

2019/2020

SEMI-ANNUAL BOARD OF DIRECTORS MEETING



SATURDAY
MARCH 6, 2021
4:00 - 6:30 PM MST



2020

We embraced the year of our **FOUNDING**

We tackled the year that literally changed **EVERYTHING**

and for **EVERYONE**

THE IMPACT OF THE PANDEMIC



1,955
Deaths in Utah

AS OF 03.04.21

Summit County - 10
Wasatch County - 20





PARKRECORD.com

PARKRECORD.com

WE PASSIONATELY CONTINUED TO
SERVE OUR COMMUNITY

Bloomberg

GREETINGS FROM ROB



1 Julie was facing a 3 day eviction notice with a one month old at home and 5 other kids, so she came to CCPC to get help. We helped Julie pay her rent, which prevented her from being evicted. We also paid for her internet, gas, and light bills; along with giving her food, diapers, several onesies, warm baby clothes and a baby snowsuit.

2 Jen, a 15-year-old high school volleyball player, has been struggling with isolation throughout the COVID pandemic. She found herself isolating more than in the past and was fighting old patterns of self-harm and suicidal ideation. Thankfully, Jen has been able to work with our psychiatric nurse practitioner (APRN) and our Counseling team to adjust medications and process her emotions using different types of therapy.

3 Matt had received rent assistance from the Christian Center's Basic Needs Assistance program. Through his interactions with the staff, he learned about the counseling department. One afternoon he found himself in tears seeking help for his son who had just been admitted to a psychiatric hospital. Being a refugee, he didn't know how to navigate this and lacked understanding about what his rights were as a parent. Through working with a therapist, he was able to connect with our case manager and have people to help him process his stress and provide guidance on how to get connected with long-term services for his son.

4 Jane was working in Park City at an outdoor ski retail shop. When Park City was placed on lock down and the ski resorts closed to prevent the spread of coronavirus, Jane lost her job. She quickly became homeless because she couldn't pay rent, let alone pay for her bipolar medications. Through the scholarship fund at our Counseling & Wellness Center, Jane was able to start therapy which provided her extra support, coping and emotional regulation skills.

Continued...

These four stories, comprise just a few of the many, many stories we received during last year. When I reflect back on last year, I feel a mixture of both exhilaration and exhaustion. The ability to stay open during all of last year was remarkable, yet all of us staff felt the fatigue of serving so many people. Having said that, when I reflect back, I most of all have a satisfying feeling of fulfillment. It was oddly appropriate that our 20th anniversary would land in the same year as an unprecedented, worldwide pandemic. From our original mission and 20 years of serving this community, CCPC was perfectly prepared for this avalanche of need that came our way.

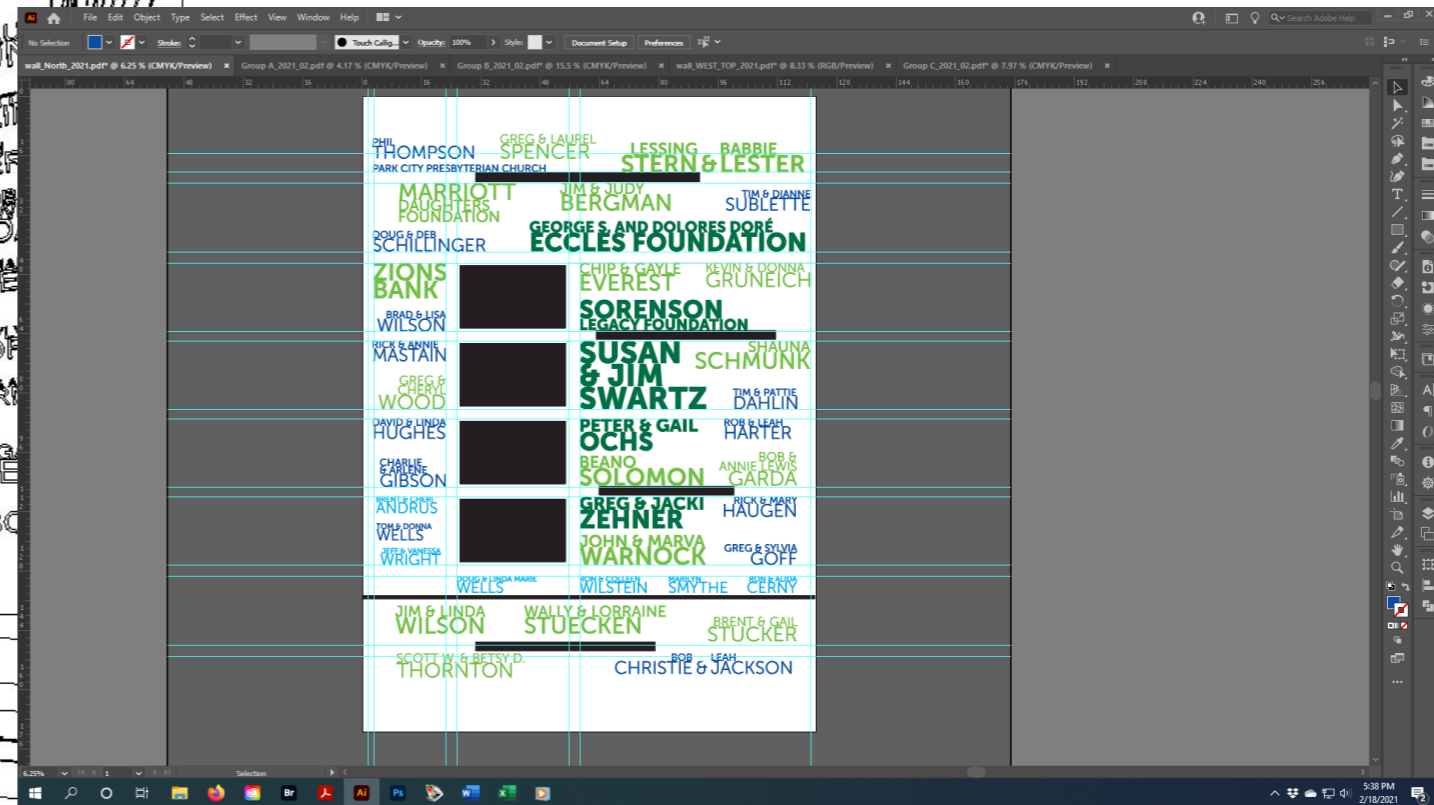
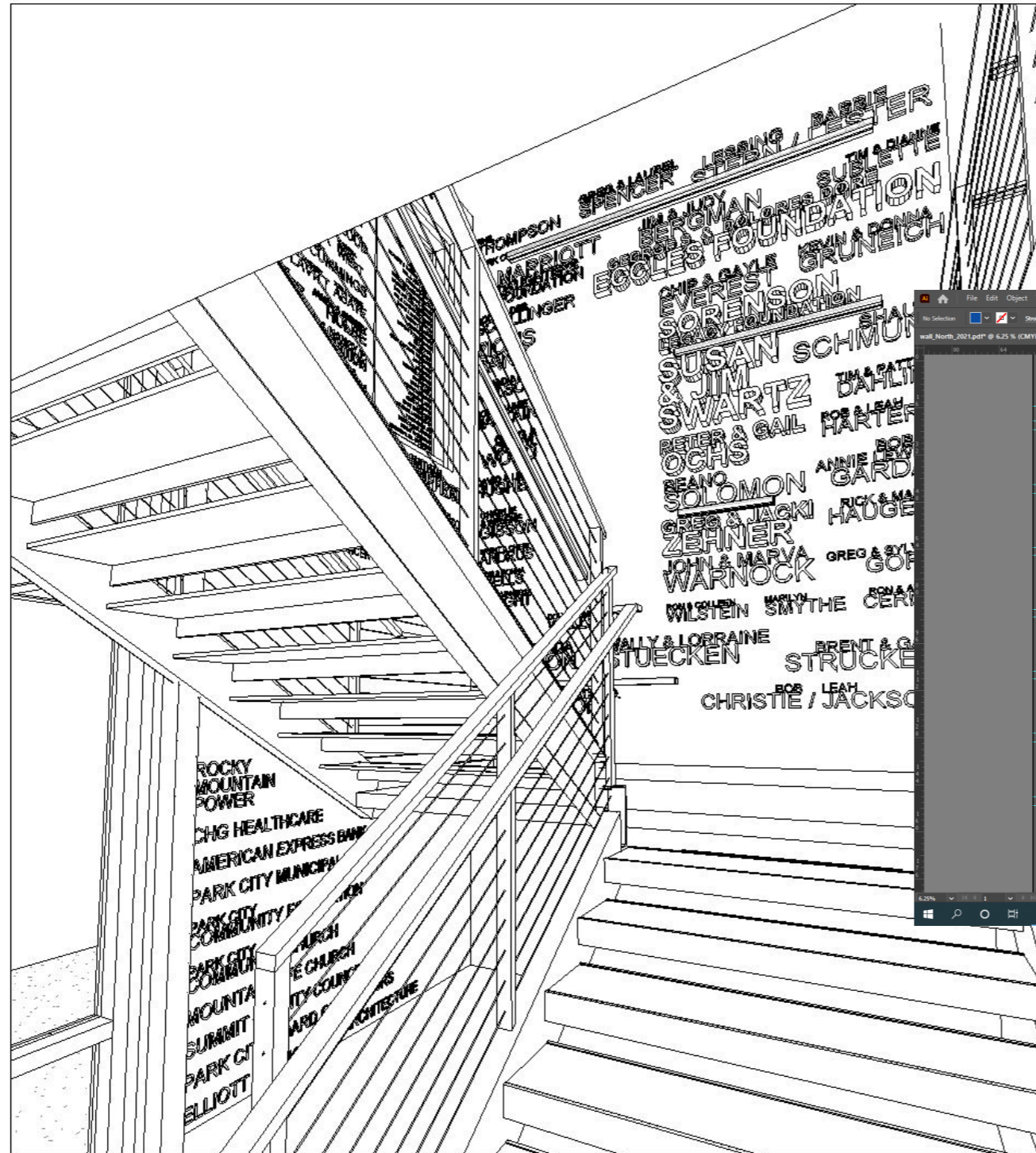
Pre-COVID Media

Thanks to our incredibly brave staff, not only were we able to respond, but we scaled up our primary programs to meet the exponential growth of needs this past year. From our food pantry and basic needs assistance programs to our mental health counseling center that grew by leaps and bounds, CCPC was ready to meet the moment. We provided a safety net of services for our community not only in Summit and Wasatch Counties, but throughout our state. I have never been more proud to be part of the Christian Center of Park City as we met people right at their point of need as an expression of God's love.

Grateful,



DONOR WALL DESIGN, COMPLETION & INSTALLATION



4 PRIMARY FOCUS AREAS FOR 2021

1 FURTHER DEVELOP AN EFFECTIVE, HOLISTIC CONTINUUM OF CARE

Develop an effective, client-centered and long-term continuum of care by developing a process overseen by our Case Manager and BNA navigators, who will help to coordinate, evaluate and navigate the various options of services that best meet the needs of each client and help them access the care they need. The goal is to help move our clients to greater self-sufficiency while empowering and educating them to find and secure the resources and services they need. Our Continuum of Care will include: prevention, assessment, basic needs assistance (ie rent assistance), temporary housing support, food, clothes and household goods, job training and skills development. This will also include effective integration between our humanitarian programs and our mental health counseling services.

- KPI: Organize a comprehensive and sustainable internship program for both counseling and CCPC programs, working with colleges and seminaries, by Dec. 31, 2021.
- KPI: Continue discovering ways to empower those we serve to grow and develop (ie Maslow's hierarchy of needs) by providing at least 1 skills-training seminar, 1 educational opportunity and 1 job-training seminar by Dec. 31, 2021, with follow up integration after each seminar.
- KPI: Evaluate long term impact of Basic Needs Assistance by reviewing and analyzing client's financial assistance over previous 12 months with current financial needs while continuing to coordinate, evaluate and navigate the various options of services that best meet the needs of each client and helps them access the care they need by Sept. 30, 2021.
- KPI: Raise funds to hire 1 more navigator/case manager, ideally Spanish-speaking, by Dec. 31, 2021.
- KPI: Hire 2-3 more full time counselors, with at least one counselor being Spanish-speaking, by Dec. 31, 2021.



4 PRIMARY FOCUS AREAS FOR 2021 CONTINUED

2 EXPAND OUR PROGRAMS AND SERVICES AND INCREASE OUR FUNDING FOR WASATCH COUNTY (HEBER) CAMPUS AND SECONDARILY TO EASTERN SUMMIT COUNTY (KAMAS, COALVILLE, ETC.)

We have seen our programs and services grow in Heber by over 58% last year and our income to Heber programs grow by over 300%. We saw an increase of 25% for our Heber Thrift store in total net income (about \$429,000). We anticipate further growth in the need for our services in Heber not only because people are becoming increasingly aware of CCPC's programs but also because of the ongoing population growth in Wasatch County which is projected to increase by another 3% again this year. The current percentage of free and reduced lunch in Wasatch County school district is approximately 45% of current students. We are exploring expanding our counseling and case management in Heber as well.

