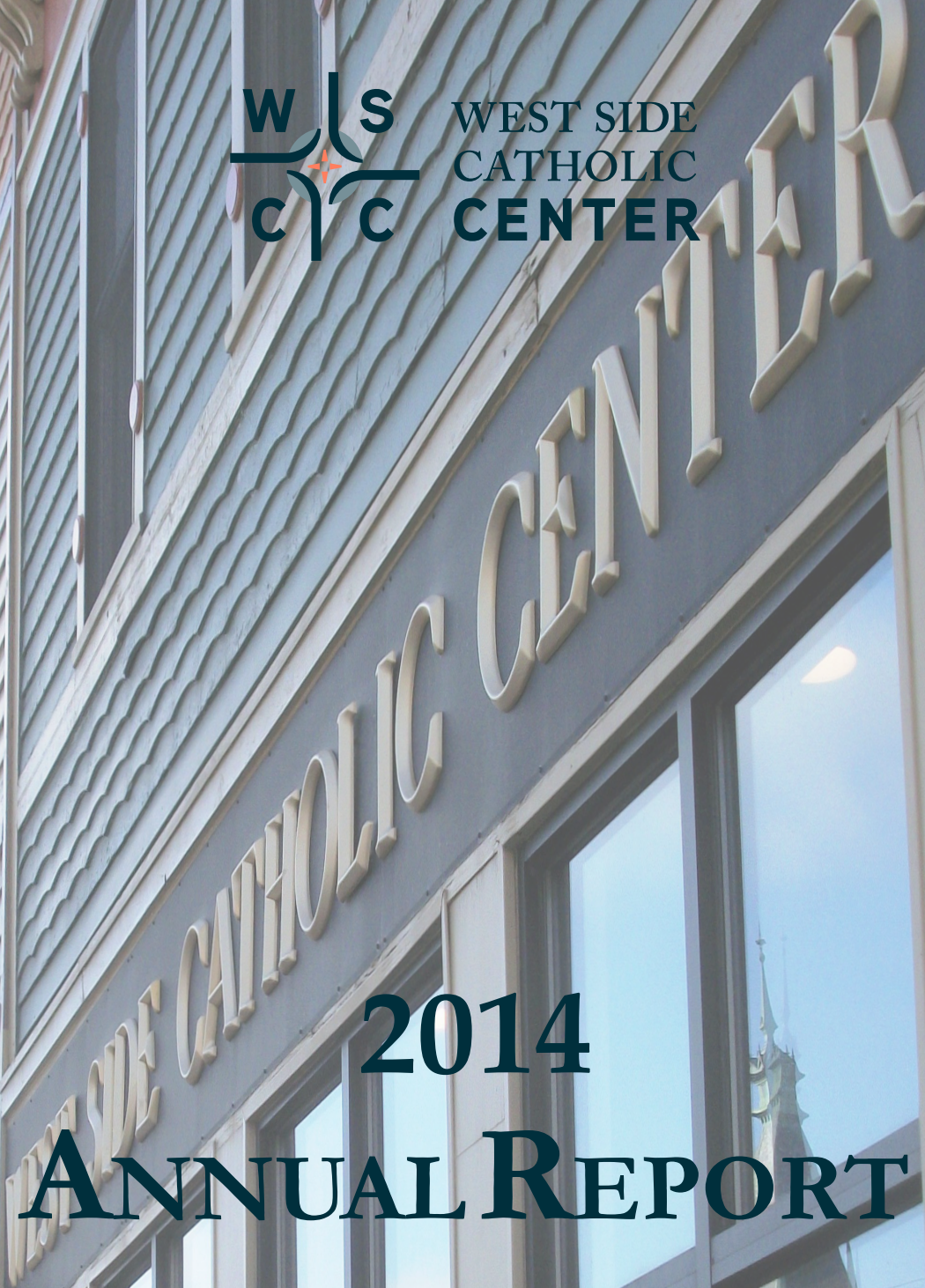




**WEST SIDE
CATHOLIC
CENTER**



2014

ANNUAL REPORT

IMPROVING LIVES - STRENGTHENING COMMUNITIES

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MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

As termed in the dictionary, basic is defined as an essential foundation or starting point. Thanks to you, in 2014 West Side Catholic Center strengthened the essential foundation on which it was founded – to provide the basic needs of food, clothing, shelter and advocacy to those in need.

