

Monument CrisisCenter

2025 ANNUAL IMPACT REPORT



LETTER FROM OUR BOARD PRESIDENT



MCC Friends,

Serving as President of the Board of Directors at Monument Crisis Center is both an honor and a responsibility I hold with great care. This past year has underscored the essential role MCC plays in our community and the growing need for the services it provides.

Across Contra Costa County, more individuals and families are turning to MCC for support. Behind every number is a person navigating real challenges. As a Board, we are deeply mindful of the trust placed in this organization to respond with compassion, consistency, and integrity.

With that responsibility comes a clear obligation. We continue to work on strengthening our governance practices and enhancing financial transparency. As a Board, we are committed to improving how we oversee the organization, how we evaluate decisions, and how we ensure that resources are managed in a way that reflects both accountability and our mission. Our focus is not only on what we deliver today, but on how we build a stronger, more sustainable organization for the future.

What gives me confidence is the foundation we are building upon. MCC's staff, volunteers, and partners show up every day with commitment and care for the community. Their work makes it possible for this organization to respond to immediate needs while helping create pathways toward stability and opportunity.

Looking ahead, we know the need will continue. The Board is committed to meeting that future with intention, strengthening our stewardship, and ensuring that MCC remains an organization that the community can trust and depend on.

On behalf of the Board of Directors, thank you for your continued support and partnership in this work.

With gratitude,

Karina De La Cruz

President, Board of Directors



Pictured above are photos from our Groundbreaking Ceremony for our food pantry expansion.

Over the past year, Monument Crisis Center has helped:



34.2%
of Clients are
Children 18↓

14,200+



Neighbors Served



15.2%
% of Clients are
Seniors 55↑



100 % Low-Income
Households

5,000+ Families
Assisted



Clients
Served
from **43** Different
Cities

Providing nearly
2,000,000
Meals to
Families in Need



36,800+
Visits to MCC's Food
Distribution Program

WHAT A CELEBRATION!

Five Team Members Mark Five Years with Monument Crisis Center



In 2021, our community and the world at large were still struggling through the COVID-19 pandemic. Demands for Monument Crisis Center's full set of services were at an all-time high. We responded by bringing on board a record-setting five new employees in that single year. Looking back, we are so proud of these team members and all they have learned and accomplished. We're happy to share their stories here.

Question: What was it like to start working at Monument Crisis Center during the height of the COVID-19 pandemic?

Francisco Rios: My wife Gloria and I were volunteering here as cooking instructors for two years before COVID. I started officially working at Monument Crisis Center during COVID, during the hardest part. There was so much food just flying out the doors. It was chaotic sometimes, but we can look back and know that we came from that moment in time.

Andrea Tinajero: I was still in college when I started working here. COVID was very scary. It actually helped seeing how many people came and how they were really grateful for the full carts of food. While Youth Programs were offered online, we put together activity kits for the kids to take home. It was helpful for me to have a consistent and caring place to be.

Lexi Stanley: I was amazed at how quickly we produced food for distribution. We had racks and racks ready for clients when they came. I'll always remember how we served as many people as we did but maintained a safe distance for all. The support was so strong. Everyone – our supporters and the public – thought of ways they could take care of our clients and of the staff.

Andrei Yamamoto: After School Café and Teen Center were virtual. A lot of kids had their cameras off. We had to be more confident to lead kids on Zoom. I also remember working outside, being taught how to use pallet jacks, and setting up for the food program. That's all easy for me to do now.

Susana Navarro: I was working in the pantry when I was invited to serve at intake. Sandra Scherer told me, "You have a good heart, Susana. You can do it." Everyone here – we love. And we show our love to our clients and each other. We all work great together. We are a great team.

Question: What does Monument Crisis Center mean to you?



Francisco: We are a bridge. We just need to know what you need. If we have the resources to help you directly, we will. If not, we'll connect you to a group who will help. Coming here as an employee, I saw that Monument Crisis Center is a smaller door leading to a bigger community. This is the place to be for me.

