



COMMUNITY CENTER OF NORTHERN WESTCHESTER

The Community Center of Northern Westchester seeks to improve the well-being and self-sufficiency of neighbors in need by providing food, clothing, programs and other resources. We encourage broad involvement and participation from organizations and individuals in the communities we serve.



CCNW 2020 ANNUAL REPORT

WELCOME



COMMUNITY CENTER OF NORTHERN WESTCHESTER

Over 25 Years of Neighbors Helping Neighbors

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EXECUTIVE DIRECTOR'S MESSAGE

2020 was a year like no other. With the onset of the pandemic we witnessed severe economic hardship and suffering as so many members of our community struggled with loss of work, loss of safety, loss of health and for some, loss of loved ones. Our work was clear. We needed to quickly provide access to dramatically increased food assistance, to develop outdoor distribution and home delivery to keep everyone safe, and to provide enhanced supportive services to help our neighbors navigate their extraordinary challenges.



We were successful in providing essential support for over 3,000 local households thanks to the remarkable generosity and engagement of the community. We could not have done this work alone. We are so grateful for the willingness of volunteers to help man our operations, the creativity of organizations, businesses and individuals in the community in finding ways to contribute to our services and the collaboration with partner agencies throughout Northern Westchester.

Thank you for the outpouring of generosity and loving support which has enabled us to be the lifeline and safety net for thousands of our friends, neighbors and co-workers who have relied on the Community Center for help this year.

Knowing that many will need our assistance for years to come, we look forward to our continued work and your ongoing support to provide the services and programs necessary to help our neighbors achieve economic security and better futures.

With heartfelt gratitude,

Clare Murray
Clare Murray, *Executive Director*

PRESIDENT'S MESSAGE

While Covid has presented a great challenge for our clients and the Center in 2020, it has also allowed our best qualities to shine on behalf of our clients. The Center has remained open throughout the pandemic and provided approximately twice as much food to twice as many clients. Clare Murray and the rest of our staff have stepped up wonderfully to meet this challenge. Our volunteers, without whom we wouldn't be able to function, have also stepped up to the increased demand. And importantly, our community of donors have shown enormous generosity in their support of the Center all through this year. On behalf of our clients I say "Thank you" to our staff, volunteers and donors.

I am stepping down as Board President, as my 6 year term limit as a Board member has come to an end. I would like to thank the board for their sound governance of the Center during my term, and thank Clare and the Center staff for their superior work on behalf of our clients. The Center is in good hands with Jill Abolt taking over as President, and is on a sound financial footing, thanks to our generous local community. I look forward to continuing to serve the Center in other capacities going forward.

Sincerely,

Philip Petronis
Philip Petronis, *Board President*

FILLING THE URGENT NEEDS

During the Westchester County shut down in spring of 2020, the needs of our community were urgent.

- Over 1,160 new households turned to us for support, compared with 333 in 2019; many of these families using a food pantry for the very first time.

Before COVID-19, **38%** of Hudson Valley households were already one emergency away from financial ruin.

“We all need help sometimes. My current lack of work means taking it day by day, trying to make ends meet. I am grateful that there are people out there willing to help us get through it.” *M.W.*

- Over 10,030 individuals benefitted from our food support in 2020.
- In 2020, 910,358 pounds of food were distributed to help meet needs, compared with 422,193 pounds in 2019.

“It is very difficult. It has been 2 months now without any money so I am coming here for food support.” *H.O.*

1 in 6 children in New York State has struggled with hunger since the start of the pandemic.

- With your help we reduced hunger for 3,479 children in 2020, a 75% increase over last year.
- Over 1,500 households were phoned to make sure that no one was going hungry.

“I am a single mom suffering mental health issues and trying to care for my mother and my child. I could use the extra love right now.” *L.M.*



THE HEART OF THE CENTER

COMMUNITY CONNECTEDNESS ♥

The entire community benefits from the overall sense of connectedness and well-being that comes from bringing volunteers, community agencies and businesses together to help provide basic services for those most in need.

