Change is good

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.

Letter from the Executive Director

A journey is best revealed and enjoyed one step at a time. In 2016, our community continued its journey of redemption, seeing our neighbors realize their incredible potential through the powerful context of deep collaboration.

The team at CityLink spent time shoring up new partnerships, launching new infrastructure to prepare for continued growth, and enjoying the opportunity to be a part of continued life change.

New clients began their journeys like the 119 students who embarked with PerScholas to begin a career in technology. Longtime clients like Darin continued his journey from obtaining his GED with CPS, retaking control of his finances with SmartMoney, and purchasing a car with ChangingGears to realizing his childhood dream of qualifying for a home through Habitat for Humanity.

We are encouraged by continued momentum of our collaborative model, now being recognized as a best practice throughout the community. After a year of study, the Cincinnati Childhood Poverty Collaborative concluded what our city needed was “coordination between local programs, common standards of measures, ongoing evaluation, and room for innovation.” In our fourth year of operation we saw the power of those attributes take shape within our walls.

The most frequently referenced verse about poverty may be, “There will always be poor people in the land.” We take joy in seeing the second half of the verse come to life, “Therefore I command you to be openhanded toward your fellow (Cincinnatians).” We also cherish a deep conviction from an earlier verse “However, there need be no poor people among you, for in the land the Lord your God is giving you to possess as your inheritance, he will richly bless you.”

Our community is richly blessed. We have tremendous depths of philanthropy, activism, and faith. We believe that those talents coupled with the incredible potential of our neighbors can yield incredible returns.

We invite you to continue the journey with us towards a day when we see true and abundant flourishing of individuals and our community.

—Johnmark & the CityLink Team

Johnmark Oudersluys, Executive Director
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 a 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
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

119 PER SCHOLAS STUDENTS

83% EMPLOYED

102 CINCINNATI WORKS JUMPSTART GRADS

76% EMPLOYED

62 CAREER ADVANCEMENTS

16,559 HOURS
6,084 SHIFTS

517 FINANCIAL COUNSELING APPOINTMENTS

340 SMARTMONEY CLIENTS

$136,595 SAVED | $70,225 DEBT PAID

$422,000 IN TOTAL RETIREMENT SAVINGS

180 CINCINNATI PUBLIC SCHOOLS CLIENTS

96 IMPROVED TABE SCORES

182 CLOTHING CONNECTION APPOINTMENTS

187 SPIRITUAL COUNSELING APPOINTMENTS

904 CATHOLIC CHARITIES COUNSELING APPOINTMENTS

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

963 UNIQUE CLIENTS

15 CARS SOLD

21 LOANS PAID

0% DEFAULT RATE

THROUGH CHANGING GEARS
IMPACTING LIVES TOGETHER

Resident Partners

Catholic Charities: professional counseling to develop life management skills
ChangingGears: provides an opportunity for empowerment through access to affordable private transportation
Cincinnati Health Department: providing vital dental and optical care for clients and their families
Cincinnati Public Schools: assists adults in upgrading their academic skills to attain their GED and prepare for college
Cincinnati Works: assists willing and capable people in achieving economic self-sufficiency through employment
Per Scholas Cincinnati: professional IT training and certification program supporting individuals starting a career in information technology
SmartMoney: provides individuals with financial education and counseling to empower financial independence
Tristate Veterans Community Alliance: supports returning veterans and their families transition back to civilian life by connecting them with the right resources

Visiting Partners

4C for Children: connects clients with ongoing quality childcare
Beech Acres: strengthens parents through education and coaching
Compass Community Church (Forest Park)
Compassion Center for Women: provides utility assistance to clients in need
Eve Center: individual and group peer counseling for women
Freestore Foodbank: helps individuals access available programs to stabilize their household
PEM: provides clients adult basic literacy education and support
St. Vincent de Paul: assists clients with professional attire and immediate needs

Church Partners

Bright Star Community Church (West End)
Church of the Living God (Avondale)
College Hill-Presbyterian Church (Collage Hill)
Compass Community Church (Forest Park)
Consolation Baptist Church (Mt. Auburn)
Corinthian Baptist Church (Avondale)
Crossroads (Oakley, Florence, Mason, West Side and Uptown sites)
Horizon Community Church (Newtown)
House of Hope Fellowship (OTR)
Landmark Baptist Church (Woodlawn)
Mariemont Community Church (Mariemont)
Montgomery Community Church (Montgomery)
New City Presbyterian Church (Norwood)
Peoples Church (Coryville)
Revelation Baptist Church (Over the Rhine)
River of Life (Over the Rhine)
Southern Baptist Church (Avondale)
The Rock Church (West End)
Tried Stone New Beginning (Bond Hill)
Zion Bethel Missionary Temple (Westwood)

Corporations & Foundations

Major Contributors

AmeriCorp VISTA
Andrew Jergens - The Greater Cincinnati Foundation
Alynn’s Café
AmazonSmile Foundation
BTA’ LLC
Busken Bakery
Cincinnati Marathon, Inc.
Construction Process Solutions
Dentite
DJ Toad Productions
EHi’s BBQ LLC
EM’s Sourdough Bread LLC
Frost Brown Todd LLC
George and Mary Jo Budig Family Foundation
Johnson Investment Counsel
Keystone Bar & Grill
Keystone Printing & Graphics
Kitchen 452
Kroger
Lab’s Blissful Bites
LeBlond Foundation of Makino
MadTree Brewing, LLC
Magnified Giving
Modo Group
Modo Yoga
Montgomery Inn Boathouse
Nada
Nation Kitchen & Bar
National Christian Foundation

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

CityLink

800 Bank Street, Cincinnati, Ohio 45214
513-357-2000  citylinkcenter.org