

CCSC

Christian
Community
Service
Center

2021 ANNUAL
REPORT



Dear Friends,

Our community faced many challenges in 2021. Winter Storm Uri, a second year of the pandemic, and unexpected emergencies made life especially difficult for our struggling neighbors. In fact, many who came to CCSC in 2021 had never before accessed our services. **But thanks to our 39 member churches, volunteers, and donors, those in need were able to find help within our doors.**

CCSC was created in 1980 by six local churches with the vision of fulfilling the Church's call to meet the immediate needs of people in crisis. Last year, we witnessed incredible acts of compassion: church members collecting and dropping off truckloads of food to feed hungry families; volunteers extending kindness to job seekers learning new skills; community partners sharing joy with children at our Back To School and Jingle Bell Express events; and much more. The need is great but, year after year, you and our partners step in to offer a helping hand.

We faced challenges, but we also had much to celebrate as 2021 marked the first full year in our new building, and the completion of fundraising for our capital campaign. Our Emergency Services and Employment programs innovated new ways to help clients, including offering meal kits and new employment workshops.



And, after a year-long hiatus, we were pleased to resume the Louise J. Moran Vision Care Program with our partner schools to provide students with vision testing and glasses.

All of our work is possible because of you. As we reflect on our work together this past year and look forward to new opportunities, we are deeply grateful for your partnership.



In Christ,

Michelle Shonbeck
President & CEO

On the cover: Anne enrolled her children, including 3-year-old son Blaize, in CCSC's Back To School program, which will provide them with brand-new school supplies and clothing gift cards. Blaize, who is set to start preschool in the fall, was born a micro-preemie weighing only one pound. Anne is always looking for ways to help him catch up to kids his age. "It's a big load off to have this help for my children," Anne said. "It's so good that [CCSC] is in our community. I'm so glad I found you."

Who We Are

CCSC's mission is to serve the poor, hungry, disabled, and otherwise needy while respecting their religious, ethnic or cultural differences.

Clients access our three program areas to build brighter futures for their families:



BASIC NEEDS

We provide crisis relief for people struggling to make ends meet. We offer food packages for those facing hunger, and financial assistance for rent, utilities, and basic medical needs at two Emergency Services locations in central and southwest Houston.



EMPLOYMENT PROGRAMS

We equip individuals to build greater financial stability. JobNet prepares motivated job seekers through classes and coaching. Entrepreneurs receive hands-on vocational training through Martha's Way, a residential housekeeping training, and the Professional Home Caregiver Training Program. Both programs equip participants to start their own businesses and increase family income.



YOUTH PROGRAMS

We support children and their families with new school supplies and clothing through the Back To School program, and with Christmas toys, books, and grocery gift cards at Jingle Bell Express.