- KPI: Increase the total amount of money raised directly for our Wasatch County campus by 15% by Dec. 31, 2021.
- KPI: Increase the total number of donors in Wasatch County by 10% by Dec. 31, 2021.
- KPI: Expand our program and services to serve Wasatch County by 15% in total number of kids impacted, specifically focused on expand our already existing programs of Food Pantry, Back 2 School Basics, Snacks in Backpacks and Operation Hope by Dec. 31, 2021.
- KPI: Evaluate what the current unmet needs are in Summit County, especially eastern Summit County, that CCPC could meet and expand our already existing programs of Back 2 School Basics, Snacks in Backpacks and Operation Hope by Dec. 31, 2021.



4 PRIMARY FOCUS AREAS FOR 2021 CONTINUED

3 IMPROVE AND HONE OUR BRANDING, MARKETING AND COMMUNICATION

Develop a clear, effective and consistent marketing strategy that implements an approved branding guide, and provides a plan as to what and how we communicate the mission and programs of CCPC across all of our platforms and channels. Expand CCPC's marketing, reach and awareness to general public.

- KPI: Survey targeted individuals within community regarding CCPC's Brand by March 31, 2021.
- KPI: Evaluate Marketing plan and brand consistency twice a year, January and July of 2021.
- KPI: Invest in CCPC's videography and photography to better tell CCPC's story by August 31, 2021.
- KPI: Increase amount of video & "stories" to three times a week to demonstrate mission impact, on all social media platforms by Oct. 31, 2021.



4 PRIMARY FOCUS AREAS FOR 2021 CONTINUED

4 DEFINE THE “MODEL” OF CCPC FOR POSSIBLE REPLICATION

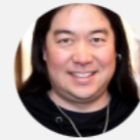
Realizing that CCPC is a unique model, drill down further and determine what makes us truly unique. While doing so, also ask the question, what is replicable in other contexts and what is contextual to Park City or Utah specifically. We want to know how best we should serve as a model in order to empower and train other humanitarian nonprofits.

- KPI: Continue to utilize Heber as a “test case” as to what are core principles vs. what is contextual to Park City vs. Heber by Oct. 31, 2021.
- KPI: Evaluate “best practices” from other nonprofits and organizations who have similar missions and programs and services by Dec. 31 2021.
Set up combination in-person visits and zoom meetings with at least 7 of these organizations, for further research, by Oct. 31, 2021.
- KPI: Determine critical barriers to replication of this model and develop plan to overcome them and adapt by Dec. 31, 2021.
- KPI: Develop a “coalition” of like-minded humanitarian organizations in mountain towns across the US for mutual collaboration, shared best practices, education and support by Dec. 31, 2021.
- KPI: Develop a proposal to CCPC Board for how CCPC could be a replicable model, by Dec. 31, 2021.





Part-time Parkite's art exhibit 'Skiing in Color' aims to start conversation about race



Scott Iwasaki

[FOLLOW](#)

arts@parkrecord.com

PARKRECORD.com



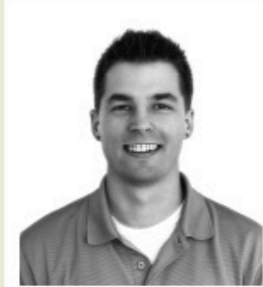
Counseling & Wellness Center



CCPC COUNSELORS



NANCY ANGLE
Certified Integrative
Nutrition
Health Coach



ZACH AUTRY
ACMHC, NCC
Therapist



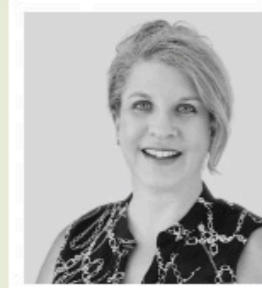
TAMARA BINGHAM
LCMHC
Therapist - EMDR



LINSEY BROADBENT
DNP, FNP-BC,
PMHNP-BC, EMDR
Psychiatric Nurse
Practitioner



CLAIRE CAMP
PsyD
Therapist - EMDR
Bilingual



BRIGETTE ELGIE
MFT, EMDR
Therapist



LEAH HARTER
LCMHC
Director & Therapist
EMDR



SCOTT HILL
PHD
Therapist



KENDAL REYNOSO LUKRICH
CSW, CCM
Bilingual Certified Social Worker/
Case Manager



KATIE NOELCK
MA, LPC & LCMHC
Therapist
EMDR



PHYLLIS REHN
LCMHC, RN
Therapist



KATIE THOMAS
CMHC - Intern &
Recreational Therapist,
TRS, CTRS, EMDR



MARY WRIGHT
Certified Enneagram
Coach

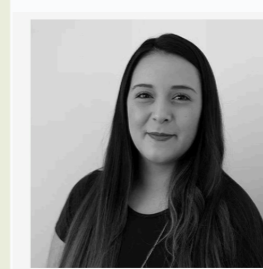
ADMIN & SUPPORT



**Catherine
Kirchheimer**
Counseling &
Wellness Center
Program Coordinator



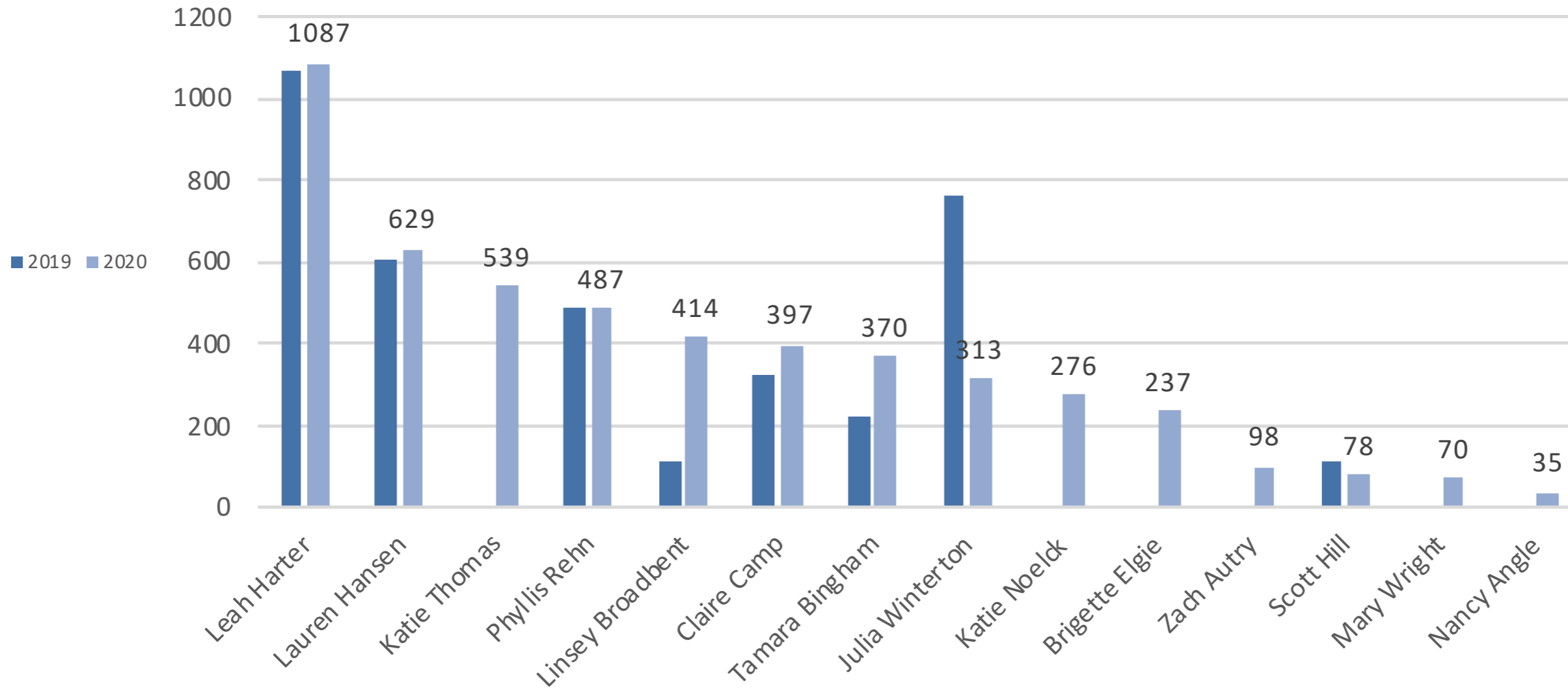
**Heather
Ledbetter**
Counseling Office
Manager



