



Renewing our purpose



Crisis Control
MINISTRY



2018 Annual Community Impact Report



We are all one community. Those five words on a colorful mural remind visitors to Crisis Control why we exist.

2018 marked the 45th year of Crisis Control's work in our Forsyth County community. With your help, we have made and continue to make a difference for our neighbors experiencing a financial crisis. In 2018, CCM assisted 1 in every 24 residents with our range of services.

Our commitment to meeting the needs of our neighbors has remained unchanged over the past five decades. We look to the thoughts and actions of our founders as we continue to renew our purpose in these

transformative times. Our Board of Directors approved a set of *Seven Guiding Principles* as well as a *Strategic Framework* which are helping to lead our work now and in the future. *You will see those ideas highlighted throughout this annual impact report.*

Although the improving economy and low unemployment rate have helped some find increased stability, many of our neighbors still find themselves in crisis and experiencing hard times. The foundation of our mission continues to be Neighbors Helping Neighbors, giving help and hope to others in our community. We thank you for sharing your resources and compassion with those struggling to make ends meet.



Charles W. "Chip" Cole
Charles W. "Chip" Cole,
CCM Board Chair



Margaret P. Elliott
Margaret Elliott,
CCM Executive Director



**"All things become possible in a loving community." —
Rev. Ron Rice, founder of Crisis Control Ministry**

- 1. 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.*



Food Assistance

4,839 people served
Value: \$464,607 (including
332,890 pounds of
food donated by our
community)**



Rent/Mortgage Assistance

2,153 people served
Value: \$453,091



Utilities Assistance

3,162 people served
Value: \$294,302



Pharmacy Assistance

4,425 people served**
23,529 prescriptions
Value: \$1,771,824***

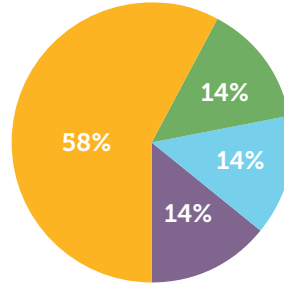


Outreach Services

546 people served
Value: \$69,159

Total Value: \$3,052,983

Total People Served: 15,125**



Revenue Received

Individuals	\$ 1,352,733
Foundations	\$ 335,129
Churches/Congregations	\$ 328,788
Businesses/Corporations	\$ 321,241
TOTAL	\$ 2,337,891

*Crisis Control Ministry's fiscal year Oct. 1, 2017 - Sept. 30, 2018.

**May represent more than one service per person.

***Includes in-kind donations.

One in every 24 individuals

in Forsyth County benefited from
Crisis Control programs and
services during 2018.

**One hundred percent of our funding
comes from donors like you.**



2. STEWARDSHIP

*Demonstrate total competency and integrity in the wise use of the
resources entrusted to us.*

Neighbors helping neighbors:

That's the essence of Crisis Control. During 2018, with your help, the lives of thousands of your Forsyth County neighbors experiencing a short-term financial crisis were changed for the better.

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 our neighbors who are hungry and unable to afford regular groceries for their families, our "client choice" food pantries both in Kernersville and Winston-Salem provide a well-balanced and nutritious food order designed to last for two weeks.

Licensed Free Pharmacy: CCM's Licensed Free Pharmacy in Winston-Salem provides health and life-sustaining medications for individuals who are unable to afford their prescriptions. Last year, we filled 23,529 prescriptions, making an important impact on the health and well-being of patients receiving assistance.



3. LISTENING

Be open, receptive, and curious. Listen to understand. Be a safe place for people to be heard.

4. GRACE

Understand the sacred nature of our work. Demonstrate a spirit of compassion and reverence toward those who seek our help.

5. TRUTH

Be well informed in the truth & realities of poverty, the facts, best research and best practices. Speak truth.



Indispensable Volunteers:

Dedicated volunteers continue to play a key role in Crisis Control's success, serving as the face of the Ministry to families. In 2018, CCM's experienced and well-trained volunteers conducted 6,833 interviews with clients facing a crisis, providing help for today and hope for the future. Our 263 weekly volunteers along with hundreds of special project volunteers saved CCM in excess of \$2 million while spending thousands of hours serving their Forsyth County neighbors.