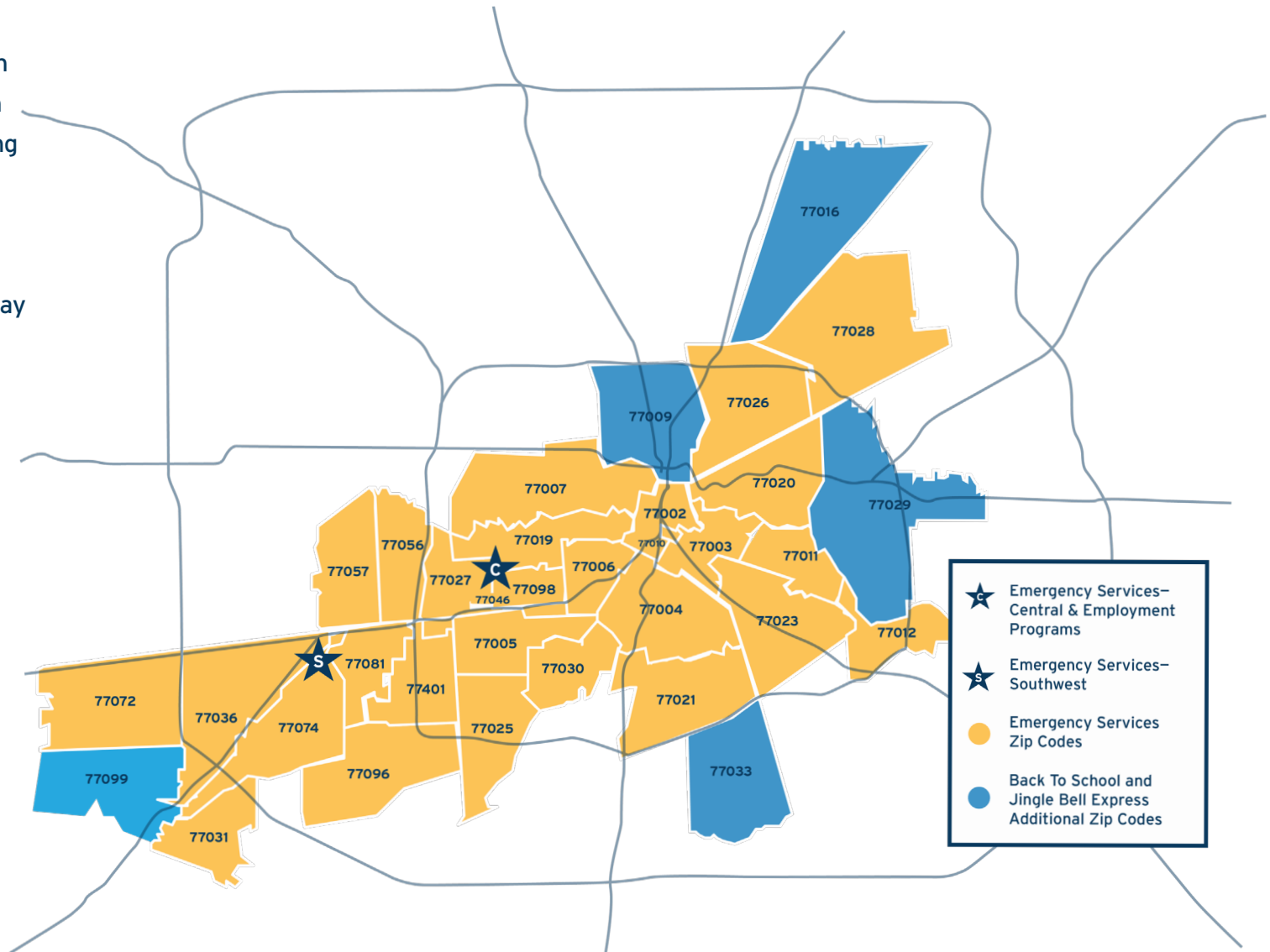
The Louise J. Moran Vision Care Program provides underserved students with vision screenings and brand new glasses, increasing their enthusiasm and participation in the classroom.



OUR SERVICE AREA

CCSC's Basic Needs and Youth programs serve those living in a 34 zip code region,* including some of the most vulnerable neighborhoods of Houston. Many families in our service area struggle to afford everyday expenses, and an unexpected crisis can be financially devastating.

In 2021, the COVID-19 pandemic continued to bring additional hardships to people living in or near poverty. But because of you, men and women can access help for basic needs, resources for their children, and programs to build financial stability.



**Employment programs are not zip code restricted. During disasters such as extreme weather events or the COVID-19 pandemic, CCSC removes the zip code restriction for food packages in order to serve more families facing food insecurity.*

Meet Araceli

Araceli was excited to build her new business after graduating from Martha's Way, CCSC's residential housekeeping training program. Her client base was growing and the steady income helped her care for her five children. Then, COVID-19 hit.

Like many residential housekeepers, Araceli lost clients as families reduced their social contacts. For several months, money for basic needs was tight.

In the midst of this struggle, Araceli received a call from CCSC. Knowing that Martha's Way graduates would face unique challenges during the pandemic, our team reconnected with former program participants to check in and see how we could best serve them.

Araceli was grateful to receive that call. "I've never felt so much joy in my life before, until CCSC reached out to me again," she said.

Thanks to conversations with women like Araceli, CCSC added new innovations to the Martha's Way program to better serve its graduates. We developed new trainings, such as how to add additional

health measures to cleanings. Gas and grocery gift cards helped Martha's Way families make ends meet, and a new graduate chat group now provides peer support and encouragement.

