



## 2018 ANNUAL REPORT

While 2017 was a year of listening, observing, and defining, 2018 was a year of growth and forward planning. It was our second year at the Olive Chapel Road location where we are seeing an increase in capacity to serve as well as an increase in service needs. As we've observed changes and growth in our community and listened to the needs of those coming to Western Wake Crisis Ministry for support, our board of directors accepted the challenge defined in our new vision, mission and values:

We envisioned a brighter future for all by cultivating a healthy, hunger-free and housing-stable community.

We made plans to bring this vision into reality by partnering with those in crisis, helping them gain stability through basic supports for food, financial/housing assistance, education and opportunity.

We considered the best way to serve our community through living out the following values:

**Equity.** We are committed to fairness, equality, and dignity for all people in everything that we do.

**Compassion.** We treat all people with compassion, respect, and sensitivity.

**Relationship.** We want to build relationships with all our stakeholders.

**Optimism.** We know optimism brings positive results.

**Vision.** We are continuously focused on the future and making it brighter.

**Impact.** We want to make a difference, not just provide a service.

**Community.** We strive to be a benefit to the whole community and our stakeholders.

We believe in the opportunity to make a difference. The following report will give you a glance at our past year and a peak into our future. The work to be done is dependent on all of us. Let's do it together!

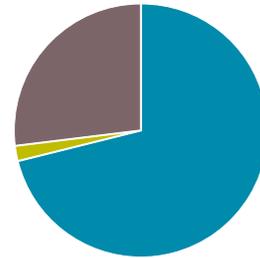
David Brown  
*Board President*



# FINANCIALS

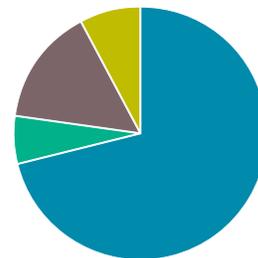
## Income

|                        |                    |
|------------------------|--------------------|
| ● In Kind Contribution | \$791,054          |
| ● Grants               | \$25,000           |
| ● Contributions        | \$295,753          |
| Investments & Other    | \$614              |
| <b>Total Income</b>    | <b>\$1,112,421</b> |



## Expense

|                                      |                    |
|--------------------------------------|--------------------|
| ● Client Assistance (including food) | \$785,558          |
| ● Facilities and Equipment           | \$67,794           |
| ● Operations                         | \$172,839          |
| ● Future Use                         | \$86,230           |
| <b>Total Expenses</b>                | <b>\$1,112,421</b> |



# IMPACT



**15%** increase in the number of people receiving support – an average of 291 households per month.\*



**48886** The total number of visits for any service



**9%** increase in food distribution (2018 total = 428,969).\*



**12%** increase in financial and resource assistance (rent, utilities, etc.) (2018 total = \$95,163).\*



**24%** increase in volunteerism.\* Approximately 130 regular volunteers served over 10,235 hrs.

\* Reflects an increase from 2017 to 2018

“

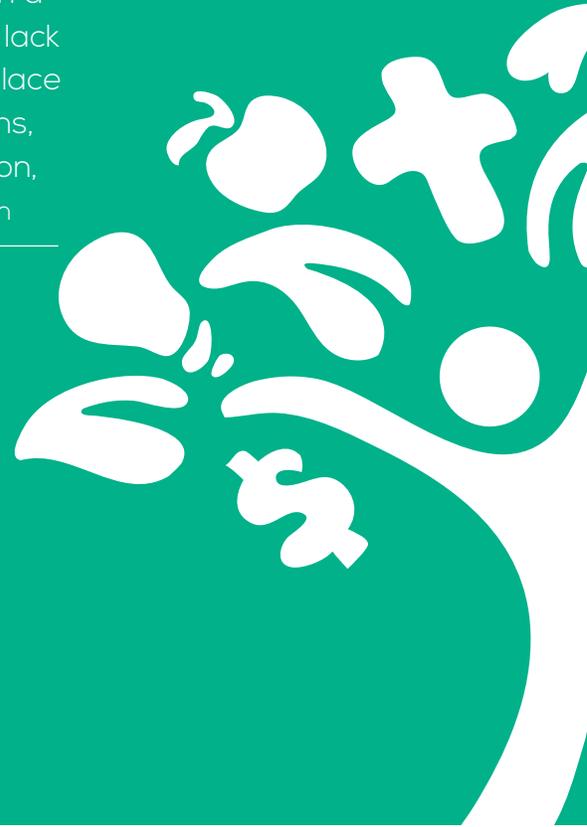
I tried to do the best I could and didn't want to put that burden on anyone else. I really struggled for a while but it feels very blessed to gain a support system here at WWCM.” ~ Edward

”

I think a lot of people are in a similar situation as me and lack information. This is a safe place for people to ask questions, learn important information, and gain direction. ~ John

“

Going to WWCM means we don't have to choose between eating and paying our bills. I just love the people there. We've become family.” ~ Maria



## SERVICES

### Food Pantry

Open four days per week and two evenings per month, the food pantry provides fresh produce, frozen meats, dairy/deli products, non-perishables, and a limited supply of non-food items (paper, hygiene, cleaning supplies, etc.) that clients individually select. Aging clients and those with disabilities who are unable to come to the pantry to shop can enroll in Home Delivery to receive groceries delivered monthly.

### Financial/Resource Assistance

Our resource assistance volunteers are skilled interviewers and listeners. They make effective use of our resources and provide information connecting clients to broader community supports according to their needs. In addition, we offer a limited amount of financial assistance for utilities or rent.

### Housing Stability/Homelessness Prevention

Our HOME Project is designed to help families who are at risk of homelessness. Participants are paired with a social worker and a volunteer advocate who work together as a team to stabilize housing and home finances.

### Health Care, Nutrition, and Information Supports

Nursing students from the UNC School of Nursing provide health screenings and education twice per month, often in conjunction with a cooking demonstration led by another community partner. Additional partnerships enable WWCM to provide information sessions at least once a month on topics such as SNAP benefits, childcare, tenant rights, budgeting, job searching, caring for elderly family members, mental health and substance abuse supports, and more.

# STRATEGIC PLAN

1

## Client Stability & Sustainability

Equip and support clients in crisis in their pursuit of sustainability.

- **Reduce food insecurity**

Example: Expanding and strengthening our food support through partnerships with ApexSMART – summer feeding program for children, continuing to expand home delivery, and responding to the food needs of our community.

- **Reduce client vulnerability**

Example: Expanding and strengthening our HOME Project and our resource supports to include stability planning, coaching, job and housing search support, and connecting with other community resources.

- **Increase housing stability**

Example: Educating our partners and community members about opportunities for increasing affordable housing so that all of Apex citizens can afford to live here.

2

## Access to Services

Ensure people who need our services are aware and can receive them.

- **Build awareness of services and community needs**

Example: Sharing resource information with schools and healthcare providers.

- **Increase client connections and participation**

Example: Outreach into targeted neighborhoods with a “free farmers market.”

3

## Organizational Capacity & Excellence

Maximize our people, processes, policy and resources to meet our mission.

- **Enhance board governance and engagement**

Example: Creating a board advisory committee.

- **Improve effectiveness of employees and volunteer**

Example: Expanding staff and volunteer training.

- **Increase fundraising**

Example: Developing a 3-year fundraising plan.

- **Ensure financial and legal compliance**

Example: Preparing for a financial audit.



**Western Wake**  
CRISIS MINISTRY

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