

The mission of Crisis Control Ministry is to assist people in crisis to meet essential life needs and to become self-sufficient.

We believe that food, shelter, and medicine are basic human needs, and that we can meet the needs of people in Forsyth County who are in crisis and dealing with unfortunate circumstances. As a trusted resource since 1973, we serve residents of our community and provide over \$2 million worth of services annually.

2020-2021 BOARD OF DIRECTORS

Sylvia A. Jones,
Chair
Community Volunteer

Shontell Robinson,
Vice Chair, Forsyth County Government

Eileen New,
Secretary
Community Volunteer

Mayra F. Villalon,
Treasurer
Community Volunteer

Rev. Chad Armstrong
Galilee Missionary Baptist Church

Mark Boynton
Kilpatrick Townsend & Stockton, LLP

Charles W. (Chip) Cole
NC A&T State University,
Retired

K. Carter Cook
Wake Forest University

Mary Ann C. Davis
Community Volunteer

John V. Elliott
Wells Fargo

Brenda Evans
Forsyth County Dept. of Social Services, *Retired*

Peter Fisch
High Point Baseball, Inc.

J. Kirk Glenn, Jr.
Quality Oil Company,
Retired

Gary R. Gunderson
Wake Forest Baptist Health

Duane Long
Long Insurance Services

Marie Marritt
Community Volunteer

London Mickle
Winston-Salem State University

Leslie Mullinix
Family Services

Katy O'Kennedy
Community Volunteer

Kevin G. Owen
Owen Architecture, PLLC

Emily Owens
Truist

Rt. Rev. Graham Rights
Moravian Bishop

Kirsten A. Royster
Novant Health
Kernersville Medical Center

Carla Brown Rumph
Clark S. Brown & Sons Funeral Home

Margaret P. Elliott
Executive Director



Crisis Control
MINISTRY

2020 COMMUNITY IMPACT REPORT

Love, Stewardship, Listening, Grace, Truth, Collaboration, Better Lives



Crisis Control
MINISTRY

Winston-Salem Office
(336) 724-7453
200 E. Tenth Street
Winston-Salem, NC 27101

Kernersville Office
(336) 996-5401
431 W. Bodenhamer St.
Kernersville, NC 27284




www.crisiscontrol.org



2020 - A YEAR TO REMEMBER

I know that we often hear that 2020 is the year that we would all rather forget, but here at Crisis Control Ministry (CCM), it has also been an enriching time of reflection and creative thinking. When the COVID-19 pandemic hit in March, we shut our doors to the public. Our volunteers were asked not to come in. All of a sudden, the ministry faced doing the work that was normally done by 50-70 volunteers & staff, to now operating with only 19 staff members. It took quick thinking to come up with ways that we could still do the work of CCM, but do it safely and effectively.

New Protocols

The pharmacy staff members developed a curbside service, added a doorbell for patients, and talked with patients over the phone. Staff members took turns answering the doorbell and handing the bagged prescriptions to the patients via a basket, so no physical contact was made. Thanks to several donations of face masks, we were also able to distribute masks to patients and their family members who needed them.

The food pantry systems in Winston-Salem and Kernersville

were converted into pre-boxed food orders and were distributed through curbside pickup. Though we are very proud of our client-choice food pantries, it just wasn't safe to have clients in the buildings. Kernersville staff members subsequently created a client-choice food pantry ordering system so families could request the items they needed.

For those calling for financial assistance for rent/mortgage and utilities, our staff created an incredible phone tree system where phone calls were routed to one of four staff members, who conducted interviews over the phone and received information by text, phone, email, fax, or delivery of hard copies through a parking lot visit!

The administrative staff also helped in the food pantries and pharmacy when needed.

Food Sharing Program

One of the best things to come from this pandemic has been our ability to think "outside the box." For example, when folks were not able to shop at our pantry, we created a new Community Sharing Program where we delivered food to organizations

2020 - A YEAR TO REMEMBER



located closer to where families are living so they could pick up their groceries at a location that was easier for them to access.

