



the ministry messenger

Winter 2022
A Publication of
Crisis Control Ministry

Neighbors Helping Neighbors

Returning to In-Person Services

Written by Margaret Elliott, Executive Director

The Client Services Committee of the CCM Board of Directors recently recommended to the Board that in-person client services resume on Monday, January 31, 2022, if COVID numbers do not increase. It has been nearly two years since clients were present inside the building at either location. The Client Services team transitioned quickly by creating a new plan to offer assistance via phone interviews. Our pharmacy and food pantry staff members were also able to provide curbside services for those picking up prescription medications and food orders. Amazingly, the number of families assisted increased in the most recent fiscal year despite the change in how our services were offered. One of the positive outcomes of the pandemic will be offering our clients options for how they want to be interviewed, via phone or in-person. For many who have trouble with transportation, have small children, or who cannot leave their jobs to come to the building, the phone interview is an ideal solution. We have been surveying individuals who have received assistance these last few months and the response to the new phone interviewing system has been overwhelmingly positive!

The proposed new system is summarized as follows:

- Anyone needing an interview

will register at the front desk with a picture ID. At that time, the receptionist will offer an in-person or phone interview to the individual.

- Interviewing in-person will not require Intake as before; however, the receptionist will see an ID and at least the bill needing to be paid and will give written information as to what will most likely be needed to complete an interview.
- Interviewers will continue to interview as usual (using the client services database as a guide). Interviewers will consult with our Client Services Staff to determine what (if any) additional information is needed.
- Food shopping in the pantry and prescription pick-up will happen in-person as well. We will ask all clients and those

working with clients to continue to wear masks until the local health risk factors subside.

We can't wait to return to in-person service provision again! While the phone interviews will continue to be offered and provided, those who choose to sit and have a conversation with our volunteers will have that opportunity. We are grateful to our volunteers and staff members who have worked so hard these last two years to make sure our services continued despite a global pandemic!! Like so many, we are ready for some sense of normalcy. The ability to meet face to face with those who reach out for assistance will help fulfill our unifying principle of "Love," making the human connection with those who need us.

*We can't wait to return
to in-person service
provision again!*



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 North Carolina Association
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 NAFC
The National Association of
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Why I Share The Warmth—A Donor's Perspective

Written by Rev. Dr. George C. Banks, Director of Philanthropy

Each year, as the weather begins to turn colder, Crisis Control Ministry (CCM) begins our Share the Warmth campaign. Share the Warmth is an opportunity for the community to provide financial support that will help CCM assist families that are struggling to pay rent, mortgage, and utility bills during the winter months. Traditionally, heating costs increase for everyone in the colder months, which further exacerbates paying bills for those already living on the edge. We are grateful for every person who donates to our Share the Warmth campaign. The generosity of our donors keeps so many families safe and warm during the coldest time of the year. This year we wanted to highlight one of those munificent donors and gain some insight into why giving to the Share the Warmth campaign is so important to them. Rev. Stewart Ellis and his wife Grace contributed to the Share the Warmth campaign this year. Rev. Ellis shared, "We have a warm house and many people take that fact for granted." Rev. Ellis noted that he empathizes with those who struggle to keep their homes warm because of a first-hand experience. A few years ago, the furnace went out in his home and his family was without heat for two weeks during the coldest months of the year. They survived by utilizing space heaters until the furnace could be repaired. Rev. Ellis shared that "many do not have the means to keep their utility bills paid" and he was glad to donate to a cause that would keep people warm and safe during the winter.

Will you join Rev. Ellis and make a difference by contributing to the Share the Warmth campaign? Thanks for the support! crisiscontrol.org/share-the-warmth/

Neighbors Share Their Experience Getting Assistance

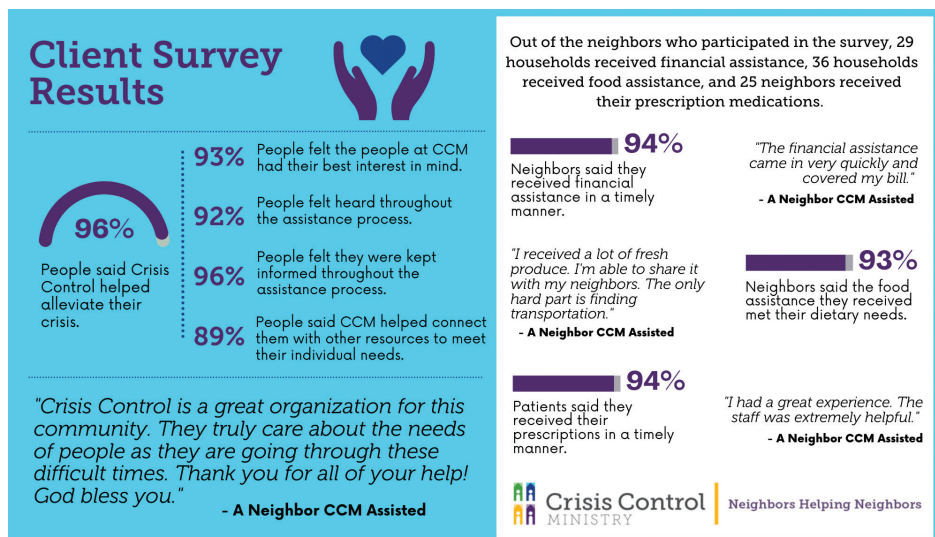
Written By: Abbey McCall, Director of Community & Volunteer Relations

At Crisis Control Ministry, we often think about the client perspective. We believe in person-centered relationships and building genuine human connections in everything we do. Our Unifying Principles are designed with that in mind. We strive to be a beacon of hope for neighbors in crisis. In an effort to better understand our neighbor's perception of us and the areas where growth might be needed, we have begun conducting surveys with neighbors who come to the Ministry looking for assistance. We want to hear firsthand about their experience at Crisis Control Ministry.

