

2020 IMPACT REPORT

CCSC: *Serving and Growing*



The year 2020 marked Christian Community Service Center's 40th year of serving those in need in the Houston community. It also marked an unprecedented increase in that need as the COVID-19 pandemic pushed many of our neighbors into unemployment and poverty.

With the steadfast support of our 39 member churches, volunteers, community partners and friends, CCSC met that unprecedented pandemic need by providing more than 3X our normal number of food packages to families from March through December. Much of that food came from member church food drives.

CCSC serves the community through its Emergency Services, Employment and Youth Services programs. In March, programs quickly pivoted to meet the unique needs created by the pandemic. Employment training was conducted virtually and in June our computer lab reopened by appointment. Additional funding enabled us to provide more robust financial assistance to Emergency Services clients and grocery and gas gift cards to Employment Program clients. The Youth Services program redesigned its distribution of Back To School supplies and Jingle Bell Express Christmas gifts to accommodate safety protocols.

In September, through generous support of its *A Time to Build* Capital Campaign, CCSC moved into its new J. Dean Robinson

Building on the W.T. and Louise J. Moran Campus. This specially-designed facility has enabled CCSC to better integrate programs, create a one-stop-shop for clients in need of different services, and expand vocational training initiatives.

This year that expansion of vocational training was realized in the launch of our nonmedical Professional Home Caregiver Training Program designed for those interested in increasing their income by delivering caregiving services to older adults.

"In 2020, the pandemic crystallized the importance of our mission and our work to help lift people out of poverty," CCSC Executive Director Michelle Shonbeck said. "We are grateful for you, our community, for your support every year, but especially this year. We do not know what the coming year will bring, but we trust in our community's resiliency and God's provisions for us to be instruments of healing in this world."

"I don't know what I would have done if you had not been there to help me out. You helped me keep my dignity and pride."
- A CCSC Emergency Services client after receiving rental assistance that kept his family in their home.



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 families 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.

26,863

Nutritious food packages were provided to families facing hunger and food insecurity, a 3-fold increase from 2019.

132

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

966

Households received rental or utility assistance, helping them avoid homelessness and substandard living conditions.

5,992

Pounds of produce were harvested for clients from the CCSC Garden.



EMPLOYMENT PROGRAMS CCSC equips job seekers to build financial stability and a brighter future. **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.

287

Job seekers gained valuable skills through workshops, computer training and personalized job search assistance; 66 job seekers reported gaining employment.

7

Aspiring home caregivers completed the pilot 7-week training covering technical and communication skills and business development.

121

Entrepreneurs participated in a unique 42-hour residential housekeeping training program; 26 job leads were shared with graduates.

89

Clients pursued personalized strategies for success with a CCSC coach or navigator.



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.

6,504

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

272

Students received professional eye exams.*

1,027

Children received new toys and books for Christmas; 277 families received a grocery gift card to address hunger.

234

Students received new prescription glasses. (*Offered only during spring 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.

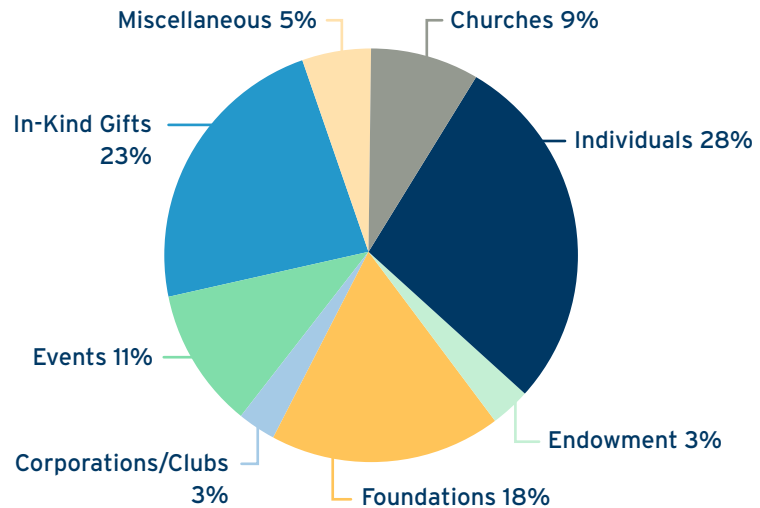


In 2020, **849** volunteers contributed **17,546** hours to CCSC, for an estimated value of **\$477,251** in donated hours; **317** of those volunteers were involved in ongoing roles.

CCSC donors and partners contributed generous funds and in-kind contributions in 2020, enabling CCSC to meet the unprecedented need in our community this year.

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

2020 Funding Sources



AN INVESTMENT YOU CAN TRUST

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

