COMMUNITY RESOURCE CENTER

HEALTHY FOOD

STABLE HOMES

SAFE RELATIONSHIPS

2020 ANNUAL REPORT
Dear Friends,

Healthy Food. Stable Homes. Safe Relationships. These are the essential necessities for life and are the foundation of Community Resource Center’s mission and programs.

Since March 2020, many of our neighbors have asked how the pandemic has affected us. Our response is simple: We’re doing exactly what we’ve been doing since 1979. CRC is feeding the hungry, housing the homeless and providing safety to domestic violence survivors.

What changed in 2020? There was greater demand for our services. Domestic violence and food and housing insecurity increased in the shadow of the pandemic; therefore more of our neighbors came to us in crisis seeking assistance, reassurance... and hope.


In response to the challenges of 2020, we witnessed compassion and generosity giving birth to hope. We saw neighbors helping neighbors by donating food and hosting food drives. We saw neighbors helping neighbors by volunteering to deliver food to seniors sheltersing in place. We saw neighbors helping neighbors by giving over $1 million during the Community Cares Campaign, ensuring CRC’s response to the increased needs of people who were hungry, homeless and hurting.

2020 was driven by the generosity of caring donors, volunteers and community members, and together we distributed 507,225 pounds of healthy food, responded to 2,012 calls to our domestic violence hotline and helped 475 people obtain safe shelter from homelessness and domestic violence.

To our community, I offer my deep gratitude. Thanks to your partnership, we met the needs of people in the past year, are meeting the needs of our neighbors today, and are building for our future to meet the needs of tomorrow.

In your service,

John Van Cleef | CEO

Letter to Our CRC Supporters

Thank you to our supporters for the many ways you helped your neighbors in need in 2020. Together, we responded to the surge in demand due to COVID-19 and provided critical assistance during a time of crisis.

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Each month, over 400 households - seniors, unsheltered individuals and struggling families - receive healthy food and access nutrition education at our Food & Nutrition Center.

• 13,037 visits made to our Food & Nutrition Center
• 2,053 meals delivered to seniors
• 507,225 pounds of nutritious food distributed
• 3,713 people received food, blankets and gifts during Holiday Baskets

CRC assists unsheltered individuals and those who are at risk of becoming unsheltered with housing, resources, rental assistance, financial education and individualized support.

• 475 individuals found safe housing through our intervention programs, domestic violence shelter and transitional units
• 3,655 case management sessions provided financial, housing and career resources to 349 individuals

Families and individuals escaping domestic violence find safety and healing through our shelter, transitional housing, counseling, Therapeutic Children’s Center and legal advocacy.

• 2,012 calls answered on our 24 hour domestic violence hotline
• 1,341 counseling sessions provided compassionate care
• 3,278 people received domestic violence prevention education

Providing hope from hunger, homelessness and harm...

NOURISHING

Hope is knowing where your next meal is coming from.

EMPOWERING

Hope is knowing where you are going to sleep tonight.

HEALING

Hope is knowing your family is safe from domestic violence.

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What we do
Since 1979, Community Resource Center (CRC) has grown from providing basic needs for families in crisis, to offering a comprehensive continuum of support to individuals and families who are hungry, homeless or at risk of homelessness, including domestic violence survivors and their children. CRC is the primary provider of social services and domestic violence programs in coastal North County San Diego, serving more than 2,300 households (6,000 individuals) annually.

Mission
Community Resource Center’s mission is to help our neighbors create paths to healthy food, stable homes and safe relationships.

WHO WE SERVE
Nine cities make up CRC’s primary service area in North County San Diego, with 89% of our participants.

Service area

All Participants
Age

Gender*

Holiday Baskets
We distributed Holiday Baskets to 940 households – 3,713 people – in 2020.

1 in 8 people in North County or 12.1% of the population lives below the federal poverty line. (US Census 2015 Survey)

*0.3% reported as transgender and 0.3% reported as declined to answer.

