

# COLLIER RESOURCE CENTER

*Navigate • Educate • Empower*



## 2025 ANNUAL REPORT

*Celebrating 10 Years of Service*

2015 – 2025



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

P.O. Box 110905 | Naples, FL 34108 | (239) 776-5300

# OUR COMMITMENT

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## 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 that increase their opportunities for success.*

## VALUES

We are a trilingual organization where everyone is treated with respect and dignity. Our staff and volunteers offer clients a personalized and compassionate approach to securing assistance. We are committed to providing current, appropriate, and targeted access to local resources to improve the health and well-being of our community.

# A MESSAGE FROM OUR EXECUTIVE DIRECTOR



**Dear Friends of Collier Resource Center,**

I want to begin with one message: thank you to our donors, volunteers, partners, and every supporter who makes the work we do at Collier Resource Center possible.

In 2025, as needs grew more complex and the path to stability became harder to navigate, case management remained our differentiator and our promise — free, trilingual (Spanish, Haitian Creole, and English), relationship-based support with no time limit and follow-up. We don't just provide information; we assess needs, remove barriers, coordinate resources, and stay engaged so the support our neighbors receive translates into real, lasting outcomes.

I also want to recognize the Board of Directors, leadership, and staff whose commitment has positioned CRC for continued success. I'm grateful for the strong foundation already in place, and I am energized about what we can accomplish next as we build capacity and expand our impact.

## 2025 HIGHLIGHTS

- ✓ CRC served 2,018 people — our highest annual impact on record (up 29% from 2024)
- ✓ Referrals from 114 unique sources, reflecting deep community trust
- ✓ \$71,990 in volunteer-contributed time, expanding our reach
- ✓ Resource database now includes 300+ nonprofits and churches
- ✓ Celebrated our 10th Anniversary of service to Collier County

Looking ahead, our focus is clear: operational excellence, measurable outcomes, and sustainable growth. We will continue to sharpen our strategy, strengthen our systems, invest in our people, and elevate CRC's story so more neighbors and more partners can find and fuel this work.

Thank you for being part of CRC's impact in 2025. Your investment of time, resources, and trust makes it possible for us to deliver relationship-based, trilingual case management and follow-through that truly changes outcomes.

*In partnership,*

**Ashley Jones, MSW**

Executive Director, Collier Resource Center

# OUR IMPACT

Collier Resource Center changes lives for good. Clients often come to us with one difficulty, and that opens the door to many others. One of the characteristics that sets CRC apart is that we follow up with clients until their most pressing needs are met, at no cost to them.

<h2 style="margin: 0;">2,018</h2> <p style="margin: 0;">People Served <i>A new record</i></p>	<h2 style="margin: 0;">\$71,990</h2> <p style="margin: 0;">Volunteer Value <i>Contributed time</i></p>	<h2 style="margin: 0;">114</h2> <p style="margin: 0;">Referral Sources <i>Trusted network</i></p>
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## How We Helped in 2025

- Made medical, dental, and behavioral health referrals
- Provided necessities such as diapers and wheelchair ramps
- Located hospital beds, wheelchairs, and scooters within hours of requests
- Secured assistance with overdue rent and utility bills
- Assisted with locating affordable housing
- Connected individuals with hospice care
- Located food pantries for those facing food insecurity
- Connected clients to legal services
- Provided referrals for hearing aids and glasses
- Delivered donated gifts to families suffering from hardship

## A Decade of Growth

Since our founding in 2015, CRC has grown from serving 60 people to more than 2,000, a remarkable trajectory that reflects the trust our community places in our model of relationship-based case management.

### Numbers Tell the Story

People Assisted Per Year | 2016–2025



*\*The increase in 2023 reflects CRC assisting Legal Aid Services of Collier County during their transition.*

# CLIENT STORIES

*Behind every statistic is a person. These are just a few of the stories that show how CRC’s model of persistent, compassionate case management transforms lives.*

## Thomas & Camila: “So Blessed,” said Thomas.



As two-year-old Camila’s father Thomas describes it, sometimes you just get caught in a rough time period. His wife did not survive the birth of their daughter, who was born with a rare genetic condition requiring medical and reconstructive surgeries for the next 18 years. CRC assisted the family with donated diapers and eye medication.