Susana: This organization really cares about the community. We really take care of our clients. We care about their kids. We hear their needs and connect them to the resources they need. That means there's less stress for them when they leave. I can see that they are relieved. And when the seniors come, I love to see their joy. They are so nice to us. I'm very glad to be working at this organization that really cares about the community. I'm always proud to work here.



Andrea: When I tell my family and friends about my job, they are confused by the concept of a nonprofit. There are a lot of places that say they will help, but it always comes with a cost. Not at Monument Crisis Center. Everything we provide is free. We also help teens get out of their shells by volunteering with our youth. We are here for everyone.

Andrei: We're not offering only food. We give people in crisis a lot of help. We offer immigrant grandparents a place to go with Senior Moments. We have different things to provide for different needs. It is hard for people to believe - we get a lot of surprised looks when we say, "It's free." This is a safe haven. Over the past five years, I've seen kids go from being shy and sometimes difficult to making their way through middle school and high school. It's surreal how much they've grown.



Lexi: I fell in love with Monument Crisis Center so quickly as a volunteer. Watching Francisco get so close and comfortable with our clients made me instantly comfortable, too. As a long-term staff member now, I love how much our clients care about us. The reciprocated love here is palpable. We are all one community, and we share a common ethos. You are my neighbor and I am yours.

RICK BOYD AND FUTURE AUTOMOTIVE GROUP BAY AREA:

Monument Crisis Center Helps Us Be Part of "Something Bigger"

Rick Boyd has spent a lifetime at work. At age 8, he was mowing lawns and he's held a job ever since. Rick's philanthropic journey began when he was a Chico State University business student. During his college years, he worked in the mailroom to pay his rent and received Educational Opportunity Program scholarships and academic advising to help him earn his degree. Rick found himself one unit short of meeting his graduation requirements in his final semester, and that's when his eyes were opened to the value of community service.

"Chico State ran a volunteer program at the Yountville Veteran's Home, and volunteering there for one weekend would earn me the credit I needed," said Rick. "I dreaded it at first, but the experience turned out totally different than I expected! It was there that I learned the true value in helping others."

Fast forward to 2011 and Rick had just taken the role of Managing Partner of Future Automotive in Concord. New to the area, he started talking with his team about getting more involved with the local community. His parts manager was a friend of long-time Monument Crisis Center volunteer Charles Mori and connected Rick with us.

"Our first experience was volunteering at a Senior Moments Christmas party," said Rick. "There were healthcare workers providing blood pressure screenings. They determined that one of the clients was at risk of a heart attack and an ambulance was called immediately. Right then and there, I saw how Monument Crisis Center literally saves lives, and I knew I wanted to partner with this great organization."

Fifteen years later, Future Automotive Group, along with Rick and his wife Edna, have become the type of donors Monument Crisis Center can depend on, year in and year out.

"Car dealers used to be the center of the community, but today so many are nationally owned. Future Automotive has been a family organization for over 60 years, including the last 22 in Concord, and we love giving back by providing good secure jobs and donating to great organizations like Monument Crisis Center," said Rick.

"You are caring people doing a lot for the community, so we feel like we are part of something bigger," said Rick. "We are blessed to be able to donate to Monument Crisis Center and we're just as blessed to have an organization like this in our community."

"On a personal level, our family enjoys supporting the things we believe in. You are it for us," said Rick. "We know our money is going exactly where you say it will."

As Rick enters the retirement phase of his career, we wish him well and thank him for all the lives he's touched with his giving heart.



DECEMBER 20, 2013

CORPORATE HEROES

It has never been easier to create a positive impact for your team members. Monument Crisis Center provides Corporate Teambuilding events that boost morale and build lasting connections between your employees and our community. We have a variety of ways for you to engage your team.

AT MONUMENT CRISIS CENTER

Food Distribution

Bag and sort food, help clients to their cars, and restock fridges, freezers, and food pantry.

Senior Moments

Support an exciting, themed event that combats loneliness with food, fun, camaraderie, and Bingo.

