



Valley Interfaith Community Resource Center

2020 Impact Statement

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Contents

1

Effective Stewardship

2

Financials

3

Sustainability



2020 – The Road We Walked Together

Our journey would not have been possible without our valued volunteers, dedicated donors, and the many professionals who helped our cause. Together, we effectively maneuvered through Covid-19, coordinated a number of efforts over the year, and raised thousands of dollars to provide support to countless families impacted by the pandemic.

Overcoming Adversity!

2020 was an unprecedented year as the world dealt with the Covid-19 Pandemic. For our clients, food resources specifically were a critical need. The immediate question became how to create a new delivery system that would insure the safety and health of our staff, volunteers and clients.

Our staff and volunteers did just that, quickly meeting at the onset and putting plans in place to serve. As the year progressed, these plans evolved and additional services and clothing opportunities were provided.

Why were we successful?

- 1.) The staff and our volunteer workforce embraced the challenges on a daily basis and overcame the adversity that they were facing!
- 2.) Our financial supporters fueled our success by stepping up their giving. We are sincerely thankful for the individuals, groups, churches and companies that provided the supplies and financial support to make this happen!

We overcame adversity in 2020 because of our staff and volunteer leadership and the love and support of people like you!

Blessings to all!
Skip Koesterman
Board Chair



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Glazer Enterprises



Effective Stewardship

Our Mission - Partnering with the community to provide necessary resources and build self-sustainability.

\$682,156

(Total Revenue in 2020 - \$234,720 of this is in-kind contributions)

3,791 - 5,000 Individuals

(Stopped tracking temporarily due to Covid)

Looking back at 2020

OUTREACH



5,000+ served



261,586 lbs. of food



1,200+ served by clothing pantry

VOLUNTEER RETENTION



Cut back 95% of volunteer workforce due to safety precautions related to Covid-19. 99% were in the high risk category.



4,800 Annual Volunteer Hours
66% decrease from 2019

CRISIS INTERVENTION



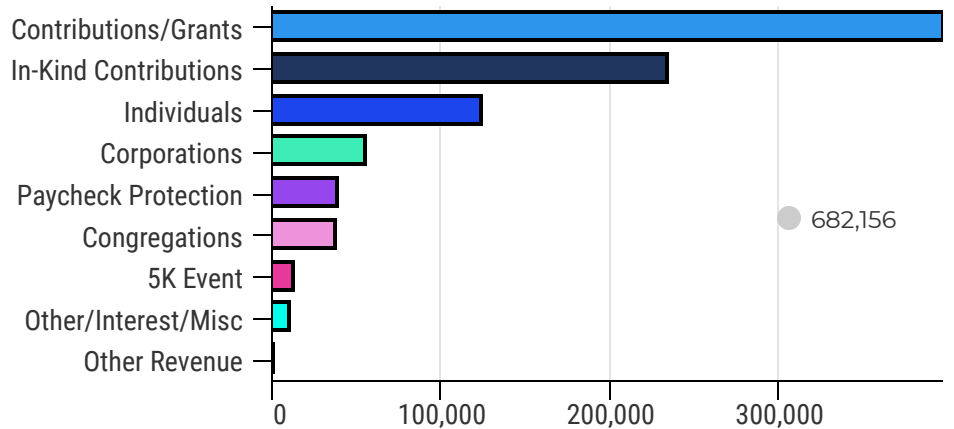
944 Referrals to partnering agencies



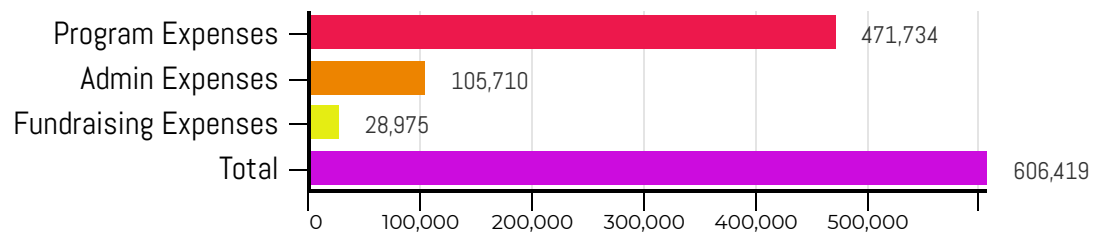
Special Needs Population
Alcohol Dependent - 24
Battered Spouse - 94
Chronically Homeless - 66
Chronically Mentally Ill - 152
Developmentally Disabled - 73
Drug Dependent - 21
Elderly - 342
HIV/AIDS - 2
Physically Disabled - 56
Substance Abuse - 35
Veterans - 70
Other - 9

