



**Community
Connection**
OF NORTHEAST GEORGIA

ANNUAL REPORT

2010—11



Northeast Georgia
2-1-1TM
Get Connected. Get Answers.
Community Connection of Northeast Georgia • A United Way Agency

GET HELP



Hands On
NORTHEAST GEORGIA

GIVE HELP



Non-Profit Development Alliance
NPDA
A PROGRAM OF COMMUNITY
CONNECTION OF NEGA

GROW HELP



Who We Are

MISSION

The mission of Community Connection of Northeast Georgia is to nurture, develop, and maintain information & systems which empower individuals and communities to access needed resources and services.

HISTORY

In 1981, a small group of local citizens convened to inventory existing local disability services, in an effort to identify the primary gaps and to develop a program that would provide services to fill those gaps. Upon gathering, individuals in this group found that fewer gaps existed than expected: the true issue was that while each individual was aware of some of the services available, only by compiling their collective knowledge could they optimize access to local resources for those in need. With the understanding that the disabled population needed services not exclusive to their disability, the group expanded their inventory to all community resources. Once the inventory was complete, the group would then identify the unmet needs and work to fill them. Community Connection of Northeast Georgia was established in 1983 as the first computer based information and referral service.

TODAY

Today, Community Connection of Northeast Georgia provides 3 primary programs to the Northeast Georgia community

GET HELP:

We connect individuals in the 14 county area to resources via our **2-1-1 Information and Referral Helpline** which provides more than 30,000 referrals to individuals in need of services each year.

GIVE HELP:

We connect thousands of interested citizens to volunteer opportunities in our community via our **HandsOn Northeast Georgia** program.

GROW HELP:

We connect organizations to resources (including each other) via our **Non-Profit Development Alliance**, which helps non-profit organizations receive the training, support and assistance they need while 'incubating' new programs to fill gaps in services.

2010-11 Community Projects

GET HELP: 211 Information & Referral



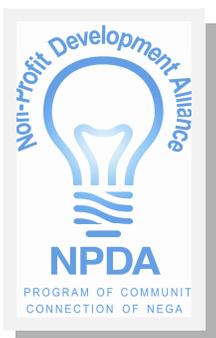
- *Received 21,000 calls from individuals needing help*
- *Provided over 35,000 referrals to connect our callers to the help they need*
- *Engaged 20 practicum students and volunteers in updating each of the 2,518 programs in our resource database. Over 87% of resources updated.*
- *Served as lead partner and fiscal agent for Project Homeless Connect, which welcomed 252 visitors (140 identifying as homeless), 54 organizations, and countless volunteers to connect those in need to resources*
- *Coordinated the Holiday Charity Coalition, which brought together agencies providing holiday gifts. This allowed for over 850 individuals to be served by those organizations without duplication*
- *Continued to fill a gap in programming to prevent 102 individuals in 38 families from experiencing homelessness through the Homeless Prevention and Rapid Rehousing Program*
- *Coordinated the Athens Community Mentor Collaboration, sharing resources with many mentoring and tutoring agencies in Athens and conducted two community-wide training sessions for individuals interested in becoming mentors or tutors*

GIVE HELP: HandsOn Northeast Georgia:

- *Registered 2,756 new volunteers who want to serve our community...bringing the total number of registered volunteers to 10,649 in just 3 years*
- *Tracked 13,614 hours of service via registered volunteers*
- *Partnered with 150 agencies who list volunteer opportunities through HandsOn Northeast Georgia*
- *Led MLK Jr. Day of Service, which resulted in 1,100 people participating in 29 volunteer projects throughout Athens in a single day*
- *Launched the UGA portal of the HandsOn site, allowing UGA students, faculty, and staff to more effectively access volunteer opportunities that meet community needs*
- *Supported community events like Athfest, Twilight Criterium, and HandsOn Athens by providing tools for recruitment and management of volunteers*
- *Launched YOUthServe, a community-based service-learning program for middle and high school students. In its first year, YOUthServe engaged 910 volunteers in 1688 hours of service through 35 service project opportunity occurrences.*
- *Launched the HandsOn Partners In Service initiative, providing more value to our partners*