**Stephanie
Santana**
APRN Support
Coordinator



MENTAL HEALTH & WELLNESS COUNSELING SESSIONS

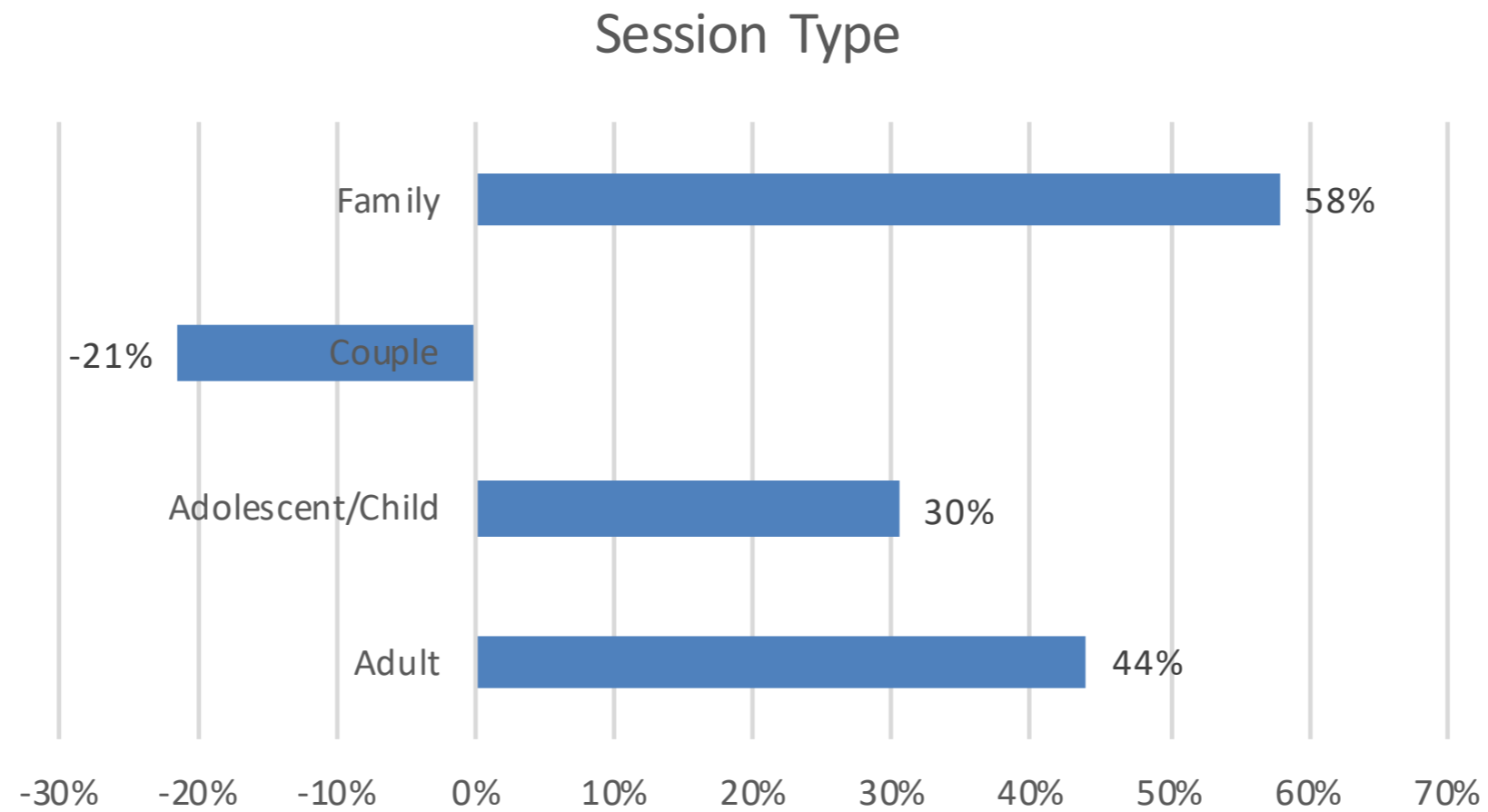


Overall Sessions Increase

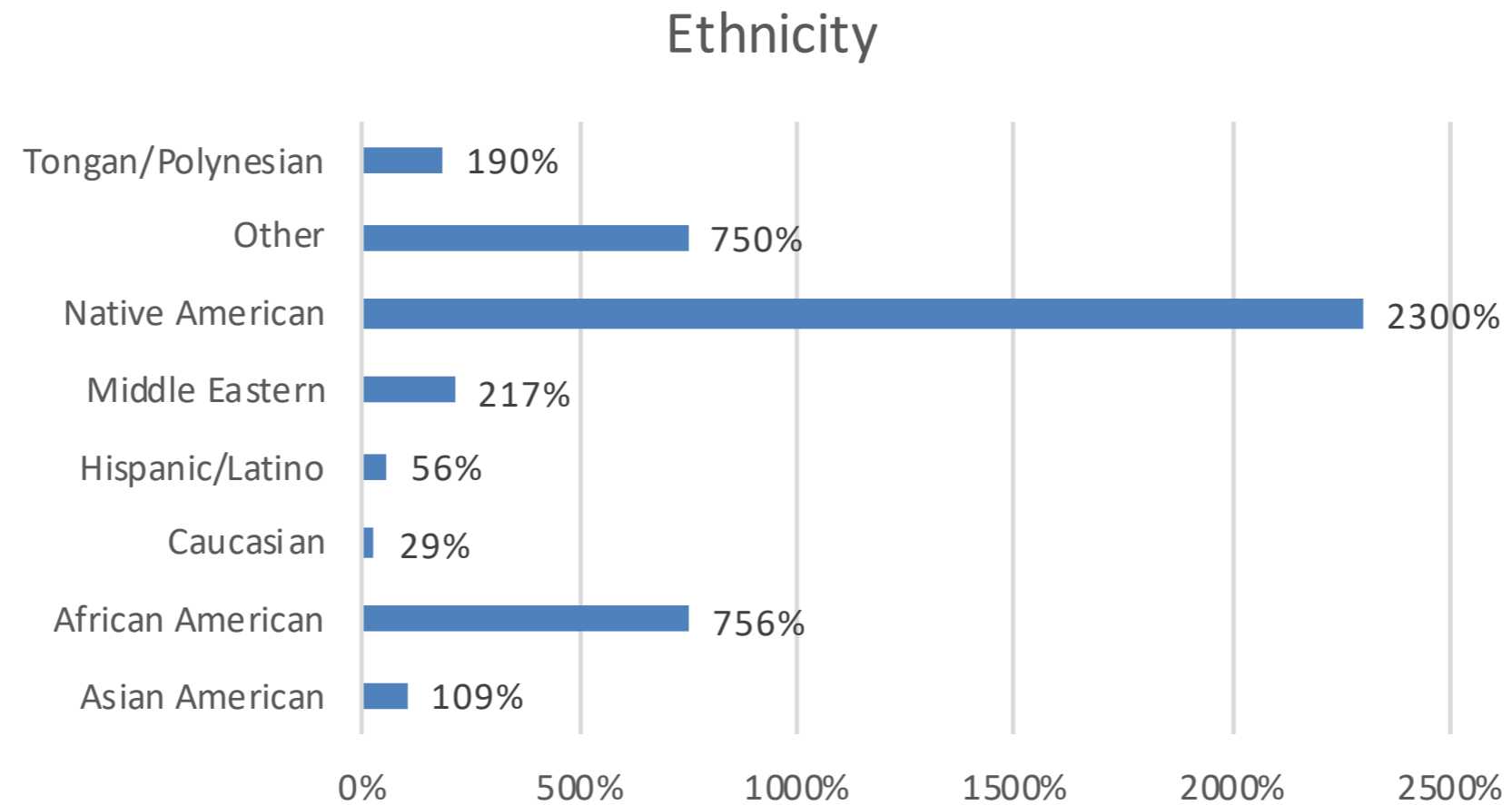
36.25%



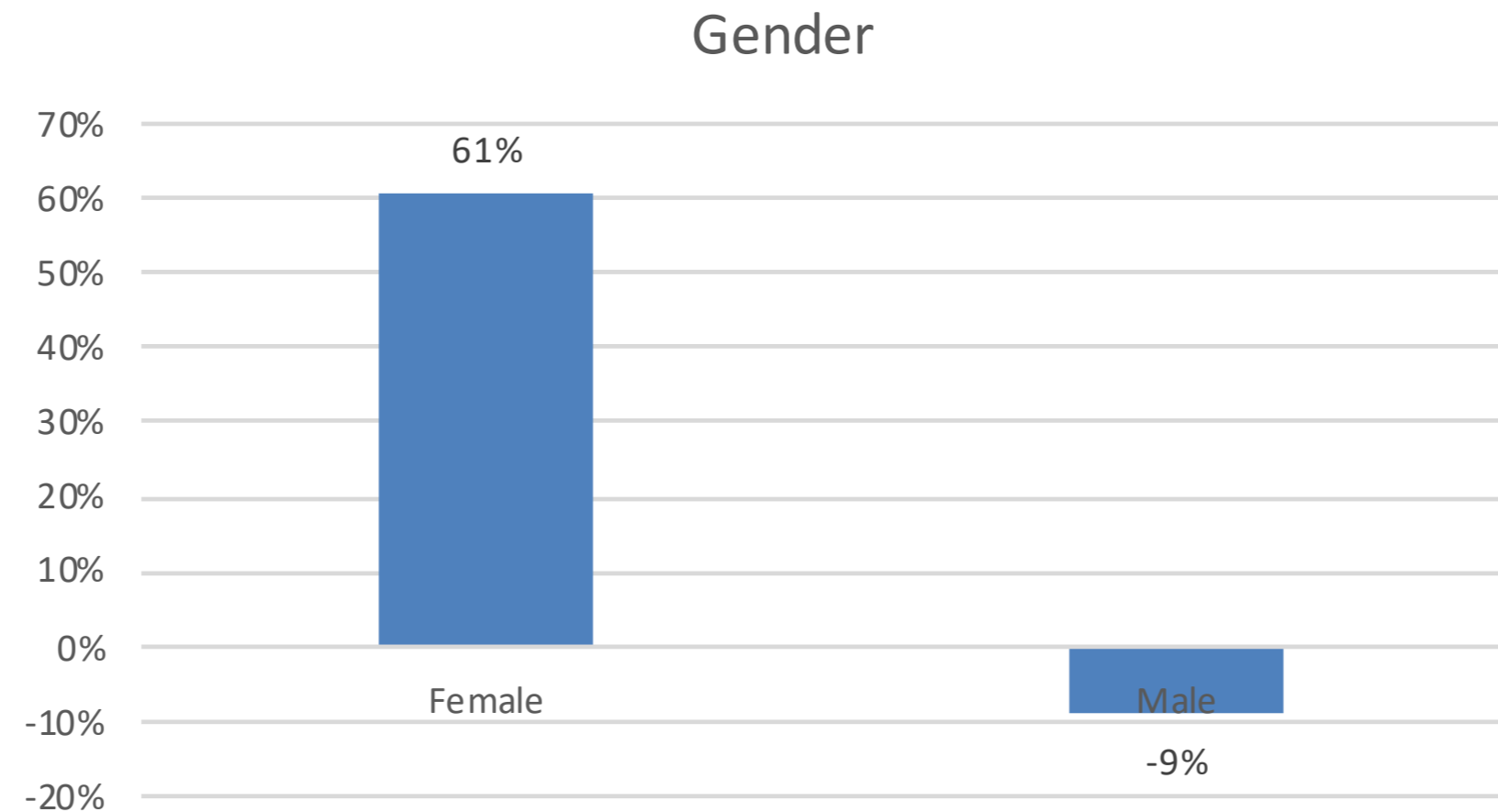
MENTAL HEALTH & WELLNESS DATA - 2020 OVER 2019



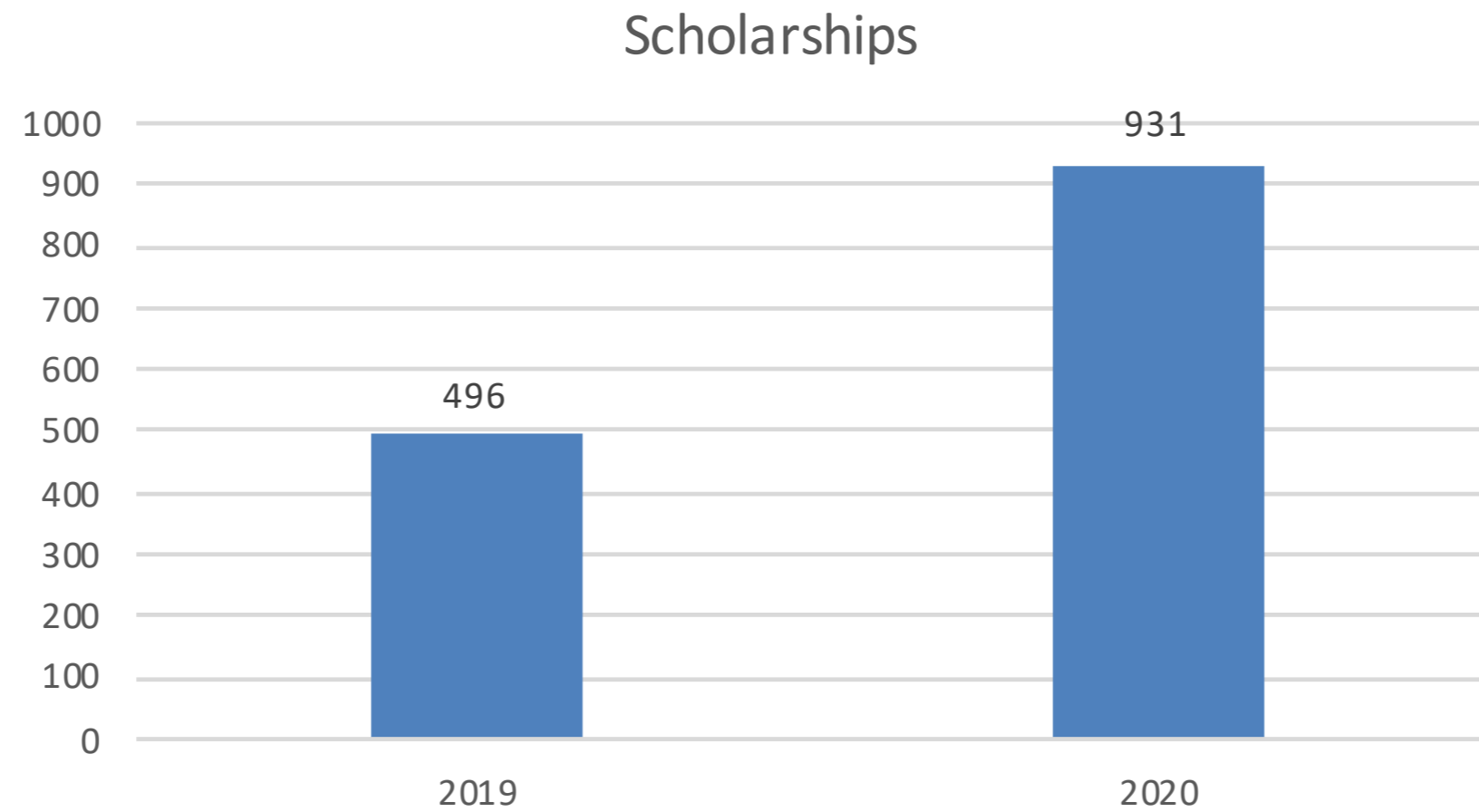
MENTAL HEALTH & WELLNESS DATA - 2020 OVER 2019



