

Rising Hope, Rising Expectations



The Center for People in Need
Annual Report ~ 2009

The Center for People in Need



Our mission:

To enhance opportunities for individuals and families as they address socioeconomic barriers limiting their paths to success.

Founded in 2003, the Center for People in Need is a community based 501(c)(3) not-for-profit agency administering programs that provide a cohesive network of services for low-income families. Financed primarily by competitive grants and individual donations, the Center...

- **Assists other human services agencies** that provide for the well being of low-income, high-needs families throughout Nebraska.
- **Provides emergency services** to families who lack basic necessities.
- **Provides and supports** education and job training.
- **Implements creative means** of service delivery to disadvantaged families.
- **Advocates for systemic changes** through the state legislature.



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A Message from the Director

Do you remember *The Good, the Bad, and the Ugly*, one of the 1960s Italian-made Western movies that introduced Clint Eastwood and spaghetti Westerns to American moviegoers? It's tempting to use that movie title to characterize 2009.

I don't have to remind you of the Bad and Ugly—a tanking economy and a lagging recovery that few of our clients have yet felt. That's the bad. And the ugly result is, in the sanitized language of bureaucrats, "an increased demand for services." The language describing the real-world circumstances of our clients' is bleaker: job loss, poverty, hunger, homelessness.

The Good is more heartening. Thanks to generous supporters and a dedicated staff, the Center for People in Need has been able to meet the increased demand. We provided job training and distributions of food, clothing, household goods, back-to-school backpacks, and holiday meals for families too much on the margins to afford such "luxuries." For the second year in a row our distributions reached record highs.

Luckily, to describe 2009 I get to add a fourth adjective: the Beautiful. The year 2009 brought the completion of a beautiful new Conference and Job Education Training Center in our remodeled space. In its first few months it has become a beehive of activity, and 2010 promises to bring its use to near capacity.

The space includes a banquet and exhibition hall that can accommodate up to 700 people, a commercial-grade kitchen, a 24-station computer lab, class and conference rooms,

and office space.

To be sure, the renovation in our former-lumber-yard, former-furniture-warehouse headquarters cost "A Fist Full of Dollars"

(another Eastwood spaghetti Western title),

but financing came

largely from federal funds, thanks to Senator Ben Nelson.

In the year to come our education and training capabilities will be hugely enhanced by a \$2.4 million federal stimulus grant awarded to Southeast Community College, who will administer on-site training programs at the Center. In addition, Class.com, an interactive Web-delivery education company, donated its software valued at over \$40,000.

Thankfully, the year brought as much of the Good and the Beautiful as the Bad and Ugly, and thus the title of this report: *Rising Hopes, Rising Expectations*. It is meant to suggest 2009's paradox for the agency and its clients: Hope and optimism can flourish only if expectations can be fulfilled.

I invite you to dip into this report for more details about the year's achievements and our expectations for 2010. On behalf of our staff, dedicated volunteers, and those we serve, I extend heartfelt thanks for your support in 2009. I look forward to sharing our story with you as we move forward into a productive 2010.



Betty Brasch, Executive Director, Center for People in Need.

A handwritten signature in blue ink that reads "Betty Brasch". The signature is fluid and cursive, written on a light-colored background.

CFPIN's Conference and Job Education Training Center

The Center's Conference and Job Education Training Center, freshly renovated from bare concrete-block walls and high, steel-girdered ceilings, was granted its certificate of occupancy by the City of Lincoln in October 2009.

By its ribbon cutting and open house on January 14, 2010, the 24-station computer lab was in near constant use, the meeting rooms and banquet hall were booked for events months in advance, and ESL and GED classes were in full swing, with expanded hours anticipated.

The renovation was financed largely with federal funds obtained by Nebraska Senator Ben Nelson.



The Center's new 24-station computer lab offers job skills, language training, and work simulation. It is in constant use.

Extensive job training and work experience are priorities for the Center for People in Need. We believe providing opportunities for work experience in skilled and semi-skilled occupations is fundamental to making clients competitive in the job market.

The new facilities will significantly enlarge work opportunities. In 2010, along with existing programs in janitorial services, forklift operation, warehouse management, and retail, we will offer expanded programs in office work, computer skills, and conference management. The commercial kitchen will facilitate training and work experience for food handlers.

Graduates of the job training programs receive certificates attesting to their newly acquired skills. The Center's training programs are widely recognized to be among the best in the nation.

