

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 and Stokes Counties who are in crisis and dealing with unfortunate circumstances. We strive to give help for today and hope for tomorrow by providing our neighbors with support, advocacy, understanding, and information.

2019-2020 BOARD OF DIRECTORS

Charles W. (Chip) Cole

Chair
NC A&T State
University,
Retired

John V. Elliott

Wells Fargo

Peter Fisch

High Point Baseball, Inc.

Katy O'Kennedy

Community Volunteer,

Rt. Rev. Graham Rights

Moravian Bishop

Sylvia A. Jones,

Vice Chair
Community Volunteer

J. Kirk Glenn, Jr.

Quality Oil Company,
Retired

Shontell Robinson

Forsyth County
Government

Brenda Evans

Secretary
Forsyth County
Dept. of Social
Services, Retired

Gary R. Gunderson

Wake Forest Baptist
Health

Kirsten A. Royster

Novant Health, Kernersville
Medical Center

Karen M. Wilson

Treasurer
Wall Babcock LLP

Nancy Keshian

Wake Forest University

Eric Kevorkian

Taega Technologies, Inc.

Emily Brown

BB&T

Duane Long

Long Insurance Services

Mary Ann C. Davis

Community Volunteer

Marie Marritt

Community Volunteer

Carolyn J. Doherty

Community Volunteer

Eileen New

Community Volunteer

Michael Shay

Crumpler Freedman
Parker & Witt

Mayra F. Villalón

Community Volunteer

Camilla F. Washington

Whole Man Ministries
of NC



 **2019**

COMMUNITY IMPACT REPORT



**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

MAKING A DIFFERENCE



Being a single parent means sometimes you have to make tough financial decisions to support your children. Lydia Moore, a young mother to three children, knows how difficult that decision can be. Recently separated from her ex-partner, who was unable to help financially, Lydia made the difficult decision to quit her job because she was unable to secure childcare and transportation for her young school-aged child. Her work schedule conflicted with her children's needs. She didn't have family who could help since they live in Puerto Rico. Before quitting, she spoke to her boss about the possibility of changing her work hours, but the company didn't have any other positions open during the day at that time.

After a couple of months without employment, Lydia was in a financial crisis. With the help of a temporary staffing agency, she was able to get rehired at the company in a temporary

position. She was also able to find affordable childcare for her children. Unfortunately, the new temporary position had a lower wage than what she was making before. She was doing her best to make it work, but it wasn't enough. She was facing eviction. Lydia turned to Crisis Control Ministry for assistance.

During Lydia's client services interview, she shared that she had the opportunity to get a better job at the end of the month. The job had a higher wage, full health benefits, and would be closer to where she lives. She had also managed to save \$700 to use towards her financial crisis. We assisted her because she was really trying to improve her financial situation. We paid the remaining balance of Lydia's rent and any eviction fees she had, so she could have a clean financial slate moving forward. Lydia was so relieved and thankful, she cried. She stated, "I don't know what I would have done without Crisis Control Ministry."

"I don't know what I would have done without Crisis Control Ministry." — Lydia Moore, CCM Client



"CCM has been there when I really needed help." — Kate Lutterodt

Kate Lutterodt calls Crisis Control Ministry "a place that feels like home." Originally from Ghana, Kate came to the US in the 1970's. She had attended nursing school in Ghana, but because the third world country did not confer degrees, she was not able to apply those skills in the US. Instead, Kate attended barber school in Peoria, Illinois.

When women started requesting her hairstyling services, Kate was not able to help because she lacked the required degree in cosmetology. A friend told her about Dudley Beauty School in Kernersville. She applied and was admitted to the school and moved to NC. She excelled in school and became an ambassador for the school recommending many other students to attend.

Three years ago, Kate fell sick and was rushed to the hospital where she stayed for 5 days. She was referred to a physician at WFBMC's Downtown Health Plaza who recommended that she get her prescription medication from Crisis Control Ministry's free pharmacy. Kate says, "CCM has been there when I really needed help."

Fortunately for us, Kate decided that a simple "thank you" was not enough for her and she asked our staff if she could volunteer one afternoon a week as her way of giving back to us. Kate is now a Thursday afternoon volunteer in our client choice food pantry. She loves the families who come in for food and says, "CCM has been a blessing." She says working here "gives her the boost to do even more!" She highly recommends volunteering and invites others to join her!



THE BETTER NEIGHBOR PROJECT



The Better Neighbor Project is Crisis Control Ministry's (CCM) newest initiative! Our new Operating Framework states: We believe "Person-Centered Relationships produce far better outcomes. Those are relationships that are human, genuine, tailored to individual circumstances and full of truth and grace."