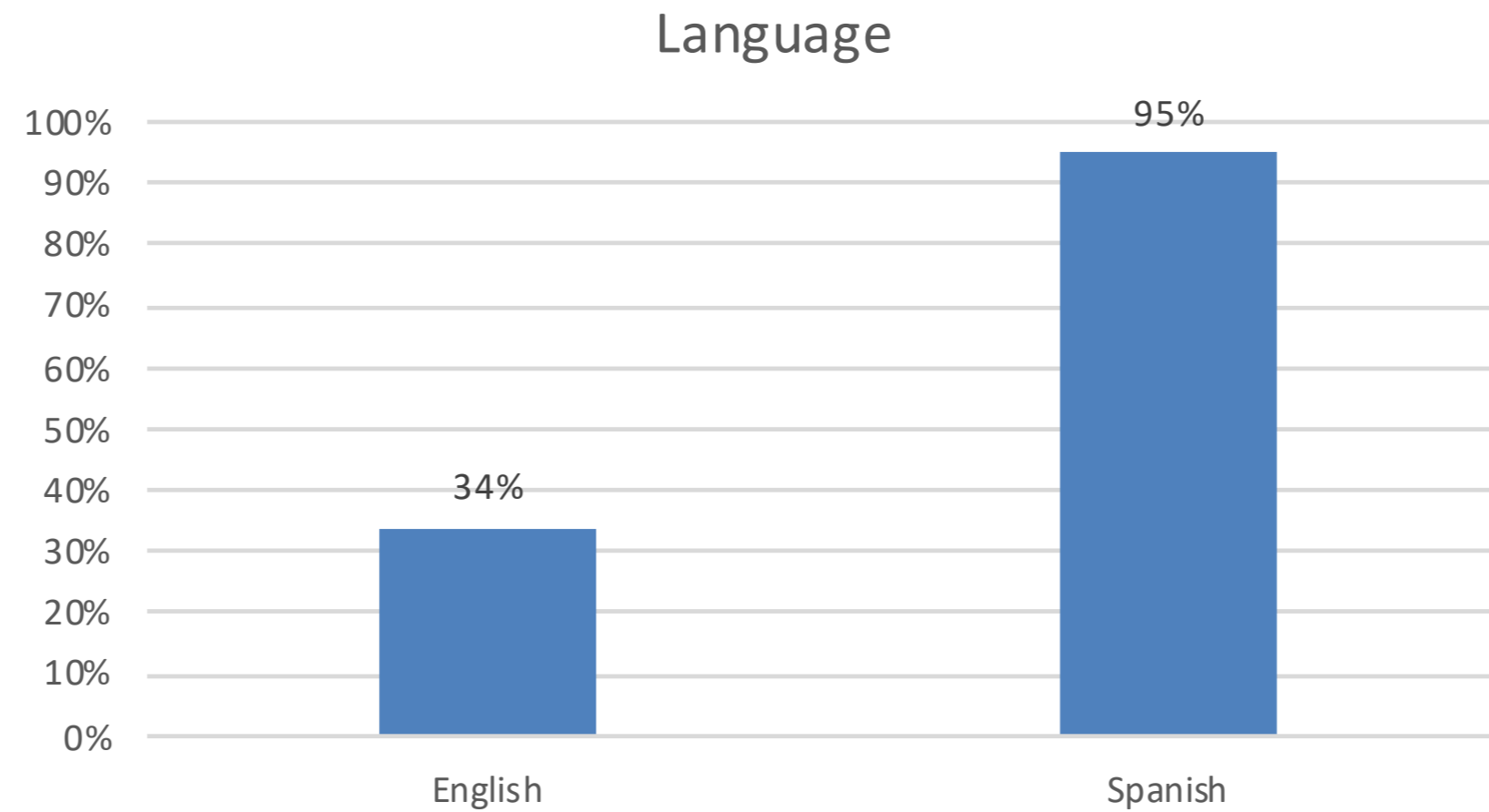
MENTAL HEALTH & WELLNESS DATA - 2020 OVER 2019



MENTAL HEALTH & WELLNESS DATA - 2020 OVER 2019



MENTAL HEALTH & WELLNESS DATA - 2020 OVER 2019



MENTAL HEALTH & WELLNESS

- **Summit County Health Department**

Data from Monthly UBHC Director Reports and the Summit County 2020 Provider Survey

Increase in wait times:

Non-crisis: 4 days

Medication Management: 7 days

180% increase in Crisis Care

Increase in Spanish Language services to a 6-week waiting period

- **Data provided by Indicated Local Authority From Internal Tracking Systems**

36% increase in Clinical Care Services in Summit County; 57% increase in Medication Management Services in Summit County

41% increase in Clinical Care Services in Wasatch County; 36% increase in Medication Management Services in Wasatch County

Summit and Wasatch Counties saw decrease in support groups during beginning of pandemic; many are returning or utilizing telehealth

- **Data from CONNECT Survey of Summit County residents:**

80% of respondents not aware of Mental Health Resources (84% of Spanish-speaking respondents)

85% of respondents do not know where to access Mental Health Resources (91% of Spanish-speaking respondents)

76% of respondents are unlikely to ask for help with a mental health issue

Links below to local and national news stories covering Mental Health and Wellness needs

The Salt Lake Tribune

CBS

The New York Times



MENTAL HEALTH & WELLNESS

- **Highlights...**

Enneagram and Overindulgence – November 2020 – 23 attendees

Healthy Holiday Boundaries – December 2020 – 32 attendees

Grief Recovery Group – Jan-Feb 2021 – 5 attendees

Enneagram for Couples event – February 2021 – 53 attendees

- **Upcoming...**

Teen Girls Resiliency Groups for Middle School and High School – launching April 2021

Mental Health Awareness Month events – May 2021

Counseling Fundraiser planning – summer 2021

Healing Retreat – slated for fall 2021

- **Staff Updates...**

9 Therapists | 2 Coaches

APRN and Coordinator

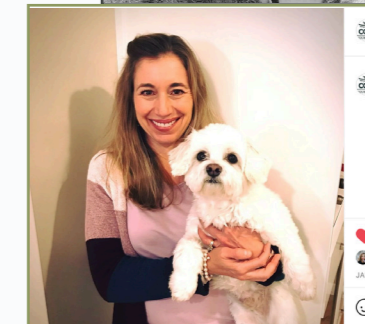
Office Manager

New Program Manager

New Intern starting May 2021 (current Intern transitioning to full-time employee ACMHC)

Current opening for additional Therapist

[SOCIAL MEDIA]



@ccpc_counselingandwellness



@CCPCcounselingandwellness



MENTAL HEALTH & WELLNESS OUTDOOR EVENT



“Behind the Masks” A women-only event held in October 2020 and included 33 attendees. This event provided an opportunity to reconnect with a sense of self and spirit, as the seasons transitioned.

Promoted Safety

Pandemic Support

Health Tips

Mindfulness Activities

Stress Management



An aerial photograph of a mountain town in winter. The town is built on a hillside, with numerous colorful houses and buildings, many with snow on their roofs. The surrounding landscape is covered in snow, with evergreen trees and rocky outcrops visible. The text "Development & Community Engagement" is overlaid in the center of the image.

Development & Community Engagement

JOHN, JACK, STEVE & SOME BEERS....

On March 14, 2020, a group of guys sat down to eat at Squatters in Park City. The impending shutdown that was only days away hung over everyone's head as the novel Coronavirus was just starting to spread through our town. After their lunch, one of the guys, John Wells, chatted with his friend Edwin, who works at Squatter's in service. John recalls the anxiety and stress evident on Edwin's face as he told John how worried he was about losing his job and he wondered aloud about how he would care for his family. The group of guys, moved by Edwin's plight, sprung to action, hit the nearest ATM and gave Edwin enough cash to pay his rent for the next month. This group of guys, John Wells, Jack Rubin, and Steve Maxwell looked around the restaurant at the rest of the employees and knew they all had a similar story to what Edwin had just recounted to them. That is how the Most Vulnerable Initiative was born.

These original founders of the fund were told by community members they should contact CCPC as the best place to launch their initiative. After a meeting with our ED Rob Harter, they learned about our Basic Needs Assistance Fund and since then, they have set about raising over a quarter million dollars, all of which has been used to help service workers in Park City pay their rent. The Most Vulnerable Initiative carries on to this day as an active fundraising tool, increasing housing security for those in need in Park City.

Park City's Most Vulnerable Initiative \$258,187.90

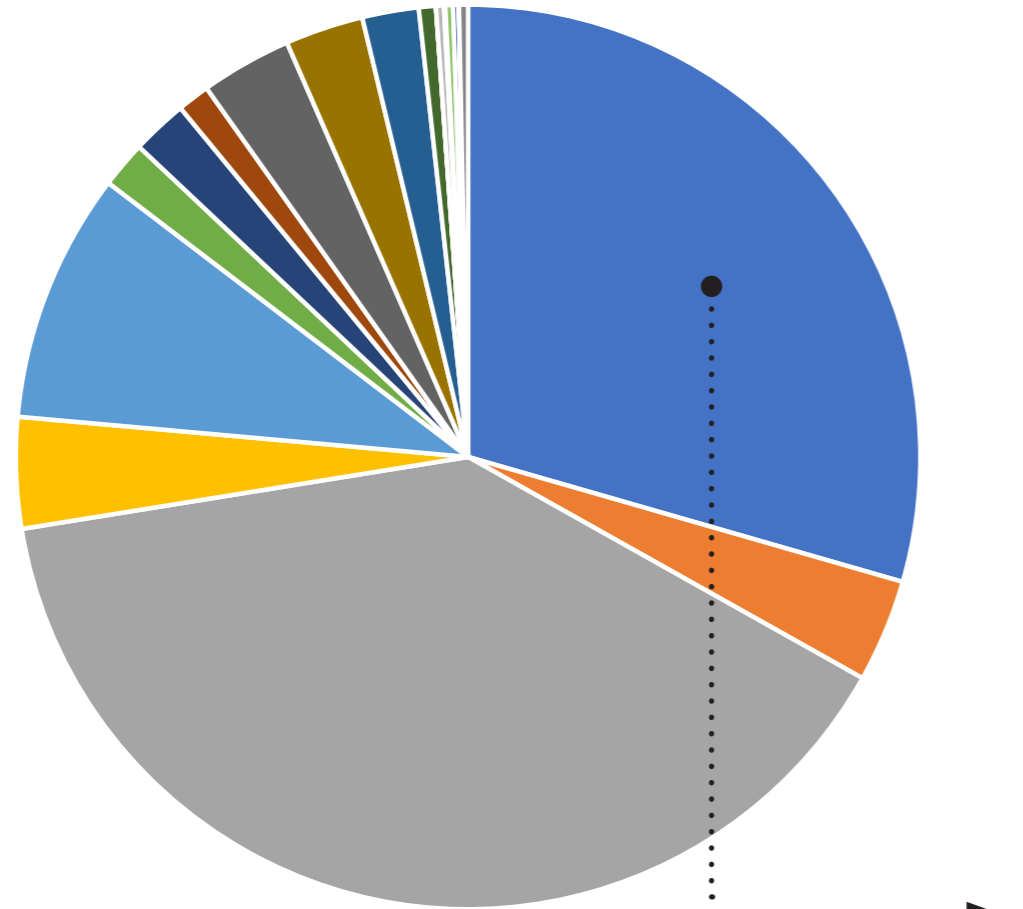
All monies collected with this initiative are being applied to Basic Needs Assistance Fund

03.27.20 through 02.28.21 (remains active)

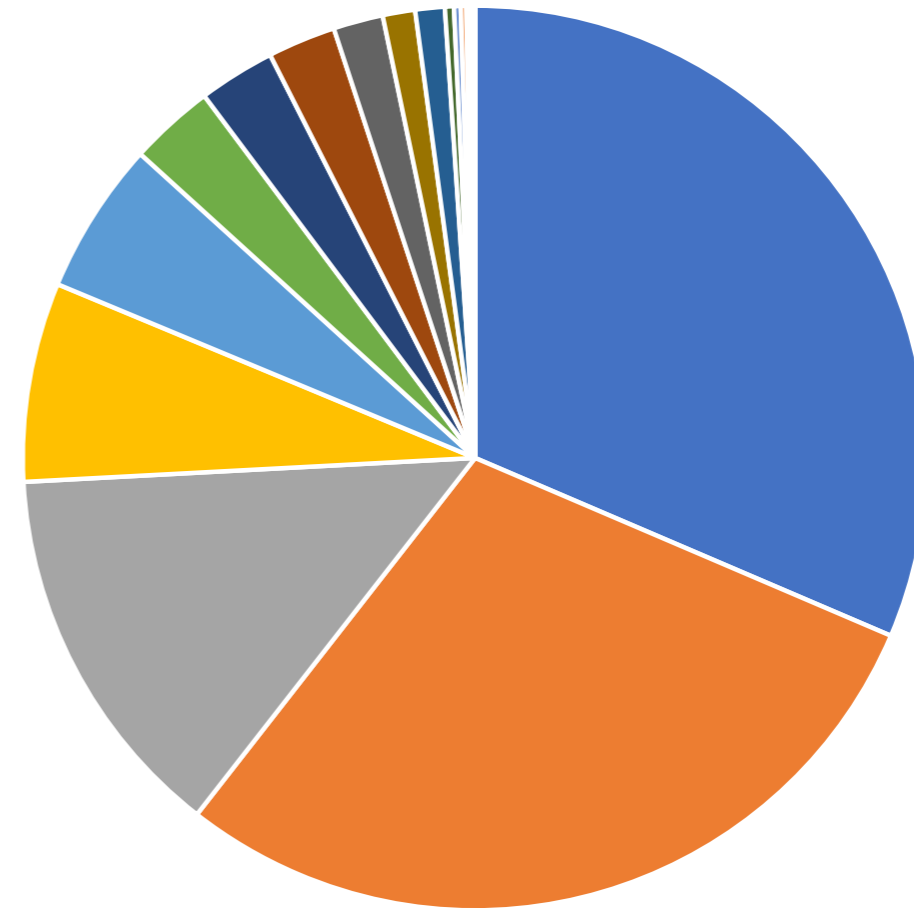


FUND RAISING ALLOCATION COMPARISONS

2019 Monetary Giving Allocations



2020 Monetary Giving Allocations



- General Program Support
- Pantry Park City
- Counseling
- Counseling Scholarship
- Native American Outreach
- Easter Baskets
- Housing
- Basic Needs Assistance
- APRN
- Pantry Heber City
- Goshute Initiative
- Prison Outreach
- Winter Coats
- ICEJ
- Building Fund
- Operation Hope
- Back to School Basics
- Snacks in Backpacks
- Youth Leadership Academy
- Seasonal Workers
- Latino Community Coordinator

