



# *Annual Report*

## *2013-2014*



*proving lives can change*

**Our Mission:**  
*Creating paths to  
safety, stability &  
self-sufficiency.*

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## *Who We Are*

Community Resource Center (CRC) is a 501(c)(3) nonprofit social services agency serving residents throughout San Diego North County. Since 1979, CRC has been dedicated to providing women and children, individuals, and families with critical emergency and transitional housing assistance, food programs, comprehensive domestic violence services, and much more.

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**Our Vision:**  
*Vibrant, thriving and  
engaged communities  
where self-sufficiency  
exists for all.*



# Our Core Values

## Integrity

*We believe that transparency, authenticity, and honesty are the building blocks of trustworthy organizations.*

## Respect

*We have hearts of compassion and regard for human dignity while celebrating the richness of our diversity.*

## Resilience

*We view challenges as opportunities to create positive change and to model strength for our communities.*

## Accountability

*We pursue the best in all we do while holding ourselves to the highest standards.*

## Leadership

*We build community leaders while demonstrating leadership in our own communities.*

## Entrepreneurship

*We relentlessly pursue innovative solutions for transforming our communities.*

# *Our Aspirations*

## **Reputation**

*We aspire to become the social service organization of choice serving the coastal communities of North San Diego County.*

## **Impact**

*We aspire to help those we serve to successfully navigate the challenges and opportunities of their lives.*

## **Financial Sustainability**

*We aspire to achieve solid financial health through effective and efficient management of the organization's resources.*

## **Knowledge Acquisition**

*We aspire to acquire and implement greater knowledge and understanding of our profession for the benefit of those we serve.*



# *Why Support Us?*

CRC touches the lives of over 8,000 people a year. Our innovation, fiscal fortitude, program delivery, use of outcome-based models, and record of success make us a leader in the community and a trusted investment among funders and donors.

## *Programs*

Social Services • Comprehensive Food Programs  
Emergency Food Distribution • Homelessness Prevention  
• Emergency Shelter Assistance •  
Affordable Housing Referrals • Case Management • Employment Preparation  
• Financial Literacy Training • Free Tax Preparation •  
Referrals to Supportive Services • Comprehensive Domestic Violence Services  
• Carol's House, a 24-bed emergency shelter •  
Transitional Housing • Case Management & Counseling • Legal Assistance  
Life Skills Classes • Therapeutic Children's Program

CRC also hosts the annual Holiday Baskets program, which provides essentials such as food and clothing, as well as toys to over 1,700 low-income families living in the San Diego North County Coastal area.



### Populations Served

**88.3%** are from underserved populations

**71.7%** are of ethnic minorities

**53.6%** are Hispanic

**7.1%** are individuals with disabilities

**21.7%** battle substance abuse or have mental health issues

## *Client Center Highlights*

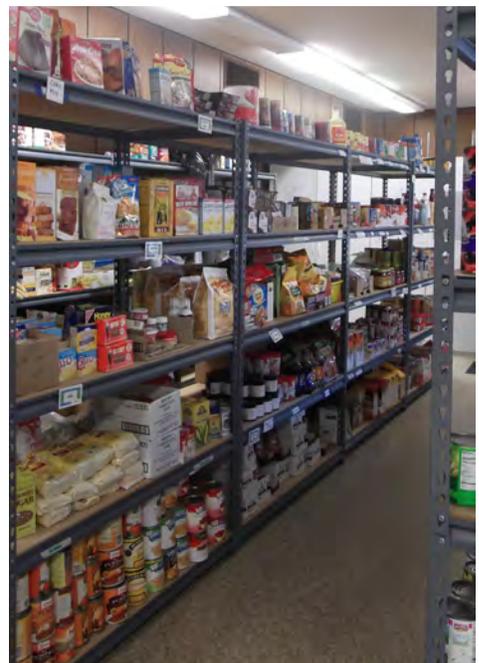
In six years of operation, the Client Center has more than tripled its impact by expanding the number of households served from approximately 200 in 2010 annually to 700 by FY year-end 2014. The three- to six-month Client Center program provides low-income households with weekly food distributions, bi-weekly case management, and an eight-week financial and nutritional education workshop. Nutritious perishables are donated by local grocery stores through the Feeding America Fresh Rescue program as well as by community members and other local vendors. To facilitate budgeting skills and healthy nutrition, participants receive a monthly allotment of points based on income and case management goals achieved to obtain food, with the healthiest products worth the fewest number of points. In addition to the Emergency Food Pantry and Client Center, CRC also distributes:

- Fresh Rescue foods to an affordable housing complex for seniors on a weekly basis
- USDA Commodities to low-income residents from various cities once a month, and
- Bread products to low-income households every day from 11 AM to 2 PM.