*84% Adults (18-64)
15% Seniors (65+)
2% Children (0-17)
39% Male
61% Female
48% Adults (18-64)
43% Adults (19-64)
9% Seniors (65+)

ABOUT US

• Emergency Food
• Access to Healthy Food
• Nutrition Education
• Benefits Enrollment
• Nutrition Consultations
• Holiday Baskets

• Case Management
• Homelessness Prevention & Intervention
• Emergency Housing
• Workforce Development
• Housing Placement
• Domestic Violence Shelter & Transitional Housing

• Domestic Violence Prevention & Education
• Counseling
• Legal Advocacy
• Therapeutic Children’s Center
• Homelessness Prevention

What we do
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Mission
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Delivering food to seniors in need

“When the pandemic hit, I came to CRC for help. I’m 72 years old and I’ve been sick and in and out of the hospital. It means the world to me getting this food. I’ve been staying at a hotel and working with [CRC case manager] Chad to find housing. CRC has been a godsend for me.”

- Joseph, senior meals participant

Delivering CRC’s mission was more critical than ever before in 2020, as the pandemic brought increased need in our community for food, shelter and safety.

Compared to the previous year, in 2020 CRC:

- 3,519 individuals came to CRC for healthy food
- 2,053 senior meals delivered
- 507,225 pounds of nutritious food distributed

Provided critical help and resources during 28% more calls to our domestic violence hotline.

- 2,012 calls answered on our 24-hour domestic violence hotline
- 3,278 people received domestic violence prevention education (66 trainings provided, 8,724 prevention handouts/information distributed)
- 1,341 counseling sessions provided compassionate care
- 112 counseling participants

Delivered nutritious food through 30% more visits to our Food & Nutrition Center each hour.

- 475 individuals found safe housing through our intervention programs, domestic violence shelter and transitional units
- 3,655 case management sessions held, providing financial, housing and career resources
- 349 individuals helped through case management

Assisted with housing, financial and career resources in 38% more case management sessions.

COVID-19 RESPONSE

Thank you to our caring community for ensuring CRC could respond to increased demand for its programs during the pandemic.

Delivered CRC’s mission was more critical than ever before in 2020, as the pandemic brought increased need in our community for food, shelter and safety.

The team members and volunteers care deeply about the people we serve. Over the months, the clients began to anticipate my arrival. Although our interaction is minimal, they all sincerely express their gratitude with grace.”

- Maggie, CRC volunteer

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- 3,519 individuals came to CRC for healthy food
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**MEET TED**

Ted first came to Community Resource Center for food assistance when he was homeless and living in his van. As he strove to create a brighter future for his 12-year-old son, he obtained rental assistance and a stable home through the Rapid Re-housing Program.

Ted says, “When I moved into this house after living in a van, I remember taking a shower at home for the first time in over a year and I had this new sense of gratitude. I can’t believe how lucky I am. I have this new feeling of happiness.”

“CRC saved my life. I’m very grateful and I’m really happy I found the CRC. I got my family back. My whole life is different.” - Ted

**Food & Nutrition Center**

CRC’s Food & Nutrition Center provides healthy food and nutrition education to vulnerable, food-insecure individuals and families including seniors, those who are homeless or facing imminent homelessness, veterans and domestic violence survivors.

CRC receives and picks up fresh produce and donated food from local grocery stores and partners. Caring volunteers assist participants and distribute the food at our food pantry.

In order to safely serve more families and individuals during this pandemic, CRC converted our Food & Nutrition Center shopping model into a safe curbside food distribution. In partnership with the City of Encinitas Senior Center, CRC also provided support and meals to unsheltered vulnerable adults and seniors who are temporarily housed in motels.

**We provide:**

- Emergency and weekly food distribution and senior meals delivery
- USDA Commodities Program
- Nutrition Consultations
- Holiday Baskets food and gift distribution
- CalFresh* and Medi-Cal Application Assistance

*CRC is a CalFresh Outreach Subcontractor

**Community Impact**

507,225 pounds of rescued food distributed through 13,037 visits

2,053 meals delivered to seniors

3,713 people received food, blankets and gifts during Holiday Baskets

HOPE NOURISHES

We provide:

1 in 7 adults and 1 in 5 children struggle with food insecurity
Integrative Services

Our team provides participants with resources and guidance to work towards obtaining stability and reaching their financial and housing goals. CRC case managers assist unsheltered individuals and those who are at risk of becoming unsheltered with housing, resources, rental assistance, financial education and individualized support. Each individual and family walk a unique path to self-sufficiency, and CRC is here to support them along the way.

