Today in Cincinnati, real life change is possible for people who desire to alter the trajectory of their future.

Bridging the gap between those seeking progress and the resources they need to get there demands a bold and radical change.

We’re harnessing the power of our city’s incredible resources through an innovative collaboration on a single campus where people looking to make a positive change in their lives will find access to resources, lasting relationships, and holistic renewal.

Together with our partners, volunteers and supporters, we’re surrounding Cincinnati’s unemployed and working poor with a team of expert integrated services and holistic care.

And as they step forward to unleash their potential, we see transformation in their lives and in our city. Change is good.
The CityLink model is based on the proven notion that social services are much more effective when they work together.

UNDER ONE ROOF: RESIDENT & VISITING PARTNERS

Our clients get holistically surrounded by a specialized team of excellent social services, highly trained CityLink staff and committed volunteers who know their story, stay connected to their lives and who are all working together to support each individual who walks through our doors get to the same place: stable, employed, content, engaged and loved.

“I see a powerful approach in action at CityLink. I see the power of combining deep compassion with systemic thinking to overcome major challenges.”

—Dave Blanchard, Co-Founder & CEO of Praxis
Katrina was new to Cincinnati. She and her mother were on their own trying to navigate and new city and a new normal after leaving their life behind in another state. Katrina hadn’t been able to finish high school and was feeling stuck, when her Mom learned about CityLink and encouraged her to come to the Center. Katrina told us that, “As soon as you walk in the door here, you can feel the presence of God.” She knew she had what it took to earn her diploma and was determined not to let her past stand in the way of her future. Katrina enrolled in GED classes through Cincinnati Public Schools. “The teachers here, I don’t know where to start. They’re amazing! They really cared and the [study table] volunteers took so much time to work with me.”

In addition to wanting to work on her education, Katrina was dealing with a lot in her personal life. She decided that while she was here working on her studies she would take some time engage with a clinical counselor through Catholic Charities. “The amount of stuff that I worked through was a lot. And I can say that today I am at least 10 times more confident in my skin than when I first got to Cincinnati. It’s really, really helped me.”

Katrina graduated with her degree after only six months in the GED program. With her diploma in tow, she wasn’t sure about what was next and talked to her Service Coordinator, Monica, who had gotten to know her love for computers and teaching and suggested the Per Scholas Training Program. Per Scholas offers an intensive eight-week training course for individuals wanting to earn their COMP TIA A+ certification in order to break into the IT career field. Katrina shared that “It’s a whole class effort, everybody’s helping everybody else because everyone wants everyone to succeed. I couldn’t have made it through without my classmates.”

Katrina graduated from Per Scholas in the Fall and is now working as a full-time IT Technician for Pomeroy. And she’s not done yet—she’s gotten engaged and plans to work with SmartMoney on her budget and finances so she can take advantage of the ChangingGears car ownership program. “I want to thank everyone at CityLink for all they’ve done for me. Truly, thank you.”

Name: Katrina A.
Age: 20

Through CityLink, she has:
- Earned her GED through Cincinnati Public Schools
- Graduated from Per Scholas
- Landed a great job in I.T. at Pomeroy
- Engaged in Counseling through Catholic Charities
- Gotten new glasses through the Cincinnati Health Department Wellness Center
- Taken Yoga & Nutrition Classes
In 2016 CityLink’s mission was driven by the support of:

20 CHURCHES

“I see reconciliation at CityLink. Reconciliation is the restoration of relationships. At CityLink reconciliation happens on so many levels—relationship of people to work and purpose; relationship of volunteers and clients across socio-economic and other divides; and relationship of clients to their family and friends based on restored esteem, new skills, and a new outlook on life.”
—Chuck Mingo, Crossroads Oakley Campus Pastor & Teaching Pastor

303 INDIVIDUALS & ORGANIZATIONS

“I see courage at CityLink. Anybody can have their heart broken or be down and out—but it takes extreme courage to walk in the door and ask for help as well as roll up your sleeves and jump into the battle for real life change. Bravo, CityLink!”
—David Faulk, Chef & founder, Boca Restaurant Group

419 VOLUNTEERS

“Everybody at CityLink is walking through some kind of poverty, whether it be financial, physical or spiritual, but we walk through it together. We give our time and resources to CityLink because it teaches people that they are valuable, cared for and Jesus loves them and that they have a lot to contribute.”
—Aaron & Hannah Leow, Volunteers & Supporters

2016

FINANCIAL REVIEW

Our ability to serve any qualified client seeking to transform their life continues to be possible thanks to the generosity of our donors. Private funding removes restrictions and allows us to align our operations with our beliefs. We thank our individual, corporate, foundation and church supporters who make this possible.

Last year 963 unique individuals engaged in services through CityLink, representing continued double digit growth. We have witnessed our model scale through addition of partners and growth of our own client service team. We leverage our budget to drive our mission to co-locate services in one building, integrate those services for high-impact client experience, and mobilize a sustainable volunteer force—all in a facility where people feel empowered and proud to engage.

Our staff was again supported by volunteers who contributed over 16,500 hours of service, adding 50% incremental capacity to our efforts.

In 2016, we made a significant investment of $111,138 to prepare our infrastructure for continued growth. Our operating expense totaled $1.518MM vs a budget of $1.524MM. We take extreme care to steward the community’s investment in CityLink. This total excludes non-cash accrual expenses of rent from CityLink Center to CityLink Holding Corporation, in-kind services and depreciation expense.

Audited financials from previous years are available at citylinkcenter.org.
2016 BY THE NUMBERS
COLLABORATION IN ACTION

5,440 HOURS
OF CASE MANAGEMENT

417 VOLUNTEERS

16,559 HOURS
6,084 SHIFTS

119 PER SCHOLAS
STUDENTS
83% EMPLOYED

102 CINCINNATI
WORKS
JUMPSTART GRADS
76% EMPLOYED

62 CAREER ADVANCEMENTS

182 CLOTHING
CONNECTION
APPOINTMENTS

187 SPIRITUAL
COUNSELING
APPOINTMENTS

904 CATHOLIC
CHARITIES
COUNSELING
APPOINTMENTS

269 UNIQUE KIDDOS SPENT
4,285 HOURS IN THE FAMILY CENTER

180 CINCINNATI PUBLIC SCHOOLS
CLIENTS

96 IMPROVED
TABE SCORES

517 FINANCIAL COUNSELING APPOINTMENTS

340 SMARTMONEY CLIENTS
$136,595 SAVED | $70,225 DEBT PAID
$422,000 IN TOTAL RETIREMENT SAVINGS

15 CARS SOLD
21 LOANS PAID
0% DEFAULT RATE

THROUGH CHANGING GEARS
“I see hope growing at CityLink. I see clients with a bright hope for their future. They walk with a sense of purpose and a smile on their face as they are achieving goals and growing more hopeful about their future and the future of their families. The staff, partners, volunteers and fellow clients are giving them a hope many have not experienced in a long time.”

—Richard Palmer, President, Nehemiah Manufacturing

A BIG THANK YOU to our additional sacrificial individual donors for significantly contributing to our to 2016 Budget!
Two are better than one, because they have a good reward for their toil. —ECCLESIASTES 4:9

CityLink

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