



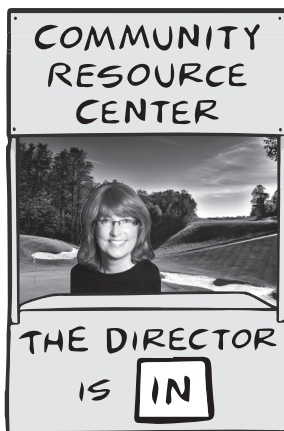
# Community Resource Center

*Building a stronger community through its volunteers and resources*

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## 2013 Annual Report to the Community

### Help is only a phone call away...



Now that spring has finally sprung and the record snowfall of the past winter is in the books, it is easy to forget that many households struggled to keep the heat on during the long stretches

of extreme cold. The fact is that many of our neighbors suffered sleepless nights and frosty days until they learned help is available through the Community Resource Center.

We know that utilities such as heating, electric and water are considered necessary

to live safely but many households go without one or all at some point each year. Reasons vary, but generally problems start when families are not able to pay the bills in full by the due date. The senior citizen on a fixed income, people with unexpected or long-term unemployment, or a family facing an emergency medical situation are all likely to find themselves “robbing Peter to pay Paul”. They try, paying partially at random intervals but past due amounts and late fees add up fast. They may try working with the company by setting up a payment plan which works for a while, but as soon as a payment is missed the total amount is due and a shut-off notice is issued. Panic sets in.

The good news is emergency financial assistance is available.

During 2013 alone, the CRC helped 19 qualified households pay utility bills totaling over \$9,700. We assisted families with

information and access to programs to help their situation. CRC staff helped complete the applications online and submitted supporting documents by scanning, faxing or mailing. We also helped coordinate supplemental funding with other agencies if necessary and made sure a hold was ordered for any immediate shut-off of electricity, water or heat.

Our goal was, and still is, to keep vulnerable households from losing a necessary utility service. The system is in place and help is currently available. It's just a phone call away.

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### Who is a Community Resource Center Customer?

Anyone who lives in the Village of Manchester or the four surrounding townships of Bridgewater, Freedom, Manchester and Sharon is eligible for help from the CRC. We provide a variety of services to area residents from answering questions about where to donate gently used clothing and household items (Worth Repeating) to helping senior citizens get their income taxes filed for free to assisting with online applications for the Healthy Michigan Plan (Medicaid). Whatever the need, we will do our best to help.

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### Save the Date

*Saturday, June 7, 2014*

11<sup>th</sup> Annual

Fundraiser Golf Outing



*Friday, November 14, 2014*

27<sup>th</sup> Annual Volunteer Recognition  
Banquet & CRC Fundraiser



More information to be shared with  
the community very soon!

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**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.*

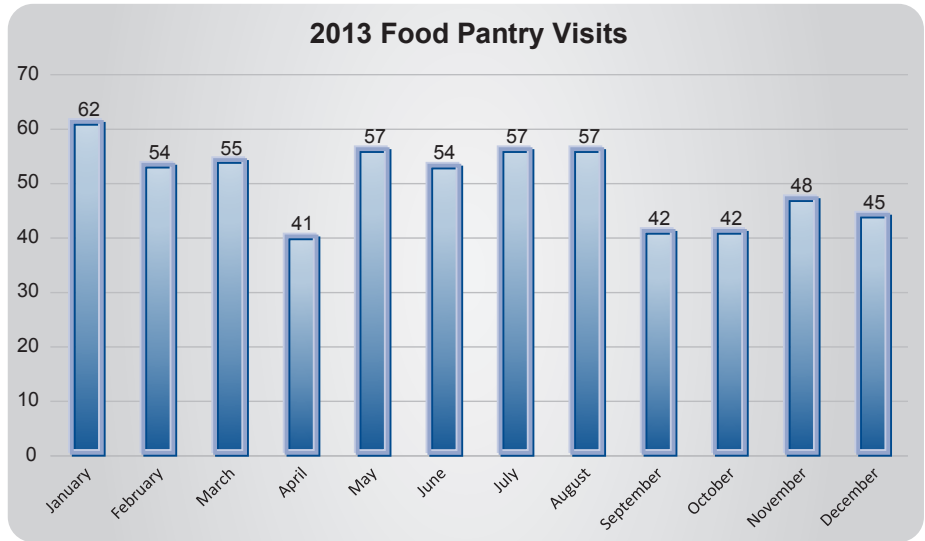
Visit our website:  
[www.manchestercrc.org](http://www.manchestercrc.org)