That reinforced foundation provided a solid starting point for programming that went above and beyond providing the necessities needed to survive and focused on improving our clients' quality of life.

Take, for example, the basic need at the core of basic needs – the need for food, for nourishment. Your financial donations and volunteer time in the Drop-in Center made it possible for WSCC to serve more people. In 2014, WSCC served a record 73,259 meals to about 200 people a day. While we would rather report that this number had decreased, these many meals represent true need in our community. Need that we somehow continue to fill within the same budget and the same physical space year after year.

Community partnerships, such as the one we have with the Cleveland Foodbank, allowed us to increase the availability of fresh food even further into the community. Word of our service as a Mobile Food Pantry spread throughout the near west side last year, and we are now providing fresh produce to an average of 400 families a month.

This is just one of the areas where we have continued to grow and serve our community. We continue to strengthen all of our programs, especially the Employment Program which placed 72 people with high barriers into jobs. In addition, the Zacchaeus Housing Solutions received funding to expand our services to 20 additional families. Finally, Moriah House, the Women and Children's Shelter is always full, with a waiting list of families in need of emergency housing.

As we look to 2015 and beyond, we are examining all aspects of West Side Catholic Center to determine how we can better serve our community. This may include the expansion of selected programs, upgrades in technology and our physical plant and most especially, strengthening the measurement and evaluation of program outcomes. It is important to ensure that our programs are efficient and effective in serving our clients.

We remain firm in our resolve to address our clients' changing requisites while always staying true to providing the most vulnerable in our community with the basic needs on which we were founded.

Thank you for reinforcing the foundation of the West Side Catholic Center. In the end, it is all of you who hold us up, and lift up the lives of those we serve.

With deepest thanks,

Paul Bachman
President, Board of Directors

Anita Cook
Executive Director

OUR PROGRAMS

DROP-IN CENTER



The Drop-In Center offers respite from the weather, and exists to serve the basic needs of the homeless and poverty stricken. We served over **6,000 men, women and children** through our comprehensive programming in the Drop-In Center.

CLOTHING & HOUSEHOLD ITEMS DISTRIBUTION provides clothing and functional household goods. The items are donated by people in the community, folded and sorted by volunteers, and redistributed.

MEALS PROGRAM provides: a cold breakfast every weekday, a hot lunch every weekday, a hot breakfast and a dinner every Saturday. The Mobile and Express Food Pantry distributes thousands of pounds of fresh produce a month.

OUTREACH & ADVOCACY programs are highly personalized services that address the core issues that underlie a person's poverty and encourage them to become more independent. We partner with other community agencies to provide many of these services.

STREET SURVIVAL SERVICES provide those without a home the resources that many take for granted. An individual can list the WSCC as his/her address; access our phone to check a unique voice mailbox for messages; and take a shower – having been provided with toiletries.

MORIAH HOUSE - WOMEN & CHILDREN'S SHELTER



The Shelter has provided a safe and nurturing home for women and children for over thirty years. There are over 2,200 people homeless in Cleveland/Cuyahoga County at any one point in time. Of this group, 94% were sheltered and over 1,500 children accessed homeless services. The need for shelters could not be more critical.

CASE MANAGEMENT provides advocacy to engage the client in the process of identifying her strengths and needs and finding solutions. Every woman and child is assigned a Case Manager to develop a case plan for self-sufficiency - addressing income, job training and permanent housing.

INTERIM HOUSING brings women and children off the streets. The Shelter can house up to 34 women and their children. The Shelter provides all the basic necessities a woman or child might need.

VETERAN SERVICES are provided to female veterans. There are six beds in the Shelter available at any given time for veterans. The Shelter works in collaboration with the Veterans Administration.

