

PottstownCluster
OF RELIGIOUS COMMUNITIES



Nourishing Lives. Strengthening Families.

IMPACT REPORT OF GRATITUDE

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POTTSTOWN CLUSTER OF RELIGIOUS COMMUNITIES



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OF RELIGIOUS COMMUNITIES

Nourishing Lives. Strengthening Families.



2021 **IMPACT** REPORT OF GRATITUDE

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POTTSTOWN CLUSTER OF RELIGIOUS COMMUNITIES

MESSAGE

Dear Friends,

The past year, 2021, left all of us asking ourselves, what is the new normal? Here at the Cluster, we have experienced our own whiplash with opening the food pantry to the public, only to revert to partial opening in order to limit the number of people inside at one time – and back again. All the while, our housing team continued to try to meet exploding needs. Because you are among our supporters and understand our work, you will not be surprised when I tell you that just because the pandemic is not the starting story every day in the news, the food and housing needs exacerbated by the pandemic remain a main focus for many.

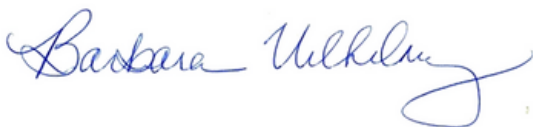
We continue to remind our community that through the pandemic and since, we have never stopped providing food and working to get or keep people housed. In 2021, we administered more in housing and utility funds than any time in our history, and that has continued into 2022. We did this while maintaining a very low percent of overhead: less than six percent.

In 2021 and currently, we provide food through our pantry, community meals, redistribution to area smaller pantries, special boxes to seniors, and a number of holiday programs. We have slowly and carefully, invited a small number of volunteers back into the Outreach Center. Together, staff and volunteers distributed enough food for 3,896 meals per week.

Our housing team served 1,702 new households with rent and utility support, including specific eviction prevention support to 504 households facing an eviction hearing. We helped house people - and we helped keep people housed. This work was partially made possible by maintaining relationships with more than 400 landlords with affordable housing; though we will tell you that Montgomery County does not have adequate affordable housing resources. The number of county renters paying more than 30 percent of their income for housing has risen 48.4 percent (based on an American Community Survey). At the time of this writing, the Cluster has over 500 applicants on a waiting list for housing or utility support.

For those who are already struggling, the hits just keep on coming. Food prices for consumers increased 8.6 percent in 2021, and those prices continue to rise, as I am sure you noticed. It is expected there will be an additional increase of at least 3-4 percent (USDA). The increased food costs are on top of increased utility costs: fuel oil up 40 percent; natural gas up 27 percent; and electricity up 12 percent. As data reports, 54 percent of Americans live paycheck-to-paycheck, we expect to see more new clients in 2022, and we have already.

Perhaps we say this every year, but it remains true. Your support is more important than ever. We publish this report to tell you more about our work, to be transparent about our resources, and to recognize the many people making gifts of all sizes that help us make a difference.



Barbara Wilhelmy, LCSW
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Thank you for your faithful board service.

Mission

The Pottstown Cluster of Religious Communities transforms lives by offering basic needs assistance, spiritual guidance, and self-sufficiency programs to improve people's socio-economic stability in the Greater Pottstown Area through cooperation with our faith and community partners.



Service and Focus

FOOD SECURITY means that you have the access and resources to obtain safe and healthy food. Many families are forced to choose between food and rent or medication, and depend on the Pottstown Cluster of Religious Communities to close that gap in order to feed their families. The Pottstown Cluster regularly responds to community need by disbursing food through a public food pantry, community meal program, and redistribution.



HOUSING STABILITY — The Pottstown Cluster of Religious Communities provides case management and support in finding safe, affordable, housing for individuals and families facing homelessness or possible eviction. The Pottstown Cluster administers programs that provide rental assistance, eviction prevention, and rapid re-housing to make it possible for families to not only survive, but start to thrive.



SUPPORTIVE SERVICES AND EDUCATION — In 2021 we worked to expand and redesign our education and supportive services. Our goal is to offer more accessible and relevant programming that supports a positive transition towards self-empowerment and helps our clients become sustainably food secure. Both in-person and online educational opportunities will be available to help people obtain personalized basic needs and provide safe support regardless of the status of current or future health crises. This important work will begin in 2022 with a staff member dedicated to education and outreach.



IMPACT AND PROGRESS IN 2021

The Pottstown Cluster of Religious Communities works to transform lives by offering basic need and self-sufficiency programs centered around food security and housing stability to improve people's socio-economic stability in the greater Pottstown area.

2021 IMPACT FOCUS

FOOD SECURITY — Responding to community need by disbursing food through a public food pantry, delivery service, community meal program, and redistribution to assure access to sufficient and nutritious food.