Now, walk-in clients seeking case management can be invited to the Client Center program with no wait time. Case managers report that clients are taking advantage of the additional CRC services, including employment services and rental assistance, to improve their overall self-sufficiency. Offering these services in a centralized location increases the clients' chance for success.

In FY 2014, CRC grew our highly successful video conferencing program to assist residents in obtaining MediCal and CalFresh benefits. Clients are able to leave the office with same day approvals of benefits more than 90% of the time.

**Did you know?** The Client Center Food Distributions are almost entirely volunteer run, with an average of 800 hours volunteered each month. Our volunteers help to distribute food items that help to feed approximately 160 individuals each day. Our dedicated volunteers spend hours helping to sort, process and distribute food every day—with the independent sector valuing each hour at \$26.87, this saves CRC approximately \$257,952 in labor costs every year!



## *Carol's House*

A 24-bed emergency shelter for women and children fleeing domestic violence, Carol's House provides more than just a safe living environment. Residents also receive comprehensive social services to facilitate transition to healthier, happier, and safer lives. In 2013-2014, Carol's House served 153 total clients, 93 of them children.

From July 2013-June 2014, our DV program served 60 households, consisting of 153 individuals and 93 children.



98.3% of all DV program households did not return to their abusers

80.7% of DV program graduates exited to transitional or permanent housing; 75% of transitional housing clients were placed in permanent housing

82.2% of all DV program clients demonstrated an increase in problem-solving, household management, and employment skills

81.7% increased or maintained their income

93.02% of DV program clients improved their self-concept upon completion of the program

69.04% of DV program clients reduced their symptoms of depression and anxiety

## *Legal Advocacy Program*

**The CRC Legal Advocacy Program** provides legal assistance for DV survivors living in the CRC DV emergency shelter or transitional housing units, participating in the off-site rental assistance program, and for DV survivors from the community as needed. The program offers legal needs assessments, education, referrals to legal service providers, document preparation and guidance, child-centered legal expertise, and court accompaniment. Approximately 54% of CRC's DV Program clients are from the Hispanic/Latino population, some of whom are immigrants, and may return to their abusers due to difficulty attaining job training or employment. The Legal Advocate educates DV survivors about immigration status (including the U visa for victims of abuse) and guides them through status processes.

CRC provides these critical services to DV survivors with hopes of increasing the clients' understanding of the legal system, reducing anxiety of initiating legal proceedings, and perceiving a greater level of legal support.

# *Domestic Violence Program Highlights*

## **Education**

Between July 2013 and July 2014, the Prevention and Education department:

- educated approximately 1,049 individuals on the dangers, dynamics, intervention and prevention of Domestic Violence;
- facilitated four separate 40-hour DV and Crisis Intervention Trainings;
- completed 3 peer-to-peer education and prevention trainings within North County San Diego high schools;
- and provided miscellaneous education in continuation and behavioral health schools.

Aside from facilitating CRC's teen peer-to-peer education curriculum, CRC's DV Education and Prevention Coordinator has also lectured at California State University San Marcos and has since been added to their presenting curriculum for their Family Violence and Domestic Violence classes.

Last October, in honor of Domestic Violence Awareness month, CRC's DV Education and Prevention Coordinator played a key role on the planning committee, in cooperation with the Escondido Police Department, to revitalize a community event called the North County Regional Rally, in Escondido, CA. The event highlighted all North County SD DV agencies and resources pertaining to safety, legal assistance, family services, animal safety, and health care education. The event received media coverage on our survivor speakers, cross cultural entertainment and our many honors spoken of the 18 victims of Domestic Violence lethality in the previous year.