 Find us on  
**Facebook**

## How many families and individuals shopped at the CRC Food Pantry in 2013?

The CRC food pantry is open to income qualified households as well as those in need of emergency food. Our service area includes the Village of Manchester, and Bridgewater, Freedom, Manchester and Sharon Townships. We will also provide emergency food to anyone who is in need. For those living outside our service area, we will work with them to find a food pantry in their community and offer them the opportunity to apply for other food benefits.

The CRC offers an open-choice pantry, with daily shopping times available over twenty hours per week. Volunteers help staff the pantry for 3 hour/half-day shifts, assisting customers by suggesting food products, offering recipe ideas and general information. Our stock comes from a variety of sources including Food Gatherers, Bishops Storehouse donation, church donations, individual donations, as well as contributions from civic and service organizations and school and youth groups. We offer not only non-perishable boxed and



canned goods, but also fresh produce, frozen vegetables, meats, and baked goods, eggs, baby products, and nutritional supplements on a regular basis. Our pantry list also includes non-food items such as personal care products, cleaning supplies, paper

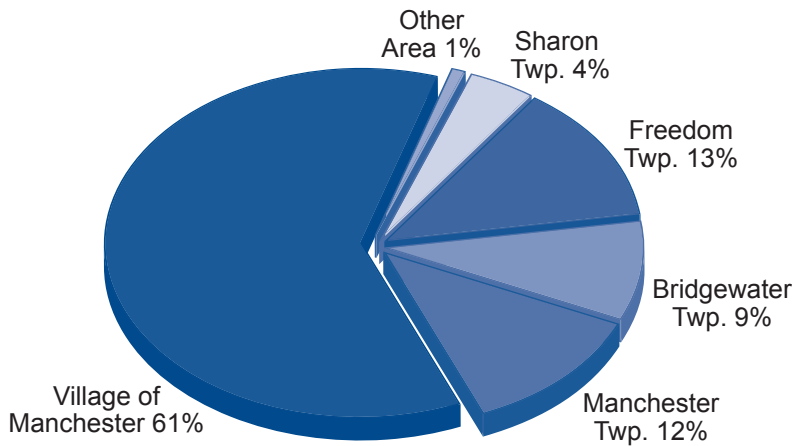
goods and even greeting cards!

Your contributions help supplement the food products we are able to buy from Food Gatherers on a twice-monthly basis, and offer pantry customers not only a variety of fresh, local foods but also the many important non-food items they can't purchase with a Bridge card (formerly known as food stamps). Without your help, many families in our community would not have regular access to the necessary items that we may take for granted like laundry detergent, toothpaste and shampoo.

The sharing of your garden bounty (especially the root vegetables that last throughout the winter season) also assures customers can choose from fresh and nutritious foods instead of relying on canned goods or boxed meal mixes.

Finally, the special food items you donate especially help those families and individuals with specific dietary needs, infants and young children, and even the family pets.

### 2013 Food Pantry Visits by Area



## Food Insecurity and What We Do About It

Across America the need for food assistance continues to grow and our area is no different. According to Feeding America, 1 in 6 people struggle with hunger and an uncertainty of where their next meal will come from. Surprisingly, most are not considered to be living in poverty. They are the working poor, the unemployed or under-employed, children and seniors on a fixed income. Fortunately these households can access food from local pantries, food distributions, SNAP (Supplemental Nutrition Assistance Program) funds, free and reduced priced school lunches, community gardens, etc. Families and individuals whose household income is less than 200% of the federal poverty level are eligible for food assistance at the Community Resource Center Food Pantry. This is based on USDA guidelines for 2014.

## Who is Eligible to Shop at the CRC Food Pantry?

Household Size	1	2	3	4	5	Add for each additional
Monthly Gross Income	\$1,915	\$2,585	\$3,255	\$3,925	\$4,595	+\$670



### Helpful Hint

Food products (people and pet foods) donated to the pantry should be unopened and in their original packaging with labels, in good condition (no dents, bulging or rust) and within 6 months past their "use by" or "best by" date.