Araceli also enrolled her three school-age children in CCSC's Youth Programs: Back To School and Jingle Bell Express. This helped Araceli stretch already limited resources to cover other family needs.

"This program means a lot for my family," Araceli said. "It's a lot of help for us, especially with the coronavirus."

"You inspire me to pursue my dreams."

Today, Araceli is pursuing her dreams and her business is again growing. She hopes to one day go to college to become a child protective services worker.

"I'm so grateful to CCSC for helping me to make my dreams come true," Araceli said.

"Thanks to the Martha's Way program, I've accomplished a lot of things."

Araceli, a 2019 Martha's Way program graduate, lost clients and income when families canceled their residential cleaning services during the pandemic. But because of you, CCSC helped Araceli make ends meet until she could rebuild her client base. Today, Araceli's business is growing, providing regular income for her and her family.



A portrait of Jo Ann, an older Black woman with short, curly grey hair, wearing a bright pink V-neck shirt and a thin necklace with a heart pendant. She is smiling slightly and looking towards the camera. The background is a soft-focus outdoor scene with greenery.

Meet Jo Ann

Jo Ann is a joy-filled retiree who previously worked as an administrative professional. The proud and loving grandmother lives in Houston's historic Third Ward and is strongly connected to friends, family, and her church.

Those connections have been much needed in recent times: Jo Ann lost her husband four years ago and was diagnosed with breast cancer in 2021.

"I will remember how kind CCSC was to me in difficult times."

Jo Ann had been self-sufficient on her retirement income. Then, costs related to her cancer treatment made it difficult for her to cover basic needs, including her utility bills for a couple of months. She decided to call the United Way Helpline/Texas 211 for help.

The helpline referred Jo Ann to CCSC's Emergency Services program, which assists residents who are temporarily unable to pay rent, utilities, or basic medical needs. "CCSC is special and so different from other agencies I was referred to," Jo Ann said. "They really cared about my situation and took the time to help in many ways."

Jo Ann received assistance with her utility bills, and also obtained a winter coat from CCSC's clothing closet. Always looking to help others, she even connected some of her neighbors to CCSC when they expressed need.

The future and medical outlook is positive for Jo Ann. She is receiving excellent care and has hope for a full recovery. She looks forward to more special moments with her beautiful grandchildren. "I will be able to care for myself again when I get on the other side of cancer," Jo Ann said. "But I will remember how kind CCSC was to me in difficult times."

Jo Ann had trouble paying her utility bill when her fixed income needed to go toward her cancer treatment costs. But because of you, Jo Ann was able to keep her lights on when she faced a medical emergency.

Volunteer Spotlight

Meet David and Loretta

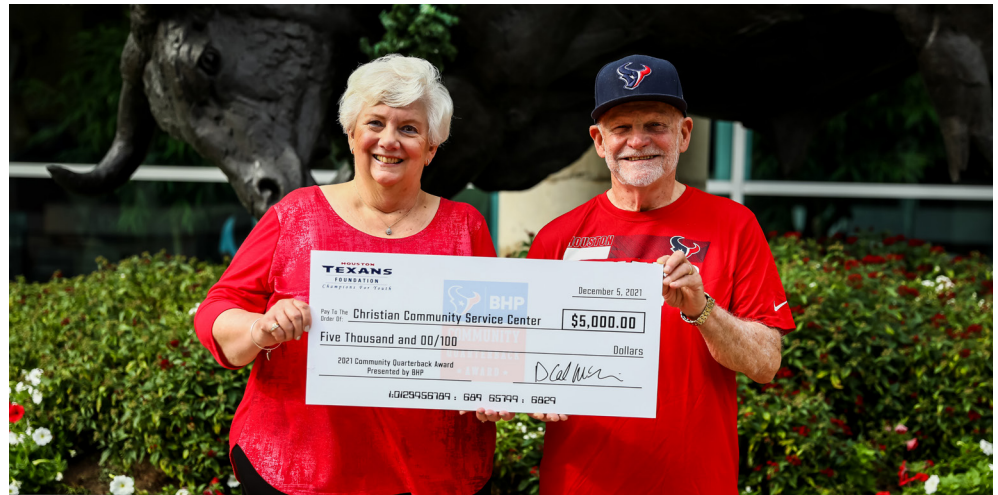
For over 20 years, the dynamic duo of Loretta and David Elledge has devoted time, talent and compassion to CCSC's mission. Their outstanding dedication earned the Elledges a 2021 Houston Texans BHP Community Quarterback finalist award.

