, “When life is crumbling around you, and you don’t know where to turn, your self-esteem takes a hit, and it’s hard to think. I really needed help.” Lucy dedicated every free moment to her job search, working on her resume and cover letter at the computers in the *MI Works!* office.

In surfing internet sites for jobs, Lucy soon learned that direct care workers were in demand and shifted the focus of her resume to reflect her experience and skills to that end. Through a contact in her network, Lucy learned of an open position. She returned to *MI Works!* on Tuesday to tweak her resume with Anita, met with Kathie LaHaie of Worth Repeating on Wednesday for help coordinating her business wardrobe, and went to her job interview on Friday. She was focused, she was prepared and she was hired.

The role of an Access Point is to enable, encourage, and empower a client to move forward with confidence. Lucy says, “Help was readily available..., the helpers were not condescending. I have such a great feeling of accomplishment.” This is Lucy’s success story.

More Clients Served

As the economy worsened, and the 2009 unemployment numbers climbed, the demand for assistance in locating gainful work increased. The *MI Works!* site here in Manchester experienced a significant increase in phone inquiries, walk-in clients and on-site appointments. The increase reflected an average of 25 clients a month who benefited from this employment resource.

The Food Pantry Helps Families

The CRC Food Pantry serves the needy in the Village of Manchester and four surrounding townships. This local resource has been important especially in light of the growing numbers of unemployed and those facing reductions in work hours.

It is a significant task involving many hours of volunteer labor to collect and deliver the items to the Pantry, and then sort, organize and stock the shelves for convenient distribution.

The willingness to help our neighbors is reflected in the generosity of all who contributed in various ways throughout the year.

Fall Food Drive Assists Those in Need

On October 24, the Manchester Schools’ Support Staff and Transportation Dept. held a one-day food drive to fill a school bus with donations.



2009 ANNUAL REPORT			
Income		Expenses	
Annual Appeal	\$ 4,073	Accounting	\$ 170
Chelsea Hosp. Banquet	\$ 9,960	Dues/Memberships	\$ 315
Churches/Misc. U/W	\$ 1,204	Emergency Needs	\$ 2,212
Corporate Donations	\$ 325	FICA	\$ 2,001
Cropwalk	\$ 463	Food Pantry	\$ 2,773
Fundraising	\$ 285	Grant Expenditures	\$ 4,382
Men’s Club	\$ 2,500	Insurance	\$ 944
Golf Outing	\$ 3,285	Office Expense	\$ 1,441
Grants	\$ 11,500	Phone	\$ 1,817
Individual Donations	\$ 3,981	Rent	\$ 2,520
United Fund Manchester	\$ 5,000	Travel	\$ 755
Village of Manchester	\$ 2,000	Wages	\$ 26,583
Total Income	\$ 44,576	Total Expenses	\$ 45,913
Cash Balance as of 01/01/2009	\$ 25,696.44		
Cash Balance as of 12/31/2009	\$ 24,359.74		
Grants			
\$1500	Kiwanis Crazy Cash Night		
\$2000, \$1000 & \$300	Worth Repeating Inc. (Emergency needs and gas vouchers)		
\$3000	The St. Joseph’s Mercy Hospital Judy Ivan Endowment		
\$150	Angel Grant (expensed in 2008 for gas vouchers)		
\$4000	United Way /Food Gatherers		
Non-Cash			
\$500 & \$175	FEMA credit		
\$800 & \$800	Purchased food Thivent Financial for Lutherans		
\$2000	Food and holiday vouchers from private donor		
	Web site design and hosting services Michael Orta, Avek Host		
\$1200	Value for 4-half shares weekly food by Two Creeks Organic Farm		
\$3119	Cooler/freezer from Food Gatherers		

Gala Event at Chelsea Community Hospital

The annual event honoring outstanding volunteers nominated by Manchester's civic, religious and non-profit groups took place in November. Incorporating the fun of Friday the 13th, this tribute recognized 19 inspiring individuals and raised awareness of the significant work of area groups and organizations.

