



Crisis Control
MINISTRY

Neighbors Helping Neighbors
Community Impact Report 2016

Services provided in 2016*

Total value: \$3,443,326 Total people served: 16,953**



Food assistance

5,208 people served
value: \$546,227***



Rent/mortgage assistance

2,412 people served
value: \$461,045



Utilities assistance

2,672 people served
value: \$213,701



Pharmacy assistance

6,661 people served;
33,799 prescriptions
value: \$2,199,455***



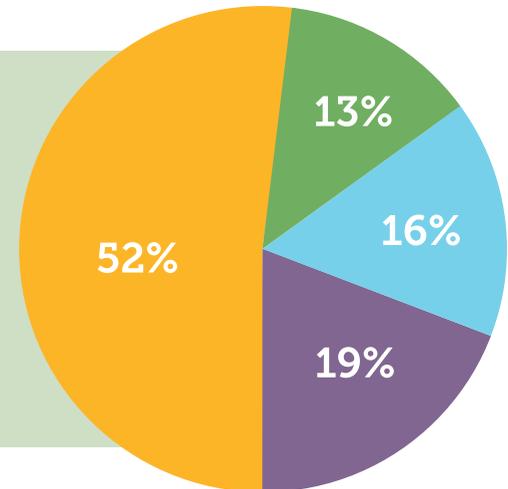
Outreach services

value: \$22,898

Neighbors helping neighbors.... That's what Crisis Control is all about. During 2016, we touched the lives of thousands of your neighbors in Forsyth County experiencing a short-term financial crisis.

Revenue Received

● Individuals	\$1,188,062
● Foundations	\$305,055
● Churches/Congregations	\$374,502
● Businesses/Corporations	\$431,702
TOTAL	\$2,299,321



*Crisis Control Ministry's fiscal year: Oct. 1, 2015-Sept. 30, 2016 **May represent more than one service per person ***Includes in-kind donations

Programs



“I had not slept in days because I was scared that I was going to lose my home. I had been out of work for a month. I prayed and CCM helped me keep a roof over my children’s heads and I have obtained a new job. Thank you for your help, Crisis Control Ministry.”

—CCM client

Housing and Utilities Assistance

To prevent a financial crisis from becoming a family catastrophe, CCM provides assistance to qualified individuals with housing (rent and mortgage payments) and utilities (electricity, fuel oil, natural gas, and water bills).

Food Pantry

Designed to meet the needs of Forsyth County residents who are hungry and unable to afford regular groceries for their families, our “client choice” food pantry provides a well-balanced and nutritious food order that lasts two weeks.

Licensed Free Pharmacy

CCM’s Licensed Free Pharmacy in Winston-Salem provides medications for individuals who are unable to afford their prescriptions. Last year, 33,799 essential prescriptions were filled.

Impact

The mission of Crisis Control Ministry is to assist people in crisis to meet essential life needs and become self-sufficient. Through the compassion and generosity of our donors, many of our neighbors have nourishing food, a more comfortable home, life-sustaining medicine, and hope for the future.

New Initiatives and Resources

During 2016, Crisis Control continued to grow its community programs—especially raising awareness about poverty and providing classes for individuals hoping to learn how to better manage their resources.

Awareness & Advocacy

To build community awareness, CCM offers poverty simulations to groups. The two-hour guided experience exposes participants to the realities of poverty as they assume the roles of low-income family members. The program was presented to 13 groups last year, helping 762 community members learn what it's like to walk in the shoes of others. This year, CCM partnered with the Winston-Salem Forsyth County Schools and offered poverty simulations for teachers, principals, and administrators, helping them to understand the impact of poverty on students.

In 2016, CCM introduced Living on the Edge (LOTE), a companion piece to poverty simulations. LOTE's shorter, interactive

presentation is ideal for smaller groups such as Sunday School classes who want to gain a better understanding of the causes of poverty. Seven groups including 150 participants shared the LOTE experience in 2016.

Personal Development Classes

True change means helping individuals prevent crisis situations. Since launching the Personal Development Program (PDP) last year, Crisis Control classes have helped hundreds of participants focus on valuable life skills including budgeting, nutrition, goal setting, and job interviewing.