*“We are thankful for any help we get; for us it’s been a blessing.”*

**— Thomas**

# Steven: A Moment in the Sun



When Steven was referred to CRC, we discovered that he had no safe way to exit his home for over a year. We rallied community resources to get Steven a haircut, assist with medical transport, and build him a ramp. Steven expressed endless gratitude, optimistic that his newfound independence and mobility would enable him to get his life back in order.

*“Collier Resource Center has done an incredible job of making my problems go away ... It means everything.”*

**— Steven**

*Sadly, Steven passed away from congestive heart failure shortly after our interventions. His sister, Diane, wrote to CRC and thanked us for giving her brother hope and love at the end of his life.*

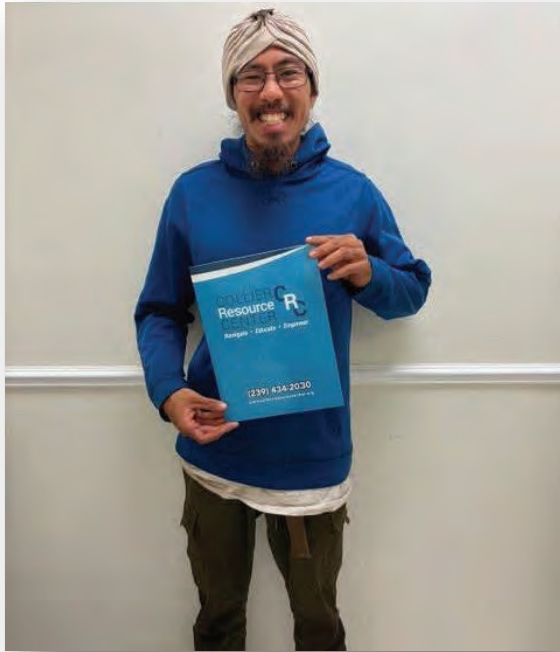
# Raquel & Emmanuel: A Journey of Resilience

Raquel first reached out to CRC in 2017 needing help keeping her utilities on and ensuring transportation for her grandson Emmanuel, who has a disability. In 2021, Raquel’s daughter passed away due to COVID-19, and Raquel became Emmanuel’s caregiver. In 2024, their mobile home sustained hurricane damage. Over the years, CRC connected Raquel to the county’s indigent assistance program, the Rebuild Florida program, Collier County Human Services, St. Vincent de Paul and Beverly’s Angels. Finally, in 2025, Raquel and Emmanuel moved into their new apartment.

*After a news story featuring their journey, a donor learned they couldn’t watch the report because they didn’t have a TV and provided one. An unexpected reminder that community support often extends beyond immediate crises to restore comfort and dignity.*



## Zen: In His Own Words



“During Hurricane Ian, I was homeless and sleeping in my vehicle, and after the storm I was forced to leave the only place I could safely park and sleep. I remained homeless for more than three years until I called Collier Resource Center and was connected directly with Ashley Jones, Executive Director.

“From the very first conversation, I felt heard. The team at Collier Resource Center didn’t just give me information and resources, they walked alongside me.

“Moving into my home just before Thanksgiving felt like God giving me a new beginning. Collier Resource Center became the turning point. They listened without judgment, helped open doors that had always felt closed to me, and stayed by my side through the process, while protecting my dignity and treating me with respect. Today, I’m not just surviving. I’m stepping into the future with a thankful heart.”



*“I finally had a safe place to sleep, a door that locked, and a space that was mine. I remember thinking, this is what mercy looks like.”*

**— Zen H.**

*The full version of this testimony can be found at [collierresourcecenter.org](http://collierresourcecenter.org)*