The BHP Community Quarterback awards, developed in partnership by United Way of Greater Houston, the Houston Texans and BHP, recognize individuals who go above and beyond in volunteer leadership. The Elledges were one of nine award finalists to be honored in 2021.

The husband-wife team has volunteered in almost all of CCSC's programs, including several leadership positions, but serving clients that utilize the Emergency Services and Youth Services programs is closest to the Elledges' hearts.

"It's wonderful to bring children books and toys at the holidays, but also to give the family food so that it can be a real family celebration," Loretta said. "The basic needs and youth programs help so many people and that is important to us."

You can find David and Loretta alongside their fellow volunteers every Tuesday, where they are packing



nutritious food bags, working on administrative projects, and sharing their infectious smiles with CCSC clients.

"It is an extraordinary experience to provide clients with such a basic need as food."

"I look forward to working in the food pantry. I get to work with a wonderful group of people who have become my friends and we enjoy working together, helping clients," David said. "We do the work, but we also have a lot of fun. It is an extraordinary experience to provide clients with such a basic need as food."

Photo: Longtime CCSC supporters David and Loretta Elledge were among nine volunteers recognized with the Houston Texans BHP Community Quarterback finalist award for their outstanding volunteer service. The Elledges were honored at a Texans game and received a \$5,000 gift to CCSC in their name.

2021 Impact

With your support, CCSC helps meet the immediate needs of people in crisis.

BASIC NEEDS

25,211

nutritious food packages were provided for families facing hunger.

927

households received rent or utility assistance, helping clients avoid homelessness and poor living conditions.

96.9%

of clients reported that they were able to avoid eviction four months after receiving rental assistance.

138

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

7,176

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

EMPLOYMENT PROGRAMS

270

job seekers gained valuable skills through workshops, training, and personalized job search assistance.

177

entrepreneurs participated in the Martha's Way residential housekeeping training program.

20

aspiring home caregivers completed a training course covering technical, communication, and business development skills.

76

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

YOUTH SERVICES

6,802

students received new school supplies and a clothing voucher for the new academic year through the Back To School program.

178

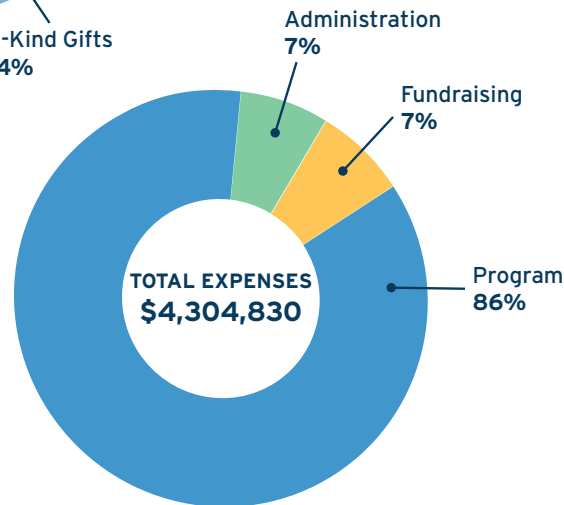
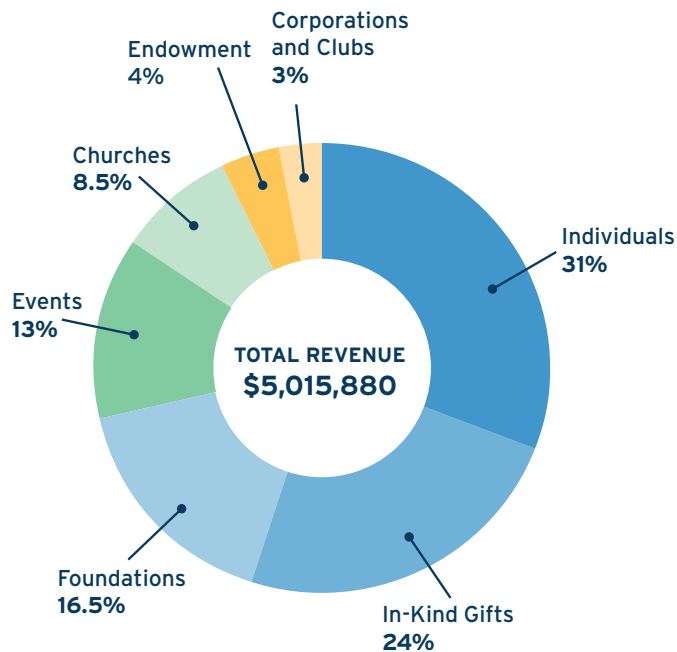
students received professional eye exams, and 161 students received new prescription glasses thanks to the Louise J. Moran Vision Care Program.

