2016 ANNUAL REPORT

MAKING A DIFFERENCE
RIGHT HERE AT HOME

Making a difference. Right here at home.
Dear Friends of CRS,

Making a Difference. Right Here at Home.

That’s what the generous donors listed on the following pages have done for CRS this past year. We’re so very grateful to have the community come together to support our efforts. Together, we’re helping hundreds of local families during times of need.

People come to CRS for a variety of reasons. Our mission directs us to serve low-to-moderate income households in Avon and Avon Lake. While we’re situated in a suburb of Cleveland that is primarily middle to high income, there are still individuals living in our community that are struggling to make ends meet.

Some have experienced an unexpected job loss or medical emergency and need help getting back on their feet, while others may be experiencing more long-term issues and/or chronic poverty. Either way, CRS offers local residents a place to go for help with food, financial assistance, and sometimes just a shoulder to lean on and some advice on how to move forward.

Imagine what it would mean to live in a community like ours and not be able to provide for yourself or your family. We’re always mindful of that in taking a hometown approach to helping our neighbors. On behalf of everyone at CRS, we are proud to have served this community since 1988, and extend a heartfelt thank you to everyone that has helped us along the way.

Sincerely

Susan H. Poole
Executive Director

Joseph C. Adams
Board President
revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Donations</td>
<td>$60,631</td>
<td>12%</td>
</tr>
<tr>
<td>Corporate/Organization/Church Donations</td>
<td>$42,700</td>
<td>9%</td>
</tr>
<tr>
<td>Fundraising Events</td>
<td>$106,226</td>
<td>21%</td>
</tr>
<tr>
<td>Grants</td>
<td>$122,330</td>
<td>24%</td>
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<tr>
<td>In-Kind Donations</td>
<td>$164,820</td>
<td>33%</td>
</tr>
<tr>
<td>Other</td>
<td>$7,094</td>
<td>1%</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$503,801</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Expenses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management and General</td>
<td>$49,076</td>
<td>11%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$34,716</td>
<td>8%</td>
</tr>
<tr>
<td>Direct Aid</td>
<td>$351,701</td>
<td>81%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$435,493</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

*Based on Management Prepared Financials*
Of all the services that CRS offers, the food pantry program remains the largest. Approximately 70% of the requests for assistance that we fill involve making sure that the residents of Avon and Avon Lake don’t go hungry. This includes the distribution of non-perishable food, bread that has been generously donated by Giant Eagle and is available daily, and grocery gift cards so our clients can purchase perishable items like milk, cheese and eggs.

CRS operates the food pantry Monday through Friday, 10 am to 2 pm. Our clients are offered choices in making their grocery selections in order to minimize waste, as well as allow for differences in dietary restrictions and personal tastes. We rely on a dedicated and hard-working group of volunteers to make this happen, as they work tirelessly to sort cans, stock shelves, check expiration dates and pack grocery bags for distribution.

You’ll often hear our client coordinators say, “Food is the easiest thing we do.” Why? Because it’s true. We’re so blessed to have the support of our community – schools, churches, businesses, civic organizations and individuals – who regularly collect non-perishables to help keep our pantry well-stocked. On any given day, you’ll see local residents walking through the CRS door, armed with donations of food or household items that they’ve picked up for our families. We’re also a member of the Second Harvest Food Bank of North Central Ohio, which enables us to add to the community donations and make sure our inventory is well-maintained throughout the year.

We also offer “extras” through our pantry whenever possible. For instance, in the summer months, we host our Farmers’ Market series. We’re able to offer our clients a variety of fresh fruits and vegetables thanks to our partnership with Second Harvest. ‘Pantry Plus’ is a recent addition to the CRS food program and involves a themed offering during different months of the year. This is an opportunity for us to combine fresh ingredients with items that we have on-hand in the pantry and give our families the fixings for an entire meal. Holiday food is also an important part of the pantry program, and includes the distribution of holiday food boxes during Thanksgiving, Christmas and Easter time.

Thanks to the overwhelming generosity of everyone who supports us, CRS is able to do its part in helping to keep food on the table for hundreds of families each year.

“The most obvious place we make a difference is at the kitchen table.”

“Thanks to CRS, I don’t have to worry about my family going hungry. That’s never a factor.”

CRS client
While many people come to CRS initially seeking help with food, they often have other needs.

