

ANNUAL REPORT 2010



Community Resource Center's mission is to provide families in need and victims of domestic violence with safety, stability, and a path to self-sufficiency.



Proving lives can change

www.crcncc.org



Community Resource Center (CRC) is a 501(c)(3) nonprofit social services agency serving residents throughout San Diego North County. Since 1979, CRC has been dedicated to providing women and children, individuals, and families with critical emergency and transitional housing assistance, food programs, comprehensive domestic violence services, and much more.

Our mission is to provide families in need and victims of domestic violence with safety, stability, and a path to self-sufficiency.

WHAT WE PROVIDE

Social Services

- Comprehensive Food Programs
- Emergency Food Distribution
- Homelessness Prevention
- Emergency Shelter Assistance
- Affordable Housing Referrals
- Case Management
- Employment Preparation
- Financial Literacy Training
- EITC Tax Preparation
- Referrals to Supportive Services

Comprehensive Domestic Violence Services

- Carol's House, a 24-bed emergency shelter
- Transitional Housing
- Case Management & Counseling
- Legal Assistance
- Life Skills Classes
- Therapeutic Children's Program

CRC also hosts the annual Holiday Baskets program, which provides essentials such as food and clothing, as well as toys to over 1,400 low-income families living in the San Diego North County Coastal area.

WHY SUPPORT US

CRC touches the lives of over 9,000 people a year. Our innovation, fiscal fortitude, program delivery, use of outcome-based models, and record of success make us a leader in the community and a trusted investment among funders and donors.

In Difficult Times, CRC Leadership Shines Through Message from CRC Executive Director, Laurin Pause



CRC was not immune to the 30% drop in funding to nonprofits nationwide in 2009, but its reaction to the economic crisis as early as the summer of 2008 proved to be critical. By January 2009, CRC had already initiated staff reductions, invested in Thrift Store expansion, consolidated office space, re-strategized grant processes, and cut its least essential services.

These preemptive measures braced CRC for California's stunning July 2009 elimination of all state funding to domestic violence shelters. With the stroke of a pen, Carol's House alone lost over \$226,000. CRC led a media and lobbying campaign in San Diego County and met with legislators in Sacramento to restore this funding. Agencies like CRC were the voice of silent victims, and our tireless efforts helped to shift funding back to life-saving domestic violence shelter programs by 2010.

In the final quarter of 2009, CRC was one of only two agencies in San Diego County to receive state funding through the Recovery Act's Homelessness Prevention and Rapid Re-Housing Program (HPRP). In its first contract year ending in 2010, our program stably housed 99% of participating clients.

Despite continuing drops in charitable giving across the country, CRC has led community efforts to serve increasing numbers of families through its Holiday Baskets program every year. In 2010, we coordinated with over 200 groups and 1,600 volunteers to serve a record 1,412 households.

Acclaimed for its financial stability and ability to forge successful partnerships, CRC became a go-to agency in the region during the most financially challenging times since it opened its doors in 1979. CRC not only survived 2010, but it thrived, aggressively pursuing grant opportunities to serve the growing numbers of those in crisis right here in our community. Against the backdrop of the economic downturn, CRC has brought additional funding into our community, and more than doubled our program capacity since 2004, and this momentum has continued beyond our successes of 2010.

Leadership in the Community



2010 Government Support

U.S. Department of Housing and Urban Development (HUD)
 California Emergency Management Agency
 State of California Department of Housing and Community Development
 County of San Diego, Department of Housing and Community Development
 Emergency Food and Shelter Program (EFSP)
 County of San Diego, Health and Human Services Agency
 County of San Diego Neighborhood Reinvestment Program
 City of Encinitas
 City of Carlsbad
 City of Solana Beach

2010 Milestones

✓ CRC lead the North County Collaboration of the federal Homelessness Prevention and Rapid Re-Housing Program (HPRP). In its first-contract year, **99%** of participating households were stably housed.

✓ CRC's Client Center provided stabilizing food assistance as well as comprehensive case management to **220** households.

✓ **96%** of Carol's House residents did not return to their abusers.

✓ CRC's comprehensive Domestic Violence program served a record **316** survivors, the majority of whom were children.

✓ CRC's *Holiday Baskets* program provided a record **1,412** low-income families with food, clothing, and essentials. This equated to over **6,400** individuals.

✓ Over **76%** of homeless households placed in a Winter Shelter program managed by CRC found stable housing.

✓ CRC Thrift Stores generated enough income to cover **75%** of our management and general administrative costs.