GROW HELP: Non-Profit Development Alliance



- *Engaged 18 Executive Directors in the Executive Leadership Series to hone skills, develop leadership capacity, share best practices, and provide support and guidance for each other.*
- *Provided 28 trainings to community agencies to help to build their capacity to provide more efficient and effective services.*
- *Engaged 45 agencies in 1,590 hours of expert technical assistance on activities such as strategic planning, fundraising, board roles and responsibilities, and HR issues.*
- *Provided hundreds of agencies with sample templates and resources that further their work without having to 're-invent the wheel.'*
- *Supported 9 'incubation' programs to meet needs in our community by providing fiscal and administrative support to help them get off the ground*

2010-11 Community Projects

The Athens Community Mentor Collaboration promotes collaboration between existing mentoring and tutoring agencies to best serve CCSD students. Led by Community Connection and the Athens Area Community Foundation, the Collaboration brings together mentoring agencies to collaborate by sharing resources, best practices, and unify recruitment efforts.

The **Martin Luther King, Jr. Day of Service** has grown tremendously in the past few years. Organized by a community-wide committee, HandsOn plays a vital role in all facets of this event. In 2011, HandsOn NEGA recruited over 1,100 volunteers and 29 project sites to participate in this inspiring day. In addition, Community Connection obtained and managed new grant funds to provide materials and supplies, making this year's program even larger than ever before.



The Holiday Charity Coalition is an attempt to coordinate the plethora of holiday assistance programs and to reduce duplication. Community Connection facilitates the sharing of intake lists between organizations to allow agencies to more efficiently and effectively distribute gifts and resources to their clients. Those wanting to support these individuals or families during the holidays can contact Community Connection for centralized listings of donation and volunteer opportunities.

Project Homeless Connect is coordinated annually to connect Athens homeless individuals and families to resources including doctors, dentists, employers, service providers, and beyond. As a partner in the Homeless Coalition of NEGA, Community Connection serves as fiscal agent and organizing committee member for this event. This year, over 50 volunteers were recruited to help, more than 50 organizations participated, and more than 250 or near-homeless individuals were connected to resources and served a hot meal.

Global Youth Service Day engaged Athens youth, ranging from age five to twenty-five, in a variety of service opportunities that benefited the local school system and community. Overall, 660 youth contributed to 13 different service projects, totaling over 800 volunteer hours. These projects included beautification efforts at community gardens and parks, packaging meals for over 50,000 people, making crafts with the elderly, and repairing bicycles. Additionally, hundreds of students joined "Litter Getter" teams and, in partnership with Keep Athens-Clarke County Beautiful, improved the grounds at eight local schools.



While many Athenians considered **Athens Twilight Criterium** weekend one devoted to revelry and fun, those who chose to serve as a Twilight volunteers experienced a weekend of hard work and long hours. In all, over 160 volunteers contributed more than 700 volunteer hours, participating in a variety of projects to ensure the success of the events.

Spotlight Initiatives

In addition to the ongoing programs, special events and initiatives coordinated by Community Connection also seeks opportunities to bring additional resources into the community through grant funded projects. These opportunities allow Community Connection to support individuals, agencies, and the community by increasing their access to resources.

Homeless Prevention and Rapid Re-housing Program (HPRP):

Looking for an entity to serve all non-specialized populations, the ACC Department of Human and Economic Development awarded Community of Connection of Northeast Georgia first time Homeless Prevention and Rapid Re-housing (HPRP) funds in 2009. The purpose of HPRP is to provide homelessness prevention assistance to households who would otherwise become homeless—many due to the economic crisis.

Following a tough screening and income verification process, the Community Connection case manager provided more than \$61,000 in financial assistance and case management services to eligible households in Athens-Clarke County. In May 2011, Community Connection was awarded additional funds to continue the HPRP services.



