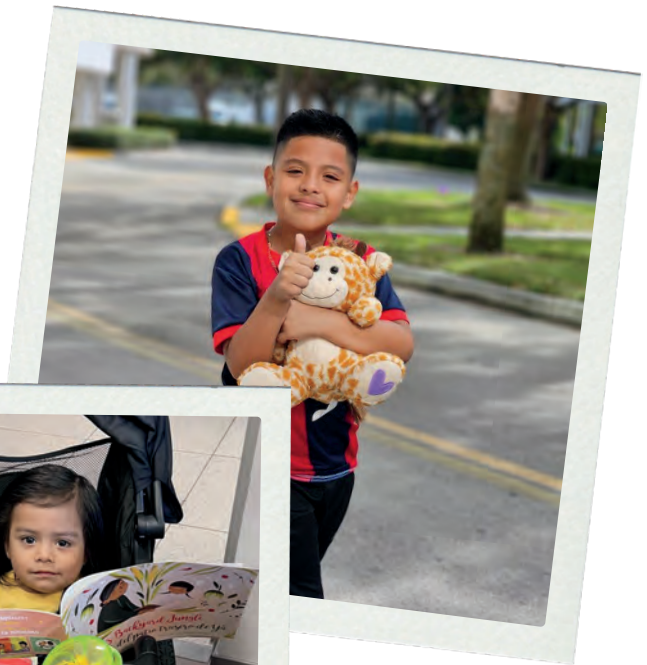


# COLLIER Resource CENTER

*Navigate • Educate • Empower*



## 2024 Impact Report

Dear Friend of Collier Resource Center,

Thanks to your support, each year Collier Resource Center (CRC) expands our capacity to serve those in need, and 2024 was no exception. We improved the quality of life for 1,561 people – some of the most vulnerable families in Collier County. Since our inception, we have helped over 8,000 people. As we look back at our 9th year of service, we are pleased to share the following highlights:

- We provided free case management and follow-up to more than 1,561 clients. This is what makes CRC unique.
- CRC remains an excellent return on investment, with 96 cents of every dollar going directly to program services.
- In February 2024, we hired a Senior Services Director, a community-based Interagency Senior Services Liaison, who made a tremendous impact connecting and coordinating with senior-serving agencies.
- CRC staff and/or volunteers visited more than 90 agencies and organizations to strengthen our collaborations.
- We grew our database to more than 300 nonprofits and churches. This is a lifeline for our clients because the data is current and accurate.
- In response to Hurricane Milton, CRC extensively supported several families. We helped them successfully put together the fractured pieces of their lives.
- We completed quarterly calls to women who are transitioning out of homelessness. One call provides so much support and often leads to additional opportunities to provide help.
- We continued to celebrate our volunteers, who, in 2024 dedicated 1,836 hours to client services.
- CRC received referrals from 104 unique sources this year, which demonstrated the trust we have built in our community.
- Cocktails for a Cause was our most successful fundraiser in CRC's history, with more than 100 people attending.



CRC's mission is distinctive: our case management program costs clients nothing, has no limit of time, and includes follow-up care. As new needs arise, we address them. We could not offer these services without our supporters.

I hope you will take a moment to read the Clients' Stories which demonstrate CRC's dramatic impact on real lives. Thank you for being an essential partner in helping our neighbors in need.

Gratefully,  
Kari Lefort  
CEO  
Collier Resource Center

# Mission

To empower the people of Collier County by providing information, referrals, advocacy, and case management.

# Vision

We envision a community where all people are empowered with information and have access to resources, which increase their opportunities for success.

# Values

- An organization where everyone is treated with respect and dignity.
- Staff and volunteers who offer clients a personalized approach for securing assistance.
- We believe providing current, appropriate and personalized access to local resources by trained volunteers and staff improves the health and well-being of our community.

# Goals

- Provide clients with information, referrals, education, and support.
- Offer follow-up services.
- Ensure volunteers and staff are informed about current and appropriate community resources.
- Connect clients with resources specific to their needs.

# Board Members



## **OFFICERS**

Kelly Saylor - Chair

Hallie Lundon - Secretary

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## **DIRECTORS**

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Cathy Kleinknecht

Allie Krider

Gary Lapidas

Nan Moore

Maria Munguia Trejo

Eric Strachan

## **EMERITUS DIRECTORS**

Trey Fletcher

Nina Gray - Founder



# Purpose

Our case management program is unique in Collier County. It costs clients nothing, has no limit of time, and includes follow-up care. We endeavor to serve anyone who asks for our help.

