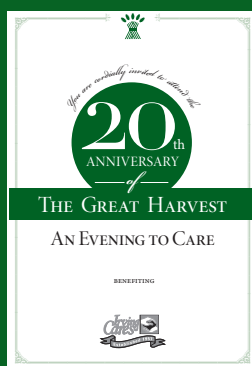


Another Successful Harvest



Who would have thought that what started as a backyard barbecue to raise money for holiday toys and food could turn into such a fantastic tradition? In 1991, the first annual fundraiser for Irving Cares was held in Joyce & Gerald Stavelly's back yard. Volunteers gathered sponsorship donations, auction items, food and beverages and held a party for about 50 guests to support Irving Cares. 20 years

later, nearly 260 guests attended the platinum celebration at Omni Mandalay at Las Colinas. Though much has changed in the look of the party, one thing has not ... people continue to gather to support Irving Cares.

S tacy and Brian Smith led a steering committee of great volunteers, and the staff at Omni Mandalay created an evening to remember. Fantastic food, lively auctions, a compelling mission moment, and a great crowd combined to raise over \$171,000 for the agency. With our programs experiencing a 30% increase in services provided over last fiscal year, we can only anticipate that this year will show comparable growth. The annual fundraiser is our single biggest revenue source, and its success is critical to our ability to serve Irving families.

T hank you to all who attended the event or supported us in other ways through sponsorships, auction donations, or volunteerism. We could not have done it without such great cooperation.



Top: Guests at The Great Harvest were invited to take part in a raffle drawing for an Apple iPad. Rick and Sherry Stevenson of Rick's Independent Car Kare are pictured with the prize. Bottom left: Pat Stubblefield of TXU Energy with chef Bryant Currie of Le Cordon Bleu Institute of Culinary Arts who donated a private cooking lesson for the live auction. Bottom right: Shoppers peruse a variety of wares during the silent auction.

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TGH Sponsor List

Without the support of the following people and companies, the 20th annual Great Harvest could not have been such a terrific success. Thank you, sponsors!

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Program ROI

Irving Cares measures each program for effectiveness. It is our way to show that our programs are not only meeting the clients' immediate needs, but also providing stability in their lives as they strive for self-sufficiency. **Since the fiscal year began on April 1, 2010**, these are our measurement results (left column) and related expenses (right column).

Food Pantry

The **food pantry** serves the largest number of clients who come to the agency.

- More than 3,300 families have received 5 days of nutritious groceries; we've distributed more than 15,000 days of food. We survey clients annually.
- 100% said they were treated with dignity and respect by the staff and volunteers
- 94% said their order contained all useful or many useful items
- Clients said the most useful items they received were: milk, eggs, meat and bread

Rent & Utility Assistance

Families receive a portion of their rent, mortgage or utilities paid by Irving Cares to **prevent eviction, foreclosure or disconnection**.

- More than 150 families received **rent or mortgage assistance**.
- More than 250 families received water, gas or electric **utility assistance**.
- Goal: 85% of those assisted will not be evicted or disconnected within 90 days of receiving assistance.
- Results: 93% were not evicted within 90 days of receiving assistance.
- Results: 100% were not disconnected within 90 days of receiving assistance.

Education

Clients receiving financial assistance attend a **Money Management class** providing training to help avoid a future crisis.

- More than 370 clients took Money Management class.
- Goal: 90% of these clients will identify three pieces of budgeting information after completing the money management program.
- Results: 97% of clients identified three pieces of budgeting information.

Employment Services

More than 460 clients were helped in **Employment Services**. When case managed clients become employed, they have greater success at keeping employment over time. We measure stability of employment at 30, 60, and 90 days.

- Goal: 75% of those who gain employment will stay employed for 90 days or longer.
- Results: 87% remained employed 90 days or longer.

Food Pantry

\$15,000 per month to purchase nutritious groceries, toiletries, and hygiene products for an average of 560 families per month.

Not long-term assistance with groceries, clients can use the Food Pantry when their grocery money had to be used for something unexpected such as medical bills, school supplies or other temporary needs.

Rent & Utility Assistance

\$9,000 per month to help 25 families keep a roof over their heads.