OUR VOLUNTEERS ♥

In March many of our longstanding volunteers needed to shelter at home. We are so grateful that over 300 new volunteers were able and willing to step in to help. Often newly available with the flexibility of remote work and study or job furloughs, these volunteers have been on the front lines of our operations and have been our essential workers all year. Thank you for working so hard, for being willing to work outdoors in all types of weather, for wearing masks and gloves all day long and for continuing to bring compassion and joy to our daily mission.

“It is so rewarding to know that every single task I do, from recycling cardboard, to choosing clothing, to restocking grocery shelves, is important and valuable and is in the end, a complete act of love.” K.E. volunteer

OUR SUPPORTERS ♥

We could not do what we do without all your forms of support. Thank you for bringing food and clothing donations to our back door and thank you for your patience as our models of receiving your donations have changed all year long. We truly appreciate your extraordinary help in donating 278,552 lbs. of food, helping to recover 21,593 lbs. of food from local businesses, and providing 189,551 lbs. of clothing. Thank you!



OUR COMMUNITY PARTNERS ♥

The Center’s Community Partners provide financial support each year, increase awareness of Center services for those in need and encourage support within their own communities for our drives and volunteer opportunities. Thank you to all our Community Partners for finding creative ways to not only continue your generous support of our mission but to provide even greater assistance during this year of unprecedented need. We are so grateful for your partnership in our work.

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1,442,670 meals

were provided through food support in 2020

Neighbors in need made

3,465



visits to our clothing boutique



1,160 NEW families

came for help last year



1,500+

HOME DELIVERIES OF FOOD & ESSENTIAL ITEMS WERE MADE TO HOMEBOUND SENIORS

1,727

LOCAL CHILDREN RECEIVED NEW SCHOOL SUPPLIES

278,552 LBS.

OF FOOD WAS GENEROUSLY DONATED TO CCNW IN 2020



MAKERS CREATED

444

HAND MADE ITEMS OF WHICH

211

WERE SOLD IN OUR COMMUNITY SHOP

88

INDIVIDUALS COMPLETED ONE OF

OUR JOB TRAINING PROGRAMS

LAST SPRING



2020

JANUARY



Through January and February clients were building skills and building dreams. Our job counselling program connected 32 clients with employment opportunities, 28 students completed our construction skills class, 19 individuals earned their OSHA 30-hour certification and 18 neighbors benefitted from our ESL classes.

90 people gained skills to improve their employment opportunities.

FEBRUARY

Students of our Sewing and Design program honed their skills in classes that taught basic and advanced sewing techniques, product design and entrepreneurship. Our “Makers” successfully sell their handcrafted products at our Community Shop as well as farmers markets and local fairs, earning an income while building their home-based businesses. This program has afforded opportunity for women who often face barriers to employment outside the home due to the lack of transportation and cost of childcare.

24 women have become entrepreneurs by designing, creating and selling their unique products.



MARCH



With the onset of the pandemic it was necessary to dramatically change our model of food distribution to meet the ever-growing needs and to keep our community safe. Greatly enhanced food supplies were pre-bagged and distributed at our pantry door. A home delivery model was created to deliver food to our seniors, those who were sick or in quarantine, those who were immunocompromised as well as those who lacked transportation.

1,063 households gained food security through our food assistance programs in March.

JULY



We were able to open our Community Shop again to the public after being closed for 4 months due to COVID-19. Between the power outage after a hurricane and the road closures in town, our reopening was filled with challenges. However, we were delighted to be back in business, welcome our customers safely and generate needed income to support the Center programs.

7,446 pieces sold at the Community Shop in 2020 helped fund our programs and keep our doors open to all who need our help.

AUGUST

Children pre-K through grade 12 were given brand new school supplies to reduce the financial burden on their families and to have the tools they needed to succeed whether studying remotely or in school. We also distributed activity kits and gently used books to promote reading and provide additional resources for activity while sheltering at home.