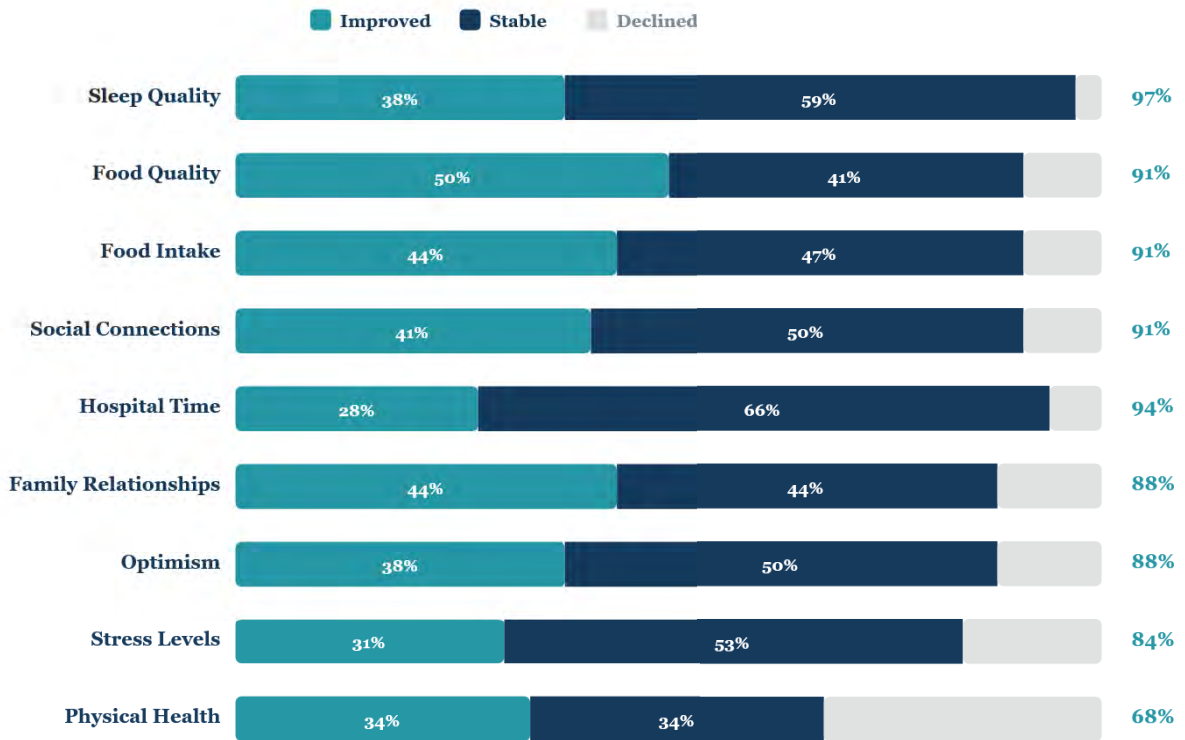
# OUR OUTCOMES

## Senior Wellness Check Program

One of our most meaningful outreach efforts, led by our Senior Services Director, is CRC’s Senior Wellness Check Program, made possible through grant funding supported by the Women’s Foundation of Collier County and The League Club. In 2025, CRC supported 32 senior women transitioning out of homelessness through our partnership with Baker Senior Center and the SWFL Regional Coalition to End Homelessness.

### Senior Wellness Check Program Outcomes

32 Senior Women | Supported through CRC & Baker Senior Center Partnership



Funded by the Women's Foundation of Collier County | Partnership with Baker Senior Center & SWFL Regional Coalition

*“We know this program improves the quality of life for these women who have endured so much. Stability in sleep, food, and social connection are meaningful protective factors, and our data shows CRC is making a real difference.”*

**— CRC Senior Services Program**

# 2025 By the Numbers

Collier Resource Center | 10 Years of Service

<p><b>2,018</b>  <b>People Served</b>                  Our highest year on record                  ▲ 29% YoY</p>	<p><b>\$71,990</b>  <b>Volunteer Value</b>                  Contributed hours in 2025                  ▲ 17% YoY</p>	<p><b>114</b>  <b>Referral Sources</b>                  Trusted community network                  ▲ 10 sources</p>
<p><b>\$809K</b>  <b>Total Revenue</b>                  Grants, donations, events                  62.9% from individual donors</p>	<p><b>300+</b>  <b>Resource Partners</b>                  Nonprofits &amp; churches in database                  Verified &amp; actively maintained</p>	<p><b>32</b>  <b>Senior Women Served</b>                  Wellness Check Program                  97% improved or stable sleep</p>
<p><b>10</b>                  Years of Service</p>	<p><b>8,000+</b>                  Lives Touched Since 2016</p>	<p><b>\$0</b>                  Cost to Clients — Always Free</p>