A \$2.4 million grant awarded to Southeast Community College, will permit the Center, in partnership with SECC, to remodel an additional 5,000 square feet—the last available space in the building—for an innovative new program teaching "green" construction methods to low-income enrollees.



Through the year construction crews and pallets of furnishings heightened CFPIN's anticipation of the new conference center.



Participants leave a training session at the conference center. Facilities are rented to business, government, or private groups.

Immediately upon completion the new Conference and Job Training Center became a vital part of Center activities. It hosted special events including Giving Thanks Giving Food and Toyland for Kids, and relieved crowding at Neighborhood F.O.O.D distributions and Clinic with a Heart free clinics.

It also became part of the community service network, providing space for events such as Project Homeless Connect, a multi-agency effort to provide services to the homeless, public H1N1 Flu immunizations, and food-handler training for the Lincoln-Lancaster County Health Department.

In part it was the conference center that made it possible to serve a record number of people during the fall and winter of 2009.

The Conference Center is available for rent to non-profit, commercial, and private groups for business meetings, conferences, family reunions, and the like. All rental proceeds are used to support CFPIN programs.

The Conference and Job Education Training Center at a Glance



- Renovated space***11,589 Sq. ft./ (excluding hallways, rest rooms, & utilities)*
- Meeting rooms**.....*6 (accommodating groups from 6 to 84 people). All meeting rooms can be configured in classroom style*
- Classrooms***One fully equipped 24-station computer lab.*
- Banquet hall**.....*Accommodates 564 for seated dining or 700 in theater seating.*
- Office space***3 staff offices plus 2 interview rooms or guest offices.*
- Kitchen**.....*Commercial-grade kitchen is available to those leasing event space.*
- Catering***Outside caterers are welcome.*
- Availability**..... *Paul Ramirez at 402-476-4357 ext. 141. E-mail pramirez@centerforpeopleinneed.org*

CFPIN Programs & Special Events

TRUCKLOADS OF HELP

It is unmatched by any public service effort in the state: Clothing, household goods, and office supplies, valued at \$10.1 million, distributed free to low-income clients by 244 agencies statewide. All the merchandise is new and is acquired for transportation and administrative costs only—about one dollar per hundred dollars of value.

The Truckloads of Help program is the linchpin of the Center for People in Need's operations, providing merchandise to needy people across the state, as well as job training and work experience for welfare-to-work clients at the Center.

The Center is the only human services agency in the state capable of accommodating 18-wheelers, and the enormous warehouse is ideal for receiving, sorting, and storing the shipments. Participating agencies shop for items needed by their clients, and are not charged for the goods they choose. The work required to keep the program in operation gives Arbor welfare-to-work clients real world training in the fundamentals of warehouse work, forklift operation, inventory control, and merchandise sorting.

Moreover, the Truckloads goods make possible many of the Center's special events, providing most of the items distributed through

Tools for Education, Giving Thanks Giving Food, and Toyland for Kids, programs.

Truckloads of Help merchandise is supplied by Gifts In Kind, a national clearing house for goods donated by retailers nationwide to non-profit agencies.



A truck awaits unloading in one of the Center's four bays. Agencies statewide receive Truckloads of Help goods from the Center for distribution to needy clients.



Toyland for Kids



Parents wheeled shopping carts through rows of tables to choose holiday gifts for their children at the Center's Toyland for Kids event in December 2009. Volunteers distributed gifts for nearly 10,000 children from more than 3,000 families at the event.

For three days in December 2009, organized chaos reigned as 3,375 low-income parents and guardians selected free holiday gifts for a total of 9,792 children ranging in age from newborn to 18 years.

Toyland for Kids served a record number of families and children. More than 200 volunteers helped make the event run smoothly. The toys were acquired through the Center's Truckloads program, the Lincoln Police Department's Santa Cop auction, the U.S. Marine Corps' Toys for Tots drive, and donations from Lincoln churches, businesses, and individuals.

The Center conducted its fourth annual sur-

vey of poverty in Lincoln at the event. A total of 2,319 families answered questions about employment, access to food, medical care, and other services. Results will be released in late spring 2010.



Through early December the Center's warehouse bulged with pallet after pallet of toys collected for the Toyland for Kids event.

Programs & Special Events

Neighborhood F.O.O.D.