This past August, the Client Services Committee developed a survey for our neighbors who have received assistance from us. With the help of volunteers, we email

and call our neighbors to get their feedback. In just three months, we've heard from 75 neighbors about their experiences getting assistance. Below is a snapshot of our findings.

Since implementing the survey, the Client Services Committee has developed a second survey to send out to neighbors who did not receive assistance from Crisis Control Ministry. By the end of this fiscal year, we should have a deeper understanding of how neighbors perceive us in the community so we can better market our services and identify areas of improvement. If you'd like to volunteer to help us gather this vital information from our neighbors, please email volunteer@crisiscontrol.org or call 336-770-1621.



Gift of the Month and Hours

January: Saltine Crackers
February: Instant Potatoes
March: Pancake Mix & Syrup

Some essential items can't be purchased with food stamps. Please consider donating one or more of the following: dish detergent, shampoo, feminine hygiene supplies, bath soap, laundry detergent, and deodorant.

Winston-Salem Hours:

Monday - Friday
9 a.m. - Noon.
1 p.m. - 4 p.m.

Kernersville Hours:

Monday - Friday
9 a.m. - Noon
Tues. & Thurs.
1 p.m. - 4 p.m.

Crisis Control Ministry Welcomes Two New Staff Members



David Richmond served as a volunteer lead for 12 years, and in 2021, joined the staff as Client Services Coordinator at Crisis Control Ministry's Kernersville office. Before this role, he also served as a tax preparer at the Senior Center in Kernersville. During his free time, he enjoys visiting his extended family in WV.



Jerrold Tuttle joined us back in December as our Transportation and Safety Coordinator. Before joining the staff, he worked as a truck driver for Smith Phillips Building Supply. In his free time, he enjoys playing the drums and spending time with his son and wife of more than 15 years.

CCM is Pleased to Announce Our New Board Members



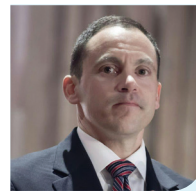
Angela Alley
Angela is a senior director of case management for Novant

Health located in Winston-Salem, North Carolina. She has thirty-one years of experience as a registered nurse and has more than twenty years dedicated to case management and has served ten years in her current role. As the senior director, Angela has responsibility for the strategic direction and operational leadership for all acute care case management activities across Novant Health.



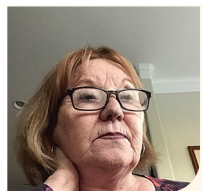
Lloyd Ford
Lloyd is a long-time volunteer for Crisis Control Ministry and

was previously the Executive Director for KICKSTART KIDS, a non-profit organization that focused on martial arts training for inner-city youth in Texas. She has also served on the Board for Trellis Supportive Care and Winston-Salem Tennis and is now retired. Having lived in Winston-Salem for 23 years, she spends her time volunteering with other community organizations, including Atrium Health Wake Forest Baptist.



Hernan Sabio
Hernan is a US Army veteran who has worked for BB&T (now Truist) since

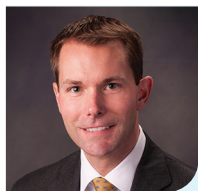
2004 in several roles which include, operations, data & reporting, and special projects. Since 2014, he has served the YMCA of Northwest NC with philanthropy, board leadership, and as a member of the search committee recruiting the current YMCA CEO. Hernan is currently serving as their Vice Chair of the Board of Directors. In his free time, he likes to run marathons. In 2019, he ran a relay race from Wilmington to Winston-Salem to help raise funds for Moji Coffee.



Judi Perrault
Judi is retired from a life with computers. She has an associate degree from

Forsyth Tech as a computer programmer and worked for 15 years at Integon and ten years at Triad Guaranty. Judi retired as Vice President of Computer Technology in 2006. Judi has volunteered her entire life for various organizations including 13 years (and counting) at Crisis Control Ministry.

She lives with her husband, Cliff of 54 years and together they have five children and ten grandchildren.



Jason Anderson
Jason is a Commercial Relationship Manager with American

National Bank & Trust Company. His role is to work closely with clients who utilize credit and depository services to operate their businesses. Jason has worked for several distinguished banks during which he began serving on the Finance Committee for Crisis Control. In the past, he has served as president and board member of the Stratford Rotary Club and the Winston under 40 Advisory Board of the Winston-Salem Chamber of Commerce.



Regina Craven
Regina currently serves as the Director of Strategic Communications

and Public Relations for United Way. Before this role, she was VP of Philanthropy for Big Brothers Big Sisters.

She is currently serving as chair of marketing and communications and is on the Board of the Association of Fundraising Professionals NC Triad Chapter, as well as serving on Kaleideum's Diversity, Equity, Access and Inclusion Committee.



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Save the Date

Gifts designated for the Hunger Challenge from March-April will be eligible for matching funds from local donors.



Crisis Control
MINISTRY

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Wee Care! Cereal Drive

March 1-31, 2022



Crisis Control
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Teaching Children to help others!

Throughout the month of March, schools in Forsyth and Stokes County are collecting cereal for our food pantries!

Contact Ryan Moody at rmoody@crisiscontrol.org to get involved!



Our Unifying Principles...

Love • Stewardship • Listening • Grace • Truth • Collaboration • Better Lives • Transformation