It’s more important than ever to make sure our unsheltered neighbors have a safe place to call home. And those who have a home, are able to remain in it. In response to COVID-19, CRC partnered with North County cities of Encinitas, Carlsbad and Solana Beach to provide rental assistance to those affected by the pandemic.

We provide:

- Case Management
- Health & Well-being Programs:
  - Food assistance, CalFresh* and Medi-Cal Benefits application and support
  - Homelessness Prevention and Intervention: Seasonal shelter and emergency housing assistance, Rapid Re-housing, deposit/rental assistance
  - Stabilization Services: Benefits enrollment assistance, transportation assistance, employment readiness, resources, financial literacy training, budgeting

*CRC is a CalFresh Outreach Subcontractor

Clementine was homeless and living in her RV when she found out that her teen daughter, who lived with her dad, was experiencing severe health issues as a result of sleeping on her dad’s couch for many years. Clementine reached out to Community Resource Center for help to find a safe place for her and her daughter to call home.

Clementine met with a CRC case manager to obtain full-time employment, receive food and save for an apartment. She utilized CRC’s Rapid Re-Housing Program to obtain help with the deposit and rent for an apartment. Due to COVID-19, Clementine’s hours were cut at her second job. Clementine says, “I can’t survive on one full-time income. CRC has made it so I can pay for unexpected things that have come up. It’s made it so I can breathe.”

“I’m no longer homeless in an RV. My daughter has her own bed. She’s on track for graduating and going to college.”
- Clementine
Community Impact

2,012 calls answered on our 24-hour domestic violence hotline
3,278 people received domestic violence prevention education
1,341 counseling sessions provided compassionate care

Andrea is a survivor. When she tried to stop her abusive husband from committing suicide, he shot her in the hand. Andrea was badly injured and rushed to the hospital. Andrea knew she had to leave her husband of seven years for the safety of herself and her children. Andrea learned about CRC’s emergency shelter for domestic violence survivors and she and her children, ages two and five, came to the shelter for safety and protection. The family worked closely with CRC counselors and the Therapeutic Children’s Center Coordinator to begin a path ahead. Andrea’s children attended family counseling and played at the Therapeutic Children’s Center. Andrea worked with a CRC case manager to plan for her next steps and participated in the domestic violence support groups and classes, learning from other individuals who had experienced similar circumstances.

After living at our shelter and transitional housing for several months, Andrea and her children moved into an apartment of their own. While the family continues to heal and get back on their feet, Andrea had tears of gratitude and joy as they move toward a safer and brighter future ahead.

MEET ANDREA

Teaching a #BetterWay

In 2020, CRC partnered with the #BetterWay Campaign, a state-wide family violence prevention media campaign. The campaign goal was to strengthen protective factors among youth to prevent family violence and reduce the impact of violence among young people. As one of seven Community Partners, CRC promoted the campaign through social media and email marketing to educate and encourage community members to take action to end relationship violence.

Participants in CRC’s domestic violence programs are offered individual counseling sessions, weekly group therapy sessions for mothers and for children, and family counseling. CRC’s Therapeutic Children’s Center provides therapeutic services specifically for children to help them to effectively cope with the traumatic effects of domestic violence. CRC’s 24-hour domestic violence hotline provides resources and in 2020, CRC responded to 2,012 calls, while our educators provided domestic violence prevention education to 3,278 individuals, including young adults.

We provide:

• Carol’s House - Emergency Shelter
• Transitional Housing
• Education & Prevention
• Case Management
• Therapeutic Children’s Center
• Legal Advocacy
• Emergency Hotline
• Counseling:
  - Individual, Couple and Family Therapy
  - Domestic Violence Therapy
  - Weekly Groups and Classes
• Support Group, Parenting Class, Domestic Violence Education Class, and more

1 in 3 women and 1 in 4 men will experience relationship violence

We provide:

• Carol’s House - Emergency Shelter
• Transitional Housing
• Education & Prevention
• Case Management
• Therapeutic Children’s Center
• Legal Advocacy
• Emergency Hotline
• Counselling:
  - Individual, Couple and Family Therapy
  - Domestic Violence Therapy
  - Weekly Groups and Classes
• Support Group, Parenting Class, Domestic Violence Education Class, and more

Domestic Violence Prevention & Intervention

During a time when having a safe home is more important than ever, CRC responded to a significant increase in calls to our domestic violence hotline and provided counseling utilizing telehealth appointments. Our prevention educators continued to provide vital training utilizing virtual training sessions to educate local students.