Financials

Sources of Funding – 2020



Annual Expenses 2020



Sustainability

Volunteers

Volunteers are crucial to achieving our mission. If you have time and talent, we need you on our team as we battle poverty in the Mill Creek Valley. Volunteering doesn't have to be a long-term commitment or take huge amounts of your time. We offer numerous opportunities, whether a weekly regular, a special volunteer group, assist seasonally, or a one-time project. Contact Alicia Stollenwerk at (513) 821-3233 or astollenwerk@vicrc.org.

Services Model

1. Emergency Resources:
 - a. Food/Clothing Pantry
2. Crisis Intervention:
 - a. Referral Res. Connections
3. Sustainability:
 - a. Neighbors' Empowered
 - b. Financial Literacy



Mission: Partnering with the community to provide necessary resources and build self-sustainability.

Vision: Creating a Sustainable Tomorrow

We resource the under-resourced in economically stressed neighborhoods.



Emergency Resources

Food Pantry
Shop for a 3 day food supply based on household size.
Reduce food insecurity & battle rising childhood hunger rates.

Clothing Pantry
Shop every 30 days, at no cost, for clothing & necessary household items.
Mutually beneficial exchange of resources from community member to community member.

All Emergency Resources, critical for survival, are harm reduction supplies reducing risk of victimization.



Crisis Prevention & Advocacy

Direct Financial Aid
Funds available to residents in our service area to prevent eviction or utility disconnect.
Reduce risk of homelessness or loss of crucial utility service in the home by preventing a crisis before it occurs.

Coming Soon-Victim Advocacy
Identify victims of crime to assist with applying to Victims Compensation Fund & to refer to community resources.

Coming Soon-Resource Referral
Connect to community resources for additional services.



Sustainability

Neighbors Empowered
20 week group workshop that creates an opportunity for women in our community to break the cycle of poverty by re-writing their future story. Members challenge mindsets and build resources, while developing a personalized goal plan with action steps for long term success. The workshop covers topics from affordable housing costs, living wage, and debt to income ratio to mental models of economic class, causes of poverty, and the theory of change model. Members assess personal & community resources as a vision (with a plan) for the future is constructed.



Back-to-School (August)
Essential school supplies provided to school age children in our community to set youth up for success and reduce hardship on families.

Annual Seasonal Programs

Easter (March Sign-Up)
Food basket delivered to the home of residents enrolled.

Thanksgiving (Sept. Sign-Up)
Food basket delivered to the home of residents enrolled.

Holiday Sharing (October Sign-Up)
Gifts & food basket to households with children; food basket to households without children. Our "Final Friday" program is offered in December.

Conclusion

Looking Forward



2020 was a paradoxical year for sure. We experienced a year of mixed emotions that required us to work differently and serve differently. Through it all – we showed tremendous resolve in the face of this adversity. Despite those challenges, the team and their operational pivoting continued on the past three years' success toward sustainability through effective stewardship.

For the third year in a row, we maintained our **BBB Accreditation**. We again earned our **Platinum Seal of Transparency** from Charity Navigator, and for the second year in a row, we ended our financial year in the black. In 2017, after learning of an impending large deficit, and the loss of many significant donors – we became aware of our ability to prove our sustainability within our own historical financial stewardship model. We shifted, we added to the financial team, and over the course of two years we went from being in the red and always needing to “catch up” to now working within our budgetary means. All this, while also preparing and building a future that is sustainable. None of these efforts were done at the cost of program services – in fact, we began to serve more people annually, with exception to 2020.

As we move forward, we will continue to operate as good stewards and will always remain flexible so that we can maintain our services for years to come.

John Keuffer, Executive Director





GRANTORS/FOUNDATION SUPPORT

Community Service Fund
General Electric Employees
Jerome S. Glazer Foundation
Wyoming Ohio Cycling Foundation

We want to especially thank the over 35
Congregations and Faith-Based Communities
that are our foundational supporting agencies.