Total financial assistance dispersed 07/2010 – 05/2011	\$61,892
Number of households served	31
Number of persons served	80

UGA Partnership:



Athens Volunteer Fair: HONEGA staff and UGA Center for Leadership and Service (CLS) staff collaborated to manage the 2010 Volunteer Fair for the Athens community. Fifty five participating agencies provided information about volunteer opportunities to the 700+ attendees.

Center for Leadership and Service (Truist): HONEGA has sold sub-site permissions to the UGA CLS for the HONEGA volunteer database website. All agency and opportunity information maintained on the HONEGA site filters down to a portal that is accessible by UGA faculty, staff and students. The sub-site allows UGA to maintain projects that will only be accessible to faculty, staff and students and will be blocked from the general public. HONEGA provides guidance to CLS staff in using the site. This partnership enables collaboration between UGA and HONEGA to stretch limited resources to serve more agencies and individuals.

Service-Learning: UGA CLS and HONEGA are working with Office of Service-Learning to train faculty members in using the Truist site to log service-learning hours. HONEGA still maintains the information about community agencies so service-learning students can access available opportunities through the site.

Spotlight Initiatives

Building Community Services That Grow Local Economics (BCS):

In October 2009, the Administration for Children and Families awarded a **\$1 million grant** to ACTION, Inc., the Institute for Nonprofit Organizations at The University of Georgia and Community Connection of Northeast Georgia for the purpose of building the capacity of nonprofit organizations in five counties over the course of two years (ending September 2011).



Community Connection has led the training and specialized technical assistance to 44 community and faith based nonprofits in *Barrow, Athens-Clarke, Elbert, Greene and Jackson* Counties that are working on economic recovery issues. Each agency participated in intensive training and technical assistance on such topics as Board Development, Fundraising, Strategic Planning, Financial Budgeting, Legal Issues, Collaboration, and Leadership for Board and Staff. Capacity building assistance has provided **44 nonprofit organizations** with the knowledge and skills necessary to better meet the needs of their communities, including helping low income individuals secure and retain employment, obtain higher paying jobs and access state and federal benefits and tax credits.

In addition, 30 of the 44 total participating agencies have been awarded a collective total of \$600,000 to support their capacity building. We have increased 44 of the partner non-profit organizations' sustainability and long term viability, as well as having enhanced their ability to provide social services and create collaborations to better serve the needs of individuals suffering economic hardships. A total of 1,800 hours of technical assistance has been conducted through June 2011. A total of 46 group trainings have been held through June 2011, filling 786 training slots.

In light of the capacity building activities implemented at the 60 nonprofit organizations, over 450 additional individuals have received one or more social services related to the economic recovery effort, and more than 200 management and organizational improvements have been implemented. We expanded and enhanced social services to help individuals secure and retain employment, earn higher wages, and obtain better-quality jobs. We also broadened social services to address individuals' access to State and Federal benefits. As we wait for evaluation data to be finalized, we look to the testimonials of the participating agencies to gain a first glimpse at the effect these services have had on their leadership:

“Our ability to serve our clients has been greatly enriched through the training and software/hardware improvements at Penfield as a result of the BCS Project. Thanks very much for your hard work! It is making a difference in our lives and in the lives of those we serve!” - Penfield Ministries

“I always carry something beneficial with me when I attend your workshops! I greatly appreciate what you all are doing to help the community grow!” - Advantage Behavioral Health Services

“Eleven years ago...I remember thinking that we had all of these wonderful volunteers, but we really needed a method of giving them some general training. As I watched the participants in the workshop on the 19th, I couldn't help but smile - it seemed like that dream had finally come true. I'd like to express our gratitude to the folks at BCS for making this possible..” — Casa de Amistad

Incubation Projects

The Non-Profit Development Alliance seeks to fill gaps in services by ‘incubating’ programs that meet our clients needs. CC provides the fiscal and administrative framework, as well as the training and technical assistance, required in developing programs to fill these gaps. Once the programs build their capacity—including active board of directors, policies and procedures, administrative structure—and receive non-profit status from the IRS, they leave Community Connection’s nest to flourish as an independent agency. In the past year, the following programs participated in Community Connection’s incubation program:



Casa de Amistad provides social services, education and advocacy to the Latino community in the Athens area.