Our dedicated staff (three full-time staff members) and trained volunteers help people navigate the perplexing maze of health and human service organizations. We follow best practices of case management by listening carefully, assessing needs, removing barriers, and coordinating critical resources to provide immediate and lasting benefits to clients.



# Purpose

Some of the ways we assist clients:

- Give medical, dental, and behavioral health referrals
- Provide necessities such as diapers for young families
- Locate hospital beds, wheelchairs, scooters, and the like within hours of requests
- Secure assistance with overdue rent and utility bills
- Assist with locating affordable housing
- Connect individuals with hospice care
- Locate food pantries for those facing food insecurity
- Connect clients to legal services
- Provide referrals for hearing aids and glasses
- Offer unlimited kindness





# Client Stories



**Pat** is a resourceful 83-year-old woman with very few resources. Two times a week, she walks into the public library to use the internet for free. Struggling with partial deafness, a doctor advised her to get hearing aids for \$6,000. When she said she could not afford them, the clinic advised her to go to the bank and get a loan.



Pat made a beeline for the library. After a brief search online, she found CRC. She emailed our office, and we connected her with the Bonita Springs Lions Club. Because of her limited access to communication, the process took three months. But the Lions Club secured two custom hearing aids, at no cost to Pat.

# Client Stories

**Joanne** wanted to donate a small oxygen concentrator, expensive and life-supporting equipment that retails for \$4,000. The medical equipment had served her late husband well, and it was important to her that it be given to someone in need.

Joanne called CRC, and we spoke with Healthcare Network, who connected us to an oxygen-dependent patient named Nancy (pictured). Her entire family had been chipping in to cover the \$200 a month cost to rent a bulky concentrator that made getting around difficult.

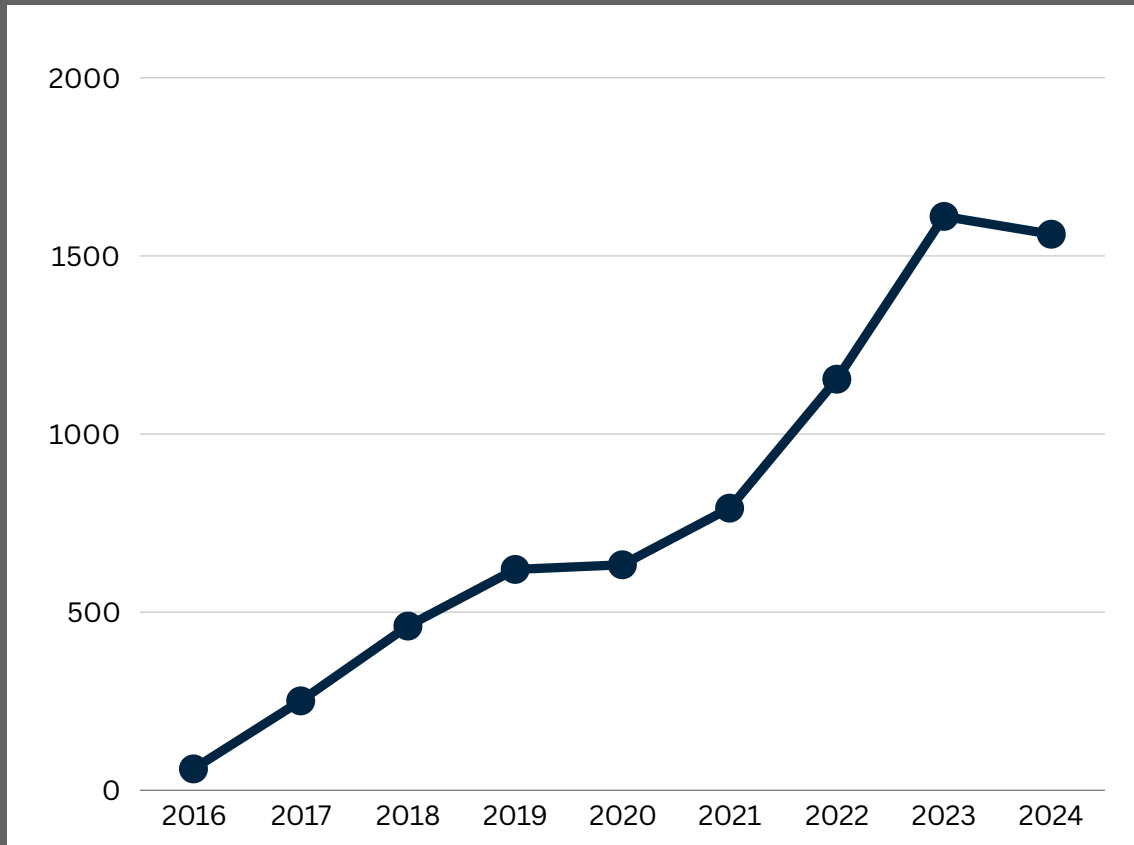
"I was praying for a miracle to happen," Nancy said. "This donation is truly a gift from God."