In the early days of our organization, most of what we did was offer referrals to other agencies. Founded in 1988, we’ve grown considerably since then. Now we’re able to meet many of our clients’ needs internally, rather than always referring them to other programs.

Although the country began to experience greater job security in 2016, many people are still living paycheck to paycheck. Studies show that more than half of Americans have no emergency savings. When an emergency arises, like an unexpected medical expense or pricey car repair, many are not able to integrate that added expense into their monthly budget, therefore getting behind on other financial obligations.

Our Emergency Financial Assistance program is there to help clients in times of financial crisis. Funds are available to income-eligible households and distributed according to the Guidelines for Financial Assistance that are set by our Board of Directors. Clients are able to receive assistance with utilities, rent, auto repair or fuel cards, medical/prescription costs, and other basic needs. In 2016, CRS provided a total of $90,000 in financial assistance for non-food services.

We also collaborate with other agencies when a client’s needs are greater than our Guidelines allow. For instance, if someone is facing eviction for non-payment of a large rent balance, it’s not uncommon for us to reach out to other organizations to see whether we can pool our funds to prevent that client from becoming homeless.

Thanks to the generosity and diversity of our donor-base, CRS is able to provide short-term assistance in these types of situations. At the same time, we also provide guidance on long-term solutions to help our clients achieve greater financial independence moving forward.

Just another way we’re making a difference – right here at home!
### Legacy Society
$5,000 +
- The Alyce J. and Ann J. Metka Foundation
- City of Avon
- City of Avon Lake
- Community Foundation of Lorain County
- Community West Foundation
- Jim & Tonya Haddad
- Hooks For Hunger
- The Nordson Corporation Foundation
- NRG Energy
- The Salvation Army
- Second Harvest Food Bank of North Central Ohio

### Foundation Society
$2,500 - $4,999
- Joe & Michele Adams
- Christ Evangelical Lutheran Church Eagle Run Committee
- Empty Bowls by the Lake

### Guardian Angels Society
$1,000 - $2,499
- Avon Lake Presbyterian Church
- Avon Lake Regional Water
- Cleveland Clinic Avon Hospital & Richard E. Jacobs Health Center
- The Emerald Foundation
- The Friends of the Parks in Avon Lake
- David & Vickie Joyce
- Debra King
- Dan & Denise Klinger
- Lake Erie Crushers
- Learwood Middle School PTA
- The Mifflin Family Foundation
- Mr. & Mrs. William O’Neill
- PNC Foundation Matching Gift Program
- Timothy M. Rush
- Salad KraZe
- Matthew & Jennifer Turco

### Giving Hope Circle
$750 - $999
- Chagrin Valley Engineering, LTD.
- Christ Church Westshore
- Patrick & Kristin Connaughten
- Russell & Danielle Freeman
- Lorain County Community Action Agency

### Heart of the Community Circle
$500 - $749
- Anonymous (2)
- Dr. Richard Assal MD
- Cliff & Monica Babcock
- Mr. & Mrs. Ted Baugh
- Concrete & More, Inc.
- Eastview Elementary School
- Tom & Kris Greene
- Leslie Hebert Charitable Foundation
- Sheryl Charvat & David Jensen
- Margaret M. Kahl
- Michael Lisit
- Albert Nash
- Gwen Scott
- Spence & Susan Seaman
- James & Kristin Stobe

### Donations
- James & Tonette Strauss
- Dan & Mary Jo Sustar

### Helping Hands Circle
$250 - $499
- Anonymous (2)
- Mr. & Mrs. Thomas Butts
- Marilyn Davis
- Good Kids LLC
- William & Ruth Higgins
- Hinley Lighting
- Nathan & Elizabeth Honold
- Rob & Tammy Johnson
- Bill & Nancy Reis
- Marion King
- Jerry & Lu Leak
- Joan E. Lissner
- Timothy & Carrie McFadden
- David & Leslie Miraldi
- William Ott
- John Ride
- Noemi Valiolo
- Curtis & Marilyn Weems
- Loy Wiley
- Rob & Katherine Zawocki