HOUSING STABILITY — Working with individuals and families who are experiencing homelessness or possible eviction by providing case management, financial assistance, and support in finding safe and affordable housing.

SUPPORTIVE SERVICES and EDUCATION — Providing education, and support to help individuals and families improve overall stability.



SERVICE EXPANSION WITH LOW OVERHEAD

Recent program expansions were executed by a lean staff. Based on the most recent audit, organizational overhead did not exceed six percent.



HOUSING

Served 1,702 new households by providing rent and utility support to maintain their current residence. Of the 1,702, 504 households also received eviction prevention support to avoid entering into homelessness. Additionally, we secured safe housing and provided housing stability coaching to 158 households who were previously homeless, Of the 158, 68 households were able to leave shelter or street homelessness and move into housing.



FOOD

Provided food for 3,328 households. Forty-six percent of the food distributed went to young people under 18 and older adults. We secured food and volunteers for 268 community meals which served 12,373 plates.



SUPPORTIVE SERVICES AND EDUCATION

Redesigned our education program to make it more accessible and relevant. That important work will begin in 2022 with a staff member dedicated to education and outreach which will strive to help our clients be sustainably food secure.

2021 UPDATES



ACCOMPLISHMENTS

Food Delivered Directly to the Front Door



In 2021 we expanded the food security safety net by launching our new delivery service to bring food directly to people who were house-bound or had circumstances that preclude in-person pick-up. Our delivery service is a more flexible option to accommodate people with different needs.

"I am disabled and currently out of work. I also take care of my elderly mother so I am trying to feed two people without income. I do not know what we would do without the Pottstown Cluster's help with food."

- Food Delivery Client

FOOD
SECURITY

2021 IMPACT
REPORT OF GRATITUDE

2021 UPDATES



ACCOMPLISHMENTS

HOUSING SECURITY

Our housing resource team works from a Housing First model. The goal is to get individuals and families who are at risk of homelessness or possible eviction into permanent housing and coordinate the resources they need to maintain that housing. In 2021, our Housing Resource Center team found ways to reach their population and provide housing resources, housing-focused case management, and financial assistance. The team successfully secured housing for 158 previously homeless households through our Rapid Rehousing Program and Permanent Supportive Housing programs. Our housing team also provided 1,702 new households with rent and utility support to maintain their current residence.

Homeless to Housing Success Story

Mark and Dottie were living in a tent in the woods after an eviction. Due to severe health issues, Mark lost his job, and shortly after, the COVID-19 pandemic started and he couldn't find a new one. "I was in the hospital, I was getting out, and I couldn't get my rent paid. I couldn't get back to work. It just was bad timing," he said, of the pandemic shutting down workplaces. He even put off a critical surgery because he didn't want to leave Dottie alone and he couldn't recover in a tent.



In 2021 Mark and Dottie received our housing services and worked closely with our housing locators. Through housing-focused case management services, they were able to secure housing and open their own business in the Pottstown community. "Mark and Dottie wanted someone to believe in them. They worked hard as they went through coaching. We were able to help them secure permanent housing and not long after, they opened their own local business in the Pottstown Community. I had the opportunity to watch them thrive and I feel fortunate to be able to help them get them to where they want to be."

-Jessica, PCRC Housing Locator

HOUSING
STABILITY

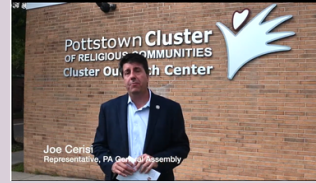
2021 EVENTS



CELEBRATIONS

2021 VIRTUAL EVENT OF GRATITUDE

Our community of supporters came together (virtually) on October 7, 2021, for the 11th year in a row — this year for a “Virtual Event of Gratitude” — for online fellowship and fundraising, and to get a behind-the-scenes look at the impact community support is having on our work and in the lives of those we serve. PA State Representative Joe Ciresi served as the evening’s emcee. The guest heard directly from PCRC Executive Director Barbara Wilhelmy as well as several members of our board of directors about serving our community. Our housing team streamed a Q&A Zoom session for guests to learn more about how they are working to provide housing security. Our food pantry delivery driver even took guests along for a community food delivery. The impact was maximized as all event donations were counted in the Amazing Raise challenge. When you gave, we earned matched dollars in the annual Pottstown initiative to support local nonprofits. Thank you to all who joined us online or at an event watch party.