Job loss, reduced work hours, unexpected car repairs, any number of things can put a family at risk of eviction. This is our most under-funded program in the agency. For every family we help, we decline 4 because of limited funding. True need is closer to \$45,000 per month. The more money we have, the more families we can help.

Patient Transportation

\$1,500 per month covers benefits and wages for the part-time driver who takes clients to and from their medical appointments.

Over 100 clients rely on Irving Cares for access to medical treatment. We provide an average of 114 rides per month and deliver prescriptions.

Education

\$3,000 per month pays for job training, licensing, education, child care, work clothing.

Clients come to Irving Cares for help finding a job because they either don't know how to look, or they've exhausted every resource they could find. We provide job search training and one-on-one case management for an average of 90 clients per month.

General Operating Funds

\$20,000 per month to cover agency expenses: rental of space, office supplies, computer network, wages and benefits, insurance, vehicle maintenance – all the things it takes to run a business with \$1.2 million revenue goal.

It's Not a Handout, It's a Hand Up

A young lady came to Irving Cares in need of rental assistance. Not only is she going to school full-time, but she also works a full time job. If that was not a busy enough life, she is also a single mother of a six-year old and a two-year old. She is very lucky to receive child support. But even with that, when she had to have over \$1,000 in car repairs it was much, much more than she could pay for and still be able to pay her rent. She

will finish her Bachelor's degree in December and plans to immediately start on her Master's degree. She is well aware of the struggle she is going through, but knows it will have been worth it all when she finishes school. Irving Cares was able to help pay a portion of her rent which helped her to continue toward her goals she has set for herself.

SUCCESS STORY



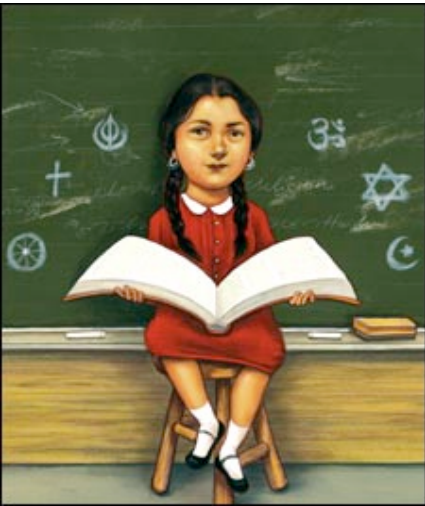
Holiday Assistance Program

During the holiday season, the 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 that they can budget and purchase their own holiday gifts. Clients attend Money Management class to learn how to properly plan for future holiday expenses, and they also receive a generous holiday food gift card.

In the 2009 holiday season, Irving Cares helped 52 families, including 170 children, have a happier holiday. This year, with your help, the goal is to assist 60 families; and through your generosity, these Irving families will be empowered to celebrate the holidays like other families.

You help not only by providing "fish," but also in teaching the family "how to fish."

Your generous gift brightens the holiday season by giving families a hand up, not a handout.



Here Come the Holidays!

Your ongoing financial and food donations during the remaining fall and approaching winter months are greatly appreciated, as increasing client volume places a greater demand on food distribution to needy residents of Irving.

As November and December approach, please consider a special Thanksgiving and Christmas holiday food drive at your business, church, club, or school. The earlier the food is donated, the more clients can be served during this special time of the year.

The Irving community has always been very benevolent with food donations around the holidays. Hunger should not be a part of any day, and your donations now to the

Food Pantry can help us feed Irving families. Last fiscal year, we served an average of 560 families per month, a 31% increase.

There is a suggested "shopping list" and holiday food drive registration form on our website at www.irvingcares.org/events.htm. Please use this form or contact Leigh Eitson, Coordinator of Volunteers, at 972-721-9181 x209 or leitson@irvingcares.org with your contact information and to make arrangements to either deliver the food or to request a pick-up.

Volunteer drivers and sorters are also needed during this peak time. Contact Leigh if you have some time to donate.

Honor Your Loved Ones This Holiday Season

We've all got them! Everyone has people on their holiday list who don't need a thing. Solve your gift dilemmas with a 2010 Holiday Memorial or Honorarium gift in the name of a friend or family member.

It's perfect for those who don't need or want a thing, it's easy to send to those far away, and it's a special way to honor loved ones no longer with us.