AT YOUR OFFICE

Lunch & Learn

Engage in discussion about current challenges for our at-risk neighbors with a Monument Crisis Center expert.

Holiday Box Build

Assemble and decorate grocery gift boxes with special holiday food and beverage items.

This fiscal year, we had 17 local companies complete 28 volunteer sessions at Monument Crisis Center. Thank you to these corporate community service heroes for helping us to serve thousands of our neighbors!

- | | | |
|-----------------------|-------------------------------|----------------------|
| •Amazon | •Gallagher Insurance | •Robert Half |
| •Armanino | •Hanson Bridgett | •Safeway |
| •Chevron | •McDonald's | •Standish Management |
| •City of Concord | •Pacific Service Credit Union | •Starbucks |
| •CSAA Insurance Group | •Philadelphia Insurance | •Wells Fargo |
| •EPIC Insurance | •Regency Centers | |

We also want to honor those corporations who provided vital financial support of our programs. The following companies contributed \$10,000 or more to Monument Crisis Center in Fiscal Year 2024-25. We couldn't do our impactful work without you!

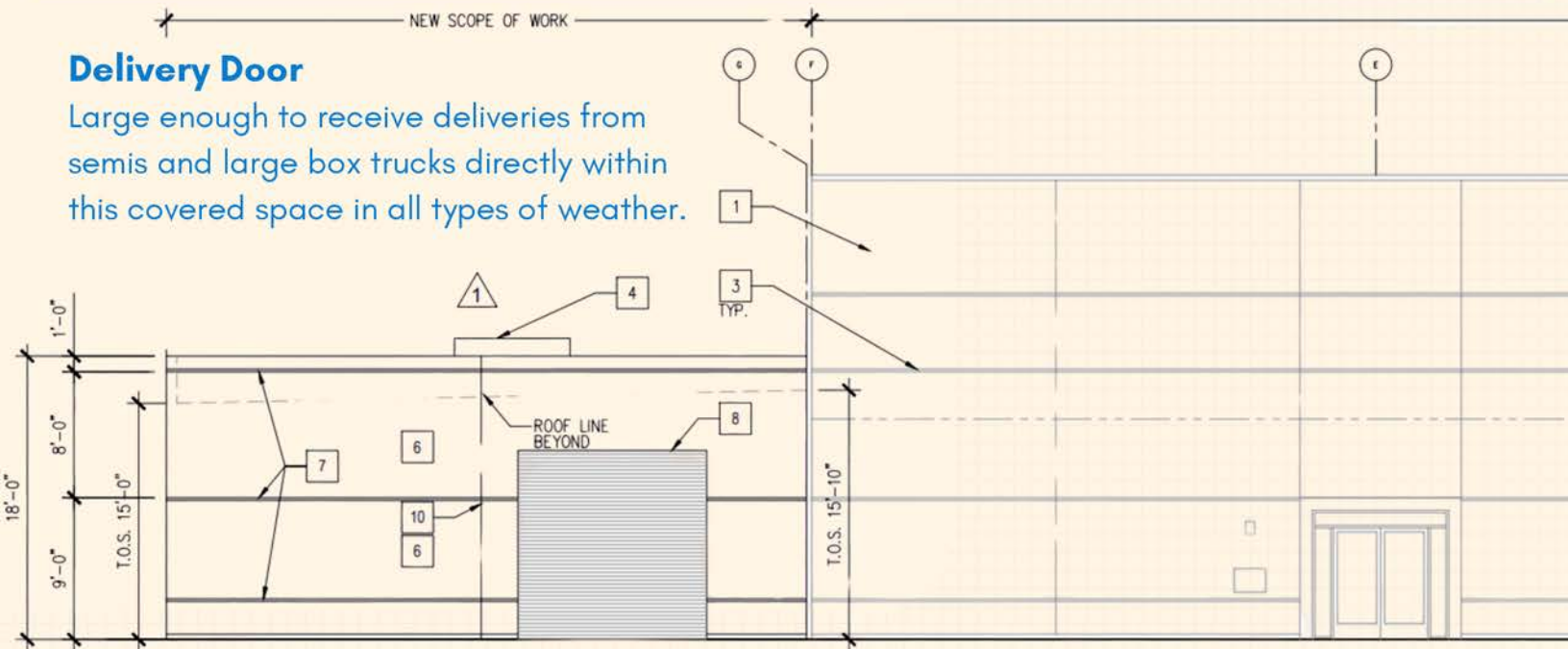


VISION FOR OUR PANTRY EXPANSION



Delivery Door

Large enough to receive deliveries from semis and large box trucks directly within this covered space in all types of weather.