YOUTH ADVOCACY focuses on the needs experienced by homeless children who are at risk for a host of emotional, behavioral and educational concerns. The primary goal is to provide a positive, trauma-reducing environment that allows for each family to address its individual needs.

ZACCHAEUS HOUSING SOLUTIONS



Zacchaeus strengthens families and promotes family resiliency. Zacchaeus' overarching goal is to end family homelessness for clients by means of improved housing stability, increased skills, education and income, and strengthened family unity. Zacchaeus helps families secure and maintain housing by providing rent subsidy and case management services for up to 12 months.

CASE MANAGEMENT SERVICES creates case plans for family and individual stability and self-sufficiency. A Case Manager identifies and prioritizes needs, establishes goals and connects the clients to services. A collaborative approach is taken with the vast number of programs available to clients in the community to fulfill all the client's needs: health issues, GED training, support groups, parenting resources, youth services and more.

CLIENT RENT SUBSIDIES provide sessions for clients on how to locate a house, review leases and be responsible tenants. The program provides rent subsidies to assist the client in paying their rent during the program. WSCC also helps families acquire household goods, furniture and other items needed to establish a home.

YOUTH SERVICES programs work to make education a family priority, provide access to overall health and wellness and provide a safe and supportive environment. Case Managers assess each child and set a case plan to meet all their needs as well as offer new opportunities and experiences to the youth.

ECONOMIC OPPORTUNITIES



WSCC has put increasing focus on providing services that move clients toward self-sufficiency. WSCC provides programming in adult education, workforce development and financial literacy toward that end. To better coordinate and integrate these services, the WSCC has created the Economic Opportunities Program to serve as an umbrella for the Learning for Life GED Program, Employment Program, SSI Benefits Program and financial literacy.

EMPLOYMENT PROGRAM is based on the premise that obtaining and sustaining employment is critical to self-sufficiency. This comprehensive program provides a number of services including resume and application training, interview practice sessions, mentoring, job search assistance and more. The program secures partnerships with local businesses to match clients' skills and interests to an employer with corresponding needs.

LEARNING FOR LIFE GED PROGRAM assists clients in acquiring their GED, learn to read and better understand documents that affect their daily life.

SSI BENEFITS PROGRAM is for WSCC clients who cannot work due to a physical or mental disability. WSCC offers staff to assist clients with the application process for SSI/SSDI benefits.

PROGRAM IMPACT AND ACCOMPLISHMENTS

DROP-IN CENTER

6,114

Street Survival services.

Men, women and children served in the Clothing and Household Distribution program.

6,298

14,941

Instances of service in Outreach and Advocacy.

73,259

Nutritious meals served.

MORIAH HOUSE - WOMEN & CHILDREN'S SHELTER

25,524

Nutritious meals served.

Nights of lodging provided to women, children and veterans.

11,466

78

Women received case management.

96

Children served by Youth Advocacy staff.

ZACCHAEUS HOUSING SOLUTIONS

80

Adults benefited from Case Management services.

Children received Youth Services.

187

67

Families provided rent subsidies.

89¢

OF EVERY DOLLAR GOES DIRECTLY TO A PROGRAM SERVICES.

ECONOMIC OPPORTUNITIES

72

Clients found a job through the Employment program.

Individuals received benefits through the SSI/SSDI Project Coordinator.

30

34

Clients per month were served in the GED/Literacy program.

SUCCESS STORIES

WSSC believes that every person who enters our programs can gain tools to live an empowered life. Outcomes for individuals and families who participate in our programs are often enhanced confidence, self-esteem and the capacity for positive and effective decision making that can be life-changing.



Max

DROP-IN CENTER

For three years Max, an immigrant, used a monthly bus pass WSSC provided so he could stay warm and safe riding the bus all night. He came to the WSSC every day for meals and to volunteer cleaning the Drop-In Center. Max finally allowed the SSI Coordinator to help him apply for citizenship papers and benefits. With a steady income, an apartment in his old neighborhood and health insurance, Max is healthier and living an independent life.