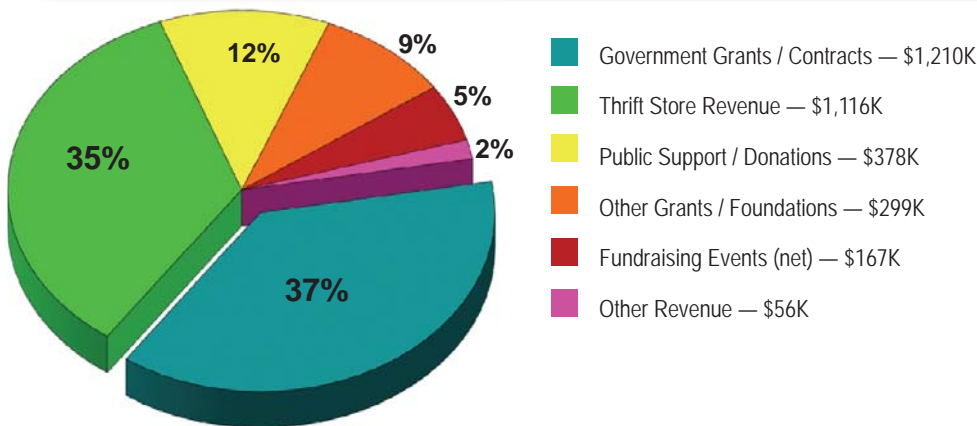
✓ The County of San Diego Health and Human Services Agency selected CRC to write a best practices manual to build the capacity and sustainability of the North County Winter Shelter Network.

Audited Financial Highlights

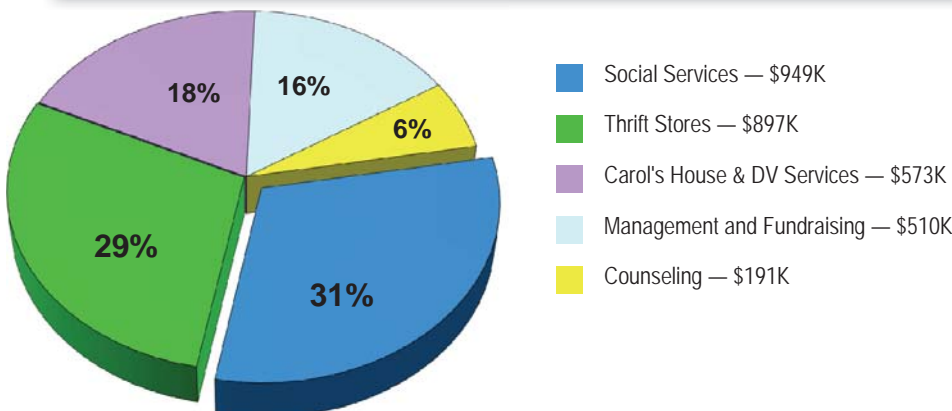
Year Ending	2010	2009
Revenues	\$3,226K	\$2,479K
Net Increase in Assets	\$106K	\$59K
Ending Total Assets	\$2,303K	\$2,171K

Audited financial statement prepared by Leaf & Cole available at www.crcncc.org

2010 Revenue — \$3,226K



2010 Expenses — \$3,120K



2010 Donor Highlights

\$75,000 + Anonymous

\$25,000 - \$74,999

Howard Charitable Foundation
The Leichtag Family Foundation
The Seth Sprague Educational and
Charitable Foundation
Verizon Wireless

\$10,000 - \$24,999

Blue Shield of California Foundation
The Ecke Family and Ecke Ranch
Julie Hampton & Paul Ecke III
Lizbeth Ecke & David Meyer
Myron Eichen Memorial Fund
The Estate of Brian E. McNamee
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Kiffmann Family Foundation
Duane & Lynn Nelles
The Nelles Foundation
Qualcomm Matching Gift Program -
Duane & Lynn Nelles
The Parker Foundation
Price Family Charitable Fund
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John and Mary Rainsford Charitable
Foundation
Rancho Santa Fe Foundation
Rotary Club of Encinitas
San Diego Social Venture Partners Fund
Wells Fargo Foundation
The Katherine D. White & Sons Fund

\$5,000 - \$9,999

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Nordson Corporation Foundation
The Country Friends
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Lynn Muto
North County Times Charities Fund,
a fund of the McCormick Foundation
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Samuel & Katherine French Fund
San Diego County Bar Foundation
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St. Peter's Episcopal Church

Tri-City Healthcare District
Union Bank Foundation
Daniel Wimsatt

\$2,500 - \$4,999

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The Samuel I. & John Henry Fox
Foundation at Union Bank



The Graff Family Fund
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Sempra Energy Foundation -
Mueller Matching Funds

Nordstrom
Randy Bolt Memorial Fund
Michiel Hyder & Randy Bolt
Memorial Golf Tournament
San Dieguito Interfaith Thanksgiving
Eve Celebration

Sempra Energy Foundation
The TJX Foundation, Inc.
TaylorMade Golf
US Bank

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Sempra Energy Foundation -
Valentine Matching Funds