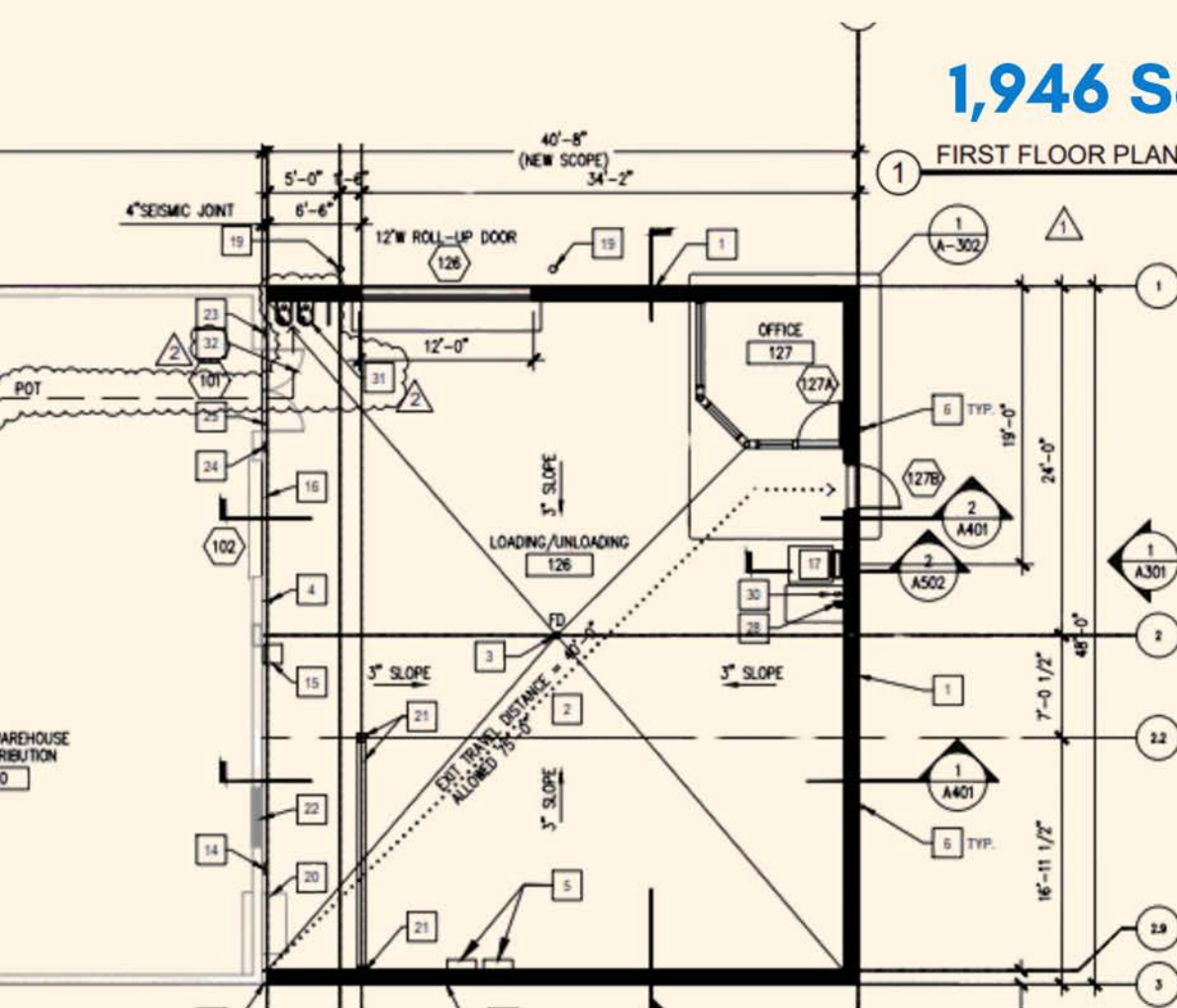
Safety is #1 Priority

Our volunteers and staff will have the space to move, work, and improve processes for distributing food to our clients.



Volunteers in our current pantry.

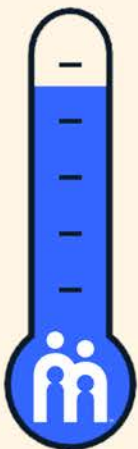
1,946 Square Feet



Upper Shelves

Increased storage for lightweight items like paper goods, equipment, and birthday bags!

Expands our capacity for specialized drives like toiletries, diapers, feminine hygiene products, and toilet paper.



We are so grateful for the hundreds of contributions from individuals and organizations that have made this critical new capital project a reality. At the time of publication, we still needed \$290,000 to complete our fundraising efforts. All of us at Monument Crisis Center invite you to please donate today. Just scan the QR code below using your phone's camera and select "Food Pantry Expansion" in the drop down menu.