1,741

children received new toys and books for Christmas at Jingle Bell Express, and 498 families received a grocery gift card to address hunger.



2021 Financials



CCSC has been recognized as a top charity by Charity Navigator and Candid for its commitment to financial responsibility, accountability and transparency.



Christian Community Service Center

Graduates of CCSC's Martha's Way program, a training that teaches entrepreneurs how to launch a residential housekeeping business, proudly show their program graduation certificates.

	WITHOUT DONOR RESTRICTIONS	WITH DONOR RESTRICTIONS	TOTAL
OPERATING REVENUE			
TOTAL	\$ 4,170,504	\$ 845,376	\$ 5,015,880

OPERATING EXPENSES			
Total program services	\$3,700,904		\$3,700,904
Management and general	\$316,941		\$316,941
Fundraising	\$286,985		\$286,985
TOTAL OPERATING EXPENSES	\$ 4,304,830		\$ 4,304,830

NET ASSETS			
CHANGES IN NET ASSETS FROM OPERATIONS	(\$134,326)	\$845,376	\$711,050
OTHER CHANGES IN NET ASSETS			
Contribution to Endowment		\$20,900	\$20,900
Endowment investment return	\$298,353	\$81,745	\$380,098
CHANGES IN NET ASSETS	\$164,027	\$948,021	\$1,112,048
Net assets, beginning of year	\$15,642,878	\$4,285,639	\$19,928,517
NET ASSETS, END OF YEAR	\$ 15,806,905	\$ 5,233,660	\$ 21,040,565

Figures above represent audited financials for Fiscal Year 2021, which ended December 31, 2021. To view CCSC's audited financial statements, visit ccschouston.org/annual-report-financials.

We are grateful to our Board of Directors and member churches for their passion, dedication, and leadership to CCSC and its mission.

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Capital Campaign Donors

Thanks to generous donors, CCSC's A Time To Build Capital Campaign was fully funded in the summer of 2021. The donors listed below helped us cross the finish line of our \$14.2 million campaign. To see a list of all capital campaign donors, we invite you to visit CCSC's new building and view the Capital Campaign Donor Wall (coming Fall 2022).

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CCSC 2021 Donors

Serving children and families who face difficult situations is only possible because of our community of supporters. Each gift sends critical help to those in need, exactly when families need it most.

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CCSC Memorial Endowment
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CCSC is powered by its volunteers. In 2021, 1,198 volunteers distributed food, interviewed clients in need of financial assistance, taught employment programs, and more. Email volunteer@ccschouston.org and make a difference in the lives of Houstonians needing help.

GIVE

We pledge diligent stewardship of the generous financial gifts that you, our donors and partners, make to improve the lives of Houston's most vulnerable. Your gifts make it possible for individuals to receive help when they need it most, and set families onto a path of financial stability. We invite you to give to CCSC and help our neighbors in need.

You can [make a gift today at ccschouston.org/give](https://ccschouston.org/give) or by mailing a check to: CCSC, P.O. Box 27924, Houston, Texas 77227.





*Feeding Hunger,
Fostering Hope,
Furthering Success*

*CCSC's mission is to serve the poor, hungry, disabled,
and otherwise needy while respecting their religious,
ethnic or cultural differences.*

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United Way of Greater Houston

CCSC has been recognized as a top charity
by Charity Navigator and Candid for its
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