



2016 ANNUAL REPORT

**MAKING A DIFFERENCE  
RIGHT HERE AT HOME**





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**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

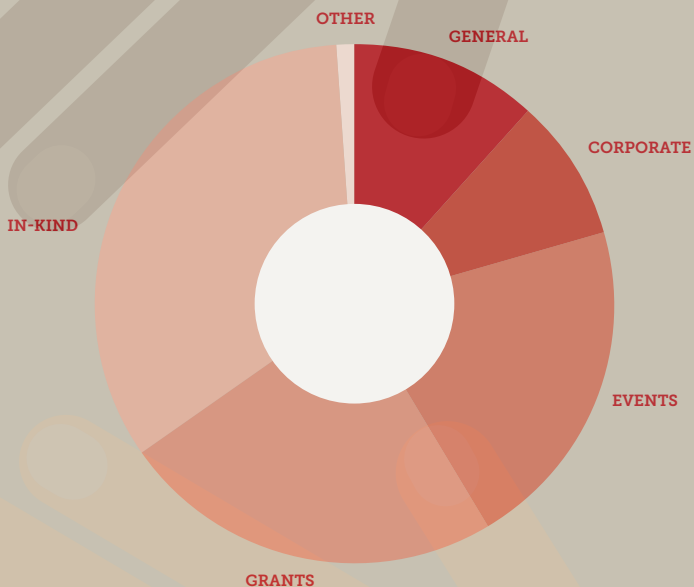


**Joseph C. Adams**  
Board President



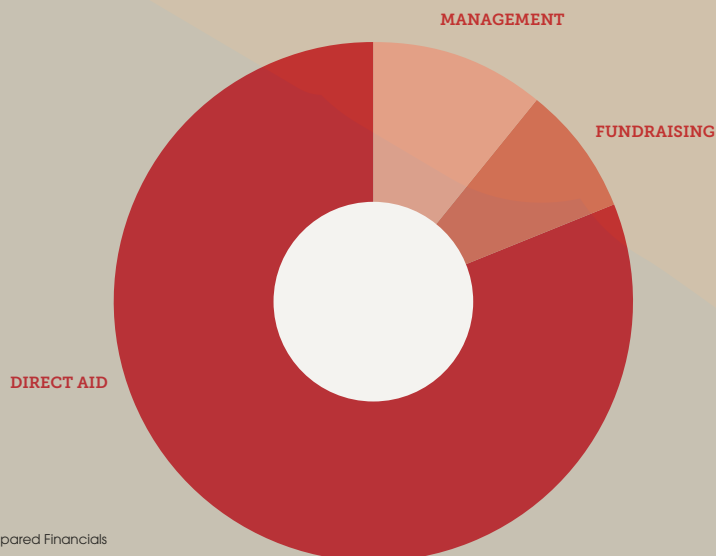
# revenue

General Donations	\$60,631	12%
Corporate/Organization/Church Donations	\$42,700	9%
Fundraising Events	\$106,226	21%
Grants	\$122,330	24%
In-Kind Donations	\$164,820	33%
Other	\$7,094	1%
<b>Total Revenue</b>	<b>\$503,801</b>	<b>100%</b>



# expenses

Management and General	\$49,076	11%
Fundraising	\$34,716	8%
Direct Aid	\$351,701	81%
<b>Total Expenses</b>	<b>\$435,493</b>	<b>100%</b>



\*Based on Management Prepared Financials



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

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

*"Thanks to CRS,  
I don't have to  
worry about my  
family going  
hungry. That's  
never a factor."*

*CRS client*

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.



## 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

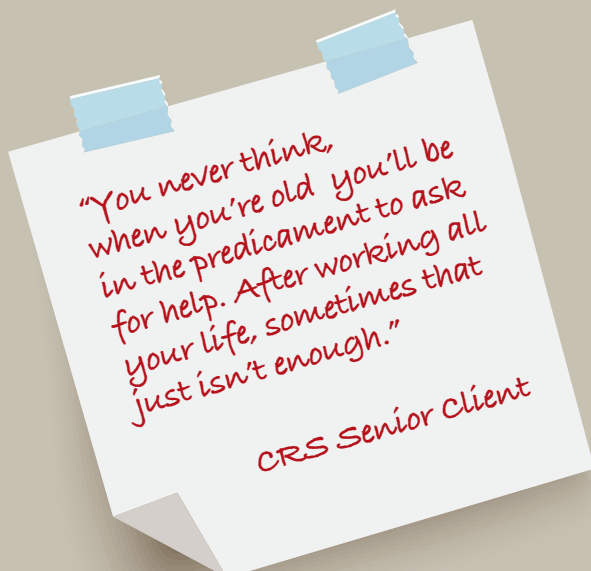


or fuel cards, medical/prescription costs, and other basic needs. In 2016, CRS provided a total of \$90,000 in financial assistance for non-food services.

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!