EXPECTED OPERATIONAL DATE SUMMER 2026

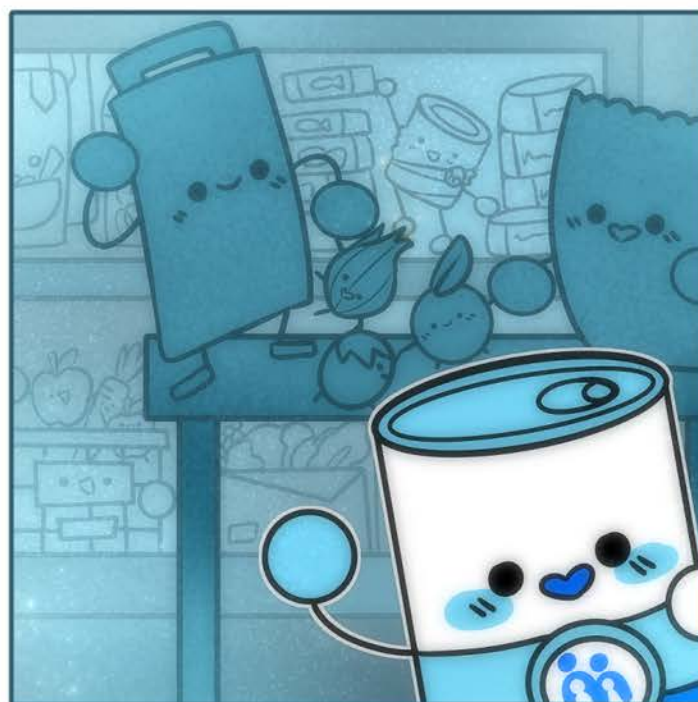
BECOME A PANTRY PAL

We love all our donors – you make our good work possible! This year, we're introducing a new club for Monument Crisis Center's monthly donors. In addition to annual contributions from foundations, corporations, faith groups, government agencies, and individuals, dependable donations each month sustain our programs and allow us to build a responsible financial plan.

As a Pantry Pal, you can designate monthly contributions to the program that is most meaningful to you. We can count on your support to fund one of our six Core Programs year-round:

- Food Distribution
- Resource & Referral
- Health & Wellness
- Senior Moments
- Youth Enrichment
- Community Engagement & Workforce Development

If you currently donate once a year, consider signing up as a monthly donor today. You will make a big impact on our community when you become a new Pantry Pal!

