



# Valley Interfaith Community Resource Center

## 2021 Impact Statement

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Volunteers  
Overworked & Underpaid - Appreciated



1

# Contents

## Effective Stewardship

2

## Financials

3

## Sustainability



## 2021 – 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.

# A Word from our Chair...



## VICRC – A HIDDEN GEM

At the Board level, there are a lot of new and relatively new faces involved with Valley Interfaith Community Resource Center. I am one of the relatively new faces. And as I look back on the year that was 2021, and look forward to the coming year, there are a number of things that jump out at me.

The staff, volunteers, and donors do an absolutely first-rate job serving others – day in and day out, week in and week out. I saw this first hand in April, and was wowed by it. They are the reason why we were able to recognize an incredible amount of “revenue” in 2021, revenue meaning grants and in-kind food and clothing contributions. They are the reason why we were able to purchase a refrigerated van in 2021, which will facilitate greatly the picking up and delivery of food. Simply put, the staff, volunteers, and donors model service to those in need. They do so with no expectation of recognition. They did so in 2021 while still working in a Covid-affected environment. The people that make up Valley are truly a hidden gem.

As an incoming Board chair, my challenge (and our challenge as an incoming Board as a whole) is to continue to build and expand upon the examples that our staff, volunteers, and donors have provided and will continue to provide. We will do that in some ways that are known right now; for example, by executing on the longer-term strategic plan that the Board put in place last year. We will also do that in some ways that are not known right now. In my view, a few things shall serve as our guideposts as Board members. One, the need to be intentional and to act. Plans and meetings are only good if we execute on the agreed-upon action items. And two, the desire to serve others in need. That is ultimately why we are all here. Emulating the staff, volunteers, and donors in ways that we are supposed to do so as Board members will help us continue to build on the great things that occurred at Valley in 2021.

Blessings,  
Rob Shank – Board Chair

## Board of Trustees

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# Effective Stewardship

Our Mission - Improve lives by providing emergency resources and social support in partnership with our community and its agencies

Our Vision - Creating a Sustainable Tomorrow

## \$914,611

(Total Revenue in 2021 - \$420,250 of this is in-kind food and clothing contributions)

## Looking back at 2021

### OUTREACH



**5,562 served**  
\*Emergency Food  
\*Clothing  
\*Mobile Market  
\*Foot Cart  
\*Crisis Intervention

### Income Level



**98.51% Extremely Low Income**  
\*Below 30% AMI

### VOLUNTEER RETENTION



**Cut back volunteer workforce due to safety precautions related to Covid-19. Many were in the high risk category.**

### Special Needs



**10% Elderly  
9% Disabled: Mentally/Physically  
3% Battered Spouse  
3% Addictions  
2% Veterans**

### Gender



**53% Women  
46% Men  
1% Transgender**



# Sustainability

Volunteers are crucial to achieving our mission. We truly need people willing to volunteer their time and talent. Prior to the Pandemic, we saw over 10,000 hours a year from our volunteers!

## **\*\*Volunteers\*\***

### **Some Obstacles and Achievements:**

- January – June 2021 saw 1,950 total volunteer hours while July– September 2021 saw 1,899 (almost matched the number of the first six months in the following three)
- During the pandemic we lost roughly 95% of our volunteers, but have been building back up.
- The number of total volunteer hours reflect only our “regulars.” This means we pulled off all our services without any big group service days for things like warehouse clean-ups of seasonal program prep.
- Our Back-to-School Coordinator, for example, did most of her prep on her own with just a few helpers.



## CONGRATULATIONS!



2021 | CINCINNATI  
**WINNER**  
Torch Awards for Marketplace Ethics





# Sustainability



**\*\*Volunteers\*\***



# Sustainability

## \*\*Volunteers\*\*

- We increased in-person services whenever it became safe to do so. Volunteers were wonderful about being flexible and dedicated to adjusting with our changing schedule.
- In addition to regular services and the additional operation of the drive-through for safe access to food throughout the year, we were able to offer our highly-anticipated Holiday Sharing Program in December (with added safety precautions).
- While some of the 2021 hours were specifically tracked, we had to estimate quite a bit, because much of our work was remote due to Covid.



# Sustainability

## **\*\*Services Model\*\***



To meet the ever-changing needs of COVID-19 and to navigate the limitations due to lack of staffing and volunteers - VICRC pivoted and added service variations and additional services:

To ensure zero waste - we instituted a MOBILE PRODUCE MARKET. This allowed us to not waste any produce that would otherwise not be used.

Thanks to the support of individuals and area congregations - over \$55,000 was raised to purchase a refrigerated van. This allowed us to pick up more donated food and to keep it safe in transport.

We partnered with an Easter Seals Veterans program and the Omega Psi Phi Fraternity to deliver groceries to homeless and low-income veterans.

We partnered with the Pride of the Valley Masonic Lodge to deliver food to low-income and seniors in the community.





# To Wrap it Up...



COVID-19 had a dramatic operational and programmatic impact in 2021 at Valley Interfaith CRC. As a result of the high risks posed by COVID-19 to our volunteers, we had a decrease in the number of available volunteers during the year.

Many of our volunteers are in the high-risk age range as it relates to COVID and therefore many had to opt out of service. This left the team with the task of providing services with minimal people power. Nonetheless, the small staff and a dedicated group of volunteers were able to pivot and find new ways to serve the increased need with smaller groups.

COVID-19 caused VICRC to pivot and continue a hybrid food/clothing distribution model that had indoor services and drive-thru services. This allowed the agency to have options for meeting the needs of those we served. Despite the changing economy, VICRC was able to maintain their work within their budget. A combination of diligent budget management combined with generosity of donors, VICRC was able to weather the economic storm created during COVID. Governmental PPP Loans and small grants helped in the navigation of the financial market.

Through it all, VICRC as an organization worked to ensure the needs of those we served were met adequately while also working to build the strength of the organization for future growth. With the help of consultants Anne Maxfield and Dr. Marta Brockmeyer, VICRC was able to engage community stakeholders and identify strengths, weaknesses and the needs of the community.

The pair conducted Board Self Assessments, Community Stakeholder Assessments and developed a plan for where VICRC was, how it was perceived as an agency, what the community wanted and needed, and their perception of the leadership at VICRC. The final product of this effort was educational growth for the Board of Trustees about their roles, responsibilities and expectations, along with the role and responsibility of operations.

Furthermore, the process led to the development of a 3- to 5-year Long Term Strategic Plan (see Strategic Plan Infographic)

VICRC was again accredited by the BBB. In 2019, VICRC was awarded its first accreditation from the BBB and in 2021, the accreditation was renewed. This is the fruit of a few years of hard work by the Executive Director, then Treasurer Ed Maynard and the Finance Committee. As a result of the work, the agency was nominated for and won the 2021 BBB Torch Award for Market Place Ethics.

Two handwritten signatures in black ink. The first signature is on the left and is more stylized, with a large loop. The second signature is on the right and is more legible, appearing to be 'Ed Maynard'.



# 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  
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