How can you make a difference?

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

6. COLLABORATION

Be a participant in an ongoing collaboration between community resources who share a commitment to "Person-Centered Relationships" and seek ways to function together seamlessly around individual client needs.

7. BETTER LIVES

Be the ultimate fruit of all we do.

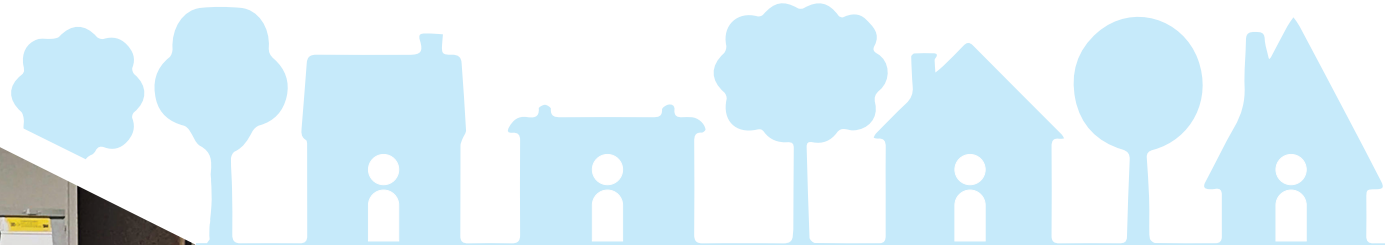
RESOURCES AND INITIATIVES

Crisis Control continues to grow its community programs — from raising awareness about poverty and “Bridges Out of Poverty” trainings to providing classes for individuals hoping to learn how to better manage their resources and lives.

Awareness & Advocacy: To build awareness, CCM offers special programs to community groups of any size. The two-hour Poverty Simulation is a guided experience exposing larger groups of participants to the realities of poverty as they assume the roles of low-income family members. CCM’s Living on the Edge (LOTE) is a newer companion piece to poverty simulations. LOTE’s shorter, interactive presentation is ideal for smaller groups that want to gain a better understanding of the causes of

poverty. For individuals interested in more advanced training, CCM’s Bridges Out of Poverty is available. This intensive training builds awareness of the differences in economic cultures with the end-goal of supporting those in our community who are working their way out of poverty.

Personal Development Classes: Since launching the Personal Development Program (PDP) in 2015, Crisis Control classes have helped hundreds of participants focus on essential life skills including budgeting, nutrition, goal setting, and job interviewing. During 2018, 96 PDP participants learned how to develop and follow a budget, set financial and personal goals, cook more nutritiously, and build job search skills.



About Crisis Control... *Crisis Control Ministry (CCM) was founded by local congregations in 1973 to better coordinate financial assistance for those in need. Strong support from our community has made CCM the largest provider of emergency assistance 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.*

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& School

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Executive Director

Community Outreach: During 2018, CCM was the lead agency and partnered with several other groups to offer the Healthy Eating Initiative (HEI) in northeast Winston-Salem. As a Place Matters project, HEI is a United Way-funded collaborative to improve access to healthy foods, educate individuals about nutrition, and train youth and adults to grow food.

In 2018, CCM also continued its pilot program at Old Town Elementary School, providing emergency assistance to parents of students at the school, as well as a food pantry and clothing closet. Four mornings a week, the Family Resource Center is staffed by a bilingual staff member. With assistance from the Kate B. Reynolds Charitable Trust, this outreach helped to meet the needs of community members right where they live and are most comfortable.

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

Winston-Salem Office:

336.724.7875
200 East Tenth Street
Winston-Salem, NC 27101

Kernersville Office:

336.996.2636
431 West Bodenhamer Street
Kernersville, NC 27284





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About Our 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.



Crisis Control
MINISTRY

200 East Tenth Street
Winston-Salem, NC 27101
www.crisiscontrol.org

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