Harvey & Sheryl White

\$1,000 - \$2,499

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Donald Adrian
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Dolph Arnicar, M.D.
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AT&T California - United Way
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Encinitas Rotary Foundation
Encinitas Coastal
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Evelyn Weidner
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Zenith Insurance Company

\$500-\$999

101 Ale House
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Bob & Sarah Benson
Bethlehem Lutheran Church
Bocce by the Bay - Tim Goldberg &
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Stephen & Stephanie Brownell
Francis Cartaino
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Church of Jesus Christ of Latter-Day Saints
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Sean & Tanley Patrick
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Roberto's Mexican Food
Alex & Valerie Rubins
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Jacqueline Ward
Qualcomm Matching Gift Program -
Jacqueline Ward

\$250 - \$499

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Thank you to the many supporters not listed here who make our work possible.

CRC apologizes for any omissions or errors. Please contact us for corrections at (760) 230-6305.

+ Gift made through Coastal Community Foundation

* Gift made through Rancho Santa Fe Foundation

 Gift made through The San Diego Foundation

2010 Donations Made In Honor or Memory of . . .

Greg & Connie Goates
Mike Grove
John Jansma
Werner Kloehn
Trish Kilmartin
Anita Kroll
Rodney Larson
Charles Macbeth
Jim Mulrain
Robert Peterson
Rory Powell
Heidi Salomone
Milton, Samuel, & Bessie Silver
Nancy Stauber
Celia Szczuka
Ted & Katie Wheeler
Bunny Allan, Barbara Donnelly,
& Vilja Sherman
Mary Ann, Allison, & Jonathan Jones


**community
resource
center**
Proving lives can change

Federal Recovery Act Funding Awarded to Leaders in Social Services

In September 2009, CRC was one of only 31 agencies in California selected to receive state-allocated Recovery Act funding from the Homelessness Prevention and Rapid Re-Housing Program (HPRP). The federal Recovery Act program was implemented to mitigate the staggering increase in US households experiencing or at risk of homelessness as a result of the economic downturn. CRC was awarded **\$1.6 million** to lead an HPRP North County Collaboration (HPRP-NCC) consisting of three other nonprofits and four cities to serve households in Carlsbad, Encinitas, San Marcos, and Vista. The three-year program provides households in crisis up to nine months of rental, relocation, and stabilization assistance. HPRP-NCC outcomes are bolstered by client access to CRC's comprehensive food programs, counseling, domestic violence services, legal assistance, free tax preparation, and a robust network of service partners. HPRP-NCC outreached to and screened 208 households (525 individuals) for HPRP and provided direct services for 100 households (305 individuals) in its first contract year.



HPRP-NCC Report Card (October 2009–September 2010)

- 99%** Households Became Stably Housed
- 74%** Clients Obtained or Retained Permanent Housing with No Ongoing Subsidy

Meeting the Increasing Demand — Hunger Prevention 2010

CRC's comprehensive Food Program provides year-round hunger prevention and intervention through a variety of distributions as well as food stamp enrollment assistance to qualified households in need. Food sources include federal allotments, donations from local supermarkets through a *Feeding America* program, and community groups and businesses. Since 2008, CRC has seen a dramatic rise in food requests from households with children and seniors on fixed incomes.

Food for Thought

As many as **500,000** in San Diego County faced food insecurity in 2010. For struggling households in our community, skipping meals has become a disturbingly commonplace form of this type of hunger.



CRC Food Program Distributions - 2010

- 13,153 Emergency Food
- 438 USDA Commodities
- 5,919 Client Center Distributions
- 760 Low-Income Senior Deliveries

46 Tons of food distributed to 1,412 households at Holiday Baskets



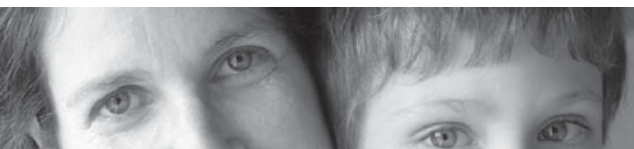
THE CLIENT CENTER—Beyond Food

In 2009, as food distributions alone increased by 150%, CRC introduced the **Client Center**, a food and household essentials storefront designed to assist the increasing numbers of households forced to decide between food and rent, medical care, utilities, clothing, school supplies, or transportation. By 2010, the Client Center was fully operational, providing much more than rations of food to 220 households annually. Participants enrolled in this program receive a self-sufficiency plan and wrap-around services that connect them to every available form of support so that they can avoid spiraling into homelessness. Food programs, case management, shelter and rental assistance, financial literacy, and a variety of other services collectively provide those in crisis with stabilization and a tangible plan to overcome their challenges. The Client Center program also links struggling households to over 12 private and public support programs that provide access to food, insurance, medical care, utility assistance and much more. Located in existing space next to the CRC Social Services office, the Client Center is fully staffed by four volunteer groups, and relies on food donations from community groups, local businesses, *Feeding America*, the Jacobs & Cushman San Diego Food Bank, North County Community Services, and the Emergency Food & Shelter Program.