"For 22 years, the CRC has recognized volunteers who make a difference," event spokeswoman, Carolyn Dyer, said. "The Manchester area is noted for its volunteerism. Part of the community's DNA is its willingness to step forward to help the less fortunate and initiate projects that benefit our citizens, young and old alike."

This fun event was sponsored with the help of Chelsea Community Hospital because of their commitment to the Manchester community. Their banquet services provided the dinner and inviting ambiance in their dining room – and a memorable night for all.



Volunteers nominated by civic groups and honored by the community.

Emergency Needs

Residents of the Village and the four surrounding townships count on the CRC to help when personal and familial resources are exhausted. To be prepared to meet the ever-increasing demand in the Manchester school district, the CRC is vigilant about:

- monitoring grant opportunities and additional funding sources
- networking with multiple sources to assure an adequate supply of food on our local shelves
- scanning social services and other non-government agencies for new resources and assistance
- staying connected with local churches, service agencies and other gatekeepers who respond to need and refer clients
- developing, cultivating and often coordinating new programs as unique needs surface

Assistance is provided in a variety of ways including requests for information and referrals to helping agencies. Some requests required crisis intervention or resources for emergency needs. Each is given attention and a plan, developed with the client, for navigating the various options.

Food Pantry Report Totals Families Served

Village	140
Manchester Twp.	20
Freedom Twp.	92
Sharon Twp.	25
Bridgewater	38
Outside Areas	9
Total Families	324
Total Individuals Served	1105

Donation Provides Access to Fresh and Local Foods

In 2009, a new addition to the Food Pantry came in the form of a commercial cooler from funds from United Way of Washtenaw. The cooler is valued at \$3200 and will offer families a choice of more local and fresh vegetables, fruit, eggs and dairy.

The CRC has increased the quantities of these food groups in two other ways this year. Allowances in purchased fresh foods from the Food Gatherers distribution program increased nearly 100% and a donation by Two Creeks Organic Farm of 4 half-shares of farm produce was made available.

The Masters of Ceremony for the gala evening were Nanette and Rev. Gary J. Kwiatek who delighted attendees with their fun and humor.

Others offering comments and assisting with awards presentations include: Pat Vaillencourt, Village President; Mark Ouimet, Washtenaw Co. Commissioner acting on behalf of Jessica Ping; and Pam Byrnes, Michigan Senate's 18th District.



Receiving special awards this year were:

John Korican, Sr., *Claire Reck Award*; Howard Parr, *President's Service and Lifetime Achievement Awards*; Sidney Palmer, *Service to Youth Award*; and Barry and Peggy Allen, *Star Award*.



CRC Board members at the 22nd Annual Volunteer Recognition Banquet L-R: Jean Nemacheck, *Treasurer*; Vicki Miller; Susan Gisting, *President*; Chris Kanta, *Executive Director*; Carolyn Dyer; Dennis Sullivan, *Vice President*. Front: Tom Roberts. Karen Berg is not pictured.

Longtime Board Member Steps Down



Linda Mussio has been a part of the CRC for over 15 years. As Secretary, she has kept meticulous records that were important to the effective running of monthly meetings.

Linda was always willing to help with whatever needed to be done. She served on the Banquet committee for many years and continues to contribute to the success of the event. As a teacher for the Clinton Schools, Linda provided expertise in youth programming and issues. The CRC is grateful for her service to the organization and the community.

Community Development

Beyond addressing emergency and the other social service needs, the CRC participated in, cosponsored and often initiated programs designed to enhance community development. Strong and healthy families are fundamental to a healthy community. Proactive projects prevent problems and are cost-effective in the long term. To that end, the CRC served as a catalyst for programs and activities that promoted healthy living. The Bicycle Helmet Program and the Running Fit Project, each highlighted elsewhere in this report, exemplify some of these efforts.