At CRC, families and individuals escaping domestic violence find safety and healing through our emergency shelter, transitional housing, counseling, Therapeutic Children’s Center and legal advocacy.
While COVID-19 restrictions necessitated the closure of the Resale Stores during a portion of 2020, upon reopening, the stores saw a surge in donations from caring community members. CRC implemented safety measures in accordance with county health guidelines; the safety and health of our customers, employees and volunteers is our priority.

CRC Resale Stores are an important part of CRC’s mission and accomplish several objectives:

- Generate critical funding for our programs.
- Donating items reduces landfill waste.
- Help local students and adults in workability and transition programs acquire marketable work skills.
- Provide clothing and furniture to CRC’s program participants.
- Every item sold in our stores has been donated by a member of the community.
- Your donations and purchases make a difference in the lives of those in need.

Our Resale Stores

1. Carlsbad
   1065 Carlsbad Village Drive
   (760) 729-5209

2. Encinitas
   1331 Encinitas Blvd.
   (760) 753-8222

3. San Marcos
   210 S. Rancho Santa Fe Road
   (760) 734-3872

Our Financials

Revenue

- Public Support, Private Grants & In-kind Donations: $2,422,996
- Government Contracts/Grants: $2,338,255
- Resale Stores: $916,371
- Events: $301,149
- Program Service Revenue: $18,339
- Misc. Revenue: $60,854
- Total Revenue: $6,057,964

Expenditures

- Program Services: $4,371,594
- Fundraising: $494,947
- Management & General Administration: $624,825
- Total Expenses: $5,491,366

Financial information shown is for the 2020 fiscal year, July 1, 2019 – June 30, 2020. Resale store donations are per audited financial statements and are valued at actual amount realized on sale. Food donations (food programs and holiday baskets) are valued at $1 per pound. To learn more about our current financial position, please visit crcncc.org/annual-reports-finances where you’ll find our 990 returns and a link to our GuideStar profile.
The John & Elizabeth Leonard Family Foundation
Patricia Moore
Parker Foundation
Robert and Janice Pollock

LEADING PARTNERS
(Contributed between $25,000 and $49,999, 2021)
Anononomous Donor
California Partnerships to End Domestic Violence
Susan Chance and Igor Korneitchouk
Cheryl and Barney Daleiden
Susan Chance and Igor Korneitchouk
Domestic Violence
California Partnership to End Domestic Violence

CONTRIBUTORS
(Contributed more than $50,000 in 2020 or have pledged $30,000 per year for at least 3 years)

The John & Elizabeth Leonard Family Foundation
Helmut Kiffmann Family Foundation
Johannsen
Hedwig S. Johannsen and Nicolay E.
Paul Hastings LLP
contribute valuable insight into our strategic direction.

TRANSFORMING PARTNERS
(Contributed between $5,000 and $9,999 in 2020)

San Diego Foundation
The Day Family Foundation
Susan Chance and Igor Korneitchouk

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CL. Kalkins Family Fund at Coastal Community Foundation
Christ Presbyterian Church
Coastal Community Foundation
Valerie Cumming
Del Mar-Solana Beach Sunrise Rotary Club
Del Mar-Solana Beach Sunrise Rotary Club
Foundation Trust
Pilgrim United Church of Christ
Ranch & Coast Magazine
St. Peter’s Episcopal Church
San Diego United Methodist Church
San Marcos Community Foundation

SUSTAINING PARTNERS
(Contributed between $1,000 and $4,999 in 2020)

Texas Family Foundation
Quick Response Team
Grace Elizabeth Fonley Donor Advised Fund
Huy Hoang Family Foundation
Marnie Burns

SUPPORTING PARTNERS
(Contributed less than $1,000, 2021)

San Dieguito United Methodist Church
San Diego Foundation
Pilgrim United Church of Christ
San Diego Food Bank

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COMMUNITY RESOURCE CENTER | 2020 ANNUAL REPORT | PAGE 17
When the pandemic hit, CRC volunteers helped in incredible ways to meet the growing needs of our community.

