

# 2023

# IMPACT REPORT

## CCSC: *Meeting Needs, Fueling Dreams*



A maelstrom of hardships hit struggling Houstonians in 2023 making Christian Community Service Center's multi-pronged approach of providing both Basic Needs and Workforce Development services even more essential.

The long-term domino effect of lost pandemic wages, stagnant incomes, and rising grocery and rent prices forced many families to visit CCSC's Emergency Services sites for food, clothing, and rent or utility bill assistance. CCSC provided 27% more food packages in 2023 than pre-pandemic, and 33% of those we served were children. To offset higher food prices, we increased our number of Saturday Food Fairs to bring, along with vegetables from our Garden, more fresh food into the community.

Working toward improving client income levels, CCSC focused on promoting its JobNet services to both 18- to 24-year-old job seekers and visitors to its Emergency Services programs. We also concentrated on using our Flex Room to host partner agencies that provide additional resources to our clients.

Our vocational programs, Martha's Way and Professional Home Caregiver Training, graduated 174 budding entrepreneurs this year, and 487 Workforce Development clients received services through JobNet. Complementary services from 19 community partners were offered at our Emergency Services and Workforce Development sites, enabling CCSC visitors to learn about and sign up for more bridge programs to help them stay financially solvent.

Our popular Back To School program provided 4,071 children with school supplies, a backpack and a clothing gift card, and Jingle Bell Express brought Christmas to 2,464 children and their families. The Louise J. Moran Vision Care Program gave the gift of glasses to 513 vision-impaired children.

We launched a new website this year, making it easier for supporters and clients to see what we do and how we do it. We also initiated Family Service Day, a yearly event bringing families together to learn more about CCSC while participating in a project to benefit our food pantry visitors.

"CCSC is immensely thankful for the support of our volunteers, partners, friends and member churches, including our newest member church, Holy Rosary Catholic Church," President & CEO Michelle Shonbeck said. "It has been a difficult year for those living on the edge of poverty, so we are grateful for all that the CCSC community does to keep struggling families fed and in their homes so they can concentrate on finding steady employment and making brighter futures."

*"My son's health issues put me behind on my bills. I'm forever grateful for CCSC's help. It kept our electricity on."*

- Tonesha B., a single mother who received utility assistance from CCSC during a time of hardship.

## 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, clothing, hygiene items, and financial assistance for rent, utilities and limited medical needs.

**10,671**

Nutritious 5-day food packages were provided to households facing hunger and food insecurity.

**717**

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

**2,314**

Households were provided with gently used clothing.



**WORKFORCE DEVELOPMENT PROGRAMS** CCSC equips job seekers with professional skills to build 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.

**487**

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

**140**

Entrepreneurs participated in a 42-hour residential housekeeping training program and 90% graduated; 130 job leads were shared with graduates.



**YOUTH SERVICES** 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.

**4,071**

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

**2,464**

Children received new toys and books for Christmas; 911 families received a grocery gift card to address hunger.

**200**

People received assistance obtaining prescription eyeglasses, emergency dental services or essential medications.

**5,629**

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

**55**

Aspiring home caregivers participated in a 45+-hour training covering technical, communication, and business development skills; 87% graduated and 40 job leads were shared with graduates.

**144**

Clients pursued personalized employment and financial strategies for success with CCSC's Career Coaches.

## How You Help

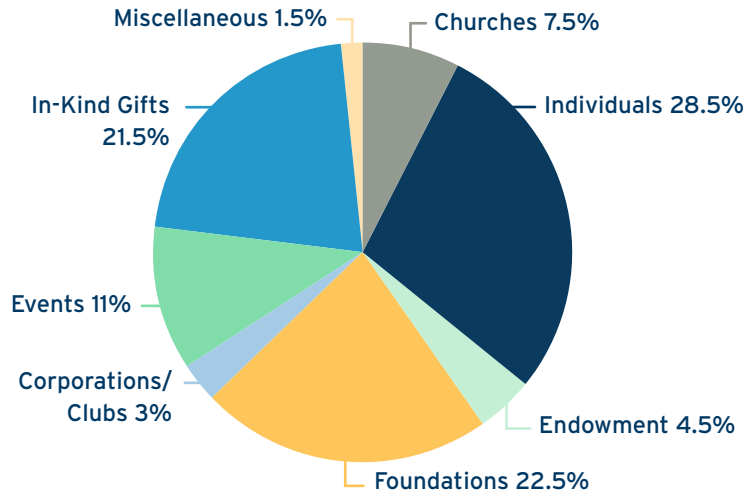
Since 1980, the unwavering commitment of CCSC's volunteer force and supporters has ensured the viability of CCSC's mission to help alleviate the effects of poverty in Houston.



In 2023, **1,681** volunteers contributed **29,971** hours to CCSC for an estimated value of **\$894,948** in donated hours; **413** of those volunteers were involved in ongoing weekly or monthly roles.

CCSC donors and partners contributed generous funds and in-kind contributions in 2023 enabling us to help 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.

## 2023 Funding Sources



### AN INVESTMENT YOU CAN TRUST

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



**Christian Community Service Center**

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