A Tuesday evening Neighborhood F.O.O.D. distribution at the Center brings some 500 families who need help putting food on the table. The Center also distributes food at four neighborhood sites throughout Lincoln.

The first telephone inquiries come as the doors open at 8:00 a.m. on Tuesday. The first hungry clients begin to arrive by noon, or earlier, although the doors to the “floor,” the huge hall where free food is distributed every week, won’t open until 4:00 p.m.

Even if there were no other statistics, those facts alone would make it clear that the Neighborhood F.O.O.D. (Food Outreach, Opportunity, and Delivery) program fills an enormous community need.

But there are statistics, and they show that the need is growing, not abating. In 2008, the program distributed a little more than one million pounds of food. In 2009 Neighborhood F.O.O.D. distributions totaled 1,612,805 pounds of food, an increase of about 60 percent.

The food was given to 50,456 families made up of 119,381 individuals (these totals include individuals and families who received food in more than one distribution). Most



of the food distributed was acquired from the Food Bank of Lincoln. The Center paid only co-op fees totaling \$36,000, an average of about 2.2 cents per pound.

In addition to the Lincoln Food Bank, food is also supplied by the USDA Commodity program and donations from local and area businesses and individuals.

The largest distributions take place on Tuesday evenings at the Center, but food is also supplied at four neighborhood locations throughout the city: Matt Talbot Kitchen and Outreach, the F Street

Community Center, Oak Lake Church, and Malone Community Center.

These statistics alone are evidence that hunger is a significant issue in Lincoln and Lancaster County, but equally compelling are the results of a survey of 2,319 low-income families conducted by the Center in December 2009. More than 74 percent of respondents said they “always” “often,” or “sometimes” had difficulty providing enough food for their families.

Neighborhood F.O.O.D. at a Glance

<i>Number of families served (duplicated)</i>	50,456
<i>Number of families served (unduplicated)</i>	24,531
<i>Number of individuals served (duplicated)</i>	119,381
<i>Number of individuals served (unduplicated)</i>	62,902
<i>Pounds of USDA commodities distributed</i>	255,102
<i>Pounds of Food Bank food distributed</i>	1,357,703
<i>Average families per month</i>	4,205
<i>Average individuals per month</i>	9,948
<i>Average pounds of food per individual per visit</i>	11.4
<i>Average pounds of food per family per visit</i>	26.9
<i>Total pounds of food distributed</i>	1,612,805
<i>Cost per person per visit</i>	\$.30
<i>Cost per family per visit</i>	\$.71



Volunteers work hundreds of hours helping distribute Neighborhood F.O.O.D. items at the Center and neighborhood locations.

Programs & Special Events



Giving Thanks- Giving Food

On Thursday and Friday, Nov. 19 and 20, 2009, members of about 4,000 households averaging three people each wheeled grocery carts down four crowded 90-foot-long rows of tables in the CFPIN building, choosing Thanksgiving dinner supplies from stacks of myriad varieties of food.

The food, and merchandise vouchers redeemable at local grocery stores, provided a festive meal for an estimated 12,000 Lincolniters. The annual event is a part of the CFPIN's Neighborhood F.O.O.D. program.



A volunteer pulls a pallet of pumpkins for Thanksgiving pies to the distribution floor.



Tools for Education

Backpacks of school supplies gave about 4,000 kids from low-income families something to smile about on Aug. 7 and 8, 2009.

The CFPIN's annual Tools for Education program provides both the school supplies they will need in class and new backpacks that will keep them in style for a new school year.

On Aug. 10 the first annual Teen for a Day event provided about 900 sixth-through-twelfth-grade girls an opportunity to pick up new clothes, shoes, makeup, and other items in time for the new school year.

Items for both events are provided by the Truckloads of Help program and community donations.

Equipped with a new hot pink backpack of school supplies, a Tools for Education participant looks forward to a new school year.



A volunteer helps a girl and her younger sibling choose gifts in the 2009 Mother's Day event.

Mother's Day & Father's Day

A time-honored aspect of American family life is celebrating the second Sunday in May and the third Sunday in June as Mother's Day and Father's Day. But for many children of low income families, buying a present for Mom or Dad is just a dream.

The Center's Mother's Day and Father's Day programs help fill the void as children escorted by volunteers get to choose presents, wrap them, and make tags. In 2009, 970 children from 428 families chose Mother's Day gifts; 873 children from 503 families chose Father's day gifts.