THE OUTREACH CENTER CELEBRATES TEN YEARS

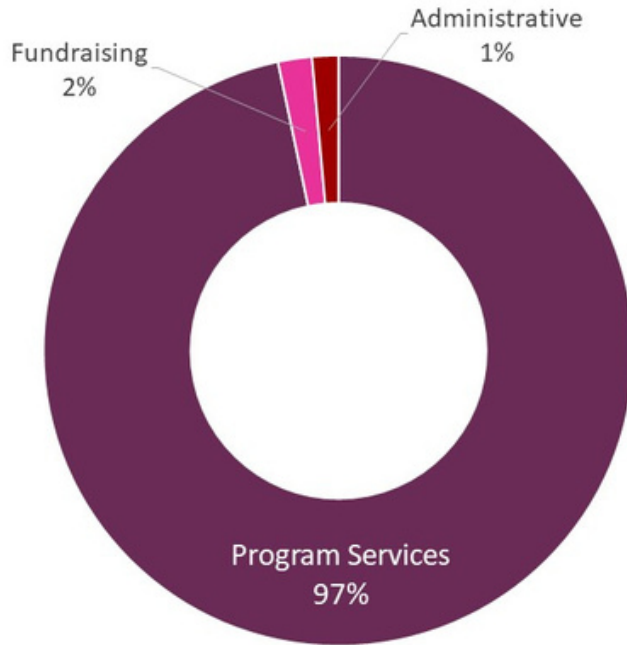
The grand opening and dedication of the Pottstown Cluster Outreach Center occurred on July 14, 2011. The Pottstown Cluster Outreach Center houses our Food Services program to provide food to the families in the greater Pottstown Area and also to re-distribute food donations to other local pantries in Montgomery County. In 2014, the Pottstown Cluster of Religious Communities began a partnership with Your Way Home Montgomery County (YWH) including the Pottstown Housing Resource Center (HRC) as a program offered through the Outreach Center at PCRC. On July 14, 2022, staff, board, volunteers, and community members gathered for a Red, White, and Blue Anniversary Ice Cream Social to celebrate ten years of service to our community at the Outreach Center.



2021 EXPENSES

Total: \$9,947,564

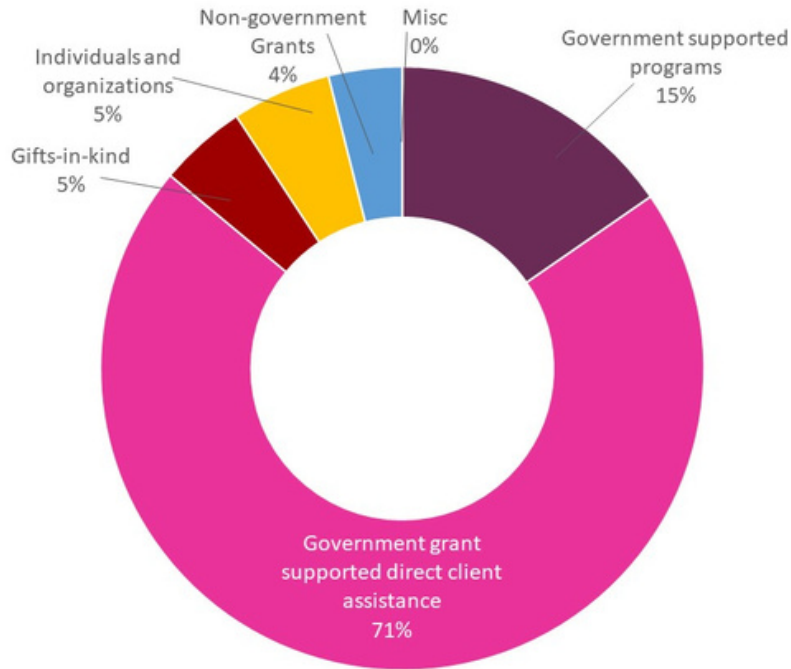
- Program Services
\$9,620,019
- Fundraising
\$184,555
- Administrative
\$142,990



2021 REVENUE

Total: \$10,128,465

- Government grant supported direct client assistance
\$7,153,861
- Government supported programs
\$1,555,847
- Gifts-in-kind
\$476,254
- Individuals and Organizations
\$538,540
- Non-government grants
\$398,447
- Misc.
\$5,525



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The Pottstown Cluster of Religious Communities thanks our donors listed below for their support of our mission through their generous contributions. There are anonymous donors in every category of giving. If you have made a gift through a third party, like United Way or your employer, there is often a delay in the Pottstown Cluster receiving these funds. We are not always notified of the original donor. If you have additional information for us, please reach-out to Jacqui Good at jgood@pottstowncluster.org, or call 610-970-5995. We are grateful to all our donors and apologize in advance for any inadvertent omissions or inaccuracies. Know that we value each and every donor at every level of support. Please let us know if our records are incorrect.

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Beacon Health Solutions

The Hill School

Jeff Testa Landscaping

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Philabundance

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Share Food Program

You Give Goods

Wyndcroft School

Thank You!

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2021 IMPACT REPORT OF GRATITUDE