True Love Canine Rescue dedicates itself to rescuing unwanted and abandoned dogs from local animal shelters, providing foster homes, and then permanent homes, for these animals.

Athens Time Bank is a way to exchange services without using the cash economy. For every hour you spend using your skills to do something for someone else you earn a Time Dollar. You can then use your Time Dollar having someone spend an hour doing something for you.



Georgia Conflict Center aims to reduce the levels of physical, emotional and verbal violence in our community. GCC is dedicated to empowering individuals in violence prevention

The Stable Foundation creates stable housing solutions for people facing homeless conditions. The Stable Foundation provides outreach, case management, housing, and supportive services to individuals and families in the Athens Area.

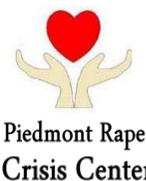
Greater Works Outreach is dedicated to eradicating the poverty mentally, and to establishing programs that empower boys and girls emotionally to exemplify a sense of self-respect, self-reliance, and self-assuredness.

The **Athens Twilight Foundation** advances health and wellness, community involvement, and Athens culture through a range of events including international amateur and professional cycling competition, bicycle safety, and fitness participation, culminating in the world's most recognized criterium.



The **Parish Nurse Resource Center** educates faith-based communities about the benefits of Parish Nursing and supports individuals seeking certification in Parish Nursing.

The **Piedmont Rape Crisis Center** in Winder, GA, is the sole resource of all sexual violence related matters for adults (ages 18+) providing advocacy, support, community awareness, and education in Barrow, Jackson, and Banks Counties.





2010-11 Board of Directors

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2-1-1 Information and
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Assistance Coordinator



Dawn Aiello

Director of Community Programs

Caitlin Nossett

YouthServe Coordinator/VISTA

Tanya Wingfield

2-1-1 Information and Referral
Specialist/HPRP Case Manager

Kat Ariail, Dominique Butler, Bo Feng, Di Fu, and Peter Norris,
MNPO, MPA, and MSW Interns



Financial Statement

Each year, Community Connection of Northeast Georgia commissions an audit of our finances by an independent accounting firm. The statements below summarize the accounts of those programs core to Community Connection of NEGA (not including incubation projects) at June 30, 2011

ASSETS

Current Assets		
Cash on Hand	\$	25.00
Athens First Checking		24,690.50
Savings		113,298.81
Accounts Receivable		29,574.55
Prepaid Expenses		<u>1,000.00</u>
Total Current Assets		168,588.86
Property and Equipment		
Furniture, Fixtures, & Equip.		14,867.46
Equipment		13,483.39
Leasehold Improvements		802.50
Accumulated Depreciation		<u>(22,633.81)</u>
Total Property and Equipment		6,519.54
Other Assets		
Deposits		<u>1,530.00</u>
Total Other Assets		<u>1,530.00</u>
Total Assets	\$	<u><u>176,638.40</u></u>

LIABILITIES AND CAPITAL

Current Liabilities		
Other Payables		(873.19)
Payroll Related Accruals		90.00
Sales Tax Payable		(1.98)
Accrued Vacation Payable		6,193.32
Lease Payable		2,261.22
Unearned Revenue		<u>6,969.50</u>
Total Current Liabilities		16,389.21
Long-Term Liabilities		
Total Long-Term Liabilities		<u>0.00</u>
Total Liabilities		16,389.21
Capital		
Net Assets- Prior Years		159,252.99
Net Assets- Current		<u>996.20</u>
Total Capital		<u>160,249.19</u>
Total Liabilities & Capital	\$	<u><u>176,638.40</u></u>



Financial Statements

Summarized Revenue and Expenses for those programs core to
Community Connection of NEGA (not including incubation projects) for FY2010-11

