

FACILITY REPAIRS

Since 1959, the JCCM building had used the same roof, and touch-up repairs were becoming insufficient to withstand the daily operations of the organization. The roof was replaced this year at a cost of \$82,000, with the City of Charles Town paying \$65,000 through funds obtained via the American Recovery Plan Act. This has been a tremendous improvement, and we extend immense gratitude to all those involved for their support!

Several electrical safety issues were also fixed this past fiscal year. However, the main power panel is so old that new or used breakers to repair it are non-existent. We are currently waiting for parts before a new panel can be installed.

Additionally, we have replaced and repaired some outdated plumbing, but we have more to do to bring our current building up to code.

Facility repairs are a work-in-progress, and we hope to take on more renovations in the near future!

STAFFING & OPERATIONS

With the help of our newly appointed Financial Officer, JCCM has designed and implemented a grant application program. We now actively apply for mid-size to large grants appropriate for our mission and objectives.

We improved the Intake department layout to support three staffers. Each Intake desk now has a computer and phone to assist with processing clients. This has reduced wait times for more than 1,500 clients and 500 families seen this year!

Case Management added an additional licensed social worker this year, increasing staff to four case managers. Case managers went from seeing 25 clients annually to over 45 clients monthly, effectively extending our reach and greatening the impact we have on the members of our community. The department head also sees that each case manager receives any additional training necessary to help our clients to the best of our ability.

Excitingly, we now coordinate day programs with needs defined by case management. Day program staff currently offer community service, fishing and other leisurely activities, and literacy classes that help our clients find happiness and learn necessary skills to improve their situations.

Additionally, we purchased a 15-passenger van to transport clients to and from Cold Weather Shelter locations as well as to various day programs.

THE NEIGHBOR PROJECT:
JCCM COMMUNITY SERVICES CENTER

One of the most exciting accomplishments to result from FY 2022 is the planning of The Neighbor Project to build our new Community Services Center! The City of Ranson has graciously donated two large structures (13,000 square feet each) to be used in the construction of JCCM’s future facility. Over the course of five years, 100% of JCCM’s operations will be moved to this new location, allowing for improved service to our clients and an enhanced JCCM presence in Jefferson County.



LOOKING AHEAD

Our organization has certainly come a long way since its foundation in 1983. Since then, we have accomplished so much and have undergone many periods of change and adaptation to get to where we are today. We are thrilled to see what the oncoming fiscal year has in store for JCCM and our neighbors in the surrounding community. Through dedication, a sincere passion for the work we do, strength in numbers, and growth by change, JCCM will continue to march forward in our quest to make a difference in the lives of our neighbors. The best is yet to come!

CONTACT

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Hours of Operation:
9:00am – 12:00pm
Monday – Friday

Jefferson County
Community Ministries

Neighbors helping neighbors.

ANNUAL REPORT:
FISCAL YEAR 2022 IN REVIEW



GET TO KNOW
JEFFERSON COUNTY COMMUNITY MINISTRIES

Jefferson County Community Ministries (JCCM) is a faith-based organization that works to make a lasting difference in the lives of the people we serve. Motivated by a biblical imperative, JCCM engages the community to provide dedicated support for those in crisis situations and seeks to help them reach a state of independence, security, and happiness. We aim to use our values of neighborly love and kindness to support our clients and help lead them to self-sustaining lives.

JCCM’s main goals are to:

- Enable self-sufficiency in each client
- Empower clients to work out permanent solutions for meeting individual needs
- Prevent homelessness

Who we serve:

- 1,500 homeless individuals
 - Including families and students
- Countless families at risk of facing homelessness

JCCM’s Guiding Principle:

All clients are treated with unconditional acceptance, dignity, mercy, and grace regardless of personal status or background.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

“Every success story is a tale of constant adaption, revision, and change.” — Richard Branson

The mark of great progress is the ability to adapt to change in the face of complacency. Jefferson County Community Ministries has certainly experienced positive change over the past fiscal year—and we’re only getting started!

Our team of board members, JCCM staff, volunteers, and community partners were presented with many challenges this year that were beckoning for long-term resolutions. With a common goal of helping our Jefferson County neighbors, we were able to successfully mitigate these challenges through thoughtful solutions and much faith.

In the following pages you will hear more about the work that we’ve done to professionalize our organization and to serve more of our neighbors in need.

As such, in the fall of 2021, JCCM was on track to eliminate the Cold Weather Shelter, case management, and client medical care due to their high costs. Through hard work, dedication, and resiliency, we were able to reverse this course and begin a new path towards improving these services and others! During our restoration process, we redesigned the case management and motel programs. Two full-time and two part-time case managers were hired to help clients in long-term care develop motel plans and live more independently. We adjusted JCCM’s goals to include and prioritize homeless prevention. To work towards this goal, JCCM works alongside community partners to share rent and utilities costs for clients in debt situations. We enlisted the help of professionals in our community to provide their services in support of our mission. Additionally, we developed new day programs to better serve clients and bring a sense of happiness and comradery to our neighbors in the community. We also implemented a five-year strategic plan to share our vision with the public. Several identified actions of this plan have already been completed, and we continue to follow this plan to pave the way for JCCM’s continued success.