Gift items are acquired through the Truckloads of Help program and from community donations.

BACKPACKS OF HOPE

On one of the lowest rungs of the social ladder are the homeless. They are people others sometimes go out of their way to avoid, but it is for them the Backpacks of Hope program was created.

Using merchandise acquired through the Truckloads of Help program, duffelbags are packed with essential survival gear—tent, sleeping bag, water bottle, parka, cooking utensils, compact meals, personal hygiene items, a radio, and more. Bags are delivered directly to those who need them, wherever they are—under an overpass, on a creek bank, or in a park.

Although it is a relatively small program, the 50 duffelbags distributed in 2009 were essential—even lifesaving—to the recipients.

Backpacks of Hope duffelbags include a tent, sleeping bag, parka, sweatshirt, hygiene items, and other basic survival gear.

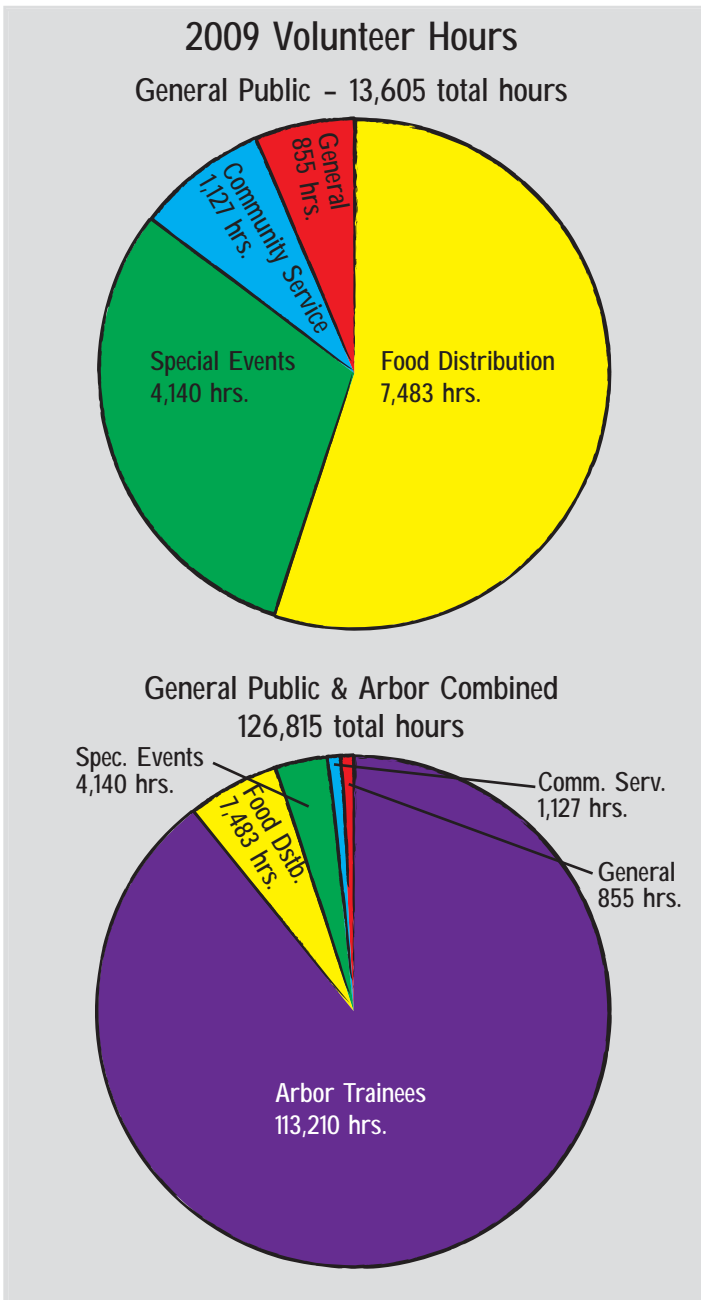


Volunteers

To put it bluntly, if it were not for the help of its corps of dedicated volunteers, the Center for People in Need probably would have to close its doors.

In 2009 volunteers worked an astounding 126,815 hours—equivalent to more than 60 full time positions. At \$15 per hour the value of volunteer work to the Center is \$1,902,229.

Because a huge amount of volunteer time comes from trainees in the Arbor Education and Training program, a single graphic representing all the volunteer hours tends to obscure the contributions of community volunteers. The two pie charts below, suggest the enormous value of both sources of the Center's volunteers, Arbor and the general public.