1,727 children received brand new school supplies to start the new school year prepared for success.



SEPTEMBER



Throughout the year, CCNW has offered 1:1 support to assess needs and provide help accessing other resources such as health and legal services, SNAP (food stamps) applications and Social Services. We phoned over 1,500 households to ensure that they were not going hungry and to offer additional supports. Recognizing the social isolation and anxiety felt by many of our seniors, volunteers have been making “are you okay” phone calls to check in and provide comfort.

Over 1,500 neighbors received phone calls to support them in meeting their basic needs.

THE YEAR OF COVID

APRIL

Building on our established sewing program, and in collaboration with the Town of Bedford, we led the community in making cloth face masks. Sharing patterns and fabric with dozens of sewers, we received 620 cloth face masks to give to local families and essential workers. Throughout the rest of the year contributions of surgical face masks and hand sanitizer were distributed to every member of every client household to keep them safe.

5,488 family members received face masks in April to support their continued safety.



MAY



13 well qualified and deserving students were awarded a Dowling Educational Scholarship. Our scholarship program provides financial support and encouragement to students of limited means. Our students were extremely grateful for this meaningful support to enable them to begin or continue their studies in fields including dentistry, nursing, medicine, engineering, criminal justice, occupational therapy, and graphic design.

13 local students were awarded scholarships to help them achieve their dreams.

JUNE

We reopened our clothing boutique, by appointment, to provide free of charge clothing support to families struggling to make ends meet. As with all Center services we followed strict safety guidelines; visitors were required to wear face masks and use hand sanitizer upon entering, and the number of people in the boutique at one time was limited to ensure social distancing.

10,030 had access to clothing support in 2020, to improve their financial stability.



OCTOBER

Many services were made available outdoors during good weather months. Help in completing Census 2020 was provided in partnership with Neighbors Link, coupons for farmers markets were distributed to seniors by the Town of Bedford Senior Advocate and flu shots were given by the outreach team from NWH.

195 people were protected from the flu this winter by receiving free flu shots from NWH nurses.



NOVEMBER



In addition to the distribution of essential food supplies, we provided Holiday Foods throughout the month of November. Over 1,200 families received turkeys and hams, baking ingredients, cookies, pies, tea and coffee to more easily prepare a special Thanksgiving holiday meal at home.

1,236 families were able to enjoy a special holiday meal this Thanksgiving.

DECEMBER

Over 1,800 children received brand new pajamas, fleece blankets and socks through our Share the Warmth Program. Additionally, by taking phone requests for essential winter wear from our clothing boutique and filling wish lists with front door pick up, hundreds of families received gently used winter coats, boots, hats, gloves and scarves to keep them warm through the cold months.

1,820 children received new pajamas, socks and blankets to keep them warm and cozy.



MAKING A DIFFERENCE

CCNW strengthens the Northern Westchester community by meeting the basic needs of families so they have less stress, better health and can more effectively focus on their efforts to achieve or return to self-sufficiency.

OUR MISSION: The Community Center of Northern Westchester seeks to improve the well-being and self-sufficiency of neighbors in need in Northern Westchester by providing food, clothing, programs, and other resources. We are committed to treating all with dignity and respect. We encourage broad involvement and participation by residents and organizations in the communities we serve.

OUR VISION: The Center continually identifies and assesses the changing needs and resources of the community, modifying its programs accordingly to meet the needs of its neighbors in the best possible ways. We have a two part vision: to continue to be a hub of emergency resources for neighbors who find themselves temporarily in distress and to help them return to self-sufficiency.

WRAP AROUND SERVICES

Recognizing that low income individuals and families face a variety of challenges and have diverse needs, we provide wrap around supportive services that advance economic stability by addressing the basic needs of food and clothing and providing job skills training that is needed for meaningful employment. We meet individuals at their point of need so that they can overcome fundamental challenges, achieve stability and improve their financial lives.