## 2-1-1™ Get Connected. Get Answers.

Every hour of every day, someone needs essential human services—from finding food pantries to securing adequate care for a child or aging parent.

2-1-1 Provides callers with information and referrals about and to human services, for everyday needs and in times of crisis.

Callers can reach essential human services and volunteer opportunities by calling 2-1-1.

Serving Macomb, Monroe, Oakland, Washtenaw and Wayne counties. Outside the coverage area? Call 1-866-953-4357.



**A United Way  
of Washtenaw County  
Funded Agency**

## Washtenaw County Sheriff's Department

Washtenaw County Sheriff's Office is now using an online service, called Nixle, to communicate with citizens.

Stay up-to-date on happenings in your neighborhood through email and text messages sent by the Washtenaw County Sheriff's Office. Nixle is the first secure and identity-certified communication service that allows local, county and state law enforcement agencies to connect with local residents over cell phone, email and web.

To register go to [www.nixle.com](http://www.nixle.com) Click "Sign Up Now!"

## Did you know?

Washtenaw Metro Dispatch has implemented a common telephone number for non-emergency calls effective immediately. The number is (734) 994-2911.

This number should be used by the public and public safety organizations alike to contact Washtenaw Metro Dispatch for non-emergency business.

Please update your contacts with this number. The other phone numbers that you may be using will be eliminated in the near future.

(734) 994-2911 will be answered by professional call takers, second only to 9-1-1 emergency calls. This change will improve call management and enhance the service we provide to both citizens and public safety personnel.



## Our Volunteers are Priceless!

CRC volunteers recorded 1,490 hours of service during 2013. According to the Independent Sector, volunteer time in Michigan is currently valued at \$22.13/hour. If we were to put a dollar amount on the great support our volunteers provided last year, it would be close to \$33,000. Volunteers, THANK YOU for all that you do!

## Community and Funding Partners:

- United Way of Washtenaw County
- America's Farmers Grow Communities
- Village of Manchester
- Worth Repeating, Inc.
- ITC Holdings, Inc.
- Kiwanis Club of Manchester
- Freedom Township
- Church World Service (CROP Walk)
- Food Gatherers
- SJMHS Chelsea Community Hospital
- Bishops Storehouse
- Manchester Community Schools
- Manchester Wellness Coalition
- Washtenaw County Office of Community & Economic Development
- Washtenaw Health Plan
- Michigan Dept. of Human Services
- MSU Extension
- Washtenaw Literacy
- Women, Infant, Children Program
- Manchester Area Chamber of Commerce
- Washtenaw Asset Building Coalition
- Catholic Social Services
- Michigan Works!
- Cartridge World Recycling
- Area Churches and Civic Organizations
- Local Businesses
- ...and individuals like you!

## 2013 ANNUAL FINANCIAL REPORT

Income		Expenses	
Annual Appeal	\$ 12,522	Annual Appeal	\$ 3,010
Banquet Fundraiser	\$ 12,248	Banquet	\$ 1,622
Church Contributions	\$ 1,951	Communications	\$ 1,523
Corporate Contributions	\$ 50	Designated Grant Expenditures	\$ 5,646
CROP Walk	\$ 263	Dues/Memberships/Subscriptions	\$ 145
Fundraising	\$ 175	Food Pantry	\$ 1,125
General Donations	\$ 3,920	Insurance	\$ 838
Golf Outing	\$ 3,000	Office	\$ 1,952
Restricted Grants	\$ 6,659	Payroll/Taxes	\$ 41,081
Miscellaneous United Way	\$ 222	Rent	\$ 2,800
Municipal Contracts	\$ 2,500	Technology-Hardware/Software	\$ 190
United Way of Washtenaw County	\$ 25,000	Travel/Seminars	\$ 1,226
<b>Total Income</b>	<b>\$ 68,510</b>	<b>Total Expenses</b>	<b>\$ 61,178</b>

## Every Contribution Helps Us Help Others In Need

**\$10 to \$25** = Gas Card for Client Traveling to a Medical Appointment.

**\$50 to \$100** = Funds for Past Due Utility Bill.

**\$150 to \$450** = Upgraded Technology for Internet-Based Job and Assistance Applications.

**\$500+** = Keeps Food Pantry Doors Open for Shopping 5 Days Per Week.