Community Partners

Arbor Education and Training assists welfare-to-work clients in learning new skills and preparing to search for sustainable employment. Headquartered at the Center for People in Need, Arbor trainees gain much of their work experience performing the varied tasks available in the day-to-day operation of the CFPIN. As Arbor trainees learn skills such as front-office work, inventory control, and janitorial procedures, they are also performing vital tasks for the Center. Arbor labor is a massive contribution to the CFPIN effort, and is a principle reason the Center can operate so cost effectively and with such a paid staff of only thirteen.



The Food Bank of Lincoln is vital to the CFPIN Neighborhood F.O.O.D. program, providing most of the food the Center distributes. The Food Bank delivers to the Center and four neighborhood sites and assists CFPIN staff with distribution. The Center pays only co-op fees of about 2.2 cents per pound.



Clinic with a Heart coordinates a program of free, walk-in medical services at the Center. The Tuesday evening clinics provide medical, dental, chiropractic, and physical therapy. Clinic with a Heart is staffed by more than 300 medical and non-medical volunteers.



Southeast Community College provides instructors for free GED (General Equivalency Diploma) and ESL (English as a Second Language) classes at the Center. In 2010 Southeast will administer an innovative grant-funded program, using additional space in the Center building, that will teach "green" construction techniques.

FoodNet is an all-volunteer agency that distributes perishable food items to families in Lincoln. The Center is one of FoodNet's 28 weekly distribution sites.

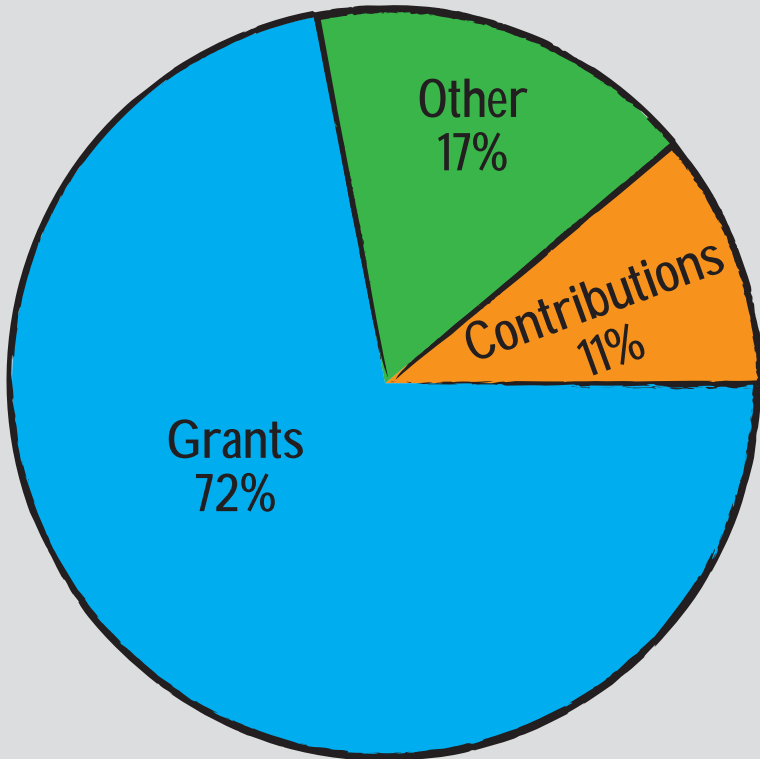
The Good Neighbor Community Center translates material for the Center's Arabic speaking clients.

The Lincoln Children's Museum contributes free annual memberships and passes to low-income clients of the Center for People in Need.

The Lincoln Children's Zoo provides thousands of discount zoo passes for free distribution by the Center to low-income families.

Lancaster County Medical Society members distribute health-related supplies to low-income patients and agencies. The items are acquired through the Center's Truckloads of Help program.