### Caring Circle
$100 - $249
- Anonymous (4)
- Cheryl Wellistead Ackerman Revocable Trust
- John & Tricia Alberini
- ALHS Hockey Team
- George & Michelle Allen
- Ruth Arrsell
- Paresh & Catherine Arora
- Avon High School
- Mr. & Mrs. Lee Beidler
- Mary Bello
- Mark & Sally Bennett
- Steve & Susan Bernard
- John & Tammy Bertrand
- Lois Boedder
- Frank & Ellen Bolognia
- Nio A. Botsan
- Greg & Vanessa Botson
- David & Colleen Branch
- William & Betty Butts
- Leo & Kelley Carameli
- Steve & CeCe Carlson
- Scott & Carol Chapin
- Jim & Chris Chaise
- Mr. & Mrs. Zen Chawansky
- Luke & Anita Cherian
- Sue Cole
- The Crel Family
- Thomas & Donna DeChant
- Jennifer DePanfilis
- Bob & Kathy Diamond
- Michael & Mary Djordjevic
- Barry & Marlene Edelestein
- John & Megan Edwards
- Kathleen Ehret
- Victoria Fisher
- Richard & Rita Fitch
- Scott & Mary Fitz
- Richard Florence
- Heather Ford
- Helen Frey
- Mr. & Mrs. Frank Gabbert
- Shannon Gallagher
- Norbert & Louise Ganobiski
- Albert & Linda Garceau

### Friends Circle
$500 - $999
- Anonymous (2)
- Nancy Addington
- Michael Albanese
- Joe & Jane Archacki
- J. Barry
- James Best
- Robert & Mary Bilicki
- Tom & Gwendale Burns
- J.W. & Mary Carpenter
- Ronald & Judith Crocker
- Sam & Kathy Daher
- Oswald & Carol Davies
- Terry Dierer
- Robert & Suzie Dills
- Gary & Helen Distelhorst
- Michael & Kelli Doyle
- Mr. & Mrs. Robert B. Finley
- Ashley Forbes
- Girls Give Back
- Donna Grimmer
- Gregory & Lori Glenn
- Mr. & Mrs. Keith Goode
- Michael & Alicia Goodelle
- Lisa Grandage
- Bill Heine & Kathy L. Moore
- Kathy Heslip
- Paul & Mary Heystinger
- Pamela Hoffman
- Holy Spirit Catholic Church
- Michael & Rosemarie Jaworski
- Marcia Rampe
- Diane Recip
- Brandon & Laura Knight
- Mr. & Mrs. Howard Knutsen
- Teela Kovacs
- Richard Kronenberg
- Doreen & Greg Lapp
- Learwood Middle School
- Kathleen Mahar
- Kristen Manes
- Robert Marimon
- Bernadette Mast
- Nick Mayer
- Ann McAllise
- Matthew & Liz McNaghten
- Teresa Moore
- Donald & Molly Moracz
- Morgan Stanley
- John & JoAnn Morgan
- Dr. & Mrs. Tom & Mary Noeller
- Tom & Tommie Patton
- Chuck & Sharon Pervo
- Mr. & Mrs. Jim Piazza
- Jean Rahrig
- Susan Randall
- Judith Reich
- The Rock Pile
- Steve & Becky Russell
- Robert Scott
- Scrap Pickers Upper
- Valerie Shaw
- Jeffrey Shepard
- Mr. & Mrs. James Shook
- Kurt Sreffer
- Scott Simmerly
- George Skaguen
- Joe & Shelly Sladek
- John & Lee Smelko
- Susan Marie Souhrada
- Mark & Diane Spitzer
- David & Ann Stonecipher
- Jack & Susan Storn
- Tom & Pat Sullivan
- Mark & Stephanie Summers
- Lorena Tellman
- Kathleen Thomas
- Dominic Umek
- Mr. & Mrs. Larre Usher
- Michele Welshans
- Virginia Wladecki
- Robert G. Wolverton
- Don & Eileen Wozniak
- Your Cause Corporate Giving Program
- Greg & Patti Zilka

### People Helping People
$1 - $49
- Anonymous (9)
- Amazon Smiles Foundation
- David & Candice Ashton
- Avon Church Of God
- Anne Bair
- Stephen Baumgart
- Russ & Joan Beck
- Kenneth & Diane Belmont
- Jeffrey & Colleen Benson
- Kate Biley
- Linda Blair
- Beth Borato
- Robin Bottini
- Donna Bradley
- Michelle Burgess
- Fran Burke
- Matthew Byrne
- Brad Coccio
- David Dick
- Jennifer Dlugosz
- Tina Edwards
- Joanne M. Fiore
- Shannon Fitzgerald
- William & Judy Gach
- Douglas & Linda Gates
- The Geers
- Roger Golba & Jerianne Schneider
- Charlene Grimaldi
- Nisha & Ankur Gupta
- Peter & Evelyn Hussey
- Jeffrey & Linda Ivanoff
- Yvonne Kapalick
- Robert & Martha Kimble
- Patricia Knip
- Judy Kostelansky
- Jean Kvach
- Frida Kvam
- Janet A. Lease
- Scott & Shelley MacDonald
- Steven & Lisa Matovic
- Katya Melott
- Marcie Miller
- Jennifer Moore
- Daniel & Mary Beth Morgan
- Christopher & Anne Morrison
- Mr. & Mrs. Kenneth Mues
- Susan Newcomb

