Friends:

A few years ago, we went to see Steve Earle, a favorite of ours, at a taping of the e-Town radio show in downtown Boulder. If you have never been to one, I can highly recommend it. Before the pandemic, my wife Nancy and I would go at least a couple of times a year and would always leave with a smile on our faces and a warm glow inside.

They have some eclectic pairings of guests on the show, and that night they had Earle, an outlaw country rocker, and David Amram, whom, I should admit with some shame, I had not heard of.

Amram, a musician and orchestra leader, has worked with Aaron Copeland, Dizzy Gillespie, Wynton Marsalis, Bob Dylan, and Patti Smith among an exceedingly long list over a long career. At nearly 90 years old, he was also the most charming and entertaining speaker you would care to hear.

Nick Foster, the host, asked him why he had devoted so much of his time over the last few decades to being music director for youth and family programs for the Brooklyn Philharmonic and he said, “It was time to put something back into the pot.” That phrase has stuck with me ever since – I hope it resonates with you.

There are times in our lives for taking out of the pot, and times for putting something back in. I see Sister Carmen as being a vessel where these can happen in harmony. We are truly a Community Center, where those who could use a hand up connect with those who can give one.

We have seen a time of great need over the last year, but we have also seen great generosity. It has been particularly satisfying to see how the community has rallied around the Center these last few months. If you see that millions of pounds of food, or millions of dollars of housing and utilities assistance have been distributed, the other side of the equation is that an equal amount has been given.

I am humbled by the work of the team at the Center, particularly during the pandemic. Rest assured, you could not hope for a more dedicated, caring group of people to carry out our mission.

My hope for the next year and the future is that, recognizing that there will be times in our life that challenge us, we can gauge our happiness by how we meet those challenges, that we ask for help when it is needed, that we give help when we can, and that we all do our part to keep Sister Carmen as the Center for the Community in East Boulder County

Sincerely,

Dave Ireland
Board Chair

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OUR MISSION

Sister Carmen Community Center provides assistance to the residents of East Boulder County who are in need, without discrimination.

WHO WE SERVE

6,525 individuals served

- 33% served are children
- 7% served are seniors (65+)
- 2% have a disability
- 24% do not have health insurance
- 26% are unemployed
- 10% are retired or on a fixed income
- 7% are single or divorced

OUR TEAM

STAFF
- 25 full-time, 9 part-time
- 12 are bilingual
- 29% identify as non-white

BOARD
- 7 women, 5 men
- 1 former participant

VOLUNTEERS
- Over 1,500 active volunteers, including groups
- 25,000 total volunteer hours
COMMUNITY & FAMILY EDUCATION

Our goal is to empower families by offering them the skills and resources they need in order to make positive changes both at home and in the community. We strengthen families through parenting education courses that are evidence-based and proven to help reduce child abuse and neglect. Through Bridging Digital Divides with BVSD and other area organizations, we offer digital literacy classes, internet access, and computer devices to families. We also offer civic engagement and leadership opportunities. Additionally, we’ve become a hub for professional development to support our staff and other Family Resource Centers by offering trainings on the Strengths-Based approach to service, the California Quality Standards of Care, Protective Factors, Motivational Interviewing, and the Family Development Credential.

Offered 2 Nurturing Parenting Classes, which empowered 62 parents with new information on parenting skills and positive alternatives for discipline

23 adults and 13 youth recruited for the Family Leadership Training Institute. 20 adults and 10 youth successfully completed the program.

147 participants graduated from the Level 1 Digital Divide class.
An important aspect of regaining stability is consistent access to nutritious food, necessary medical care, and mental health counseling. Sister Carmen provides supportive services that can stop the downward spiral of a crisis situation so that families are not faced with the difficult decision about whether to buy food or pay for rent. We also offer nutritional classes and workshops about preparing healthy meals on a budget.

### FOOD

- 1,230,535 pounds of food and household items distributed to 1,970 families
- 801 pounds of food harvested from our onsite community garden
- 2,234 pounds of food distributed to 64 families through our Kestrel satellite food pantry

### EXERCISE

- 83 individuals attended 1+ classes
- 2 classes per week (Zumba and Yoga) offered until March, and unfortunately could not continue due to COVID-19

### EDUCATION

- 14 individuals attended our Eating Smart, Being Active class for adults
- Offered 1 4-week session, and unfortunately could not continue due to COVID-19