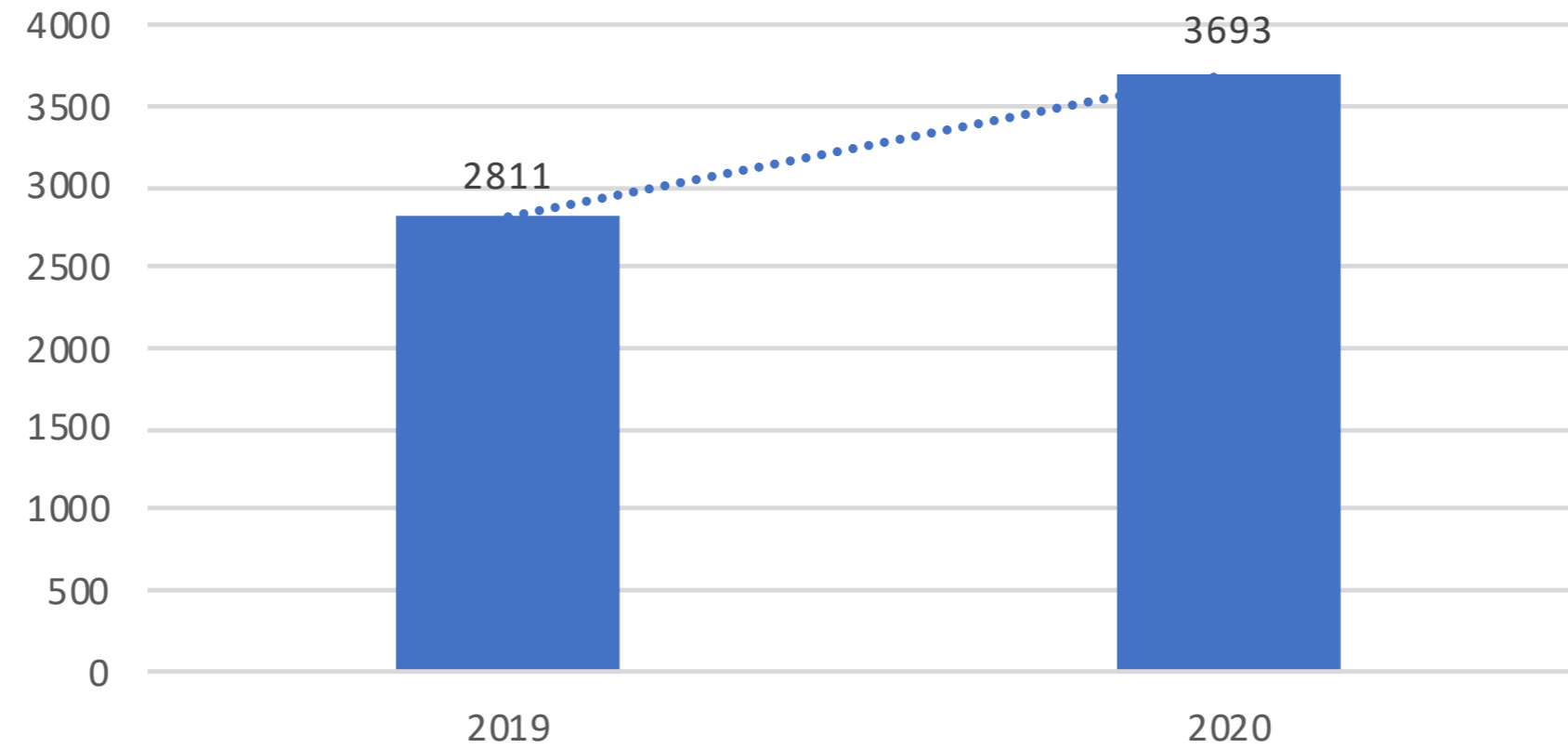




BOUTIQUE & THRIFT STORES

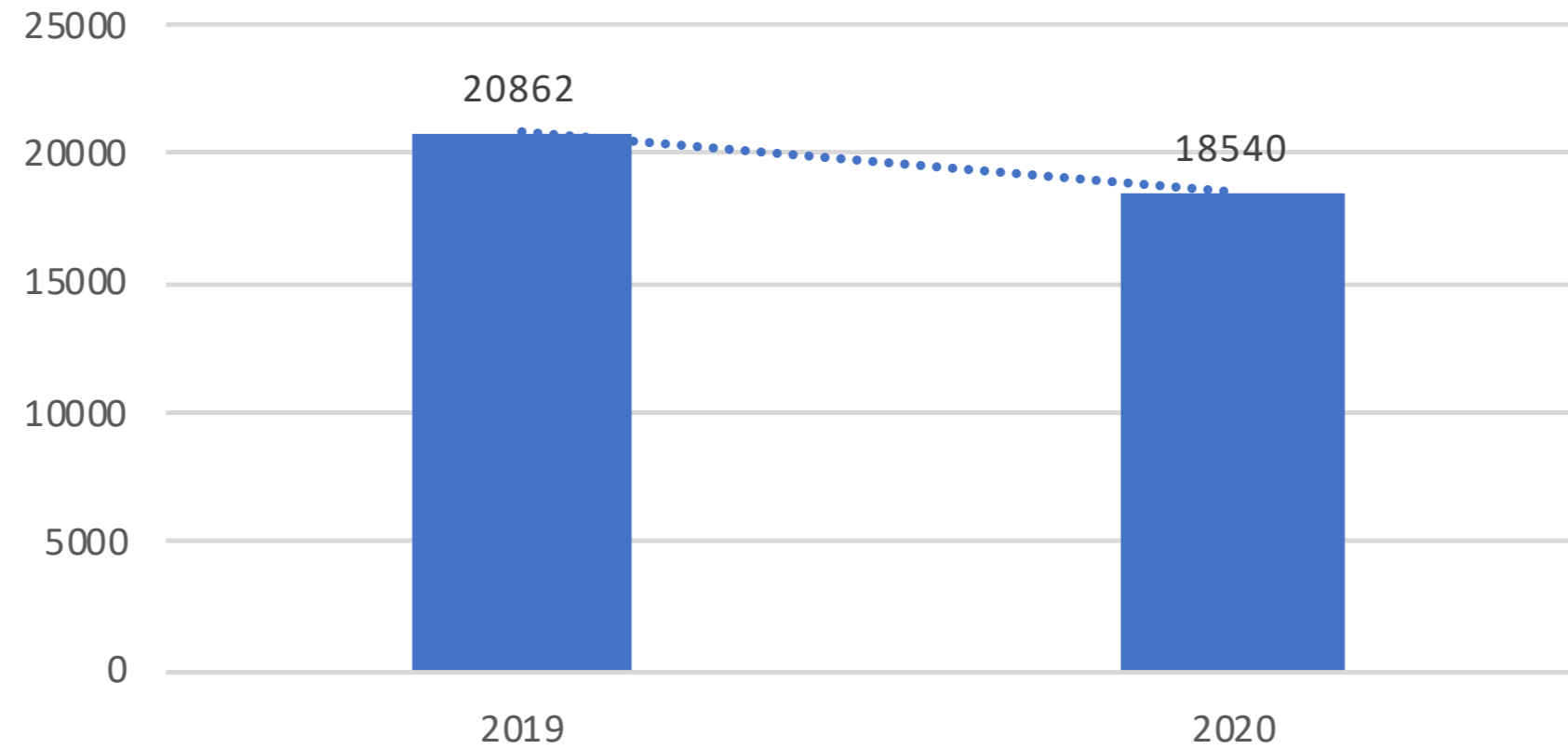
RETAIL SALES

Donation Barrels



RETAIL SALES

Drive Thru Donations/Drop Offs



Programs



BASIC NEEDS ASSISTANCE | Inception 03.27.20 through 12.31.20

\$895,066 Rent Assistance	\$70,340 Utilities Assistance	\$16,776 Medical Assistance	\$32,233 Auto Assistance	\$1,275 Other Assistance	\$1,925 Education Assistance
\$247,180 Program Assistance	\$59,240 PGIK Assistance	\$98 Other Assistance	\$1,257 Greyhound Assistance	\$9 SLC Bus Assistance	\$3,340 Lodging Assistance
\$831 Living Essentials Assistance	\$619 Household Assistance	\$288 Other Assistance	\$42,145 Pantry Visit Assistance	\$96 Shower Voucher Assistance	\$510 Fuel Voucher Assistance

