

Mailing Address:
P.O. Box 177425
Irving, Texas 75017-7425



Phone: 972-721-9181
Fax: 972-438-7345
www.irvingcares.org

Physical Address:
Irving Human Services Building
440 South Nursery Road, Suite 101
Irving, Texas 75060

Agency Summary FYE14

April - March

Staff: 13 FT
Volunteers: 463
Volunteer Hours: 18,723

Irving Cares – it's a hand up, not a handout, for the residents of Irving. Proof of residency is required. Irving Cares provides services to Irving residents experiencing a temporary crisis. We are a partnering organization, and the client is required to participate in the solution. Irving Cares is funded through individuals, churches, corporations, foundations, government grants and the United Way of Metropolitan Dallas.

Irving Cares provides **Emergency Financial Assistance** through limited rent/mortgage subsidies, utility assistance, gasoline vouchers and bus passes, and help purchasing necessary medical prescriptions.

- We respond to the urgent financial needs of families in crisis, and encourage the client to take responsibility for the crisis and work with us to develop a solution.
- For most financial assistance, we require clients to attend a **Money Management class available in English or Spanish** online or held monthly at our office; also available at Consumer Credit Counseling Services.
- Prescreening by telephone for financial assistance is required prior to an appointment being set, and if the client qualifies, rent/mortgage assistance is generally a one time, lifetime opportunity; and utility assistance is available as funding allows.
- TXU and Direct Energy utility funds, water, transportation and rent or mortgage assistance is allocated monthly based upon available funds.
- Gasoline vouchers or bus passes are available for newly employed or those needing medical transportation.
- Prescription Assistance is available for non-narcotic emergency needs.

Irving Cares provided financial assistance for 1,152 families.

Since 1957, Irving Cares has provided emergency groceries to help families fight hunger during times of temporary crisis.

- The **Food Pantry** serves approximately **822 households each month** with nutritious groceries.
- Clients can receive this service a maximum of six times in a year. Personal hygiene items and diapers are allotted based upon availability.
- Families seeking this service are encouraged to apply for SNAP (food stamps).
- An outreach worker is available onsite by appointment for those seeking assistance to apply for SNAP benefits.
- Staffed solely by volunteers, the food pantry is open 9 AM to 3:30 PM Monday-Friday.

Irving Cares distributed 9,863 grocery orders for 4,637 families – 48,999 days worth of food.

Irving Cares strives to help clients match their specific needs with **Irving resources**. When we cannot provide a service, we offer referrals to other local agencies and suggest contacting Texas211.org or dialing 2-1-1. This is a central source for community information. Texas211 is a public private partnership of the Community Council of Greater Dallas and the Texas Health and Human Services Commission. Additional support comes from the United Way of Metropolitan Dallas.

Irving Cares gave clients 7,458 focused referrals for assistance.

For those clients needing help finding and maintaining employment, the **Employment Services Program** matches clients with employment opportunities and can provide resources for continuing education and English language skills.

- Weekly, Irving Cares hosts a Job Search Seminar
- Clients are assisted in looking for a job and are encouraged to complete a skills/educational assessment
- The Case Manager works with each applicant to address and then eliminate barriers to employment – such as transportation difficulties, language barriers, childcare and educational shortfalls.

Irving Cares served 516 clients with 730 case-managed hours; 327 attended a job search seminar.

Irving Cares operates the **Patient Transportation Program**, a van that transports chronically ill, elderly, and disabled Irving residents to their medical appointments in the county hospital system in Dallas as well as locations in Irving including Baylor Medical Center at Irving, Baylor Medical Center-Coppell and the Irving Dialysis Clinic. Income qualification and program enrollment are required.

Irving Cares provided 1,488 rides to medical appointments.

During the holiday season, Irving Cares **Holiday Assistance Program** brightens the lives of struggling working families by helping pay the family's rent or utility bill in December so they can budget and purchase their own holiday gifts. Clients attend Money Management class to learn to budget for future holiday expenses, and also receive a generous holiday food gift card. *In the 2013 holiday season, Irving Cares helped 41 families, including 130 children, have a happier holiday.*

Our programs and services provide a holistic approach toward helping Irving residents overcome a temporary crisis and promote their self-sufficiency. All programs combined served 44,829 people, equivalent of 20% of Irving's population.

Audited: Program Expenses 83%

Management Expenses 7%

Fundraising Expenses 10%

Statement of Activities

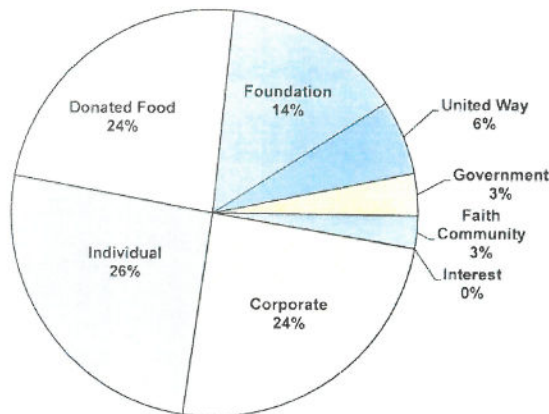
REVENUE

Financial Assistance	180,174
Food Pantry	243,249
Donated Food	394,393
Employment Services	25,284
Patient Transportation	2,260
Program Related	100,000
Unrestricted	392,306
Special Events	330,973
Interest	463
	<u>\$ 1,669,102</u>

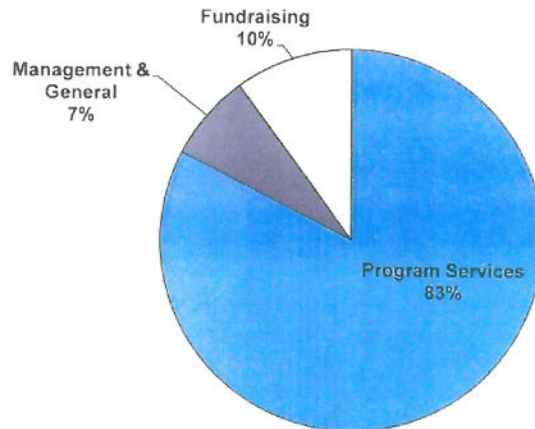
EXPENSES

Program Services	1,511,858
Management & General	134,594
Fundraising	<u>183,466</u>
	<u>\$ 1,829,918</u>
Change in Net Assets	(\$ 160,816)

Revenue Sources



Expenses by Type



BOARD OF DIRECTORS

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Mary Ann Burns, Vice Chair, BB&T

Carol Bell, Treasurer, Community Volunteer
Mechelle Davidson, Secretary, TXU Energy

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Sharmon Chilton, BCI Technologies

Karen Cooperstein, Cooksey Communications, Inc.
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Chandra Hill, Direct Community Relations
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Mike Overby, Express Personnel Services
Pujan Patel, Citibank
Karen Raitz, Omni Hotels & Resorts
Monica Reyes, VNA Meals on Wheels
Haim Vasquez, Dallas County District Attorney's Office

MISSION STATEMENT

Irving Cares, in partnership with the Irving community, is dedicated to identifying and providing its residents with temporary assistance and training to promote self-sufficiency.

