

The background features a stylized human figure in grey on the left, with arms raised. Above the figure are several colorful, abstract shapes: a blue cross-like shape, a purple leaf, a green leaf, and a cluster of yellow circles. A large, semi-transparent red rectangle is positioned on the right side of the page, containing the title text.

2019 ANNUAL REPORT

Western Wake Crisis Ministry
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A NOTE FROM LEADERSHIP

At our recent board retreat, we passed a resolution that everyone in our service area who needs our services should have equal access to those services. We are embracing our values of equity and community and impact and vision. Our service area stretches from the Cary/Apex line, south and east all the way to Fuquay-Varina and Willow Springs, and from the borders of Raleigh on the East to the edges of Chatham and Harnett counties. We have work to do to reach all our neighbors who may need our services. Some live as far as 45 minutes away from our facility. Some face language barriers, health and transportation barriers. Sometimes the stigma of needing help keeps a neighbor from reaching out and sometimes they may not even know we are here. It will take time to strengthen our reach into the community, build our capacity, identify partners who will share the load . . . but we have already begun with over 300 families accessing services each month, a 23% increase from the average number of households served monthly in 2017.

In 2019, we launched an outreach campaign with our first Open House for school counselors and social workers, a neighborhood pop-up farmers market and resource fair, and collaboration with the summer food program ApexSMART and year-round Read & Feed. We also piloted The HOME Project, assisting seven families who were at risk of becoming homeless to maintain permanent housing while working to increase income. All seven made vital progress on their personal goals towards stability.

In 2020 we are continuing our outreach efforts, continuing our HOME Project to support those who are particularly vulnerable to losing their homes, and continuing our choice pantry and resource assistance. In addition, we will be launching Impact Coaching - an empowering coach program that supports client driven goals, encourages creative solutions, and kick-starts a plan to move from crisis to independence. Intensively trained and supported volunteers take on the role of life coaches for a short-term engagement with clients who are ready to make life changes.

In 2019 we took some big first steps. In 2020 we will keep the momentum going. We are still a small staff of only five, but we are a strong team of 150+ volunteers and committed champions who care about our neighbors. We invite you to join us in making a difference and in changing lives.

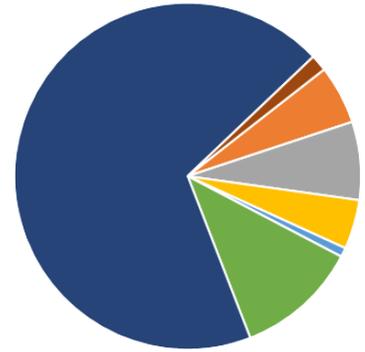
David Brown, WWCM Board President

Beth Bordeaux, WWCM Executive Director

FINANCIALS

INCOME

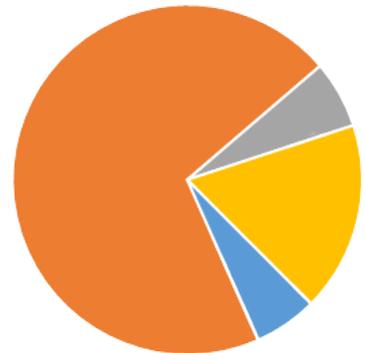
● In Kind Contributions (food, service, facility)	\$799,960.26
● Individual Contributions	\$133,068.20
● Faith Communities/Civic Groups	\$84,699.25
● Foundations	\$53,428.62
● Government	\$10,000.00
● Interest, Indirect, Other	\$17,848.94



Total Income **\$ 1,162,783.82**

EXPENSE

● Client Assistance (including food)	\$818,695.43
● Facilities and Equipment	\$72,357.99
● Operations	\$203,792.65
● Future Use	\$67,937.75



Total Expenses **\$ 1,162,783.82**

IMPACT



23%

Increase in average number of people served per month from 2017-2019 (752 average per month in 2017 to 921 average per month in 2019)



5035

Total number of visits for any service in 2019



10%

Increase in financial assistance provided from 2017-2019 (\$88,370 provided in 2019 to 436 households)



358,536

meals distributed in 2019 (430,243 pounds of food)
Approx 57% increase in food donation since 2016



128%

Increase in volunteer engagement from 2016-2019 (5,205 volunteer hours in 2016 to 11,858 hours in 2019)

SERVICES



Edward & Katrina's Story

"I just can't do this anymore!" Ruth was frantic on the other end of the phone. Her life was stable until recently.

She has lived in this area for 15 years; her two children are doing well in school; she strictly and meticulously watches her budget each month. But now, she doesn't have enough to pay the electric bill and she is at wits end with eight people living in her small two-bedroom apartment.

When her brother and his family had no place to go, she let them move in temporarily. Although she couldn't imagine not helping, it has been taxing on her family and stressful on her income. Ruth's brother, Edward and his wife, Katrina, and their two kids, moved in with Ruth to escape an unsafe situation. He quickly found employment, though at a low wage - not enough to afford their own place.

Fast-forward seven months - Edward and Katrina are in their own home nearby and Ruth's home has returned to normal. Edward has increased his income to a sustainable level. Katrina is also completing a certification that will allow her to work from home and be with the kids.

This is a story of how Western Wake Crisis Ministry helps through the HOME Project. With a focus on stability and sustainability & relationship, WWCM provides goal and strategy planning, case management, financial assistance, and other opportunities for families in need.

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 that clients individually select. Aging clients and those with disabilities can enroll in Home Delivery to receive groceries delivered monthly.

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.

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.

HEALTH CARE, NUTRITION, AND INFORMATION SUPPORTS

The UNC School of Nursing provides health screenings & education twice per month. Additional partnerships enable WWCM to provide information sessions on topics such as SNAP benefits, tenant rights, budgeting, job searching, mental health and more.

COMING IN 2020: THE IMPACT SUPPORT NETWORK

WWCM Impact Support Network is an inclusive, client-focused relational support pilot project. Trained coaches and other resource volunteers will work with program participants who opt-in and commit to achieving personal goals that will lead to social and economic stability that is sustainable.