Support of the business community is essential to the health and life of a community. In June, the CRC participated in the Community Business Expo event. This effort brought together local businesses, organizations and individuals on Adrian Street in downtown Manchester to showcase local products and services in the community.

The Women, Infant and Children's Program (WIC) continued at the CRC to help those who are at nutritional risk. This monthly program was offered so that nutritious foods, information on healthy eating, and referrals to health care could be available locally.

Education is important to the well-being of the community. One such example of the CRC role was our attendance at the Washtenaw County Roll-Out Event for the Suicide Prevention Plan on Sept. 14, at the Morris Lawrence Building in Ann Arbor. This event provided information and resources from two years of planning by agencies and community members for a county-wide resource devoted to engaging the Washtenaw community in the prevention of suicide. Suicide is the fourth leading cause of death for adults between the ages of 18 and 65 years in the U.S. A website is now up at: <http://www.washtenawalive.org>.

The CRC continues to raise awareness of these and other important issues which contribute to the well being of the Manchester community.



Running Fit was a Big Hit with Kids

The CRC in collaboration with the Manchester Community Schools Migrant Education Program was awarded a \$3000 grant for the Running Fit Program. This grant was made available from St. Joseph Mercy Hospital through the Judy Ivan Healthy Communities Endowment.

The Running Fit Program promoted healthy living by engaging young people in recreational activities and providing nutritional information. Youth 5–12 years of age participated in a variety of games, sports, and swimming in a once a week opportunity at Saline Recreation Center. This grant award allowed children from the local migrant worker community and others in the community including those at-risk, to benefit in a way that encouraged physical activity.

In the assessment of the program, parents stated how their children looked forward to the weekly event and especially enjoyed the swimming instruction.

"Two of the participants were very afraid of the water initially, but came away from this opportunity mastering some basic skills and feeling more confident about themselves and their abilities," related Cheryl Call, Program Director of Running Fit.

This summer program was a chance for children to have fun, be active, and come away with a new pair of athletic shoes as well.

Volunteerism Benefits the CRC and the Community

Volunteerism is a critical component of maintaining a healthy non-profit and a vibrant community. As a Volunteer Center of Michigan, the CRC works to support volunteering and mentoring, connecting people to opportunities, and providing recognition of outstanding service. As an affiliate member of the HandsOn Network, we work with others to inspire, equip and mobilize people to take action to change the world.

Special thanks to our new volunteers and friends:

- **Dave Helisek** and **Julia Gregg** for their outstanding work in producing a successful 2009 MACC/CRC Golf Outing that took place June 10.
- **Elyse McKenzie** and **Kim Mancuso**, along with Kim's children Ari and Michael for their bimonthly assistance putting away delivered food from the Food Gatherers program.
- **Katy Hughes** for her contributions of recipes and packaged meals in the Food Pantry and for her articles on awareness of environmental issues for the Manchester Communicator.
- **Barry** and **Peggy Allen** for generously keeping the Pantry shelves replenished with food supplies.
- **Michael Orta** for his website and hosting services.

Kiwanis Supports CRC

Each spring, Manchester Kiwanis Club members raise funds with their Crazy Ca\$h Night to support the work of local agencies and organizations. This year, the CRC received \$1500 from proceeds to buy equipment to support safe family living. These dollars funded 125 bike helmets for children ages 3-8, along with 100 bike safety sticker books, and 35 first-aid kits for migrant families.



The CRC is grateful to Kiwanis members for their efforts which helped projects such as this.

2009 Board of Directors

Sue Gisting, *President*
Dennis Sullivan, *Vice President*
Jean Nemacheck, *Treasurer*
Linda Mussio, *Secretary*
Vicki Miller
Tom Roberts
Karen Berg
Carolyn Dyer

Chris Kanta, Executive Director
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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.*



Volunteer Centers of Michigan
www.mivolunteers.org

AN AFFILIATE OF