# Donations



## 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 Klingler  
Lake Erie Crushers  
Learwood Middle School PTA  
The Mifsud 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 Assaf MD  
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Mr. & Mrs. Ted Baugh  
Concrete & More, Inc.  
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Dan & Mary Jo Sustar

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\$250 - \$499

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Hinkley Lighting  
Nathan & Elizabeth Honold  
Rob & Tammy Johnson  
Bill & Nancy Keis  
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Jerry & Lu Leak  
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John Rife  
Noemi Vasiloff  
Curtis & Marilyn Weems  
Loy Wiley  
Rob & Katherine Zawtockl

## Caring Circle

\$100 - \$249

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George & Michelle Allen  
Ruth Ansell  
Paresh & Catherine Arora  
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Chuck & Sharon Pervo  
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Robert Scott

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Your Cause Corporate Giving Program  
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\$50 - \$99

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J. Barry  
James Best  
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Tom & Glendalee Burns  
J.W. & Mary Carpenter  
Ronald & Judith Crocker  
Sam & Kathy Daher  
Oswald & Carol Davies  
Terry Diener  
Robert & Suzie Dills  
Gary & Helen Distelhorst  
Michael & Kelli Doyle  
Mr. & Mrs. Robert B. Finley  
Ashley Forbes  
Girls Give Back  
Donna Grimmer

Clara Guzik  
Hollis Hamilton  
Marilyn Jacobcik  
J.W. Kauffman Jr.  
Sean & Lorelei Kilbane  
Michael & Susan Kirwan  
Judith Klier  
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Dr. & Mrs. C.D. Koehler  
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Frank & Violet Krempasky  
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Becky Uszak  
Jeffrey Vasil  
Mr. & Mrs. Don Wagner  
Robert & Eva Zunich

## People Helping People

\$1 - \$49

Anonymous (9)  
Amazon Smiles Foundation  
David & Candice Ashton  
Avon Church Of God  
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Russ & Joan Beck  
Kenneth & Diane Belmont  
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Katya Melott  
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Pointing To Him, LLC  
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Lisa Vulpitta  
Debra Wakefield  
Sheila Wayne

**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 DeLaRee  
William H. Kirksey  
David Kitchen  
Arnfred Kulenkampff  
Joseph J. McAleese  
Kathryn McAleese  
Cory McManamon  
Linda L. Northcott  
Myron S. Pakush  
Theresa Patton  
David Stonecipher

#### **Matching Gift Companies**

Community Foundation of Lorain County  
PNC Foundation Matching Gift Program

**The following made gifts to the Avon/Avon Lake Community Resource Services Endowment Fund, held at the Community Foundation of Lorain County:**

Karen Lanigan  
Holly Spitz

#### **CRS Special Events Sponsors and Donors**

Joe & Michele Adams  
Tyler & Ann Affolter  
John & Tricia Alberini  
John & Heidi Alten  
Animal Clinic Northview  
Applied Specialties, Inc.  
Scott & Holly Armbrrecht  
Don Arnold & Barbara Dyke  
Avon Athletic Boosters Club  
Avon Heritage Elementary  
Avon High School  
Avon High School Student Council

Avon Lake Democrats  
Avon Lake High School Boys Cross Country  
Avon Lake High School Girls Cross Country  
Avon Lake High School Student Council  
Avon Lake Printing & Signs  
Avon Lions Club  
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Michele Cold  
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Todd & Tommie Houston  
Carlos & Ana Hungria  
Hunt Imaging  
Michael & Kelly Jach  
Richard E. Jacobs Health Center  
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Scott & Lynn Kerns  
KeyBank  
Kiwanis Club of Avon Lake  
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Randy & Angela Laverty

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North Coast Rotary Club  
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Rob & Donna Yonkers  
Greg & Patti Zilka

#### **Gifts in Honor/Memory of:**

In Honor of Kevin & Linda Barrett  
Earl Plattell

In Memory of Jennifer Batray  
Sue Newcomb

In Memory of Corrine Burns  
Tom & Glendalee 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 Kauffman  
J. W. Kauffman, Jr.

In Memory of Dick Kendera  
John & Sharol Kniepper

In Memory of Tom Klier  
Judy Klier

In Honor of Tony & Irene Matlak  
Leo & Kelley Carameli  
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In Honor of Nen & Bob Morelli  
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In Honor of Connie Prodrumou  
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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.**



Community Resource Services  
33501-L Lake Road  
Avon Lake, Ohio 44012  
440.933.5639  
aalcrs.org  
aalcrs@aalcrs.org

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

**155**

senior citizens  
utilized our  
services

**3,067x**

**284 kids**

received gifts,  
pajamas, coats  
& boots for  
Christmas

**101,000 lbs**

of food  
distributed

**218x**

we helped with  
auto repairs and  
fuel cards

**225 kids**

were given  
school supplies

**8,893x**

we made a difference for the  
residents of our community.