HEALTH & WELL-BEING

We offer a range of services to help our neighbors meet their basic needs for well-being.

- **Food Pantry:** Supplemental food, baby food and diapers, toiletries, and senior specific items provided to help our neighbors to make it to the end of the month when their other resources have run out. Home Delivery for seniors, those who are immunocompromised or lack transportation.
- **Clothing Boutique:** Clients “shop” at no charge for gently used clothing, shoes & linens.
- **Access to Resources:** Personal support to address needs, provide resources and assist in accessing social services and other community resources.
- **Health Outreach:** Free health screenings, flu shots and nutrition education and access to eye exams and eyeglasses.
- **Trusted Others:** Experienced volunteers stand with families through difficult times and offer support to navigate challenges together.
- **Seasonal Supports:** School supplies, Prom attire, holiday foods and Share the Warmth programs, refurbished bicycle donations, hiking outings & summer camp opportunities.

SELF-SUFFICIENCY & QUALITY OF LIFE

We offer a range of programs to help our neighbors on their path to regaining self-sufficiency.

- **Workforce Development Programs:** Offering classes and workshops to help increase workplace skills and improve opportunities for meaningful employment. Classes include Basics of Construction, OSHA Safety training, Sewing and Design, and Restaurant Skills.
- **Entrepreneurship:** Build a Dream workshops provide the skills to help clients start their own businesses.
- **Financial Management:** How to better manage limited resources for personal and small business budgets.
- **Career Counseling:** Resume writing, job application assistance and interview prep.
- **Language Classes and Computer Skills:** To improve communication and workplace skills.
- **Educational Scholarships:** Financial support for high school and mature students to achieve their academic dreams.



OUR DONORS

The generosity of our community during 2020 was astounding; without this incredible support our work would not be possible.

WE WOULD LIKE TO THANK EACH AND EVERY ONE OF YOU FOR YOUR LOVING SUPPORT!

COMMUNITY CIRCLE:

These donors have pledged financial support at \$10,000 or above for 3 years or more.

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\$25,000 +

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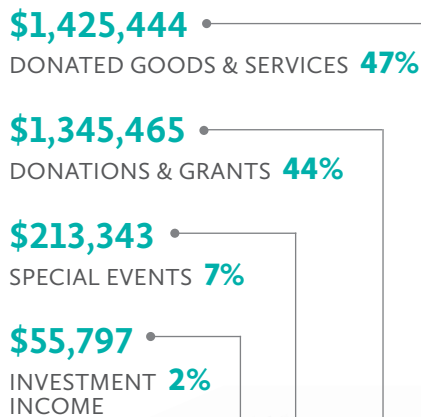
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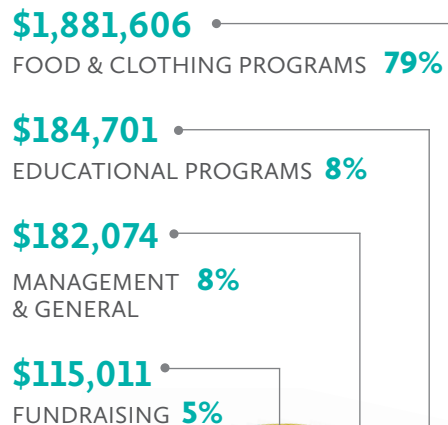
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Thanks to the generosity of our community during an extraordinarily difficult year we were able to make a meaningful difference in the lives of our neighbors, providing hope and stability when it was needed most.

We truly appreciate your support in helping those in need in our midst and for continuing to make the Community Center a vital part of our caring and compassionate community.

“I want to thank the CCNW for making a life that often feels lonely and frightening into one that feels way less hopeless.” J.G.

Your gifts go a long way in helping to keep our pantry shelves filled, our programs running, and our doors open to all who turn to us for help.

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