

2021 IMPACT REPORT

CCSC: *Adapting and Advancing*



The year 2021 marked the second year of the pandemic and continued widespread need for food, rent, utilities, and employment assistance among struggling Houstonians. Thanks to its steadfast supporters, Christian Community Service Center met this need by adapting its programming and advancing to meet its clients exactly where they stood.

CCSC serves the community through its Emergency Services, Youth Services, and Employment programs. Each program prioritizes the development of innovative ways to help families in need. This year, the Emergency Services program added meal kits to its grocery packages to help clients have all the items necessary to easily put a well-balanced dinner on the table—an innovation prized by parents working two jobs. Emergency Services also supported clients by supplying Spring Cleaning and Hurricane Preparedness kits, winter blankets, and grocery gift cards. Higher levels of financial assistance for rent and utilities addressed the compounded financial instability caused by the ongoing pandemic.

After a year-long hiatus, Youth Services' Louise J. Moran Vision Care program returned to its partner schools to provide students with vision testing and glasses, and additional partnerships with nonprofits and schools allowed Youth Services to reach families in need of our Back To School and Jingle Bell Express programs.

CCSC's Employment programs also expanded their offerings. JobNet launched a Basic Computer class for job seekers with

limited computer knowledge that equips participants for success in more advanced classes, and Zoom workshops were implemented. Assistant instructors were added to all computer classes providing individualized support. In 2021, JobNet increased participation in its computer training classes by 84%.

A Financial Coach was hired to assist all Employment program participants with their personal and business finances, and increased focus was placed on providing job leads to our Martha's Way graduates and ascertaining the needs of the Professional Home Caregiver Training graduates. Expanded coaching and the design of our new building facilitated more connections between Emergency Services clients and our Employment programs.

"CCSC is the only place that listened to me and helped me. I am thankful for everything."
- A CCSC Employment program participant who found work after receiving resume and financial coaching.

"All the ways in which CCSC helps to alleviate the effects of poverty in our community are accomplished through the support of our 39 member churches, volunteers, partners, and friends," Executive Director Michelle Shonbeck said. "We are grateful for our community and God's provision."



FEEDING HUNGER, FOSTERING HOPE, FURTHERING SUCCESS

Christian Community Service Center is a community-based nonprofit organization serving central and southwest Houston. Our coalition of 39 churches, volunteers and donors unite in our mission to serve the poor, hungry, disabled, and otherwise needy while respecting their religious, ethnic or cultural differences. CCSC was created out of faith, and founded in the belief that we are called to help all God's children heart to heart and hand in hand.

How We Help



BASIC NEEDS CCSC provides crisis relief for people struggling to make ends meet. Our two locations at **Emergency Services-Central** and **Emergency Services-Southwest** offer food, hygiene items, and financial assistance for rent, utilities, and limited medical needs.

25,211

Nutritious food packages were provided to families facing hunger and food insecurity.

138

People received assistance for eyeglasses, dental services or prescription medications.

927

Households received rent or utility assistance, helping clients avoid homelessness and substandard living conditions.

7,176

Pounds of fresh fruits and vegetables were harvested for clients from the CCSC Garden.



EMPLOYMENT PROGRAMS CCSC equips job seekers to build financial stability and brighter futures. **JobNet** prepares motivated job seekers through classes and coaching. **Martha's Way** and the **Professional Home Caregiver Training Program** cultivate talented entrepreneurs through hands-on vocational training and business skills development.

270

Job seekers gained valuable skills through workshops, computer training, computer lab access, and personalized job search assistance.

20

Aspiring home caregivers completed a 45+ hour training covering technical and communication skills and business development.

177

Entrepreneurs participated in a 42-hour residential housekeeping training program and 90% graduated; 134 job leads were shared with graduates.

76

Clients pursued personalized strategies for success with CCSC's Success Coach or Financial Coach.



YOUTH SERVICES CCSC supports the needs of vulnerable children and their families. **Back To School** promotes academic readiness and **Jingle Bell Express** addresses play, literacy and hunger. **The Louise J. Moran Vision Care Program*** serves underprivileged students with vision screenings and glasses.

6,802

Students started the academic year with new school supplies and clothing.

178

Students received professional eye exams.*

1,741

Children received new toys and books for Christmas; 498 families received a grocery gift card to address hunger.

161

Students received new prescription glasses. *(*Offered only during fall semester due to the pandemic.)*

How You Help

CCSC is powered by a committed volunteer force that answers phones, packs and distributes food, interviews clients in need of financial assistance, teaches employment classes, and much more.

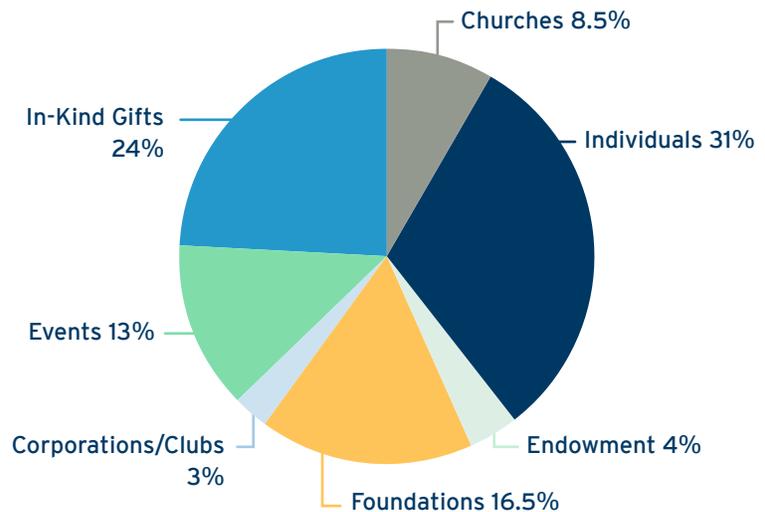


In 2021, **1,198** volunteers contributed **22,011** hours to CCSC for an estimated value of **\$581,750** in donated hours; **339** of those volunteers were involved in ongoing roles.

CCSC donors and partners contributed generous funds and in-kind contributions in 2021 enabling CCSC to meet the widespread need in our community.

We are deeply grateful for our church partners, volunteers, donors, and community partners who make the work of CCSC possible.

2021 Funding Sources



AN INVESTMENT YOU CAN TRUST

Charity Navigator and GuideStar recognize CCSC as a top charity committed to financial responsibility, accountability and transparency.