To develop new accounting systems and financial oversight procedures



To purchase a 15 Passenger Van for client transportation



To locate property for a fixed location shelter facility



Add additional case management staff to support increased client needs



Improve on-site technology and equipment



Build continuity of communications across all stakeholders

IMPROVING THE WAY WE DO BUSINESS

ON-SITE TECHNOLOGY IMPROVEMENTS

Modern-day technology has allowed for improved service to our clients and the way we carry out our daily functions at JCCM. We have come a long way since our humble beginnings in 1983! JCCM has undergone many technological improvements this past fiscal year. We moved from one line with three phones—requiring staff to walk about the building to find those called upon—to having a phone on every workstation. In January 2021, we had IT systems without up-to-date software, correct patches, nor protocols in place. Now, every staff member has a computer with updated software and security programs. We changed from calculating client costs by hand to purchasing Mission Tracker. We now provide a more accurate accounting of costs, resources received and given, employee work hours and benefits, and volunteer hours. Independent audits are now more accurate, allowing for better transparency and accountability for the endeavors we take on.

IN-HOUSE ACCOUNTING SYSTEM

Acquiring and maintaining a reliable accounting system is one of the most important factors of running a successful organization. Improvements to our method of accounting have already started to reflect positively on JCCM as we navigate our daily mission. We’ve made significant changes to our accounting process this past fiscal year that have helped considerably. For the last several years, we used an expensive, contracted accounting system designed for churches, but it did not meet our specific needs. Using QuickBooks this fiscal year, we now pay \$75.00 annually and receive accounting assistance as needed. Formerly, we used a separate payroll contract provider. This fiscal year, we consolidated payroll with our accounting system in QuickBooks, which now allows us to have all financial dealings on one platform. Consolidating both accounting and payroll services into one platform saved thousands of dollars and allowed for better organization within JCCM’s operations.

HANDBOOKS

Establishing procedures for departments to follow is a crucial part of maintaining structure and order within an organization. Employees and volunteers alike must have a system to refer to when questions and problems arise that need to be solved. To improve upon our previous system, JCCM established handbooks for the members of each department to familiarize themselves with and use as a helpful resource. Each JCCM department created a process manual for staff to reference. Volunteers now attend informational briefings and receive specific training in their preferred area. We also created handbooks and non-disclosure agreements for employees and volunteers. Receipts for handbooks and signed non-disclosure agreements are kept on file to track acknowledgement of this valuable information.

CASE MANAGEMENT: MOTEL PROGRAM IMPROVEMENTS

At JCCM, we are grateful that we can provide our clients with motel services to help them reach a place of financial security. This fiscal year we have made a few healthy changes to our motel program to allow for better use of our resources and a more strategic approach to servicing our clients. Previously, motels stays were our greatest expense here at JCCM. Over 25 clients stayed in motels—some for over a year at a whopping cost of \$100,000 annually. We have now moved from over 25 clients in motels in 2021 to less than five in 2022. Motel clients must now sign contracts and engagement plans as well as meet regularly with their case managers to ensure they are taking the necessary steps to move toward personal and professional improvement. Annual motel costs have dropped to \$65,000 and continue to fall. Total motel costs in April were down to \$5,700. To account for this positive trend, we have budgeted \$38,000 towards this expense for fiscal year 2023.

COMMUNITY PARTNERS

Our JCCM community partners are the cherished pillars of our organization. Along with our donors, our community partners provide the support JCCM needs to continue to carry out our mission. We could not do what we do without you!

JCCM used to be the best kept secret in Jefferson County and across the Eastern Panhandle. We have shared our vision across the community, and now proudly have over 50 partners to help us assist our clients. Some of these partnerships have resulted from combined efforts. As such, JCCM helped create the City of Charles Town Mayor’s Select Committee on Homelessness report. Mayor Trainor is one of our biggest supporters, and we are extremely grateful! We have also given presentations to the Jefferson County Commission and to the cities of Charles Town and Ranson regarding JCCM’s goals and outreach. As a result, each organization has increased contributions in their annual budgets. They have also helped advance our quest to build The Neighbor Project, with the mission of building the JCCM Community Service Center.

PROFESSIONAL SERVICES

As an organization that strives to make a difference in our community, we need a solid team of professionals to back us in our mission and help us make the right decisions to be successful. JCCM has enlisted the help of a variety of professional services and consults their expertise to further assist the people we serve.

Yount, Hyde, and Barber is our auditing firm and provides us with a clean perspective to ensure we are operating correctly and complying with regulations.

Bowles Rice LLP has helped us analyze the changes in our bylaws so that we may continue to maintain our non-profit status and fully comply with West Virginia law. One of their attorneys has graciously become a member of our Board of Directors!

Orion Strategies has helped us amplify our voice in the community and share the story of what we do. For JCCM to continue our mission, we need sound messaging and strategic communication methods. As we interact with donors, stakeholders, and members of Jefferson County, we strive to engage the community at large to positively impact the lives of our neighbors.

BOARD OF DIRECTORS RESTRUCTURE

Having a diverse Board of Directors is crucial to the success of any non-profit organization. JCCM has established a manageable Board that meets legal requirements for West Virginia and helps us make necessary decisions as we apply for grants and carry out our service endeavors.

BYLAWS REWRITTEN

Restructuring the Board necessitated rewriting our bylaws under the direction of Bowles Rice LLP to follow JCCM’s Articles of Incorporation. This has helped us stay on track and have a solid set of standards to abide by as we operate day-by-day.