Chanel

MORIAH HOUSE - WOMEN AND CHILDREN'S SHELTER

Navy veteran, Chanel, and her three children were placed in the Shelter. She and her family needed to start all over. The staff assisted Chanel in locating a safe home to live in, provided support for her and her children through this transition, and assisted her in locating a job to support her family. Chanel says the Shelter offered her family "a moment to pause and to reflect in order to get yourself back to where we need to be."

OUR STORIES SAY IT ALL.



Dominique

ZACCHAEUS HOUSING SOLUTIONS PROGRAM

Dominique was a self-proclaimed “partier, who liked to be with my friends more than my kids.” Through the support of the Case Managers, she was able to focus on rebuilding trust with her kids in a safe home. The Employment Program helped her create a resume, build job skills and do job searches, to obtain a good job. Dominique feels that “if the staff and volunteers were not here, I’d be lost.”

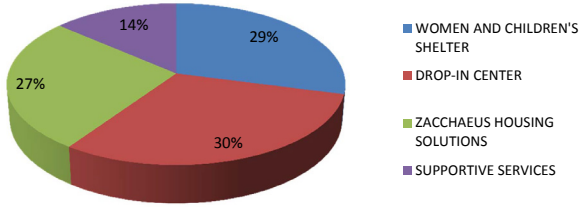
Lisa

ECONOMIC OPPORTUNITIES

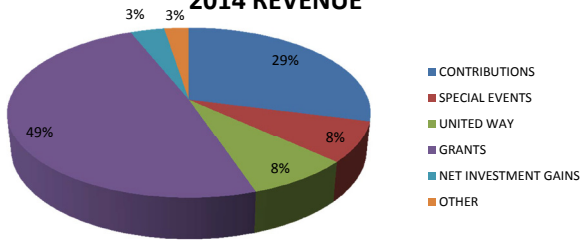
Lisa is an immigrant coping with mental illness while supporting her three children. Lisa joined the Employment Program and aggressively sought any information to improve her chances of obtaining a job. The Employment Clinics helped her learn skills and prepared her for job interviews. With determination and resolve she found a job earning \$40,000 annually. She stated, with tears in her eyes, “This is what joy feels like. God is watching out for my family.”

FINANCIAL SUMMARY

2014 EXPENSES



2014 REVENUE



	<u>Year Ended December 31</u>	
	2014	2013
REVENUE		
Contributions	\$ 761,071	\$ 882,444
Program Income	18,127	15,464
Special Events	204,387	296,821
United Way Contributions	210,503	255,030
Grants	1,286,249	1,258,725
Other Income	141,262	314,569
Total revenue	2,621,599	3,023,053
EXPENSES		
Program Services		
Shelter	797,235	850,559
Center	837,888	755,423
Housing	733,155	732,522
Total program services	2,368,278	2,338,504
Support Services		
Administration	170,472	159,804
Fundraising	204,148	196,696
Total support services	374,620	356,500
Total expenses	2,742,898	2,695,004
CHANGE IN NET ASSETS	\$ (121,299)	\$ 328,049



The West Side Catholic Center's financial statements have been audited by Barnes Wendling, CPA's, Inc.. Audited Financial Statements are available upon request or can be viewed online at wscscenter.org.



DONOR ACKNOWLEDGMENT

On behalf of the Board of Directors of WSCC, and the homeless and poverty stricken individuals and families we serve, thank you for your contributions during 2014. Without your kindness and generosity, we would not be able to offer as many important programs and services to those who need them most.

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LIVE UNITED** 

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Cuyahoga Arts and Culture
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VOLUNTEERS

The WSCC relies on the dedication of hundreds of community volunteers to fulfill our mission. Beyond serving our clients and being a tremendous resource to the staff, the volunteers act as ambassadors in the community. **In 2014, 236 individual volunteers and 69 community groups came to WSCC for direct-service opportunities.** Volunteers provided 30,008 hours of service which equates to over \$660,000 of donated time, talent and passion.



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