Total of Payments Made

\$1,373,233

Average Payment Amount

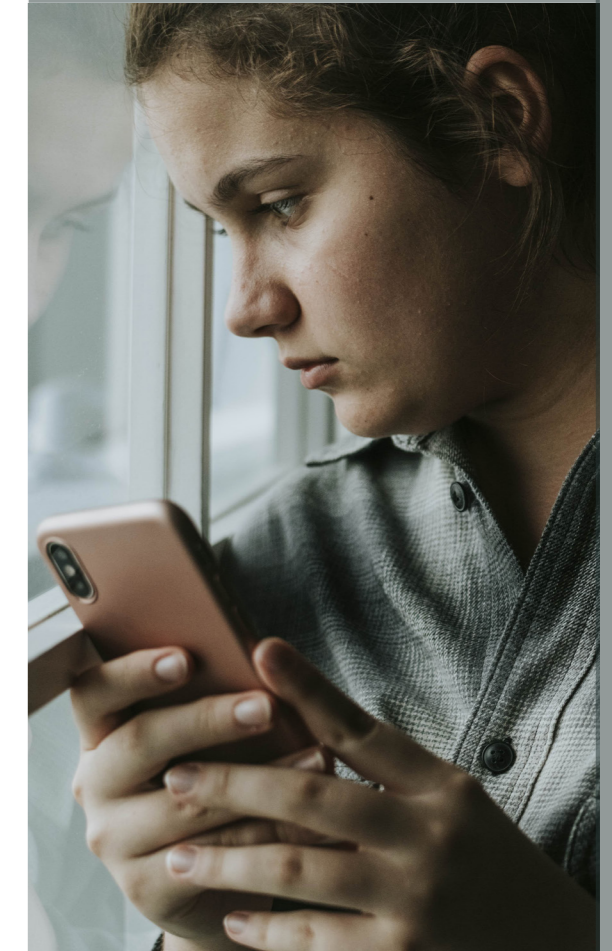
\$376

Number of Payments Processed

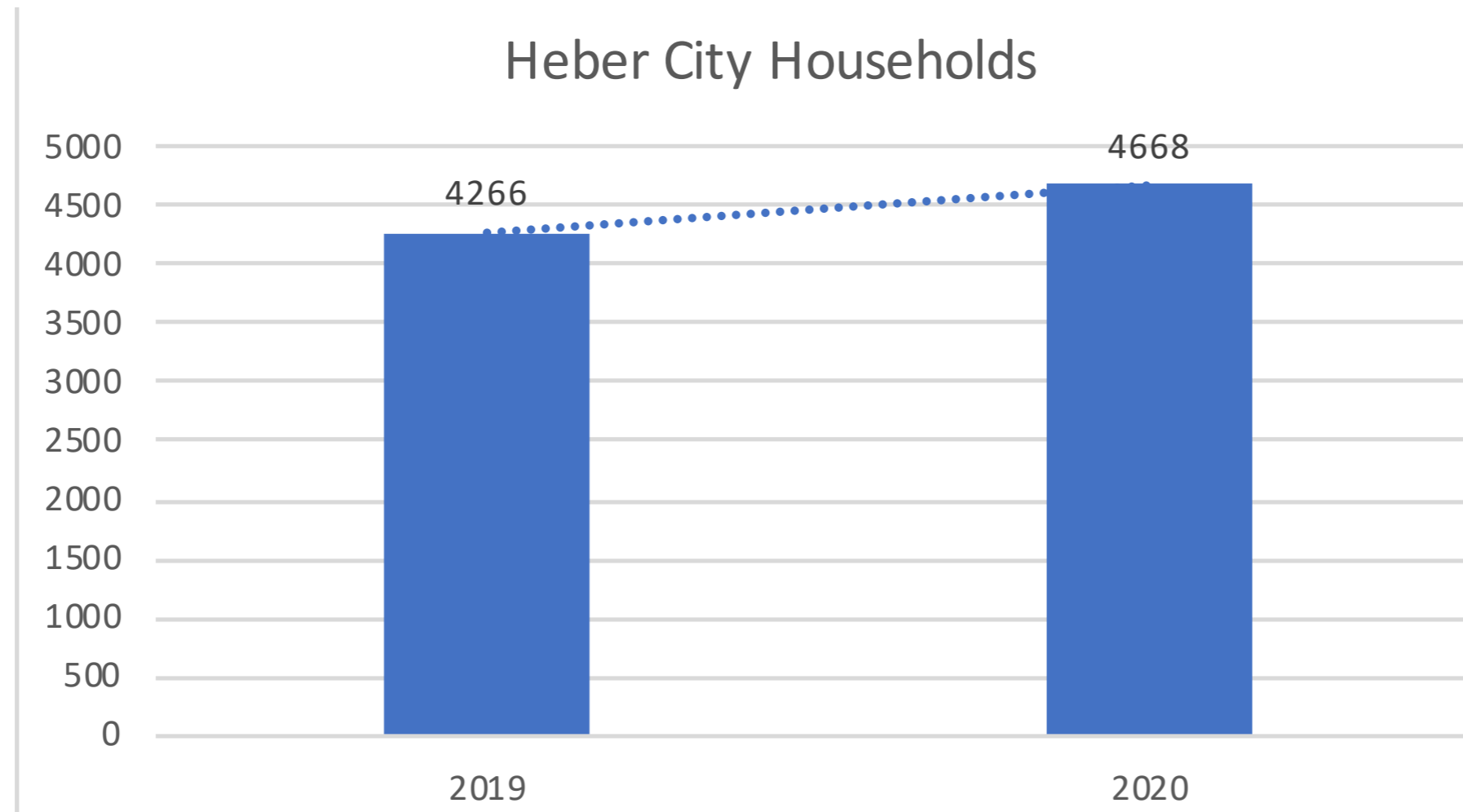
3,660

Number of Constituents Served

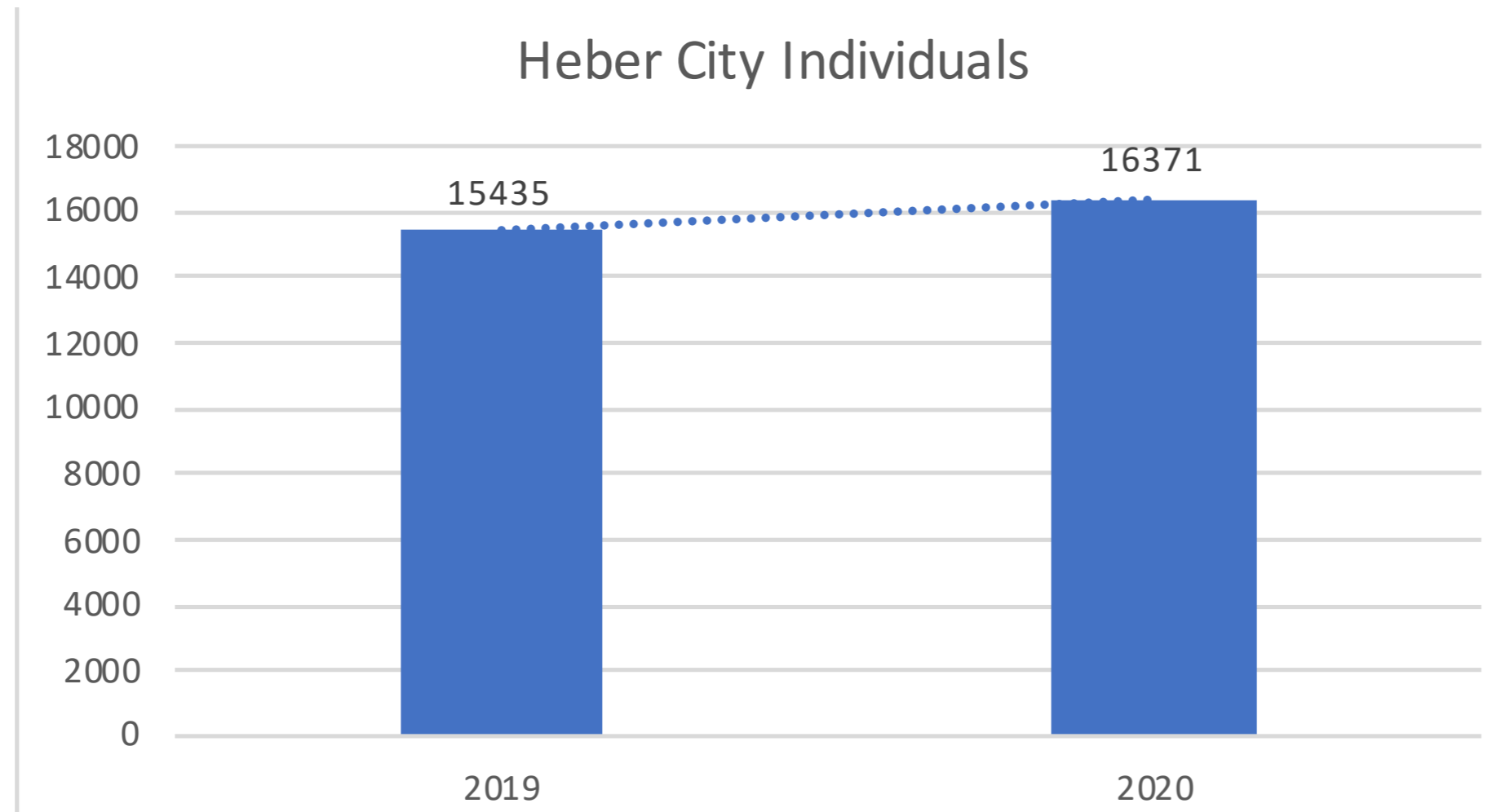
1,434



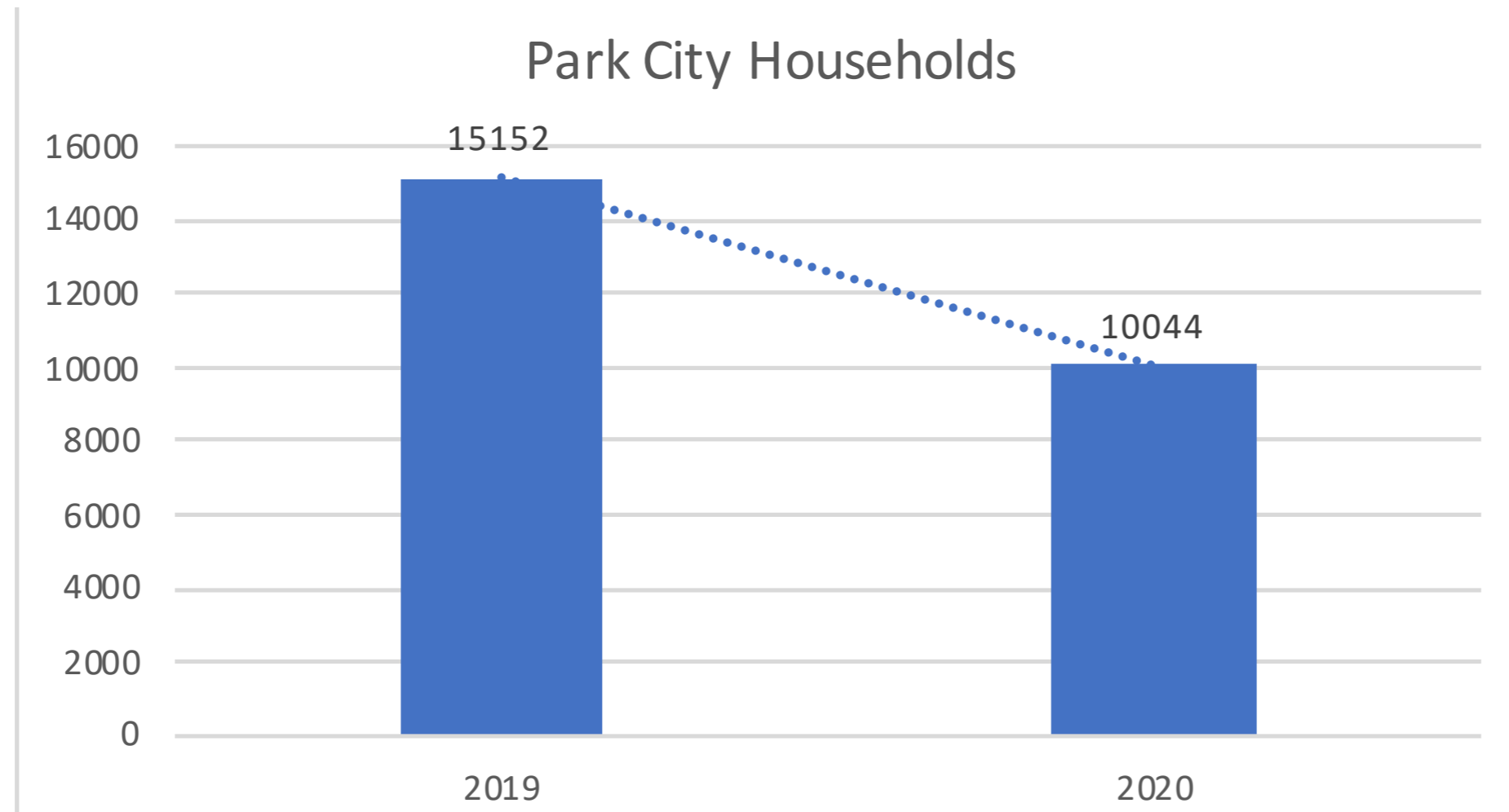
HOUSEHOLD SUPPORT & SERVICES



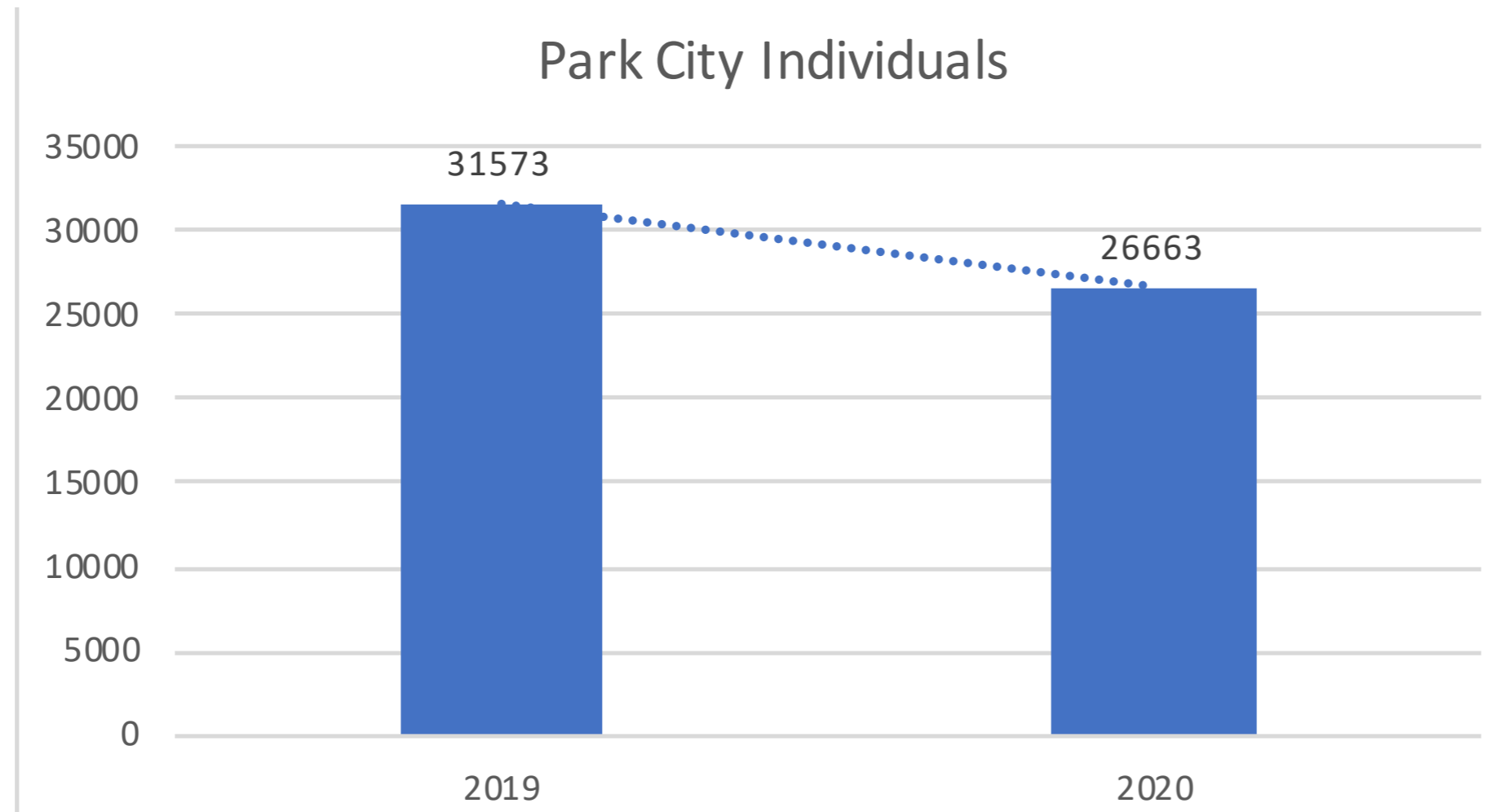
HOUSEHOLD SUPPORT & SERVICES



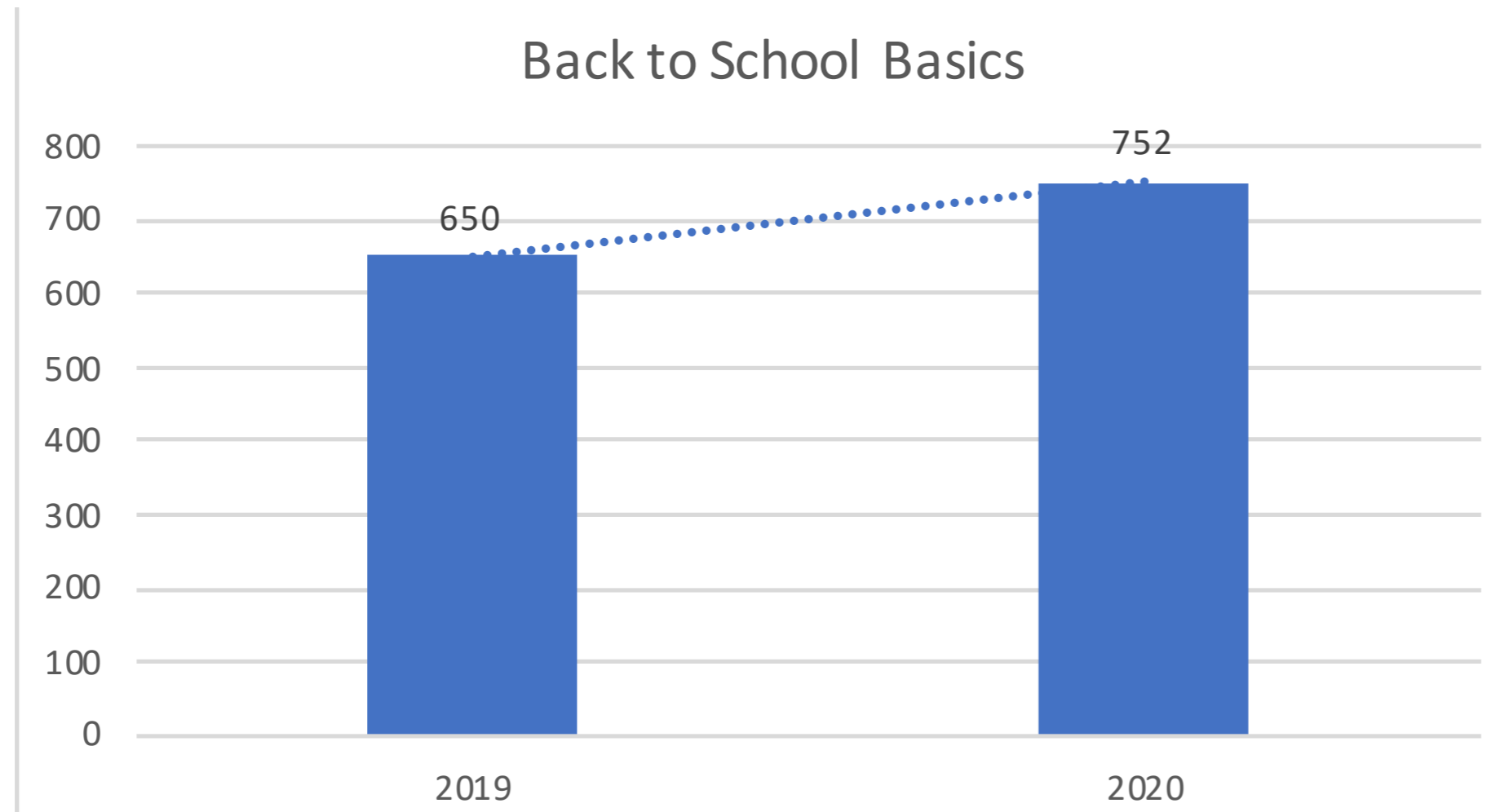
HOUSEHOLD SUPPORT & SERVICES