Revenues

Special Events	\$	71,944.57
Individual Donations		23,391.37
DPS - In-Kind Donations		685.25
Indirect Public Support		80,839.41
Government Contributions		200,413.79
Program Service Income		33,565.76
Special Projects		34,507.57
Interest Income		574.59
Total Revenues		445,922.31

Affiliate Fees	13,925.00
Bad Debt Expense	3,377.27
Banking and Financial	881.90
Client Benefits	64,835.88
Communications	9,200.63
Contract Labor	44,870.75
Depreciation	2,938.00
Dues & Subscriptions	1,473.00
Employee Benefits	22,497.21
Equipment	250.76
Facility	1,241.80
In-Kind Expenses	466.25
Insurance - Professional	3,996.97
Licenses & Taxes	343.05
Miscellaneous Expense	1,509.61
Office Equip Lease/Maint	45.59
Outreach	6,302.70
Payroll Taxes	16,467.59
Printing	2,389.43
Professional Services	8,375.92
Rent	18,059.00
Salaries	180,988.00
Sales Tax	2,829.32
Special Events	11,922.73
Special Projects	12,381.71
Supplies - General	5,792.97
Training, Conferences and Trav	932.30
Utilities	6,126.02
Web Page Design	504.75

Total Expenses	444,926.11
Net Income \$	996.20



2010-11 Supporters

The accomplishments of Community Connection of Northeast Georgia in the last 12 months could not be achieved without the passion and generosity of our donors, supporters and volunteers. Community Connection of Northeast Georgia grateful to those that enable us to advance our mission and vision.

Major Supporters

Athens Area Community Foundation
Athens-Clarke County Unified Government
Kirbo Charitable Trust
Northeast Georgia Regional Development Commission
United Way of Northeast Georgia
United Way of Walton County

Major Event Sponsors

Athens Banner-Herald
Athens Food & Culture
Athens Magic 102.1
Aurum Jewelry Art
Partner Software

Event Sponsors

Barron's Rental Center
Comcast Spotlight
Consultants Unlimited
Flagpole
Guide 2 Athens
R.E.M
Southern Distinction
The Beer Connoisseur
The Georgia Center
Trinity Accounting Group
TSAV

Sustainers

ABC Printing
AT&T
AT&T Telecom Pioneers
Athens A-Train Band
Blue Bell Gallery & Pottery Studio
Candy Charter
Connected Technologies, LLC
Cook, Noell, Tolley, Bates, & Michael, LLP
Georgetown Frames

Georgia Power
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St. Mary's Health Care System
Sweet Pepper Deli
The Campus Kitchen Project
The Classic Center
The Georgia Gameday Center
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The National Bank of Georgia
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Terry Vegter
Dan Wilson

How to Support Community Connection of NEGA

Community Connection of Northeast Georgia has been fortunate to receive grants for many of our services; nonetheless, without the assistance from our generous community businesses and individuals, none of these accomplishments would be achievable. Your contributions vitalize Community Connection and enable our good works in the community. Please consider supporting us in one of the following ways:

GENERAL DONATIONS are among the most valuable gifts in that they allow us to allocate our limited funds to those places where urgent needs can be met.

PLANNED GIVING is a way to create your legacy of service to others via the support of Community Connection in your estate plan.

SPECIAL EVENTS are an opportunity to give and make a public statement of support. In addition to participating in one of our events, you can make us the beneficiary of your event or social activity.



Sponsor or participate in one of our special events! For 18 years, **A Taste of Athens** has been one of Athens' largest events—bringing together our community to Eat, Drink, and Help Many by supporting Community Connection. More than 2,000 guests delight in sampling the food and drink of over 50 local vendors, bidding in Athens' best silent auction, and taking a chance in the raffle.

If you're worried about packing in all those calories, plan ahead to participate in the Taste 10K the day before to run off what you eat at Taste of Athens! In its first year, the 2011 Taste 10K welcomed over 300 runners to the 10K course through downtown Athens and dozens of families who participated in the 1 mile family fun run/walk.



For more information and ways to give, please visit us at
www.CommunityConnection211.org
Or email us at
Info@CommunityConnection211.org