

2020 IMPACT REPORT

A year of response and growth



Community
Resource
Center

OF TETON VALLEY

Our mission is to improve lives by connecting
those in need with a network of resources.

BOARD

Adam Williamson,
Board Chair
Tom Combs, Vice Chair
Susie Work, Treasurer

Greta Frohlich
Angela Hoggan
Ruth Lindstedt
Erica Linnell
Ed Palacios
Carl Schiner

STAFF

Betsy Hawkins,
Executive Director

Arely Baez Martinez,
Case Management
Coordinator

Chris Anderson, Admin
Assistant/Food Rescue
Manager

A NOTE FROM OUR EXECUTIVE DIRECTOR



Resilient. Someone suggested to me that this was an accurate term to describe the Community Resource Center of Teton Valley after a year spent responding to the pandemic. It made me pause and reflect. We most certainly had to flex, bend, think, and reconfigure in order to rise to the challenges of 2020. Yet rise we did. With the help of generous donors, we were able to launch an online application that enabled us to keep both clients and staff safe, while still providing much needed resources and financial assistance. When new client numbers grew by more than 400% in the spring, we were overwhelmed and forced to find new processes for daily tasks, but we persevered and were resilient.

As I reflected, it occurred to me how similar our actions were to those of our clients. Typically, someone presents to the CRCTV during a time of need, feeling overwhelmed by challenges. They're often frustrated and unable to think of solutions to their crisis. Through our assistance and guidance, clients are able to tap into their own strengths and abilities, using the same concept of resilience to rise above the challenges that life presents. It's been an uncanny reminder of the importance and impact of our work with clients.

None of this could happen, of course, without the support of our amazing donors. In 2020, we acquired more than 150 new donors. Many of whom were never asked for a penny. We received full stimulus checks and random \$100 bills. It spoke volumes about the community that we live in. The fact that strangers were willing to send gifts, large and small, during a time of great uncertainty was astounding.

Our ability to acknowledge those gifts was often limited. We tried to send our gratitude to each and every donor, but we're acutely aware that some were missed. Please know that your support and gifts were appreciated two-fold, by both our organization and the Teton Valley residents that they benefited directly. As we move forward into a more hopeful time, let us not forget that together we can all help to create a more resilient and sustainable Teton Valley community.

Betsy Hawkins
Executive Director

THE NUMBERS

301

Clients for whom
we've performed
intensive case
management.

207%

Increase in new
clients over previous
year.

\$88K

Financial aid
provided for basic
needs.

239

Hours of advocacy
work on behalf of
clients.

1811

Number of direct
contacts with
clients.

WHO WE SERVE

Our community (Teton County, ID)

Total population: 12,205

- 🍏 Residents living below ALICE (Asset Limited, Income Constrained, Employed) levels: 36%
- 🍏 Students receiving free/reduced lunch: 30%
- 🍏 Residents with less than \$25K annual income: 15%
- 🍏 Our uninsured population is almost twice the US average.
- 🍏 Nearly 50% of CRCTV clientele have a language barrier, which we answered with Spanish-speaking staff.

“We see our role as helping others help themselves. We serve anyone in need in our valley—all ages and situations. We work with each client’s individual circumstances, evaluating which resources might work best.”

HOW WE HELPED THROUGH THE PANDEMIC



The ongoing COVID-19 pandemic brought both a massive increase in community needs and a new awareness to the services the Community Resource Center of Teton Valley provides clients. When the pandemic hit, the CRCTV made swift adjustments to increase service capabilities and provide more help to our neighbors.

FINANCIAL ASSISTANCE

We saw a 400% increase in need during the spring of 2020 and answered with our biggest disbursement of Quality of Life financial assistance funds ever, by a factor of seven! We also expanded our knowledge of new programs offering financial assistance due to COVID-19 (such as rent assistance and expanded energy assistance through the CARES Act) and connected over half of our clients to these programs. Our holistic approach to providing client care means that we are committed to going far beyond financial assistance, and proactively connect with trusted partners to expand our impact in our community.

FOOD

When the world mostly stopped, a few things didn't. Grocery stores didn't close, thus there was still food to rescue. Our Food Rescue Program found itself with food being picked up by volunteers but nowhere to take it. Suddenly all of our partner organizations/drop off sites were closed. With a quick conversation, we were able to shift the food rescue process and we began collaborating with the Teton Valley Food Pantry for distribution. For months, food rescue items were distributed hand in hand with the Food Pantry's distribution schedule, getting more than 50,000 pounds of food into the homes of those who needed it most.

SUPPORTIVE SERVICES AND CASE MANAGEMENT

We dedicate a large portion of our time to thoroughly assess the needs of every individual that applies for assistance. Crisis is rarely isolated, which is why when someone comes to our offices seeking help to cover a phone bill, we often see that situation comes along with job loss, food insecurity, or housing instability, to name a few common struggles.

In April 2020, we hired a full-time, Spanish-speaking case manager to improve services for Hispanic clients, who were disproportionately impacted by COVID-19. As a result, we've been able to help twice as many people whose first language is Spanish.