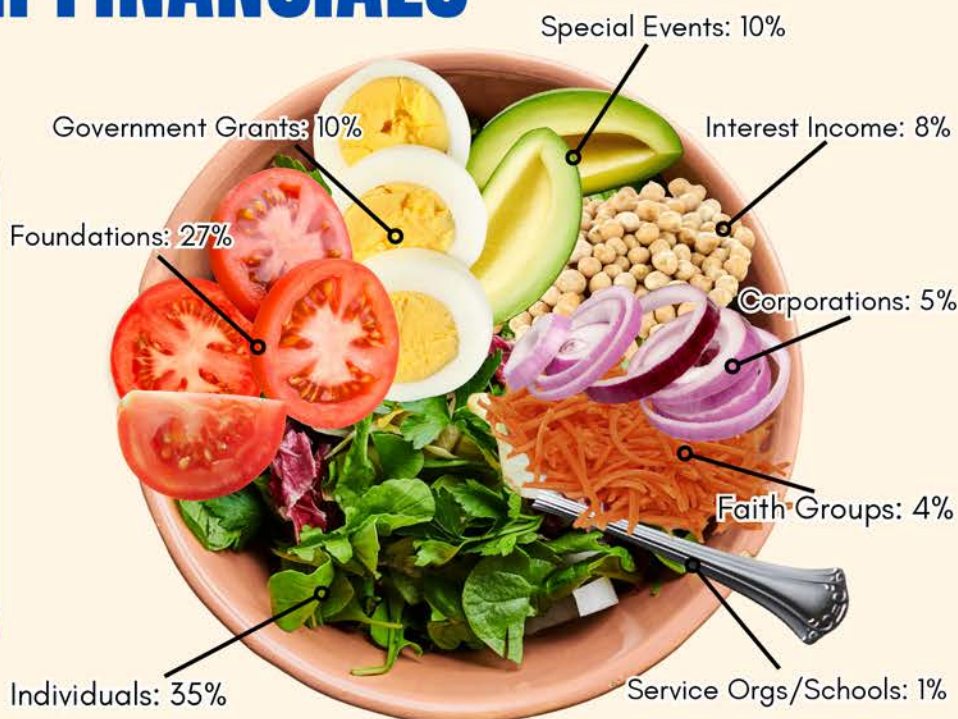


Be a Pantry Pal

OUR FINANCIALS

CASH REVENUE

Individuals: \$804,595
 Foundations: \$619,871
 Government Grants: \$232,179
 Special Events: \$220,149
 Interest Income: \$182,417
 Corporations: \$104,161
 Faith Groups: \$92,261
 Service Orgs/Schools: \$14,543



IN-KIND CONTRIBUTIONS

TOTAL = 982,288 LBS

USDA COMMODITY
877,883 LBS

FOOD DONATIONS
104,405 LBS

89%

11%

EXPENSES

TOTAL = \$4,332,829

5%

11%

84%

FUNDRAISING
\$228,833

MANAGEMENT
\$464,856

PROGRAMS
\$3,639,140

CAN YOU IDENTIFY OUR PROGRAM?

Monument Crisis Center is always in motion, with many people and hands at work each day to make our services possible. Can you determine which programs these hands are working in? Answers are below!



1. Health & Wellness, 2. Community Engagement,
3. Youth Enrichment, 4. Food Distribution

KEY:

SENIOR MOMENTS INTERVIEW WITH MERY

Monument Crisis Center tailors our Senior Moments Program to the needs of clients who are aged “55 or better.” We provide participants with a healthy breakfast, time to socialize, educational sessions from healthcare and community experts, extra helpings of groceries, bilingual Bingo, and, most importantly, a sense of community.

Originally from the coastal region of Lima, Peru, Mery is a Senior Moments devotee. She has been receiving groceries from our Food Distribution program for 18 years, and some of her happiest moments happen at Monument Crisis Center. Mery comes to Senior Moments because she enjoys the sense of community she experiences.

“As a senior who spends a lot of time at home alone, Senior Moments just makes me happy to be around so many great people, especially the staff,” said Mery. “It’s a fun, exciting environment. The staff wraps us up with a sense of warmth that’s indescribable!”