# Growth

In 2024, we served 1,561 clients. Since our founding, we have achieved a remarkable 2,501% increase in people assisted



\*The dramatic increase in clients served in 2023 is a result of CRC assisting Legal Aid Services of Collier County during their time of transition. This is another example of CRC collaborating with a community partner.

# Volunteers



We can respond to unique and challenging requests thanks to our volunteers. Vital to our mission, volunteers are helpful in networking with local organizations and constantly updating our resource directory to ensure referral information is current.

**In 2024, volunteers donated 1,836 hours, valued at \$61,487.**

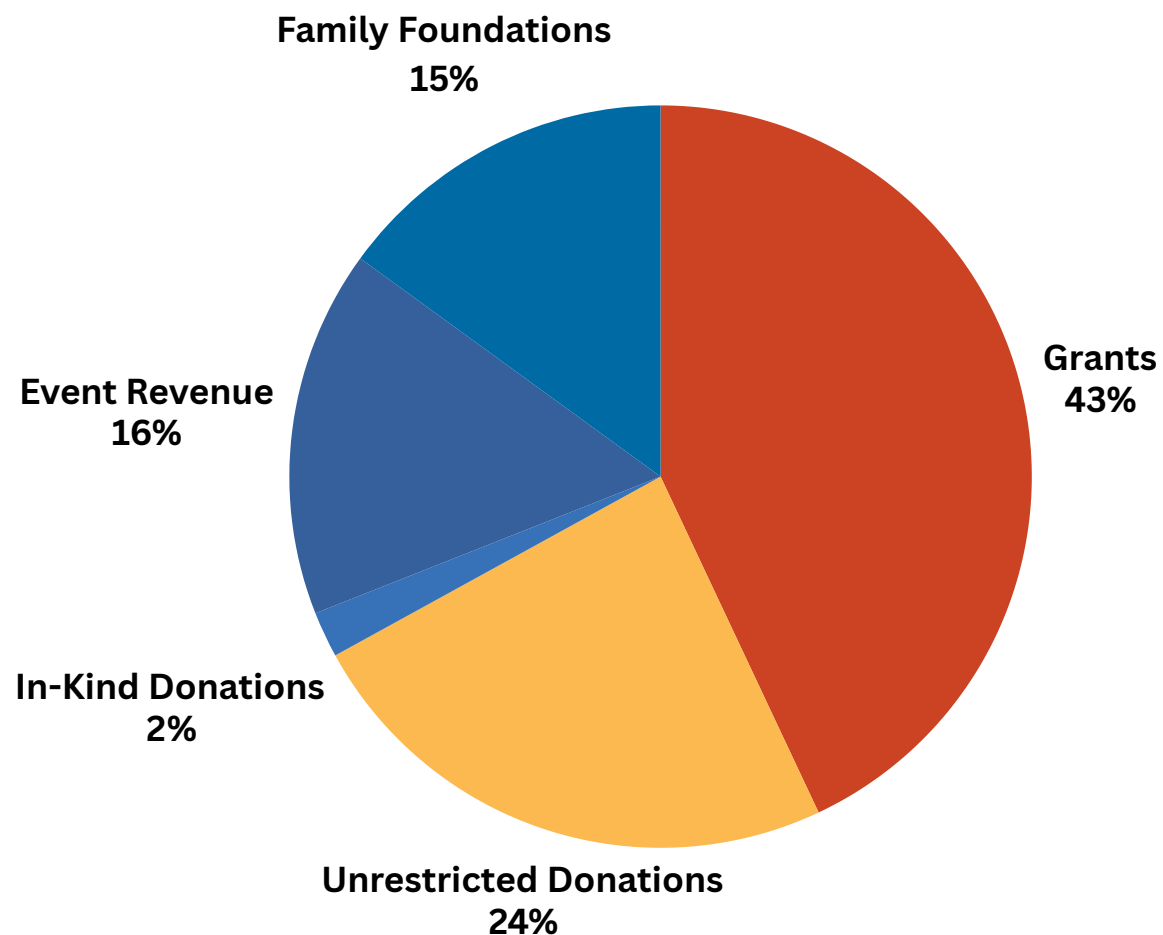
The volunteer team has diverse experiences, backgrounds, and education, and all are devoted to improving the quality of life for our clients.