- Clara Guzik
- Hollis Hamilton
- Marilyn Jacobick
- J.W. Kaufman Jr
- Sean & Lorelei Kibiane
- Michael & Susan Kirwan
- Judith Kier
- John & Sharon Knieper
- Dr. & Mrs. C.D. Koehler
- Rick & Lynn Krause
- Frank & Violet Krempasky
- Thomas & Todd Lescher
- Dale Luchetti
- Mary Lumusden
- Chuck & Lisa Marsh
- Mr. & Mrs. Gerald Martau
- Michael Matthews
- Patrick & Pamela May
- Daniel McDonough
- Kevin & Becky McLaughlin
- Dawn Meyer
- John Mills
- Terry & Carol Murrell
- Tara Nardi
- Gerald & Evelyn Newcomb
- Mr. & Mrs. Paul R. Peters
- Annette Pisco
- Steven & Shannon Prumo
- Chester & Audrey Roberts
- Marie T. Rodgers
- Mark & Stacey Rusher
- Kip & Jean Sekulic
- J.D. Tansilli & V. Tansilli
- Becky Uzasz
- Jeffrey Vasil
- Mr. & Mrs. Don Wagner
- Robert & Eva Zurich

### Girls Give Back
- Michael & Kelli Doyle
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- Terry Dierer
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- Michele Welshans
- Virginia Wladecki
- Robert G. Wolverton
- Don & Eileen Wozniak
- Your Cause Corporate Giving Program
- Greg & Patti Zilka
We appreciate all gifts at all levels and also thank the following individuals who support us by designating all or part of their United Way pledge to CRS.