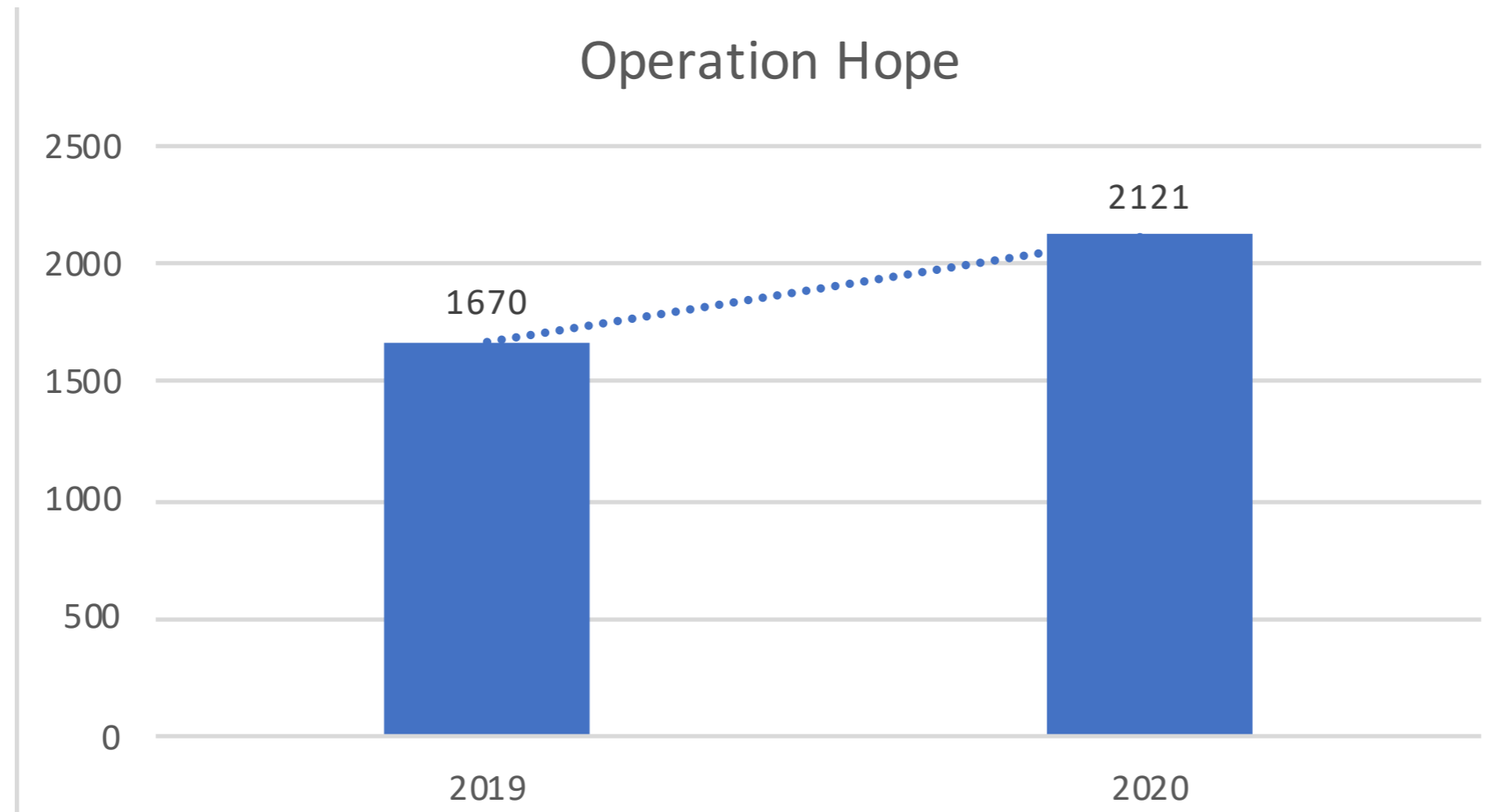
HOUSEHOLD SUPPORT & SERVICES



HOUSEHOLD SUPPORT & SERVICES



HOUSEHOLD SUPPORT & SERVICES



PANTRY SERVICES - POUNDS | GROCERY RESCUE



767,349
Total Pounds

\$1,331,572
Utah Food Bank Valuation

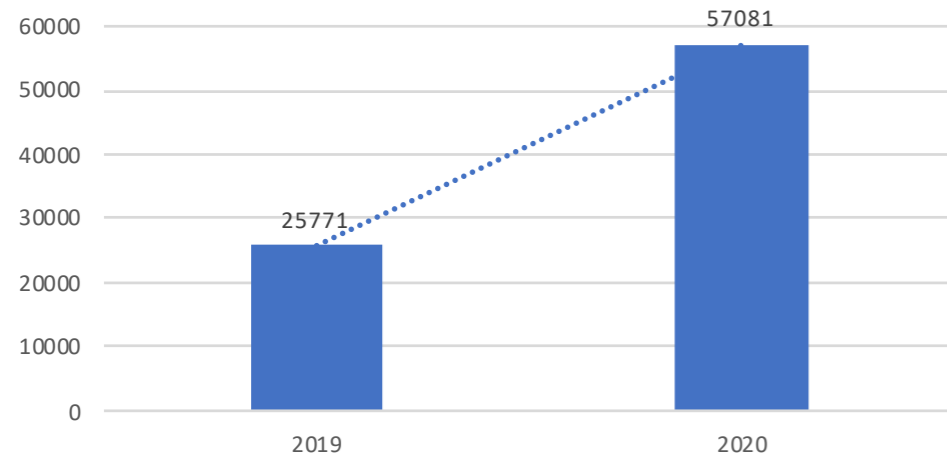
IN PARTNERSHIP WITH



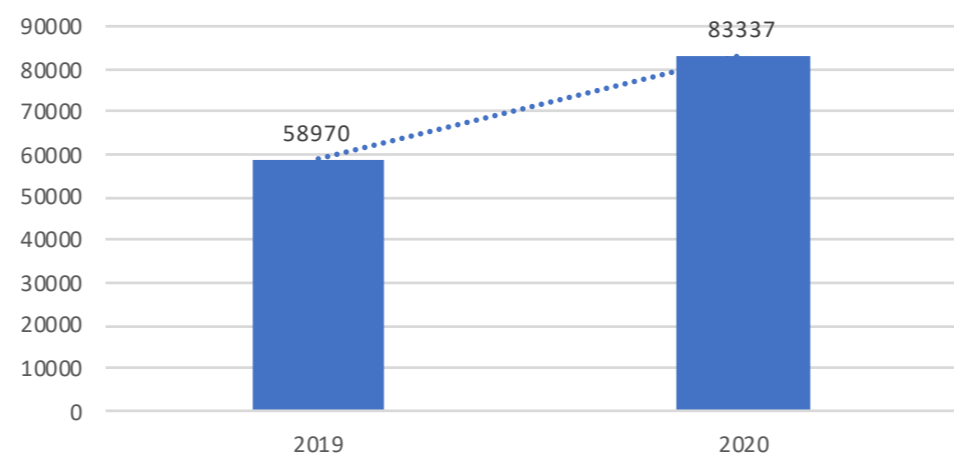
3.85% Increase Year-over-Year

PANTRY SERVICES - POUNDS | INDIVIDUALS/BUSINESSES

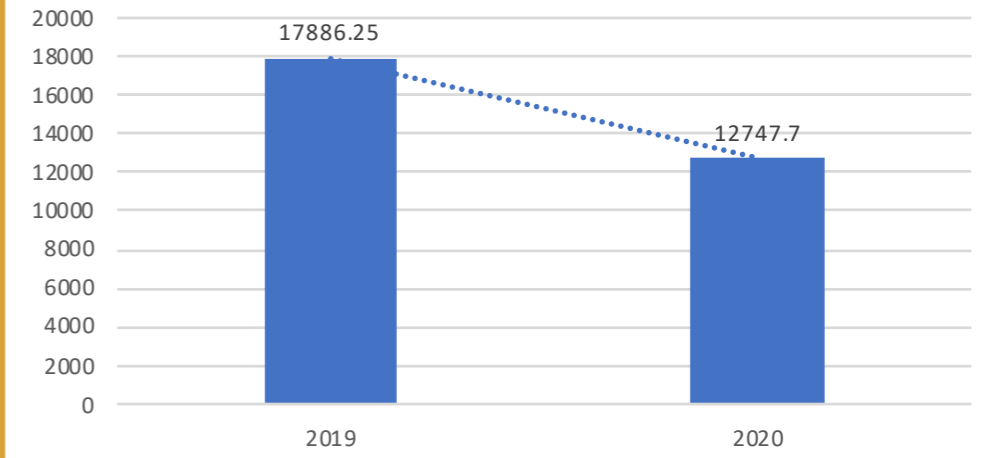
Heber City Individual Poundage/Purchased