During the past year, CCM conducted classes at its Winston-Salem and Kernersville locations for 679 individuals who have learned how to develop and follow a budget, set financial and personal goals, cook more nutritiously, and build job search skills. As one participant wrote in his evaluation, "Nothing special has happened externally, but since the last class, I am happy to say that things

Crisis Control Ministry (CCM) was founded by local congregations in 1973 to better coordinate financial assistance for those in need. CCM is the largest emergency assistance provider in Forsyth County. At CCM, we believe that anyone can experience a financial crisis. In response, we offer emergency assistance to solve the crisis—all while treating families with the respect and compassion they deserve.



are much more hopeful than before. I had lost hope that anything good would actually happen. Faith has been restored.”



Healthy Eating Initiative

CCM’s Healthy Eating Initiative (HEI), launched in 2016, is a collaboration with the Forsyth County Cooperative Extension and Grace Presbyterian Church, and is a United Way Place Matters Initiative. A unique program for CCM, HEI is an asset-based community development project which creates relationships between residents and agencies for building sustainable community improvement.

To promote healthier lifestyles, the initiative involves interactive nutrition and cooking classes, opportunities to develop entrepreneurial skills in the Urban Farm School, and a youth apprenticeship program in

partnership with food-producing community gardens. The goal of the program is to enhance access to healthy foods, improve health through nutrition education, and support community gardens in northeast Winston-Salem.

Old Town Elementary Program

During 2016, CCM began a pilot program at Old Town Elementary School, providing emergency assistance to parents of students at that school, as well as a food pantry and a clothing closet. The family resource center is staffed by a bilingual staff member three mornings a week. With assistance from the Kate B. Reynolds Charitable Trust, this outreach is helping meet the needs of the community right where they are and are most comfortable.

For information on any of our community presentations, PDP classes, or other initiatives, please call Crisis Control Ministry at 336.724.7875 or check our website at crisiscontrol.org.



Essential Volunteers

Dedicated volunteers play a vital role in our success, serving as the face of Crisis Control Ministry to families. In 2016, CCM's experienced, well-trained volunteers conducted 8,285 interviews with clients facing a crisis, providing hope for the future. Our 268 weekly volunteers plus numerous special project and episodic volunteers saved CCM in excess of \$1.6 million while spending 35,141 hours serving their Forsyth County neighbors. For volunteer information, contact Vicki Jones at 336.201.5290 or volunteer@crisiscontrol.org.



How can you help?

Many caring individuals in our community ask how they too can be part of CCM's mission, making a difference in the lives of neighbors in need. Your gift of time as a volunteer, your gift of food, your financial support, or your voice to help advocate for those in crisis are all appreciated. Please call us at 336.724.7875 or check our website at crisiscontrol.org for more information about these opportunities. If you have not had a chance to come and experience the relationship-building that happens every day at CCM, we invite you to call us and come for a tour!

Kernersville office:

431 West Bodenhamer Street
Kernersville, NC 27284 · 336.996.2636

Winston-Salem office:

200 East Tenth Street
Winston-Salem, NC 27101 · 336.724.7875



2016–2017 Board of Directors



“In 2016, we stepped up our collaborative efforts, partnering with others to help the community learn more about poverty and its impact. We continue providing emergency assistance to help our neighbors get through crisis situations, and offer classes providing solutions to prevent future crises.”

—Margaret Elliott,
CCM Executive Director



“As a client service volunteer, I work alongside so many amazing volunteers as we strive to assist those who come to CCM daily in need of help. As part of the Board, I appreciate seeing the bigger picture and all the ways that the Ministry serves our community.”

—Carolyn Doherty, CCM Board Chair and
client services volunteer since 2003

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Community Volunteer

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Our Lady of Mercy Church & School

MARGARET P. ELLIOTT
Executive Director



With your help,
Crisis Control Ministry touched the lives of
one in every 22 people
in Forsyth County last year...
giving **HELP** for today and
bringing **HOPE** for tomorrow.

crisiscontrol.org 336.724.7875



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