Anonymous (2)
John M. Alten
Jamie N. Ball
Blake Beachler
Kerry Bubolz
Ana DelAlee
William H. Kirksey
David Kitchen
Arnfred Kulenkampff
Joseph J. McAleese
Kathryn McAleese
Coey McManamon
Linda L. Northcott
Myron S. Pakush
Terri Clapp
Michele Cold
Community Foundation of Lorain County
Kevin & Jeanne Coughlin
Mark & Midge Crist
Cindy Croomling
Katie Crosby
Andrew & Celena Crytzer
Custom Engraving & Randall's Team Shop
Robert & Suzanne Dills
Kevin & Michelle Dougher
Mark & Kelly Eisman
Kim Elton
Jon & Kate Evanchick
Steve & Jen Fazio
First Federal of Lakewood
Chris & Carla Fitch
Kevin & Heather Fosco
Freeman Supply
Chuck & Carol Froehlich
Chuck Fye
Marty & JoAnna Gallagher
Grace Gamella
Tom & Kris Greene
Brian & Airnee Greenfield
Michael & Wendy Hansborough
Ken & Allison Hawkins
Leslie A. Hebert
Heidelberg Distributing
Mary Herrick
Hinkley Lighting
Nathan & Elizabeth Honold
Todd & Tomie Houston
Carlos & Ana Hungria
Hunt Imaging
Michael & Kelly Jaci
Richard E. Jacobs Health Center
Rob & Laura James
Joyce Buck GMC
Scott & Lynn Kerns
KeyBank
Kiwanis Club of Avon Lake
Dan & Denise Klinger
John & Sharol Kniepper
Kopf Builders
Mike Kral Design
Arnfred & Milly Kulenkampff
Randy & Angela Laverty
Leavewood Middle School
The Leavewood Square Company LLC
Michael & Lisa Lisi
Matt & Stacey Litzler
Lubrizon
Molly Lucas
Luxury Nails & Spa
Tom & Celeste MacGeorge
Charles & Lisa Marsh
Patricia Masa
Robert & Kristin Masa
Peter & Renee Maltyounaris
Amy Mathey
Doug & Debbie Maurer
Roger & Tracy Maynard
Melanie McAlister
Mark & Debbie McColough
McDonald Hopkins LLC
Mark & Michelle McGinnis
Matt & Liz McNaghten
Medical Mutual
Robert & Laura Menzing
Mexichem Specialty Resins, Inc.
James Miller, Howard Hanna
Mike & Katie Nally
Nations Lending Corporation
Kevin & Lisa Nelson
Colleen Nicastro
North Coast Business Expo of Avon Lake
North Coast Rotary Club
Northwest Savings Bank
Benjamin & Brenda Norton
NRG Energy
Mike & Lisa Ohm
John & Pam Ohradzansky
Mark & Cheryl Ohradzansky
Bill & Kathy O'Neill
Tim Opitsnick
Nicole Oreskovic
Theresa Oreskovic
Oxy Vinyls LP
Parker Aerospace
Thomas J. Patton Charitable Fund
Tom & Tomie Patton
Andrew & Cindy Perry
Peter & Company Jewelers
Vince & Angela Pipa
Nestor & Julie Piuma
PolyOne Corporation
The Press
Rays' Auto & Truck Service, Inc.
Jason & Carrie Reimueler
Ridge Cleaners
Spencer & Larissa Ryan
Skip & Laura Sant
Kevin & Mary Kay Schneider
Bob & Kathleen Scott
Matt & Liz Sexton
Denise Shaffer
Michael & Karla Sheehan
Bill & Donna Shirley
Jon & Julie Shoemaker
John & Paola Shoook
Gary & Kris Simecek
Sissons Flowers & Gifts
Alyssa & Lonnie Sollow
Brian & Holly Spitz
Christopher & Linda Steinman
Sterling Rose Design
Dave & Dina Ster
David & Ann Stonecipher
Kurt Striffler & Mary Beth Wagner
Michael & Mary Summerfield
Mark & Stephanie Summers
Suntan Supply
Alan & Maria Szarek
Jinny Tats
Jim & Peggy Thorpe
Ulmer & Berne LLP
Nicolas & Suzannah Valdivia
Janice Wagner
David & Amy Wayne
Gerald & Patricia Warsch
Joe & Jenn Williamson
Donald & Ellen Wozniak
David & Jeanne Yeagley
Rob & Deanna Yokers
Greg & Patti Zilka

Gifts in Honor/Memory of:
In Honor of Kevin & Linda Barrett
David & Barb Zilka
Earl Platterl
In Memory of Jennifer Baltray
Sue Newcomb
In Memory of Corrine Burns
Tom & Glendace Burns
In Memory of Edith Gach
William & Judy Gach
In Honor of Bill & Ruth Higgins
Ashley Forbes
In Honor of The Honolds
Lisa Grandage
In Memory of Sally Johnson
Robert & Eva Zunich
In Memory of Jane Kaufman
J. W. Kaufman, Jr.
In Memory of Dick Kendera
John & Sharol Kniepper
In Memory of Tom Kler
Judy Klier
In Honor of Tony & Irene Matlak
Leo & Kelley Carameli
Kristen Manes
In Memory of Wade Mertz
John & Sharol Kniepper
In Honor of Nen & Bob Morelli
Michael & Mary Djordjevic
In Honor of Connie Podromou
Michael & Mary Djordjevic
In Honor of Ted & Ellen Podromou
Michael & Mary Djordjevic
In Honor of Dieter Schien
Michael & Mary Djordjevic
In Honor of Jim & Peggy Thorpe
Russ & Joan Beck
In Honor of Thelma Usher
Mr. & Mrs. Larre Usher
In Honor of the Wennerberg Family
John & Megan Edwards
In Honor of Mayor Greg Zilka
Timothy Rush

Please let us know if your name is missing or listed improperly. We have made every attempt to create an accurate list, and want to correct any errors. Thank you for your cooperation and understanding.
SERVICES PROVIDED BY
1 full-time and
4 part-time staff
200 volunteers

176 clients
received fresh fruits
& vegetables

218x we helped prevent
utility disconnection

101,000 lbs
of food
distributed

218x we helped with
auto repairs and
fuel cards

284 kids
received gifts,
pajamas, coats
& boots for
Christmas

155 senior citizens
utilized our
services

3,067x

8,893x
we made a difference for the
residents of our community.

225 kids
were given
school supplies