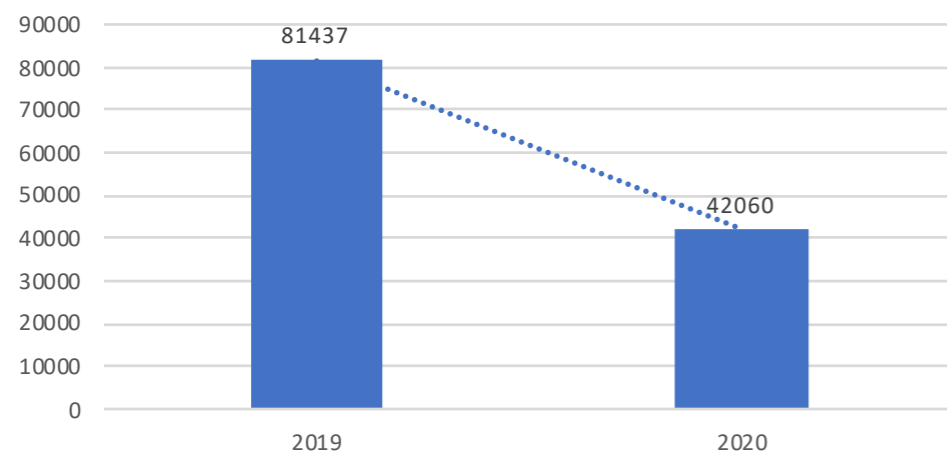
Park City Individual Poundage Purchased



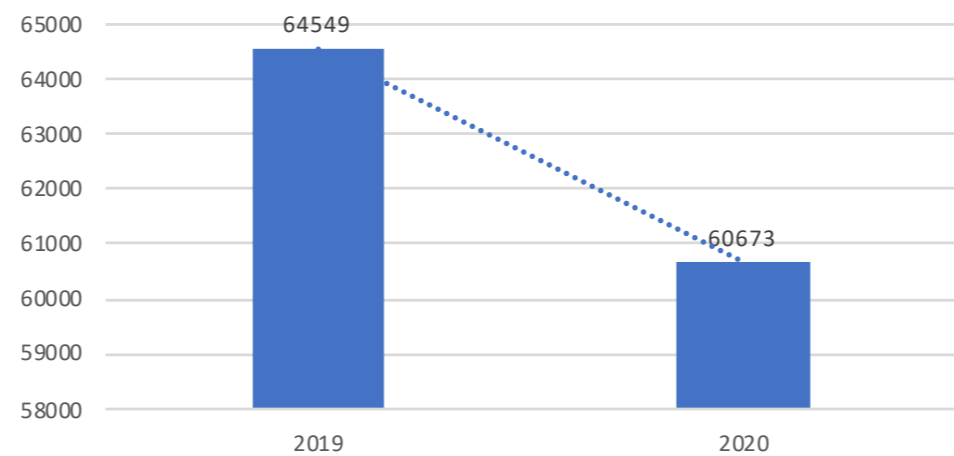
Heber City Food Drives



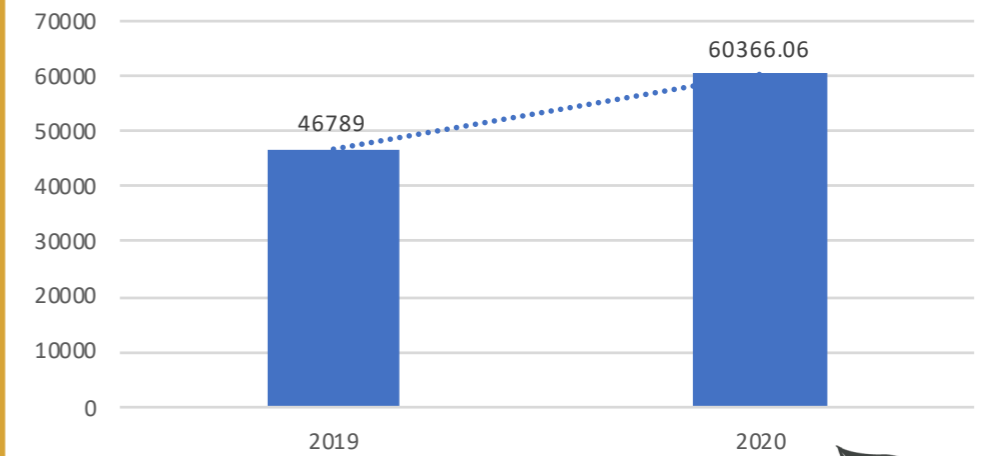
Heber City Business Poundage/Non-Purchased



Park City Business Poundage/Non-Purchased



Park City Food Drives



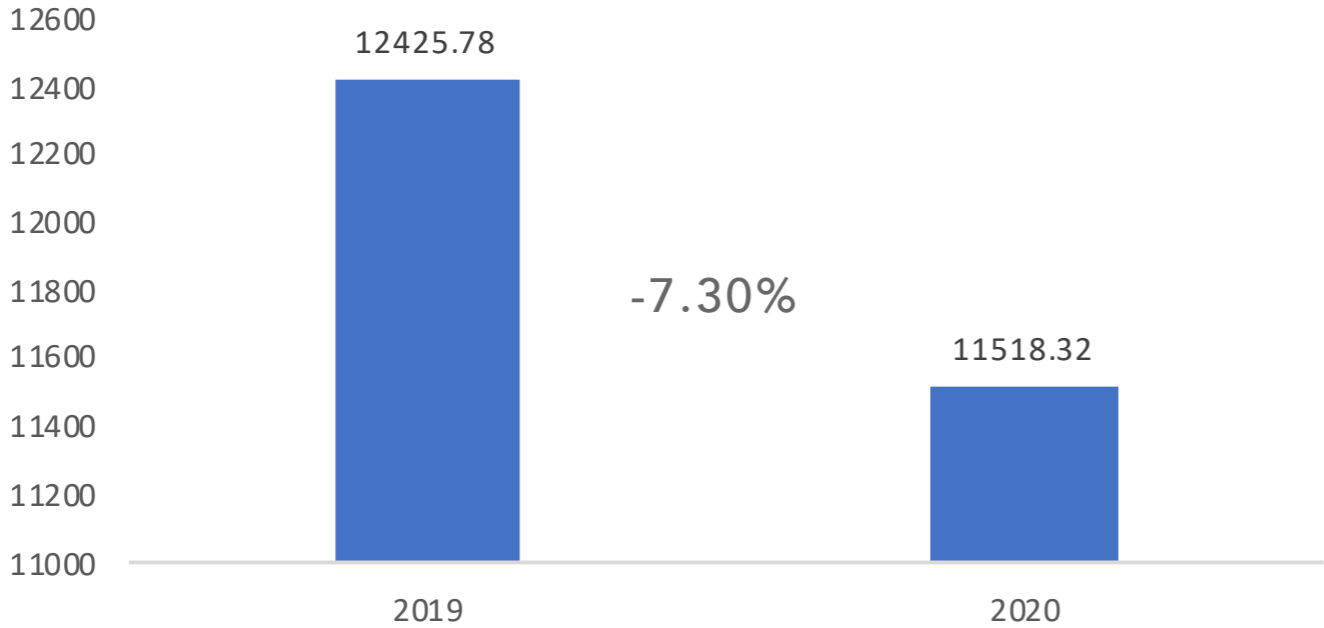
Inclusive of Food Drives

Exclusive to Food Drives

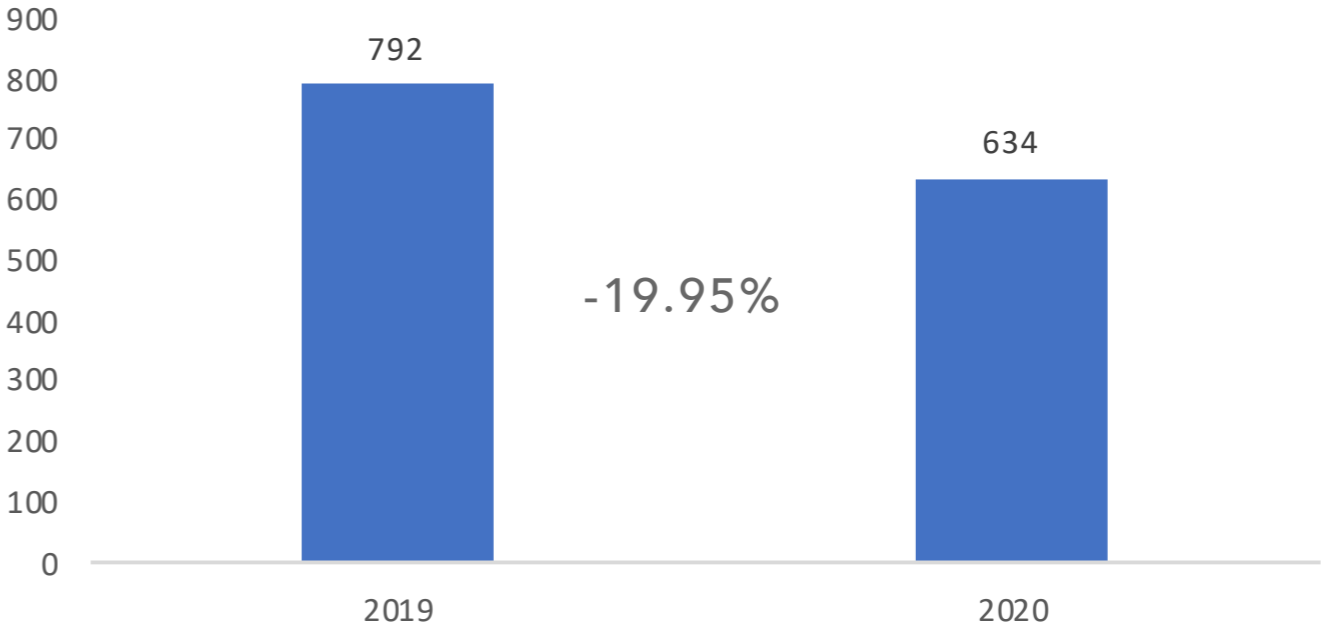


VOLUNTEERS | INDIVIDUALS/GROUPS

Volunteer Hours



Volunteers



THE INCREDIBLE CCPC TEAM





CCPC



N A B

PURPOSE & VISION

The purpose and vision of the CCPC National Advisory Board (NAB) is to compliment and build upon CCPC's 20 years of success and expand its scope of community outreach, assessing critical needs of surrounding population growth, advocacy, fundraising, and program support. The success of CCPC in Park City can become a state-wide and national model to improve any community's ability to meet people at their point of need.

DUTIES & RESPONSIBILITIES

NAB board members will be asked to attend one annual meeting and called upon to advise and support the CCPC Executive Director, CCPC staff and CCPC Governing Board of Directors, whose appointment will be approved by the CCPC Governing Board of Directors. The NAB will help further CCPC's mission as a body through group sessions, discussing strategies, and implementing impact.

CCPC National Advisory Board

Byron Russell
Chair

Rep. Ben & Julie McAdams

Utah Governor Spencer & Abby Cox

Mayor Andy Beerman & Thea Leonard Beerman

Gary & Ann Crocker

Nathan Rafferty & Karen Marriott

Zee Min Xiao & An D Khong

Dr. Marc & Dr. Mary Carole Harrison

Charles & Christie Balch

Peter & Nicole Mouskondis

Lessing Stern & Babbie Lester

Miles & Sienna Hansen

Monte Caldwell

COMMUNITY



Marriott Daughters
Foundation

THE RICHARD E. & NANCY P.
MARRIOTT FOUNDATION

J. WILLARD AND ALICE S.
MARRIOTT FOUNDATION



GOVERNMENT



CORPORATE



ZIONS BANK.



CCPC TEAM

FULL TIME

Rob Harter
Executive Director

Leah Harter
Director of Counseling

Tyler Cowherd
Controller

Pete Stoughton
Director of Programs & Volunteers

Dell Ledbetter
Director of Operations

Dan Moak
Director of Development

Kendal Reynoso Lukrich
Case Manager/Social Worker

Brach Pulver
Park City Receiving Manager

Jaime Mira
Park City Food Pantry Manager

Jessica Bryant
Marketing & Volunteer Manager

Traci Johnson
Heber City Thrift Store Manager

Dave Johnson
Heber City Food Pantry Manager

Ginelle Dekker
Human Resources & Administration

Marisol Sandoval
Boutique & Thrift Store Manager

Dr. Lindsay Broadbent
Counselor

03.03.21

Katie Thomas
Counselor

Heather Ledbetter
Counseling Office Manager

Stephanie Santana
ARPN Support Coordinator

Alma Ruiz
Human Resources & Finance

Robert Sosa
Park City Receiving

Lauren Beheshti
Program & BNA Support

Penelope Lopez
Park City Receiving

Abigail Ramirez
Heber City Receiving

Zach Autry
Counselor

Brigitte Elgie
Counseling

PART TIME

Valeria Cruz
Heber City Food Pantry

Catherine Kirchheimer
Counseling Program Manager

Mare Piper
Park City Boutique

Robyn Ramsey
Park City Boutique

Barry Glenn
Donations Receiving

Luanne Flanders
Park City Boutique

Terry Gautney
Park City Thrift

Haraceli Lopez
Park City Boutique

Claudio Perez
Donation Receiving

Esmerelda Fonseca
Park City Boutique

Jane Hamilton
Park City Boutique

Chandee Cooper
Park City Thrift

Jonathon Fonseca
Park City Thrift

Arelys Navarrete
Park City Thrift

Leah Hallows
Heber City Thrift

Russ Williams
Park City Thrift

Aubriella Burke
Administration

Karla Diaz-Santos
Park City Thrift

Jerry Owens
Heber City Thrift

Jason Glenn
Receiving

Sylvia Goff
Park City Boutique

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Heber City Thrift

Braden Pulver
Park City Receiving

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Meeting people
at their point of need as an expression
of God's love.