CRC’s need for volunteers was greatly impacted by the pandemic: the English Tea was a virtual event, the USPS Stamp Out Hunger food drive was canceled and Holiday Baskets was converted into a drive-thru distribution.

The Food Pantry saw the biggest change, with the transition from clients shopping for food to volunteers distributing food through its front window.

Our volunteers stepped up in different ways, committed to continuing their support. They sewed and donated face coverings, hosted birthday fundraisers and neighborhood food drives and took donations to the Resale Stores in record amounts. They shifted to virtual and at-home support, from stuffing envelopes to administrative work to making calls.

And while our Food Pantry lost 60% of its volunteer team in April and May, other volunteers and family units continued to support the critical distribution of food.

Community Impact

Our 898 dedicated volunteers donated 15,597 hours

55% more individual volunteer hours donated in 2020 (17 hours donated on average in 2020 compared to 11 hours in 2019)

$494,612 value of hours contributed*

*Value is based on an average value of $31.51/hour, as calculated by Independent Sector for the State of California for 2019: independentsector.org.

Figure does not include the volunteer efforts of the Board of Directors.

When the pandemic hit, CRC volunteers helped in incredible ways to meet the growing needs of our community.

“ I am lucky to have found CRC with so many hardworking volunteers. Thank you all for how much you do to help our crazy world.” - Gail Carroll, volunteer

TIME & TALENT

MEET AMIE

CRC was pleased to recognize Amie Defrain as our 2020 Volunteer of the Year at the Annual North County Philanthropy Council Volunteer Awards. Since 2017, Amie has volunteered in our development department, Resale Stores and Food and Nutrition Center.

Over the past three years, Amie has donated over 1,320 hours (and counting) and her contributions have been significant across the organization. Amie utilizes her graphic design skills to create marketing and outreach materials. She also volunteers at CRC’s San Marcos Resale Store, designing the window displays, arranging product displays and helping customers with their purchases.

During the pandemic, when many of CRC’s food pantry volunteers were unable to come in, Amie stepped up to serve in the pantry to sort and store incoming food donations. She continues to volunteer at the pantry and leads the senior meal delivery program. In 2020, Amie donated 785 hours to CRC.

Amie’s compassion and steadfast support of CRC is inspiring to everyone she meets. Thank you to Amie for your incredible work with CRC!

“I love to help people. And CRC is a wonderful organization to volunteer for.” - Amie

AMIE DEFRAIN

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Amie’s compassion and steadfast support of CRC is inspiring to everyone she meets. Thank you to Amie for your incredible work with CRC!

“I love to help people. And CRC is a wonderful organization to volunteer for.” - Amie

AMIE DEFRAIN

CRC 2020 Volunteer of the Year
Community Resource Center’s 38th Annual Holiday Baskets was a drive-thru, contactless distribution on Saturday, December 5. The 940 participating households received a variety of gift boxes that included non-perishable food, fresh produce, a blanket and family presents. Two hundred families with infants also received a baby blanket and other essentials. Thank you to the hundreds of volunteers, donors and partners who made Holiday Baskets 2020 a success!

“This is our only support during tough times. Holiday Baskets brought a bit more security for us with food and blankets to keep us warm.”

“Seeing the community spirit gave me a lift, and that meant even more. Thank you so much for giving of your time and for your positive attitude, smiles, thank you.”

- Holiday Baskets 2020 participants

Despite the challenges of 2020, Holiday Baskets was a source of hope to those struggling in our community. People like Colleen, who was once homeless, but was able to find a permanent home with assistance and support from Community Resource Center.

Colleen says, “I don’t feel alone anymore, because Community Resource Center is full of resources and there are people that care … I was once homeless for a very long time. Now I have a beautiful place to live, I call it a piece of heaven.” Colleen participated in Holiday Baskets, receiving food, blankets and gift items.