During a difficult economic time in Mery’s life, Monument Crisis Center provided financial assistance to help her family pay their rent.

“Overall, Monument Crisis Center has helped us a lot. As two seniors who don’t have steady work, it provides my husband and me the support we need to get by,” said Mery.

To help their three children succeed, Mery and her husband have worked hard all their lives. Their daughter Eileen volunteered at Monument Crisis Center throughout her high school and college days and then worked here for two years as a Community Health Ambassador and After School Program Coordinator. Eileen is now studying in a post-baccalaureate program at UC Davis as she prepares for medical school and her career as a doctor.

Mery tells us that her neighborhood is made up of people from a variety of ethnicities – Latino, Filipino, and Caucasian. She shares with them the services Monument Crisis Center provides for medical needs, immigration, legal aid, food, and more. She also tells her neighbors that attending programming at the Center is a good distraction from the stress of the world around us.

“I tell people that Monument Crisis Center is here to take them in with warm, open arms,” said Mery. “Based on my actual experiences, this is the very best organization in all of Concord. I keep coming back because of the warmth and community I feel when I’m here.”



FITNESS CLASS MAY 23, 2013



SENIOR MOMENTS JULY 21, 2017



MCC ANNIVERSARY CELEBRATION
AUGUST 12, 2023



COOKING CLASS
OCTOBER 31, 2024



SENIOR FOOD
NOVEMBER 5, 2025



VOLUNTEER SPOTLIGHT - HOME AWAY FROM HOME FOR THREE DEVOTED VOLUNTEERS

It all started with a phone call. More than 15 years ago, Monument Crisis Center volunteer Irene Gard asked her Christ the King Church friends Ceci Pugh and Carol Melnichek if they would come help with our Senior Moments program.

"Once I did, I was hooked!" exclaimed Ceci. "I don't know anyone who volunteers here or who is part of the staff that hasn't been absolutely super. It's just home and we've always felt welcomed."

"I came in at the same time as Ceci and I never looked back," said Carol.

When Irene moved away from the Bay Area not long after inviting Ceci and Carol along with her, another prayer group member, Mary Ragsdale, took Irene's place at Senior Moments. Together, Ceci, Carol, and Mary are a faithful threesome - here to prepare groceries and distribute food bags to the participants of our Senior Moments program year after year.

"I think everyone would like to come here and help out," said Carol. "My son-in-law came for a little bit, and then his work schedule changed. He never stops asking me about Monument Crisis Center and talking about it."

"It's so important - the work that needs to be done, especially now," said Mary. "You know the money and time you contribute is going to go to the people who need it."