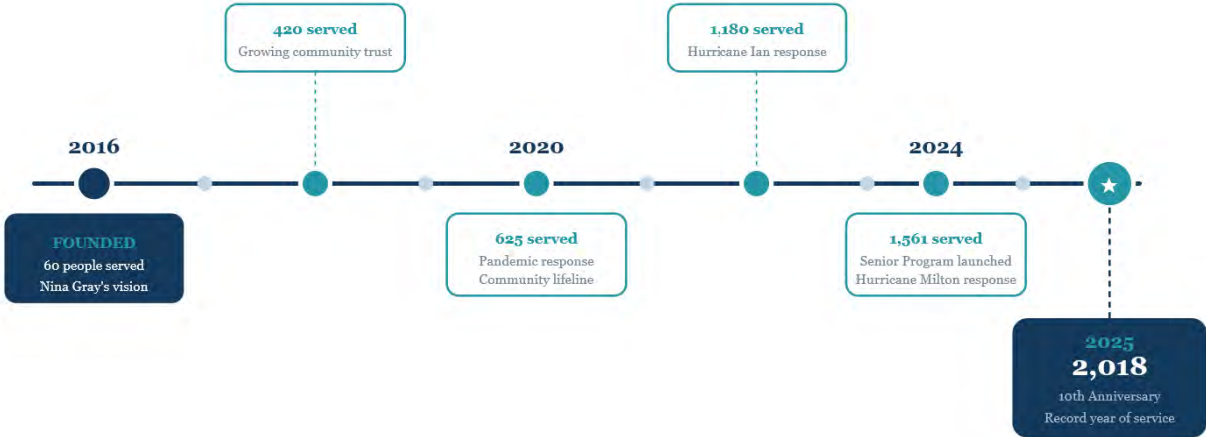
Free • Trilingual • Relationship-Based • No Time Limit

Navigate • Educate • Empower

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## A Decade of Impact

10 Years of Serving Collier County | 2016–2025



From 60 neighbors to over 2,000 — 8,000+ lives touched — and growing

The work continues. The mission endures. And the future calls us forward.

# COCKTAILS FOR A CAUSE

*Celebrating a Decade of Making a Difference*

Thursday, November 6, 2025 | Artis–Naples



CRC’s signature fundraising event, Cocktails for a Cause, brought together friends, supporters, and community leaders at the beautiful Artis–Naples to celebrate a decade of service. The evening featured cocktails, hors d’oeuvres, a Fund-a-Need appeal, and heartfelt stories from clients whose lives have been changed by CRC’s work.

The 2025 event was our most successful to date, raising over \$80,000 to support CRC’s free, trilingual case management services. Guests left inspired by the impact of their generosity and CRC’s commitment to ensuring that no neighbor has to navigate hardship alone.

## A NIGHT OF IMPACT

**\$81,925**

Total Raised

**40+**

Sponsors

*“This event is more than a fundraiser — it’s a celebration of what happens when a community comes together to ensure no neighbor faces hardship alone.”*

— CRC Team



## THANK YOU TO OUR SPONSORS

### ★ GOLD LEVEL SPONSOR ★

**First Horizon Bank**

### SILVER LEVEL SPONSORS

DG Perry CPAs + Advisors • Elks Naples Lodge 2010 • Barbara & James Kneppshield  
Northern Trust • Oakstone Law PL • Ursula Pfahl, Ph.D.

### BRONZE LEVEL SPONSORS

Karen & Gary Biernesser • Cogent Bank • Katherine & Jason Cunningham • DeAngelis Diamond  
Edward Jones – Caroline Bauer • Florida Blue • Nina Gray • Hahn Loeser & Parks LLP  
Healthcare Network • Lipman Family Farms • Hallie Lundon • Lorraine Maurer & Lori Bassano  
Maria Oddy Gala Collective • Medrano & Cail Bookkeeping Professionals • Nan Moore • Susan Mullin  
PNC Private Bank • RBC Wealth Management – Krider Legacy • Wealth Management Group • Matt & Kelly Saylor

### IN-KIND SPONSORS

Artis–Naples • Botanicals on the Gulf • Florida Neighborhood News • Life in Naples  
Mountain Mist • Naples Soap Company • Two Guys Catering