Financial Summary



Revenue

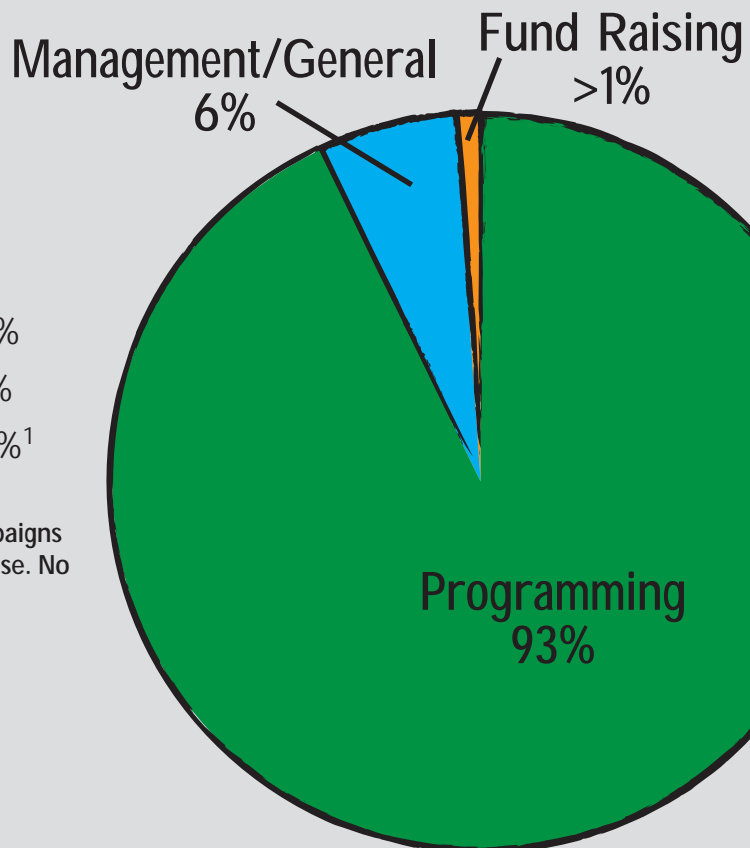
Grants.....	72%
Contributions.....	11%
Other	17%

In addition, the Center received:
 In-Kind \$12,396,575.62
 Volunteer Value ... \$ 1,905,546.30

Expenses

Programming.....	93%
Management/General.....	6%
Fund Raising	>1% ¹

¹As a cost saving measure fund raising campaigns are conceived, designed, and printed in-house. No outside contractors are hired.



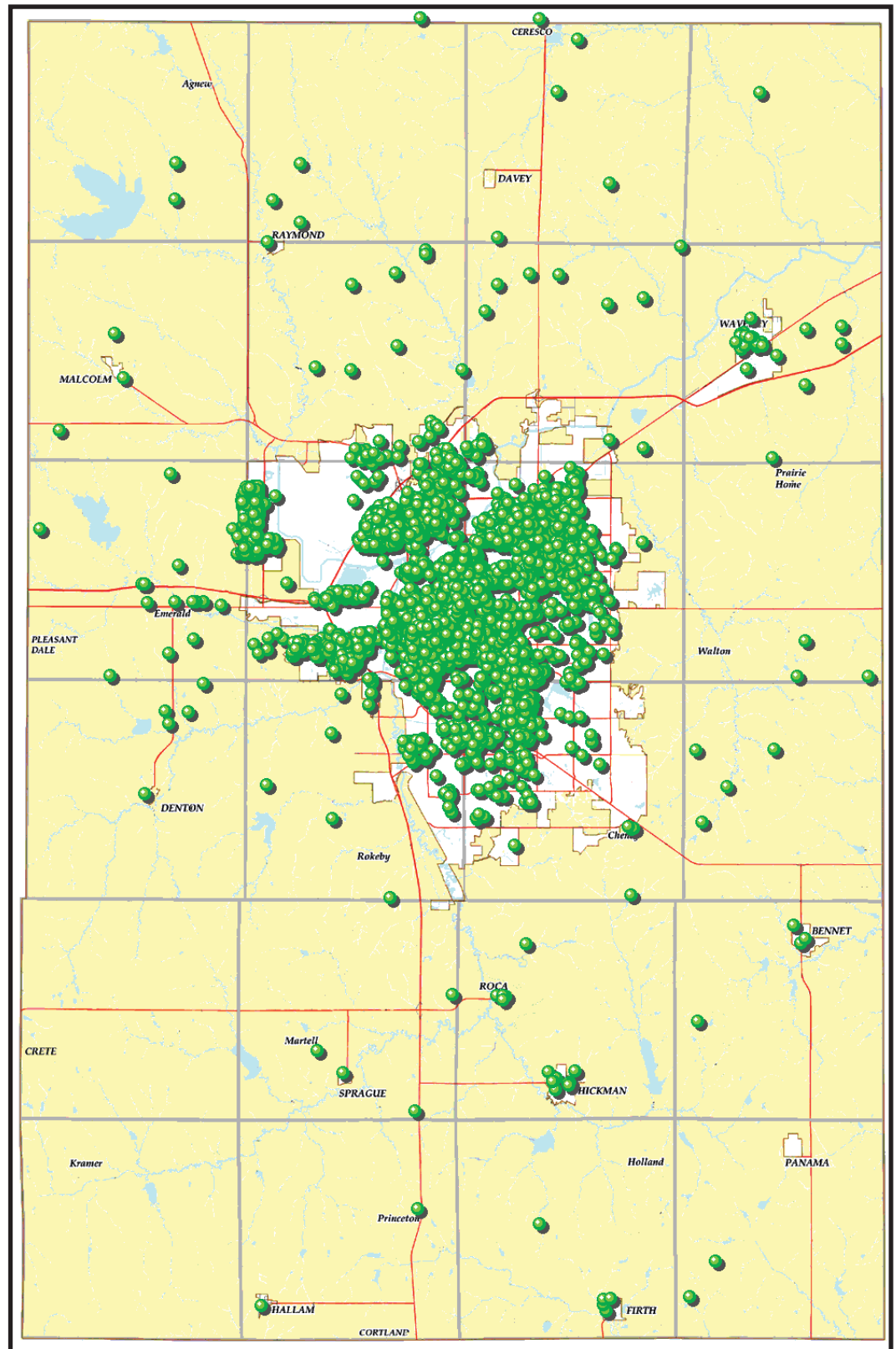
Not in My Backyard? Think Again!