CRC Emergency Shelter Services - 2010

CRC is the only provider of comprehensive homelessness prevention and intervention services in the North County San Diego coastal communities from La Jolla to Oceanside. In addition to administering HPRP-NCC, CRC offers emergency shelter placement through both its Motel Voucher program and the Interfaith Shelter Network (ISN), a rotating winter shelter provided by faith groups in the community. Of the households that received these emergency shelter services, more than 90% became stably housed. CRC is also a leader in the field of Domestic Violence (DV) shelter services, providing safe haven to victims fleeing their abusive environments. This uniquely vulnerable segment of the homeless population is served by CRC's **Carol's House**, a confidential 24-bed emergency shelter, as well as a transitional housing program. In 2010, these DV shelter services had more than a 96% success rate of survivors not returning to their abusive environments.



In 2010, of the 69 homicides in San Diego County, 19 were attributed to domestic violence.

In 2010, CRC's Domestic Violence Program saved 316 people from the cycle of violence.

216 of them were children.

Domestic Violence Program Comprehensive Shelter & Support Services

CRC's Domestic Violence Program has such high success rates because it provides a full spectrum of care. **Carol's House**, our 24-bed emergency shelter, is more than just a place to stay. Clients have access to Counseling, our Children's Therapeutic Center, Legal Advocacy, Life Skills Classes, Transitional Housing assistance and much more. These wrap-around services make our impressive outcomes possible. In 2010, 96% of Carol's House households did not return to their abusive relationships. Of the 39 households completing *Transitioning to Independence*, our rental assistance program for DV survivors, 79% became financially stable and 93% maintained permanent housing without CRC assistance.



Healing and Hope Through Counseling

CRC's Counseling Department provides critical therapy to clients who have been traumatized by domestic violence. Our dedicated, professional team makes the healing process possible, and provides clients with the tools they need to move on to lives free of violence. In 2010, the **Therapeutic Children's Program** alone provided individual counseling, group therapy, and daily therapeutic activities for a record **197 children**. 100% of shelter children and 82% of children in the *Transitioning to Independence* program demonstrated reduced levels of anxiety and depression symptoms upon completion of that program.

CRC Thrift Stores - Sustaining & Renewing

CRC Thrift Stores provide the community with an easy way to give back. Each donation and each sale literally helps our agency change lives. Items dropped off at our stores provide critical resources for struggling households in need of clothing, baby items, and household essentials. Our Carol's House graduates receive donated thrift store furnishings when they move into apartments to start new lives.

The core value of self-sufficiency is very much a part of CRC's operations, and our four thrift stores also provide a critical funding stream to cover a significant percentage of our administrative costs. This means more dollars for programs, and more services for our community. Donated goods generate sales for our stores, and attract collectors and savvy shoppers throughout the community and beyond. The thrift store staff are dedicated both to customer service and to supporting CRC's mission and program. Visit the CRC Website for addresses of our stores in Encinitas, Carlsbad, Solana Beach, and San Marcos. **Shop. Donate. Change a life today.**

Thrift Store 2010 Highlights

- CRC Thrift Stores revenues topped **\$1.1 Million Dollars**
- The **Carlsbad Store** moved to a bigger and better location
- The **Donation Center** opened at the Encinitas store, giving supporters a convenient place to donate items for CRC programs like Holiday Baskets, Carol's House, or for store sales.

In what was one of the most challenging years for philanthropies, Community Resource Center was there for those in need, and deepened its stature as a leader among San Diego County's social services providers.

Duane Nelles — CRC Board President

2010–2011 Board of Directors

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	Andrew C. Russell <i>Hokanson Associates</i>	

Holiday Baskets - A Community Partnership

Since 1979, Holiday Baskets has been connecting people who need help to people who want to help. Under CRC's leadership, the program has gone from a small distribution of baskets to 50 families to a program that served over 6,400 individuals in 2010.

2010 — Holiday Baskets Sponsors & Partners

County of San Diego, Supervisor Pam Slater-Price	National Charity League - Surf Cities Chapter
City of Encinitas	Newcomers Club of San Dieguito
City of Solana Beach	Newcomers II
Coldwell Banker-Encinitas	North County Rotary Clubs
Del Mar Fairgrounds — 22nd DAA	North County Transit District
Dr. Benjo Masilungan & Friends	North San Diego County Association of Realtors
Employees of Dudek & Associates	Price Family Charitable Fund
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Encinitas Sheriff's Department	St. Peter's Episcopal Church
LDS Olivenhain Ward	TaylorMade Golf
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Mizel Family Foundation	Windermere Real Estate