# OUR FINANCES

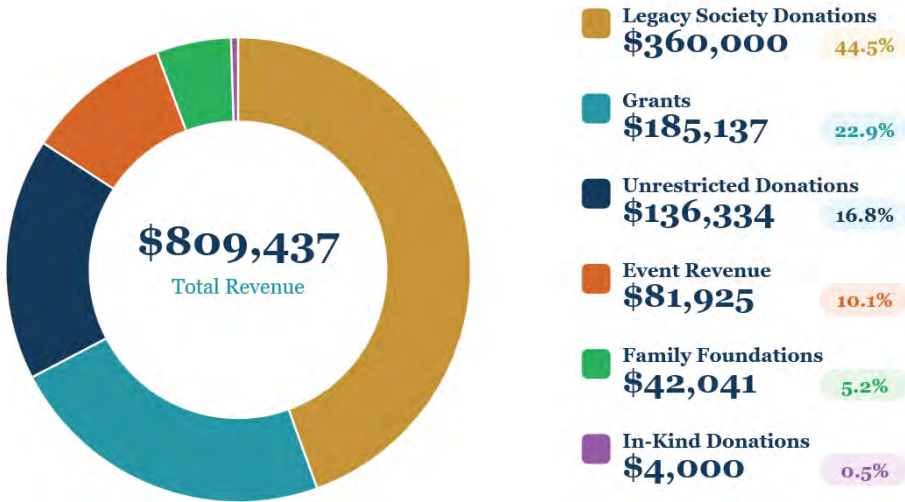
CRC is committed to transparent stewardship of every dollar entrusted to us. We are funded through individual donors, family foundations, grants, events, and in-kind support. In 2025, we continued to deliver an outstanding return on investment through our strong volunteer base, growing partner network, and donated office space.

## 2025 Revenue: \$809,437

Revenue Source	Amount	% of Total
Legacy Society Donations	\$360,000	44.5%
Grants	\$185,137	22.9%
Unrestricted Donations	\$136,334	16.8%
Event Revenue	\$81,925	10.1%
Family Foundations	\$42,041	5.2%
In-Kind Donations	\$4,000	0.5%
<b>TOTAL</b>	<b>\$809,437</b>	<b>100%</b>

### 2025 Revenue Breakdown

Total Revenue: \$809,437



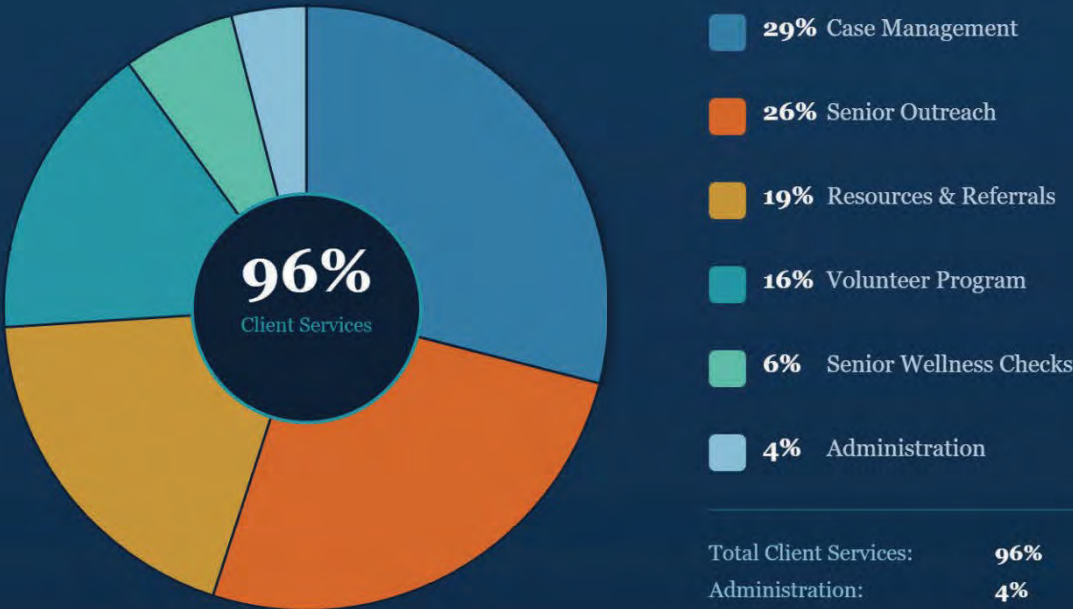
# HOW YOUR DONATIONS ARE USED

## Fiscal Responsibility

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.