Popular wisdom usually declares that poverty in Lincoln and Lancaster County is rare, relatively mild, and confined to a few locations and populations—a few “bad” neighborhoods, a few “shiftless” people.

The results of four annual surveys by the Center for People in Need suggest otherwise. The survey, conducted at the Center’s yearly distribution of holiday gifts, uses what is probably one of the largest groups of respondents to participate in any similar survey in the state. A total of 2,319 households participated in 2009.

Full results of the survey will be released in late spring 2010. In this graphic created from the data by Jeffrey Kooser, who developed the Center’s database, each “push-pin” in the map of Lancaster County represents a household in which putting sufficient food on the table is a recurring difficulty.

Clearly poverty in our area knows no demographic, is not isolated, and remains a serious problem yet to be fully addressed.



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WANT TO CONTRIBUTE? NEED INFORMATION? FILL OUT AND RETURN THE COUPON BELOW.



- My check is enclosed. I want to help support the work of the Center for People in Need!
- Please send me more information about the items checked below

Name _____
 Address _____
 City _____ State _____ Zip _____
 Tel (____) _____ E-mail _____

- Please send more information about the programs of the Center for People in Need.
- Please send information about volunteer opportunities at the Center for People in Need.
- Please send information about contributing to the Center for People in Need.

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LAST YEAR THE CENTER FOR PEOPLE IN NEED

- Distributed more than 1.6 MILLION POUNDS OF FOOD to low-income families in Lincoln and Lancaster County through our Neighborhood F.O.O.D. program.
- Through our Truckloads of Help program, supplied NEW MERCHANDISE valued at \$10.1 MILLION to 244 agencies statewide for distribution to their needy clients.
- Provided THANKSGIVING FOOD ITEMS AND GROCERY VOUCHERS to 12,000 low-income individuals.
- Distributed HOLIDAY GIFTS to 10,000 children from 3,500 needy families.
- Gave BACKPACKS FILLED WITH SCHOOL SUPPLIES to 4,000 children from low-income families.
- Provided MOTHER'S and FATHER'S DAY PRESENTS for 2,000 low-income children to give to their parents.
- Gave NEW SCHOOL CLOTHES, SHOES, & PERSONAL ITEMS to 900 6th-through-12th-grade girls.
- Provided 113,000 HOURS OF JOB SKILLS TRAINING & WORK EXPERIENCE to welfare-to-work clients in the Arbor Education and Training program of the State of Nebraska.

Donations will support programs of the Center for People in Need. The Center is a 501(C)(3) non-profit organization; donations are tax deductible. The Center's federal ID number is 06-1669552.



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