We partnered with representatives from other local non-profits including The Prosperity Center, The Family Justice Center, The Empowerment Project, Samaritan's Cornerstone Program, Providence Kitchen and others to identify best practices for person-centered relationships. We also conducted focus groups with CCM clients. We then invested time and energy into understanding all aspects of the Bridges Out of Poverty learning and applied that understanding into the Better Neighbor Project. Lastly, we reviewed our client prayer requests for the previous year as a way of considering the deepest and often unspoken needs of those who walk through our doors.

In September, we introduced "The Better Neighbor Project" with a two-part mission: 1) To apply reciprocal support and skills development to build-up relational resources for our neighbors in poverty, and 2) To facilitate one-on-one relationships across the economic, cultural and generational divides within Forsyth County.

The Better Neighbor Project is made up of ten pairs—one client and one volunteer. They meet weekly for 45 minutes for a four-month period. We provide an abbreviated version of the Bridges Out of Poverty training, as well as listening skills training, for the volunteers and encourage them to focus on the reciprocal nature of the relationship. As a way of determining progress, we have the clients set three challenging goals at the start of the program (examples: quitting smoking, gaining employment, saving \$30/month). The clients receive a gift card at each meet-up with their neighbor volunteer and an additional gift card for each goal achieved at the end of the four months.

A NOTE OF THANKS



Thank you so much for your support of our work and service! We are grateful to be part of such a loving community where we strive to help each other live better lives.

2019 was the year of change at Crisis Control Ministry (CCM). Six new staff members joined us, some replacing longstanding staff members who retired. We are grateful for their new energy and for opportunities to grow in different ways. Highlighted in this report is the Better Neighbor Project, an initiative that pairs neighbors from different economic backgrounds together to set and meet personal goals.

We also highlight and celebrate the success of our consignment shop partnerships in Kernersville, giving residents there the opportunity to donate and purchase goods, the sales of which go directly to providing client services.

In a 1989 speech given by our founder, the Reverend Ronald

E. Rice is quoted as saying, "I would prefer to die while plunging headlong into the future." In other words, rather than becoming complacent in our work at CCM, we must always forge ahead with the gladness and joy that God gives to each of us to make our lives together better.

The ministry continues to fill the niche of providing assistance to thousands of residents in Forsyth and now in Stokes County to meet the basic life needs of those who face economic crises. Nearly 14,000 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.

We literally couldn't do this work without the support of our volunteers and contributors. We thank you all for sharing your resources with us and for caring about our community.

"We are grateful to be part of such a loving community..."

— Margaret Elliott, Executive Director

CONSIGNING FOR A CAUSE

By Debbie Newell, Crisis Control Ministry of Kernersville Attic Lady

As another year has passed since I have been volunteering as an Attic Lady co-managing the Crisis Control Ministry of Kernersville consignment program, I reflect on what it means to volunteer and what the consignment program means to me. The consignment program is a unique way to support our neighbors in crisis. One person's junk is another person's treasure. It's fun for us to sort through community donations and price them for consignment to be sold at Unique Treasures and Cooper's Vintage Village or online through eBay. I enjoy raising additional funds for Crisis Control Ministry of Kernersville through this program, so the Ministry can assist more of our neighbors in crisis. We are grateful for our amazing, supportive consignment store partners in Kernersville. Unique



Treasures does not charge us any rent and donates two bookshelves where we can showcase our smaller items. They have even started hosting a food drive every month for the food pantry. Cooper's Vintage Village gives a reduced price for two booths to showcase our bigger items such as furniture and other larger items so we are able to give customers a "bang for their buck," which is a win-win for everyone. The people who drop off donations for the consignment program are the most gracious people. We love that they think of us when they are cleaning out their houses and know that all the money made off of their donations helps their neighbors in need. Please consider donating items like clothing, shoes, artwork, china, and more to the consignment program and shop our booths for the best deals in town.

YOUR SUPPORT ASSISTED NEIGHBORS IN FORSYTH AND STOKES COUNTIES THROUGH A FINANCIAL CRISIS

5,058

People Served Food Assistance
Value: \$540,435**

**Includes in-kind donations.



388,481 Pounds of Food

Donated by our generous community.



436 People Received

Outreach Services. Value: \$70,388



202 Weekly Volunteers

We appreciate all of our volunteers including a total of 1,243 weekly and episodic volunteers who help us operate.

2,050

People Served Rent/
Mortgage Assistance
Value: \$437,715

SERVICES PROVIDED

13,902*

Total People Served

\$2,921,247

Total Value



*May represent more than one service per person.

4,046

People Served
Pharmacy Assistance
Value: \$1,659,642



21,694 Free Prescriptions

Filled at our licensed pharmacy, with a value of \$1,659,642 and provided at an expense of only \$233,141 to the Ministry.



5,363 Client Interviews

● Individuals	\$ 1,217,736
● Foundations	\$ 370,637
● Churches/Congregations	\$ 344,811
● Businesses/Corporations	\$ 341,665
Total	\$ 2,274,849

2,312

People Served
Utilities Assistance
Value: \$213,067