## PROGRAM ALLOCATION

### HOW YOUR DONATIONS ARE USED



*“Every dollar entrusted to CRC is stewarded with care. Our lean operations, generous volunteers, and donated office space allow us to direct the vast majority of resources to the people and families who need them most.”*

— CRC Board of Directors

# OUR 2025 LEADERSHIP



## Officers

<p><b>Kelly Saylor</b> – Chair 2025  <b>Allie Krider</b> – Incoming Chair 2026</p>	<p><b>Hallie Lundon</b> – Secretary  <b>Liz Buemi</b> – Treasurer</p>
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## Directors

<p>Samantha Aberle                  Lori Bassano                  John C. “Trey” Fletcher III                  Zannon Garza</p>	<p>Cathy Kleinknecht                  Gary Lapidus                  Nan Moore                  Ursula Pfahl</p>	<p>Eric Strachan                  Maria Munguia Trejo                  Phoebe Wise</p>
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## EMERITA DIRECTOR

*Nina Gray – Founder*

# LEADERSHIP IN TRANSITION

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As I conclude my service as Board Chair, I am filled with gratitude for the extraordinary community that makes the Collier Resource Center possible. Our donors and sponsors invest not only resources, but trust in our mission. Our volunteers give generously of their time, talent, and compassion. And our dedicated staff bring unwavering commitment and heart to their work every day. Together, you have strengthened lives, expanded opportunity, and ensured that CRC continues to be a place of hope and impact. It has been an honor to serve as Board Chair and I am confident that the CRC’s best chapters are still ahead.



**—Kelly Saylor**

2025 Board Chair, Collier Resource Center

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As the newest Board Chair, I am honored to reflect on where we have been as an organization and where we are going. Collier Resource Center celebrated ten years in 2025. In those 10 years we have served over 9,000 clients. An accomplishment that was entirely made possible by our donors, grantors, and volunteers.

In 10 years, we have grown from a grassroots movement made entirely of volunteers to a comprehensive case management program with exceptional case managers. In 2025 we focused on planning, re-aligning, and transitioning our strategy to focus on sustainability and expansion of services to assist more Collier County neighbors in need navigate the resources already available in our incredible community. We have new leadership at both the organizational level and board. We

have big goals and have engaged with community partners to assist in the execution of expanded programming, honing of our operational plans, and case management software to better track our impact.

It is an honor to be part of this organization and a privilege to have the opportunity to be part of the leadership as we enter our next decade. Our future is bright!

**—Allie Krider**

2026 Board Chair, Collier Resource Center

## OUR FOUNDER: 10 YEARS OF SERVICE

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In 2025, Collier Resource Center celebrated its 10th anniversary, a time to reflect with gratitude and to look ahead with purpose.

What began a decade ago as a simple vision rooted in compassion and service has grown into a trusted place of hope and guidance for thousands of people in our community.

Together, with the support of our dedicated board, staff, volunteers, donors, and partners, our shared belief remains steadfast that no one should have to navigate hardship alone. We have helped thousands of individuals and families find clarity, dignity, support, and hope during life's most challenging moments.

As we honor this milestone, we do so with gratitude for all who made it possible, and with a renewed commitment to the work still ahead as the needs of our community continue to evolve.

*The work continues.  
The mission endures.  
And the future calls us forward.*

*With deep appreciation for all who have made this journey possible, we look forward to the next decade of service — grounded in compassion and guided by hope.*

— **Nina Gray, Founder**

*"We like to solve problems. That's what we do best."*

— **Nina Gray, Founder**

# OUR LEGACY

## Sarah’s Dream: The Legacy Society



Sarah Brown was a kind and gentle soul. It would hurt her deeply to witness any kind of suffering. Caring for those who are struggling gave her boundless joy. She loved to hear and read about CRC’s client stories, even when she herself was diagnosed with a terminal illness.

When Sarah passed away at age 62, we were surprised to learn we were a beneficiary in her will. When CRC was founded in 2015, our mission resonated with Sarah. Without our knowledge, she wrote CRC into her estate plan, not knowing if the organization would be thriving or defunct by the time she passed away.

Sarah Brown’s planned gift is creating lasting impact for Collier Resource Center. Her foresight helps strengthen CRC’s long-term stability and service capacity. In alignment with board strategy, legacy gifts like Sarah’s are directed toward building CRC’s endowment, investing in future growth rather than covering ongoing operating costs.

### SARAH’S DREAM LEGACY SOCIETY

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*

### Leave Your Legacy

Today, CRC appeals to like-hearted donors to include our organization in their wills and estate plans to keep our mission alive forever. For more information, please contact Ashley Jones at [ashley@collierresourcecenter.org](mailto:ashley@collierresourcecenter.org) or (239) 776-5300.

# 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. Thank you for helping us improve the lives of others, no matter when their time of need may arise.**





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