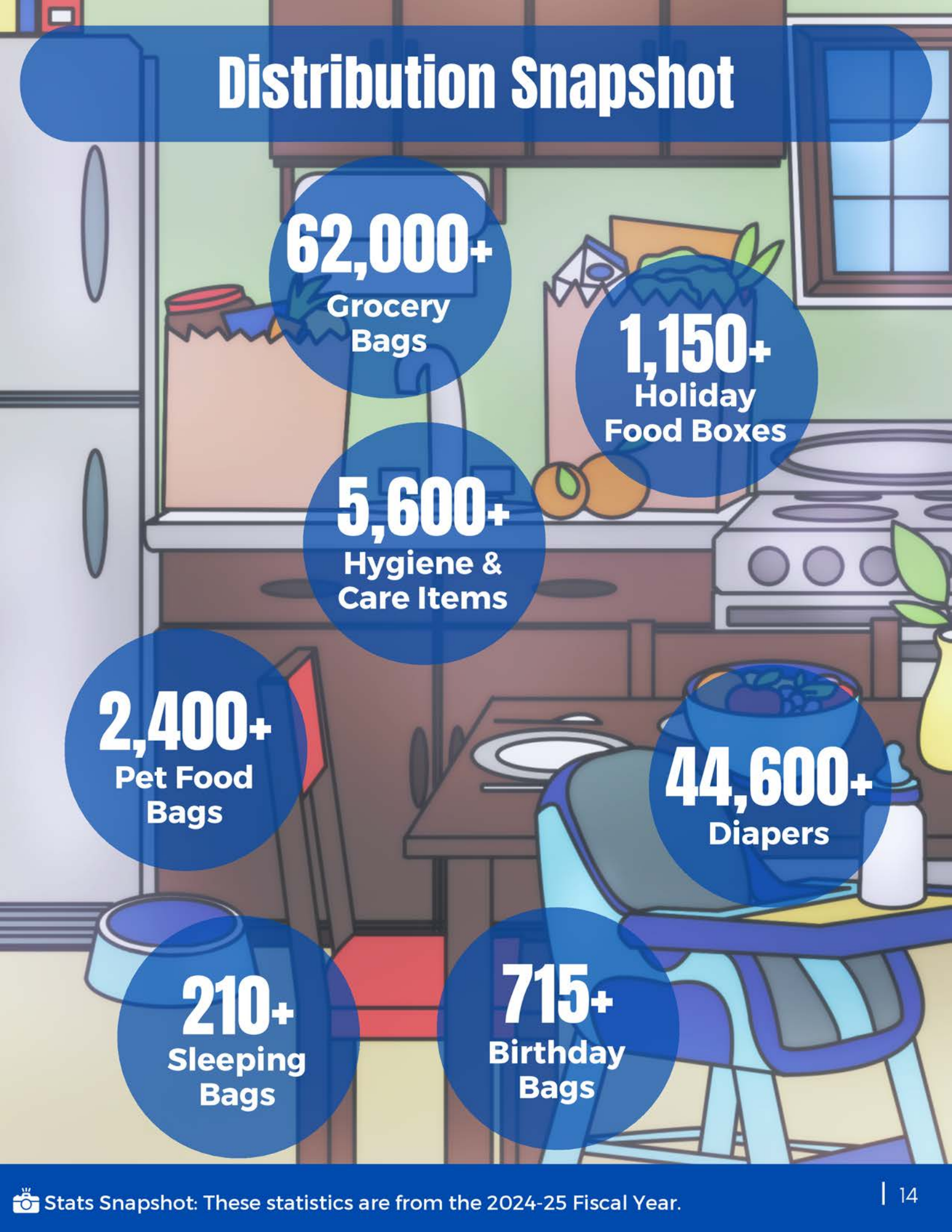
"It's crazy how this place has just gotten so big and it's obvious that the need is great," said Ceci. "I think Monument Crisis Center puts your money where it should be. This is certainly an organization that uses it in an appropriate way, providing for all the families in totality."

We are so grateful for these three steadfast volunteers, and for Irene Gard, who encouraged them to join us in serving our clients!



Use the QR Code to watch a heartwarming video about our Senior Moments program!

Distribution Snapshot

An infographic titled "Distribution Snapshot" featuring a stylized kitchen background. The kitchen includes a refrigerator on the left, a stove on the right, a countertop with various food items like a bag of groceries, oranges, and a bowl of fruit, and a dining table with a blue chair in the foreground. Overlaid on this scene are seven blue circular callouts, each containing a large number followed by a plus sign and a description of the item. The items are: Grocery Bags (62,000+), Holiday Food Boxes (1,150+), Hygiene & Care Items (5,600+), Pet Food Bags (2,400+), Diapers (44,600+), Sleeping Bags (210+), and Birthday Bags (715+).

62,000+

Grocery
Bags

1,150+

Holiday
Food Boxes

5,600+

Hygiene &
Care Items

2,400+

Pet Food
Bags

44,600+

Diapers

210+

Sleeping
Bags

715+

Birthday
Bags

UNDERSTANDING INVITING • FAMILY RESILIENT • COMMUNITY CARING • BONITO • LOVING CHARITY • HOPEFULNESS

*We asked those featured in
this annual report to give us
“One Word to Describe
Monument Crisis Center.”*



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