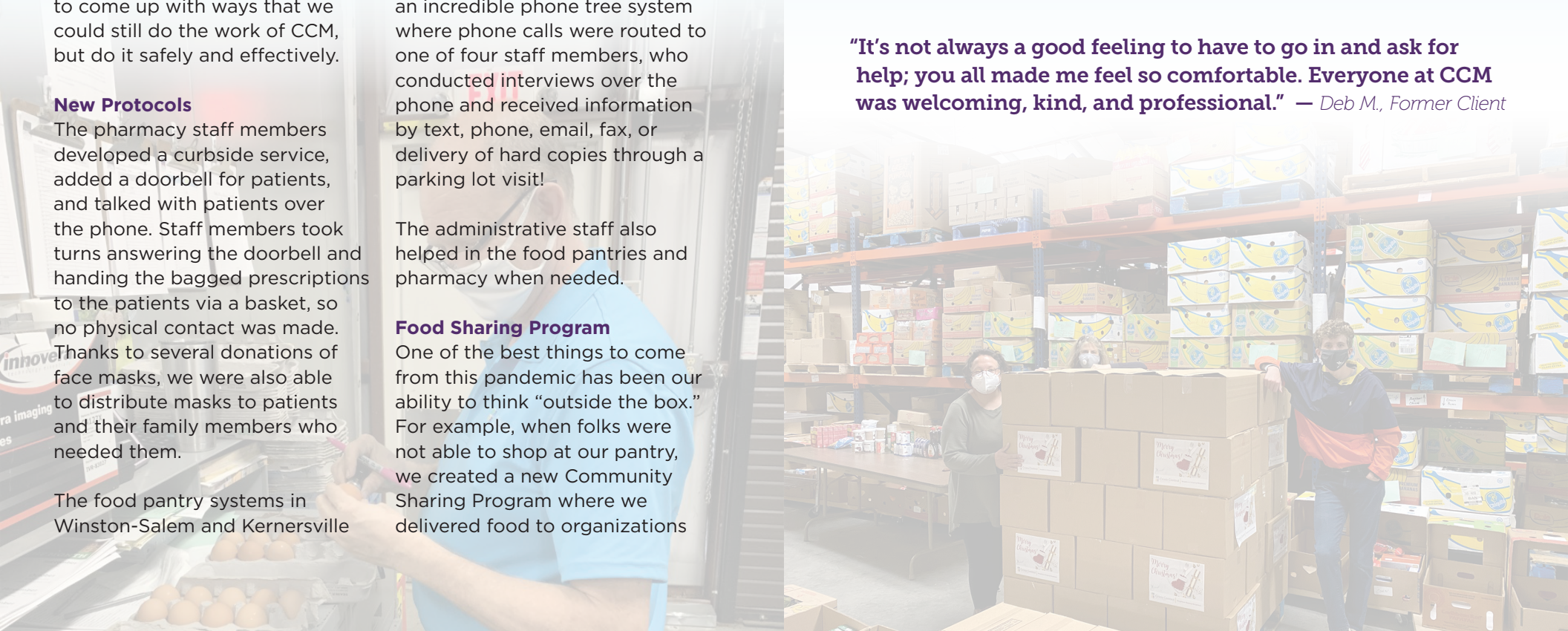
In addition, we partnered with local schools, congregations, and other non-profit organizations to provide drive-thru holiday meals at Thanksgiving and Christmas.

In Kernersville, we partnered with Summit Church whose members delivered food to residents at

a retirement housing complex after they "ordered" items they needed from our pantry.

We were so grateful that some of our volunteers were able to return to help later in the summer of 2020! We had really missed them! We are grateful too for the tremendous outpouring of support from the community throughout the pandemic who have demonstrated to us a deep level of compassion for those who seek our services.

"It's not always a good feeling to have to go in and ask for help; you all made me feel so comfortable. Everyone at CCM was welcoming, kind, and professional." — Deb M., Former Client





For 48 years, the love and compassion of individuals, religious congregations, businesses, and foundations have been the driving force of Crisis Control, assisting hundreds of thousands of our neighbors in need. This sincere generosity has never been on display more than during the past twelve months. As the pandemic continued to alter our daily lives, the community stepped up with an outpouring of financial and food donations to support our efforts.

For example, when the Carolina Classic Fair was canceled, the community stepped up to collect food for CCM during our 100 Bin Challenge campaign. The Winston-Salem Fairgrounds allowed us to collect canned goods at the Drive-Thru event, presented by the Carolina Classic Fair. This event resulted in a collection of \$1,720 in cash and 6,475 pounds of food! In addition, many individuals, religious congregations, and businesses hosted food drives. In the end, we collected more than \$150,000 worth of food or donations from the 100 Bin Challenge.

Corporal Butch Moore of the Forsyth County Sheriff's Office (FCSO) and Corporal Brad Mullins of the Winston-Salem Police Department (WSPD) uniquely responded to the needs of Crisis Control Ministry.

Corporal Moore, and other officers of the FCSO, wanted to ensure that we met our goal in the 100 Bin Challenge, so for two months, FCSO sponsored food drives throughout the county. Corporal Moore said "I have seen poverty and the need to advocate for the poor. I have brought families to several of our local non-profits to obtain assistance. Helping others is at the very core of why I chose my career in law enforcement. So for me, helping Crisis Control Ministry in the 100 Bin Challenge was an honor."

WSPD Corporal Brad Mullins also has a big heart for those in need in this community. The second annual Battle of the Badges, a charity softball tournament among first responders, was postponed until a cold rainy day in October of 2020. This year, despite the pandemic, Corporal Mullins was able to sell a significant number of raffle tickets for a truck sponsored by Modern Chevrolet, host a silent auction online AND raised \$16,000. Corporal Mullins noted that "Despite the challenges we faced, we were able to come together to support our neighbors in need. It is truly an honor to be able to use our love of a game to be able to help Crisis Control minister to those who need a light in their time of darkness."