### OTHER HEALTH SERVICES

- 85 individuals received mental health counseling
- Spent $17,553 on vision needs for 57 participants
- 47 adults and children received bikes
In 2020, many local farmers and ranchers were severely affected by the COVID-19 pandemic as their biggest buyers (restaurants) closed down. Sister Carmen Community Center was fortunate enough to receive funding from Boulder County, the CARES Act, Colorado Blueprint to End Hunger, and Colorado State’s Food Pantry Assistance program. By partnering with local producers—Wisdom Natural Poultry, Ollin Farms, El Mercado, Vitamin Cottage, and Morning Fresh Dairy—we were able to supplement our donated typically non-perishable items with fresh nutritious foods including vegetables, eggs, dairy, and poultry. We were even able to purchase culturally appropriate foods for the holidays—something that we wouldn’t have been able to do without the additional funding. This support greatly helped us to keep up with the demand we were seeing in the community, but this funding also had the added benefit of helping those local producers—doubly giving back to those in need:

**JAY AND CINDY WISDOM OF WISDOM NATURAL POULTRY**

We first came to hear of Sister Carmen when one of your wonderful supporters contacted us to buy our product to be delivered to the community center to help with the increased demand for the food challenged at the start of the COVID-19 pandemic. When the state closed down in March, we lost nearly 100% of our business when the restaurants and Farmers Market would be closed until further notice. It was the single most devastating thing that has ever happened to us. We started to change our business plan for more direct sales to individuals, but, without the help of that supporter and Sister Carmen buying from us we would not have survived this very hard time. COVID-19 is far from over and we would very much like to continue to do business with Sister Carmen.

**KENA AND MARK GUTTRIDGE OF OLLIN FARMS**

Working with Sister Carmen had a positive impact on our business in 2020. Our farm had increased our vegetable production and saw our outlets shift or get cancelled due to COVID so supplying different food access programs became key in our farms economic survival as we transitioned our business model. Our experience with SCCC was extremely positive. At Ollin Farms we are passionate about growing nutrient dense food that can provide health to our local community, we have worked with a number of organizations over the years on food access programs, so partnering with Sister Carmen and seeing our produce go through their distribution channels to reach a greater audience was great. The values and goals of Ollin Farms for growing healthier communities align so well with the same values and work that Sister Carmen has been championing for years, these are the kind of community partnerships that we appreciate most, and we would love to continue to work with Sister Carmen. Let's keep growing it!
Holly Denning was Sister Carmen Community Center’s 2020 Volunteer of the Year. Holly has been a volunteer since 2016, and has already contributed over 600 hours of service to SCCC. Holly is a steadfast thrift store volunteer, and has helped staff there for years, supporting them and creating revenue for our programs. Holly also volunteered in the Sister Carmen Community Garden, and was a huge help with keeping our garden going last year—even in the heat and smoke!

We thank Holly gratefully for volunteering in several program areas, and for her time and energy, supporting our staff, and the community.

SCCC’s Advocacy program really speaks to the heart of what we do here. Our 7 full-time Bilingual Advocates provide families with guidance, information, resources and support to assist people in meeting their basic needs in the short-term while also addressing their long term goals towards self-reliance. Our Advocates are committed to strengthening individual, family, and community relationships through one-on-one guidance that is culturally competent, and centered on the strengths and needs of the entire family. They encourage and provide resources to increase participants’ knowledge and connection to a variety of supportive programs including: parenting, housing, legal advice, immigration support services, English language classes, financial planning, enrollment in healthcare and other public benefits (SNAP, WIC, LEAP, Medicaid, etc.) and more.

But a huge part of Advocates’ jobs are to provide direct financial assistance for rent, mortgage, or utility bills to help families who have fallen into crisis and who need additional support to become stable again. This essential support prevents families from becoming homeless or having an essential utility shut-off—situations that can be dangerous and even life-threatening. In early 2020, when so many more families were affected by the economic fallout than usual—especially low-income and immigrant populations—this service became 95% of the work Advocates do. Almost overnight, appointment requests for Advocates increased by 500% while the amount of funds being distributed increased by 1,000%. This has not slowed down over the last year.

From March 2020 – February 2021, the Advocate team at Sister Carmen Community Center distributed approximately $1.5 million in assistance to 900 households and conducted over 2,000 one-on-one appointments. And for that, they deserve our many thanks and the appreciation from the entire community.
INCOME

- Contributions & Grants: $3,246,179
- In-Kind Food & Personal Items: $2,534,881
- Thrift Store: $534,438
- Interest and Other: $9,855

TOTAL: $6,325,353

EXPENSES

- Program Services: $4,792,654
- Thrift Store: $544,235
- Fundraising: $198,246
- Administration: $201,381

TOTAL: $5,736,516

END-OF-YEAR NET ASSETS: $588,837
THANK YOU TO OUR FY 2019 - 2020 SUPPORTERS!

Thank you to the following generous donors who each contributed over $1,000 to Sister Carmen Community Center during our past fiscal year!

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