“If it wasn’t for Holiday Baskets, I not only would have no holiday … my parents and grandparents are all deceased and CRC was my family for the holidays and they always make me feel welcome and like I’m part of the family.” - Colleen

Meet Colleen

Community Impact

3,713 people received food, blankets and gifts for the holidays including 1,784 children and 323 seniors

Over 100 volunteers provided a joyful holiday experience during our drive-thru distribution

Click here to see Holiday Baskets thank you video

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VOLUNTEER LEADERSHIP
CRC Board of Directors | Fiscal Year 2020-2021

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Project Management and Owner Representation, JCL Services, LLC

Tony Pata, Vice Chairperson
Research Analyst, Nicholas Investment Partners

Lindsey Brubaker, Secretary
Business Initiatives Consultant, Wells Fargo

Sabra Norris, Treasurer
Vice President of Salesforce and PMO, Gemological Institute of America, Inc.

Maddie Altschuler
Director, Employee Health & Benefits Programs, Marsh & McLennan Agency

Elizabeth Anderson
Independent Consultant, Certified Public Accountant

Susan Chance
Philanthropist/Community Volunteer

Anne Daigle
Philanthropist/Community Volunteer

Katrina Dodson
Broker Associate, Nancarrow Realty Group

Randy Gorman
Principal, La Jolla Capital Group

Ella Holders
Owner, Classic Forwarding/Philanthropist/Community Volunteer

Elizabeth Leonard
Philanthropist/Community Volunteer

Patricia Moore
Philanthropist/Community Volunteer

Mary Murphy
Retired Human Resources Director/Philanthropist/Community Volunteer

Tori O’Brien
Partner, Paul Hastings LLP

Andy Rinde
Retired Health Care Management Executive/Philanthropist/Community Volunteer

Emmy Sobieski
Consultant/Philanthropist/Community Volunteer

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VIRTUAL TOUR SERIES
INTEGRATIVE SERVICES

Wed 9/30 at 3:30 pm
CRC YouTube Channel

CRC EVENTS
Virtual English Tea
April 4, 2020

When the pandemic caused a shelter-in-place order, CRC turned its beloved 25th Annual English Tea into a virtual event. Guests joined with a cup of tea from home and generously donated to raise critical support for CRC.

Virtual English Tea
April 4, 2020

Virtual Tour Series
Ongoing throughout the year

During the holiday season, CRC held a virtual Week of Hope and shared daily videos highlighting inspiring and hope-filled stories. CRC participants Colleen and Clementine shared that they found a safe place to call home after being homeless for several years; Joanna shared that she found her voice after leaving an abusive relationship.

Week of Hope
November 27 – December 5

CLICK HERE: Watch all of the Week of Hope videos on YouTube.

CLICK HERE: Watch all of the Virtual Tour Series on YouTube.
Donate Funds

CRC depends on your financial support to provide our programs! Your gift today can provide healthy food, stable housing and safety from domestic violence.

- **Give monthly:** You can make your impact ongoing when you make a commitment to give on a regular basis.
- **Match your gift:** Check with your employer about a Matching Gift Program.
- **Host a fundraiser:** Use MobileCause or Facebook to motivate your friends, family and coworkers to raise funds to support our programs through a virtual fundraiser. We also have a great toolkit to help you raise money for CRC.
- **Become a program partner:** Get great exposure for your organization as an annual program partner, with recognition through CRC events and communications.

Volunteer

There are a host of different opportunities available for volunteering, including opportunities in our Food & Nutrition Center, Resale Stores and programs.

Connect With Us

- **Follow our social media accounts for the latest:** @SanDiegoCRC on Facebook and Instagram, @SanDiego_CRC on Twitter; @ShopCRC on Facebook and Instagram for our Resale Stores.
- **Attend a CRC event:** From our traditional English Tea to Open Houses, we offer many opportunities to get involved by attending an event.
- **Schedule a presentation:** Our domestic violence prevention educators are available to provide prevention classes and trainings.

Donate Items

- **Donate new or gently-used items to our Resale Stores:** Visit crcncc.org/shop for locations and hours.
- **Food and personal care items:** Please visit crcncc.org for our wish list and drop-off locations.

Thank you for helping our neighbors create paths to healthy food, stable homes and safe relationships.

If you or someone you know is a victim of domestic violence and needs help, please call our Toll-Free 24-Hour Domestic Violence Crisis Hotline: (877) 633-1112

If you are in immediate danger, call or text 9-1-1.