HOUSING

Our online rental inventory receives more than 2,000 visits a week. No surprise, as the rental market in Teton Valley continues to see increased rents and a decrease in number of available rentals. In 2020, we improved our ability to match potential renters, most often local workforce employees, with available rental listings via an online ISO Housing Form.

We're currently partnering with the local Housing Authority and city and county governments to improve this process even further by providing outreach to potentially garner additional rentals from local homeowners who have properties that remain vacant for much of the year or are currently being rented short-term.



EVENTS



FEBRUARY

Pizza with a Purpose: Eat pizza, help those in need.



JULY

4th of July Community Breakfast: Join us at the Victor City Park for breakfast before the parade, 7:30-9:30am on Saturday, July 3.



TIN CUP CHALLENGE

Help the Community Resource Center of Teton Valley reach our Tin Cup Challenge fundraising goal! To donate, visit the Tin Cup Challenge website at tincupchallenge.org. The giving period is Tuesday, June 1, at 9am through Friday, July 23, at 5pm.



AUGUST

Teton Valley Cares: A back-to-school event to ensure that all Teton Valley students are ready to succeed, tentatively scheduled for Saturday, August 14.



OCTOBER

Annual Winter Coat Drive: Donate coats of all sizes to help keep all Teton Valley residents warm.



DECEMBER

Avenues for Hope: Support the CRCTV through a statewide fundraising drive offering matching funds to nonprofits supporting housing.



JANUARY, APRIL, JULY, DECEMBER

Systems of Care meetings: Held quarterly on the last Friday of the month, to enhance coordination of social services in Teton Valley and Eastern Idaho.



SARAH'S STORY

When the world seemed to stop, a newborn arrived. Sound familiar? Many of us know a family member or friend who welcomed someone new during the pandemic. Babies are undoubtedly a financial adjustment, but especially during a time of record unemployment.



For Sarah and her husband, it was a domino effect of life changes that left them in a lurch. First COVID-19 hit, then they welcomed a new member of their family (they already had an 18-month-old baby) and shortly after, they both lost their source of income. Due to her husband's immigrant status, collecting unemployment wasn't an option.

Thankfully, her husband was able to pick up a job a few months later, but their hopes were dashed when he started experiencing severe migraines from wearing a mask all day. It turned out, the job just wasn't sustainable for him.

That's when Sarah saw a yellow flyer that read "Community Resource Center of Teton Valley." She was blown away that a resource like ours existed in such a small area.

"We went to the food bank at the center first. I was like, 'Wow, this is great!' Then they asked me if we had applied for financial assistance yet," said Sarah.

Our case manager outlined the documents needed for our in-house Quality of Life Financial Assistance Program, which provided assistance with their current month's rent. She went on to connect Sarah to additional resources in the area and helped her complete an application for rent assistance through Idaho Housing and Finance Association. They qualified for four months of rental assistance and other means of support, and gradually her family's finances started to stabilize.

"I never felt alone or like we weren't going to make it. The [Community Resource Center] are the heroes of the pandemic. They were constantly working hard to keep us all afloat... there every step of the way."

Communication is key during times of crisis. We stayed in touch with Sarah through text, email, and phone calls every two weeks to make sure her family was getting by all right. This is just what we do at the Community Resource Center; we're there through thick and thin.

DARLENE'S STORY

Three years ago, Darlene came to the Community Resource Center when she had trouble covering her electric bill. Since then, your support has also allowed us to help her with other critical tasks like submitting job applications online and ordering her grandson's birth certificate.



"What I love about the Community Resource Center is that they help you out without judgment. When I first got in contact with them, it felt like I found my family. They have really been there for me," Darlene says.

During the onset of the pandemic, so many of our day-to-day activities changed overnight. With schools suddenly closed, access to technology became a necessity.

Darlene urgently needed an internet connection so her grandchildren could continue learning from home, and she knew where to turn. Staff at the Community Resource Center quickly signed up for the Strong Family, Strong Students grant program to receive computers and school supplies for her family.

Darlene reflects about the impact of these services you make possible: "It's important because there are so many people that don't have anyone...the Community Resource Center is a vital asset to our community."



Community
Resource
Center
OF TETON VALLEY

crctv.org
(208) 354-0870
1420 N Hwy 33, Suite 204
Driggs, ID
M-F 10am-4pm
*appointments encouraged

HELPING
OTHERS
HELP
THEMSELVES.

NEIGHBORS FOR GOOD

Neighbors for Good is a community of monthly donors that provide flexible, predictable funding for the CRCTV. This new, sustainable revenue stream enables the CRCTV to provide assistance to our neighbors in need without delay.

These Founding Members of Neighbors for Good helped us get started with \$2,500 annual pledges:

98 Electric, Dawn Donovan Felchle, Jenny Charles & Gene Marcowka, Richard Grundler, Tributary, Spark Foundation, Jerry & Barbara Wolahan

2021 Neighbors for Good members:

Deb Adams, Kelly Bettner, Suellen Carman, Laurel Dorr, Alice & John Finley, Josie Gray, Kathleen Haar, Mary Heller, Caroline Herter, Susan Jackson, Cheryl Koshuta, Lani & Wray Landon, Eric Moehring, Ralph Mossman, Cathy O'Connor, Anna Palmer, Lisa Podell, Janna Rankin, Julia Tellman, Mary Wiser