## **Teen Peer-to-Peer Program**

Facilitated in collaboration with the San Diego Unified School District's Migrant Education Program, our last Teen Peer-to-Peer program consisted of approximately 20 students belonging to a group called "Have a Voice." The group meets weekly on their school campus, San Dieguito Academy, in Encinitas, CA. Over the course of several weeks students were educated in the areas of Peer-to-Peer Teen Dating abuse and explored topics such as societal beliefs, power and control dynamics, harmful dating behaviors & red flags, SAFE communication, and how to help friends and access resources. Each student who attended all of the classes received a certificate of completion and will kick off the new 2014-2015 school year as a Safe Dating Peer Advocate. Students will be offering educational presentations throughout their school with the intention of expanding this program to middle schools throughout the North County San Diego area. This program will be considered a service learning project and students will have the opportunity to gain community service hours through CRC and their school. CRC will be returning to SDA to assist and guide in executing the project.

## *Therapeutic Children's Center*

CRC's **Therapeutic Children Center** addresses the trauma and mental health issues associated with witnessing domestic violence. In FY 2014, the Therapeutic Children's Center provided individual counseling, group therapy, and daily therapeutic activities for 93 child victims of domestic violence (DV) who participate in CRC emergency shelter, transitional housing, and rental assistance programs. 96% of children showed improved self-confidence and 82% exhibited reduced symptoms of anxiety upon completion of the program.

**Did you know?** The TCC program is the only one of its kind in North County San Diego which provides counseling and daily therapeutic activities for more than 100 child domestic violence (DV) victims.



## *IRS Volunteer Income Tax Assistance*

As an IRS Volunteer Income Tax Assistance (VITA) site, CRC offers free basic income tax return preparation and filing for low-income households in the community. IRS-certified volunteers help clients secure the maximum return by identifying special tax credits. E-file and direct deposit options available.

In its second year as a VITA site, CRC provided tax preparation for 497 individuals, with an average federal tax refund of \$1,878, for a total of \$783,445 back into the community this tax year. CRC has a goal to increase service to 700 individuals in the next program cycle.

## *Holiday Baskets: Reach*

The **31st Annual Holiday Baskets Program** continues to serve a vital function in the community, providing each participant with a turkey or chicken, outerwear, blankets, toys and more.

A record 1,731 low-income households

7,169 individuals, over half of whom were children.

Each household was provided with 1-2 weeks' worth of food

**More than 50 tons of food** were distributed to these families in need.

Holiday Baskets is the largest distribution of its kind in the County, and continues to increase the short-term food and financial security of its participants.

## *Holiday Baskets: Impact*

The signature program has become a hub that connects families in need to social services:

CRC staff informs participants about case management, Cal Fresh registration, and the SDG&E Care Program (discount utility program).

Other non-profit and public agencies, such as North County Lifeline, Oceanside Family Resource Center (a County Health and Human Services office), and the Encinitas Sheriff's Department provide information on programs available to low-income households.



# Financial Highlights

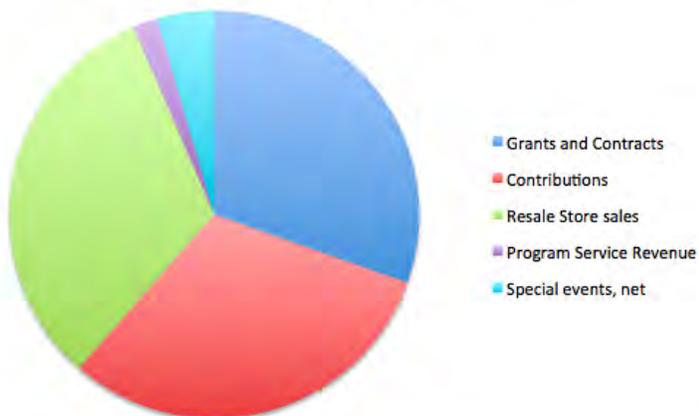
Fiscal year ended June 30,  
2014

<b>Where CRC's funds come from:</b>	(numbers in 000's)	
Grants and Contracts	\$1,215	30%
Contributions	1,237	31%
Resale Store sales	1,280	32%
Program Service Revenue	78	2%
Special events, net	180	5%
Investment income	4	0%
 Total Revenues	 \$3,994	 100%