This year, Crisis Control Ministry has continued to assist many neighbors in crisis. Due to the COVID-19 pandemic, we have seen many clients who have faced unique challenges and obstacles. One of those neighbors was Eric, a husband and father who faced challenge after challenge caused by the COVID-19 pandemic. Eric lost his job in July 2020, and did not find a new job until September. Not long after starting his new job, he contracted

COVID-19. As a new hire, Eric did not have any paid sick days. Eric's wife was unable to work because she was homeschooling their child who was set to start Pre-K.

Crisis Control Ministry was able to provide Eric and his family more than \$1,200 in assistance for rent, utilities, and food. Through donations and support for Crisis Control Ministry, we can provide emergency assistance for neighbors like Eric and his family.

A NOTE OF THANKS *From Margaret Elliott and Chip Cole*

This year has shown us what a loving and generous community we live in! Special COVID-19 grants, extra financial gifts from individuals and foundations, and special notes of encouragement have all kept us going here at Crisis Control Ministry!

2020 was a year of continuous challenges, but those challenges gave us an opportunity to think differently about how we perform our work. The staff and Board members stepped up to quickly determine new ways of working. Highlighted in this report are examples of ways we partnered with others in our community to provide food assistance.

Included as one of our organizational Unifying Principles

is the concept of love: "Seek the highest good for those who seek our help and for those who provide it. Love is the energy that creates human connection and perfectly balanced truth and grace." Especially during this challenging year, we remain grateful for the ability to maintain human connections.

More than 10,000 people were impacted by our services last year, helping to fulfill our mission of assisting people in crisis to meet essential life needs and to head towards being economically secure.

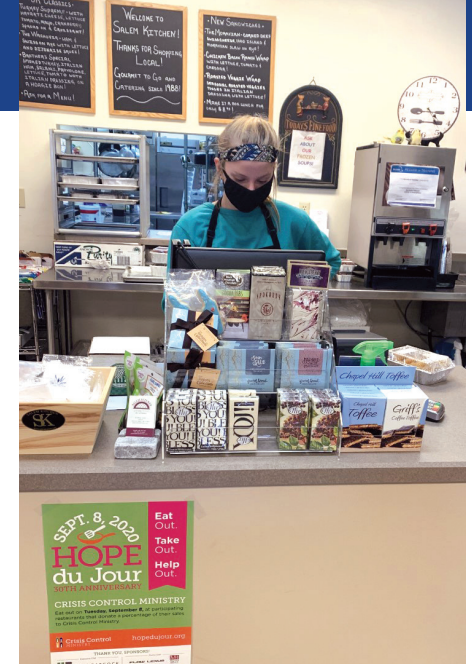
Thank you all so much for continuing to hang in there with us and for making this community a better place to live for all people.



SUPPORTING HOPE DU JOUR

On Tuesday, May 5, 2020, Crisis Control Ministry (CCM) had planned to celebrate thirty years of partnering with the local food and beverage community for our annual Hope du Jour fundraiser. Hope du Jour brings together over 135 restaurants, bakeries, coffee shops, and breweries in Forsyth County who donate 10% of their sales to CCM. Restaurant owners, like Stephen Kroustalis of Plaza Restaurant in Kernersville, understand the importance of having an organization like CCM in our community. Stephen once shared why he participates in Hope du Jour: "I do not wish to live in a world where we do not look out for one another. We shouldn't just look out for our family members and those close to us, but anybody that may need a helping hand because we never know what the future brings."

Stephen is right — we never know what the future holds. No one could have ever imagined that a global health crisis was going to disrupt our lives in 2020. That's why instead of hosting Hope du Jour on May 5th, a new campaign called May of Hope was launched to encourage community members to order takeout from Hope du Jour partners. At the time, Hope du Jour was rescheduled to September 8, 2020. We all thought the economy would be in a much better place by then and some normalcy would return. Unfortunately, that was not the case. We still wanted to encourage people to eat out at Hope du Jour partners. Thus, we decided to continue by having Hope du Jour on September 8th and told Hope du Jour partners they did not need to make a donation to the Ministry for their participation.



YOU SUPPORTED FAMILIES AND INDIVIDUALS IN OUR COUNTY TO HELP THEM OVERCOME HUNGER, POVERTY, AND DISPLACEMENT

4,398

People Served Food Assistance
Value: \$577,298**

**Includes in-kind donations.



397,394 Pounds of Food

Donated by our generous community.



380 People Received

Outreach Services. Value: \$19,549



288 Weekly Volunteers

We appreciate all of our volunteers including a total of 1,075 weekly and episodic volunteers who help us operate.

1,345

People Served Rent/
Mortgage Assistance
Value: \$358,873

SERVICES PROVIDED

10,478*

Total People Served

\$2,321,885

Total Value



*May represent more than one service per person.

3,413

People Served
Pharmacy Assistance
Value: \$1,264,607



17,907 Free Prescriptions

Filled at our licensed pharmacy, with a value of \$1,264,607 and provide at an expense of only \$228,874 to the Ministry.



4,079 Client Interviews

● Individuals	\$ 1,775,634
● Foundations	\$ 460,086
● Churches/Congregations	\$ 409,405
● Businesses/Corporations	\$ 241,862
Total	\$ 2,886,987

942

People Served
Utilities Assistance
Value: \$101,558

