



Behind the numbers

Patricia has been through so many trials and tribulations in her just-under-50-year lifespan. Already a cancer survivor, she had a stroke at 40 and fought her way back to health over the past six years.

A mother of three, her oldest son requires frequent therapy and medication for autism-related symptoms. She's learned to fight for the resources he needs to help him succeed.

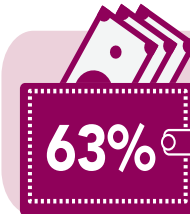
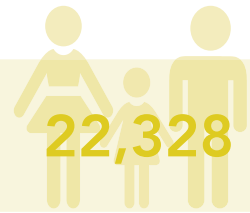
She thought things were looking up when they relocated to Charlotte with a friend. Lower expenses, more resources for the children, and a promised new job made her optimistic. Then, the job fell through and her friend walked away, leaving Patricia to manage everything alone.

She's looking for work every day. When her power and water were about to be disconnected, a neighbor told her she might find help at Crisis Assistance Ministry.

Thanks to community support, a caseworker was able to step in with emergency payments directly to Patricia's water and power companies. With the immediate emergency resolved, Patricia was also able to select shoes and other essentials for the children free-of-charge, visit a benefits assessment counselor to learn about GED completion options, and arrange to pick up beds to get her children off the floor in their still spartan apartment.

Because of you, things are looking up for Patricia and her family. "I know it will get better," she says. "Knowing you can reach out and get the help you need, it's just beautiful. That's all I can say. You changed my life today. Thank you."

Total children living in families served by your generosity



of those receiving financial assistance were employed in prior 30 days

\$1,327
Average client gross monthly income



\$4,939
Median gross monthly income for Mecklenburg County

66%

of client's income obligated to pay rent & utilities, on average

Average financial assistance provided to resolve family's emergency

\$388

42%

of individuals benefiting from services here are children

Average number of mattresses distributed per month



80

families per day shopped for essentials free-of-charge, allowing them to redirect their limited income to vital costs like housing, utilities, transportation

21,673

Total families served during fiscal year

Financial Snapshot

fiscal year ending June 30, 2017

Revenue

Congregations	\$	726,078
Businesses & Corporations	\$	459,218
Foundations & Grantmakers	\$	860,372
Civic Organizations	\$	139,378
Individuals	\$	2,416,322
Public Aid	\$	5,404,751
Public Administrative Funds ¹	\$	1,870,386
United Way	\$	558,453
Miscellaneous Income ²	\$	329,929
Donated Goods (for distribution) ³	\$	2,182,819
Donated Goods and Services (other) ⁴	\$	162,601
Total Agency Revenue <i>including donated goods</i>	\$	15,110,307

¹ Mecklenburg County and the City of Charlotte outsource administration of public emergency financial assistance to Crisis Assistance Ministry.

² Including interest income, sale of items, etc.

³ Estimated value of material donations received for distribution to families in need.

⁴ Estimated value of donated goods and services utilized by the agency, including rent.

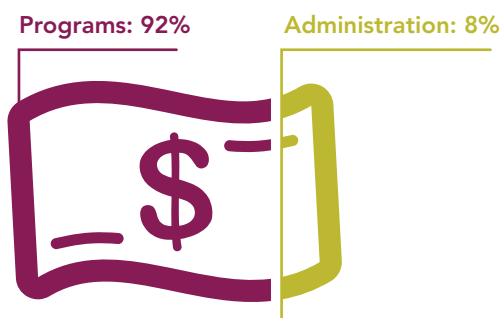
Expenses

Administration		
→ Management and General	\$	363,759
→ Fundraising	\$	799,467
Total Administrative Expenses	\$	1,163,226

Programs		
→ Free Store	\$	582,369
→ Furniture Bank	\$	693,484
→ Financial Assistance & Economic Mobility	\$	10,361,773
→ Community Education	\$	179,081
→ Project Management	\$	139,059
Total Program Spending	\$	11,955,766
Value of Donated Goods Distributed	\$	2,211,459

Total Agency Expenses *including items distributed* **\$ 15,330,451**

Where does your dollar go?



Board of Directors

fiscal year ending June 30, 2017

This dynamic group of volunteers provides oversight to the work of Crisis Assistance Ministry, ensuring maximum accountability to the Charlotte-Mecklenburg community.

Melissa Agnew

LPL Financial

Henry Agusti

Bank of America

Sarah Coble

Carolinas Healthcare

Joseph H. Gigler

MetroTech

Russell Goetting

Elevation Church

Chris Jackson

Goodwill Industries of the Southern Piedmont

Derek Macleod

Myers Park Presbyterian Church

Ed McMahan

Falfurrias Capital Partners

Michael Martino

Wells Fargo

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Wake Forest University

Wayne Robinson

Wells Fargo (*retired*)

Nikhil Sawant

Snyder's-Lance, Inc.

Leigh Ann Smith

Bank of America

Joe Taylor

Centerlane Capital

Scott Warfield

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