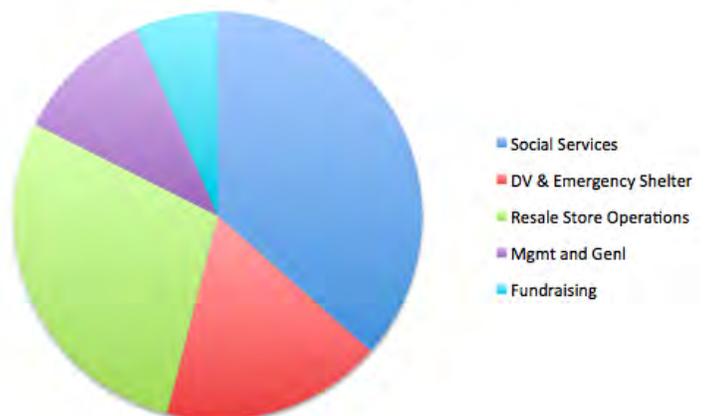
**How CRC invests these funds in the community:**

Social Services	\$1,512	37%
DV & Emergency Shelter	723	17%
Resale Store Operations	1,175	28%
Mgmt and Genl	456	11%
Fundraising	272	7%
 Total Expenditures	 \$4,138	 100%
 Change in Net Assets	 \$(145)k	
Ending Total Net Assets	\$1,878k	

**CRC Revenue Sources**



**CRC Expenditures**



# *How You Can Help*

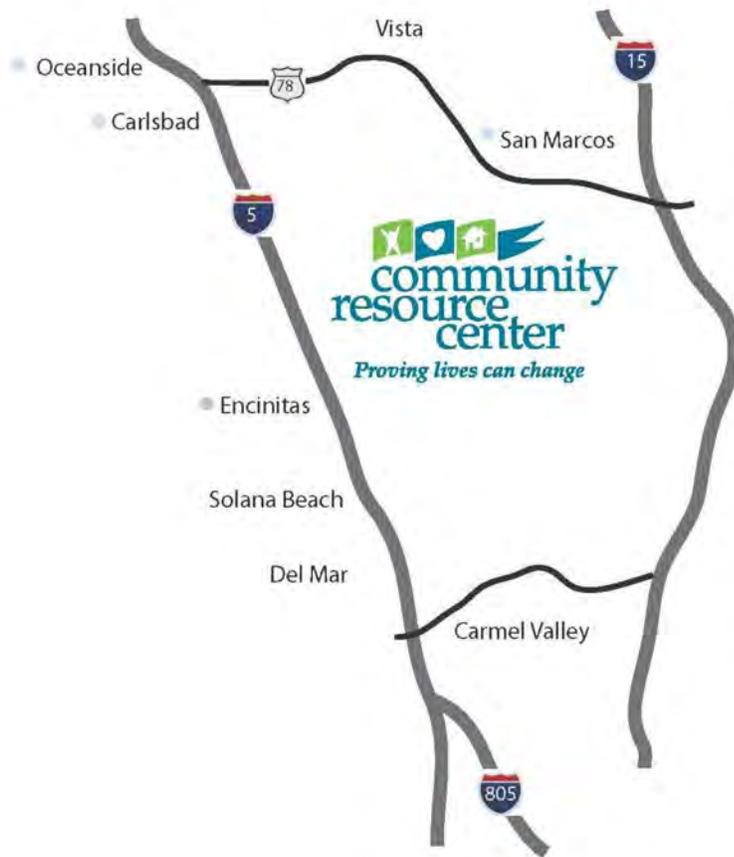
We want to help every person in San Diego North County “create paths to safety, stability and self-sufficiency.” That is our mission, and we couldn’t support it without the generosity of our volunteers, donors, sponsors, and friends.

We appreciate your previous and future support as we continue to enhance our programs and services, reach more citizens in need, and support our community.

If you’d like more information on how you can help, please visit our Web site at [www.crcncc.org](http://www.crcncc.org).

THANK YOU!





*proving lives can change*

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[www.crcncc.org](http://www.crcncc.org)



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