# Financials

## Revenue

We are funded through grants, individual donors, family foundations, events, churches, and appeals. We continue to seek similar revenue streams through engaging new constituents, applying for additional grants, and building upon the success of our annual fundraiser.

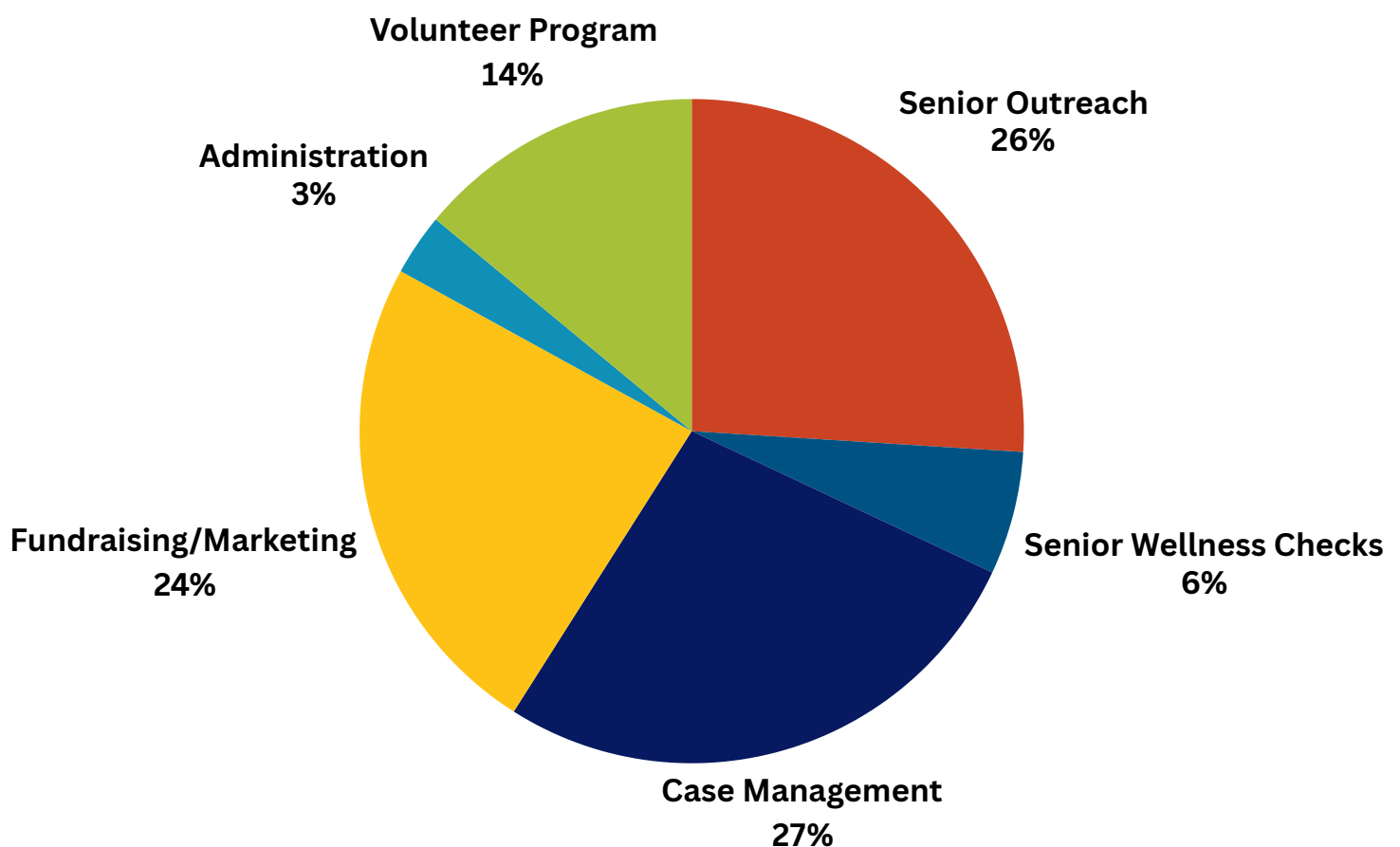


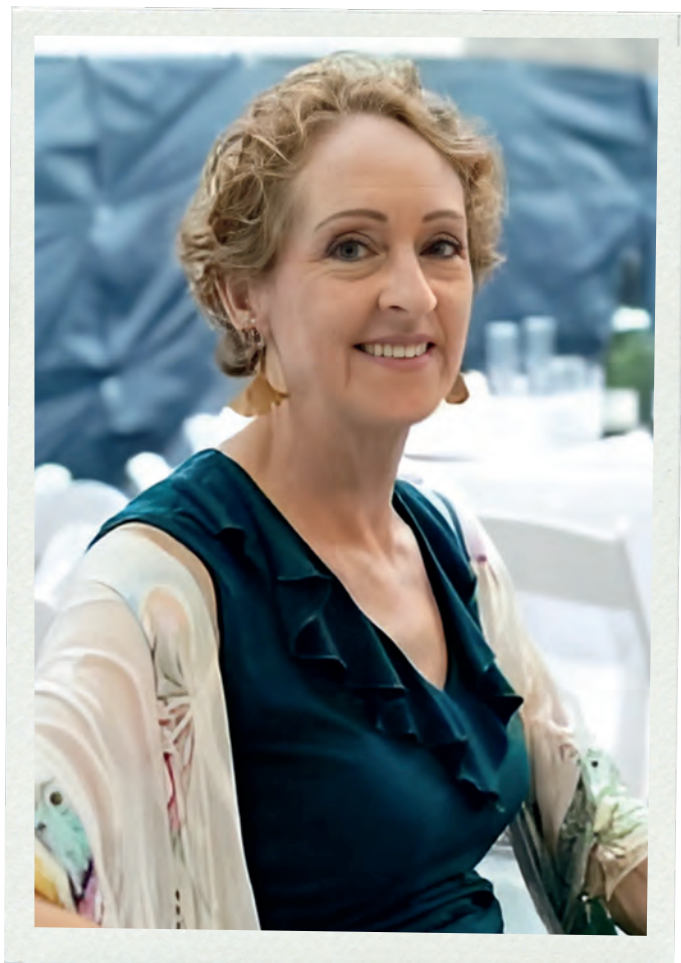


# Financials

## Expenses

CRC exceeds the highest standards of fiscal responsibility, spending 96% of all contributions on client services. We offer an excellent return on investment (ROI) through our strong volunteer base, access to an ever-growing network of community resources and donated office space.





# Legacy Society

When CRC was founded in 2015, our mission resonated with a woman named Sarah Brown. She was a kind and gentle soul, and it hurt her deeply when people or animals suffered. Without our knowledge, Sarah contacted her estate planner and included CRC in her will, not knowing if the organization would be thriving or defunct by the time she passed away. Even after she was diagnosed with a terminal illness, Sarah delighted in hearing success stories about CRC's clients, and her support for CRC never wavered. When Sarah passed away at age 62, we were surprised to learn we were a beneficiary in her will.

Sarah Brown's funds will become the foundation of an endowment for CRC, where proceeds will provide support in perpetuity. Sarah's Dream, a world where those in need have advocates to better their lives, is the foundation of our Legacy Society. Today, CRC appeals to like-hearted donors to include our organization in their wills and estate plans to keep our mission alive forever.

We are deeply grateful to the following individuals and organizations whose generosity and commitment to our mission have secured a lasting legacy through their support.

Anonymous

Sarah E. Brown \*

Nina Gray

Chet and Jane Scholtz

\*An asterisk denotes a deceased donor

# Cocktails

FOR A CAUSE



In 2023, CRC launched its inaugural Cocktails for a Cause, an event that brought together donors and new supporters to celebrate our impactful programs. In 2024, the event saw a 26% increase in donations, reflecting growing support for our mission. Each year, the event not only raises crucial funds but also strengthens the bonds within our community, making our mission even more powerful.





# Thank You

We provide information, referrals, support, case management, and advocacy cost-effectively and compassionately, never charging anyone for our services.

One client at a time. One need at a time. As we head into 2025, our 10th anniversary, thank you for helping us improve the lives of others, no matter when their time of need may arise.





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[www.CollierResourceCenter.org](http://www.CollierResourceCenter.org)