We'll send a beautiful holiday card to

the honoree or remembered family to let them know a gift was made by you in their name.



Click the "Donate Now" button on our website to make a secure gift online. You can email your information to Kimberly Humphries at khumphries@irvingcares.org, or mail your gift including the name of the person/s to be acknowledged.

Anyone would be thrilled to get the gift of helping our less fortunate neighbors. Consider a holiday honorarium or memorial gift this season.

New Staff Member Streamlines Client Data Flow

Managing the paperwork generated by an agency that serves 37,000 clients in a year is a daunting task. Every client that comes through our door has a paper file that is entered into our client database so that we're able to quantify the services we provide and then use that data for reporting to donors and other supporters. Having quick access to accurate information is a critical piece of our work.

The prior system at Irving Cares used five dedicated volunteers who worked various weekly shifts to input the client file information after services were rendered. The problem with this system was that it often took several days for the volunteers to get the work entered, due to the high volume of files we process. During May and June 2009, former Board Member Brian Rinke investigated client file workflow systems at Irving Cares, Metrocrest Social Services, and Christian Community Action – agencies that provide services similar to Irving Cares.



Based on Brian's recommendations, Irving Cares recently implemented a system whereby the client files are input in a more timely manner. We created the Intake Specialist position that performs the initial steps of data entry to create the client file database record. Case notes handwritten on paper will soon be a thing of the past, as Case Managers now input information into the system as the services are rendered. Files are no longer held pending, waiting for a volunteer to input the services at the end of the process. We are able to locate client files more quickly because they are completely processed on the same day the services are delivered. This new system will eliminate time wasted searching for pending files, highly increasing our efficiency and timeliness of our reporting.

Helping us manage this process is our newest staff member, Lou Jones. A lifelong Irving resident and MacArthur High School graduate, Lou is also Secretary of the Board at Irving North Christian Church and enjoys vacationing in Colorado. Lou says, "I love Irving and have seen a lot of changes. I'm excited about the future and glad to be able to work at Irving Cares. Our services are very important, as we could all be just one hiccup away from needing help."

Implementing time-saving processes is part of the commitment we make to assure our donors and supporters of exemplary management as we deliver services to Irving's needy families. Join us in welcoming Lou Jones as the Intake Specialist at Irving Cares.

In Memoriam

Paying tribute through memorials is a wonderful and fulfilling way to honor friends and loved ones when they pass away. In addition to being a way to honor individuals, it's also a wonderful way to provide support to organizations in need.

Pete Reyes, father of board member Monica Reyes passed away in early September. Though her father lived in San Antonio, Monica requested that friends send memorial gifts to Irving Cares in honor and memory of her father.

"I'm so flattered and honored to have a wonderful group of friends who were able to make gifts in my father's honor," said Monica. "I never had a chance to bring Dad to Irving Cares, but he knew of my commitment and service to this wonderful organization and cause."

Development Department Update

We appreciate the donations generated by the following organizations that recently conducted third-party fundraising activities for the benefit of Irving Cares clients: Belle De Jour, Books are Fun, Ltd., Greater Irving – Las Colinas Chamber of Commerce, Central branch of Irving Public Library, Lisa’s Jewelry Box, North Texas Corvair Association, and Two Elves with a Twist. Cooperation truly is the answer!

In addition to the amazing results of The Great Harvest, an operating grant from CMC Dallas Trading (\$10,000), part two of our Emergency Food and Shelter Program grant (\$14,146.50), and a new grant from Dallas Mavericks

Foundation (\$25,000) have bolstered our cash flow position this quarter. Having client assistance funds and operational capital to provide services are both necessary.

A round of applause for these companies that recently matched donations of time and money on behalf of Irving Cares volunteers and donors: Bank of America; Burlington Northern Santa Fe Railway; ExxonMobil Foundation; Fluor; GEICO, and Microsoft. Many of our contributors are retired, or spouses of former and current employees. Be sure to consider this avenue as a way to leverage the impact of your time, talents and treasure.

In the Spotlight

Irving Cares has recently been featured in some videos. Visit these links to see for yourself. You can also find these links on our website, www.irvingcares.org

Irving Community Television Network created “Texas Stadium Implosion Leads to Donation” when we received the macaroni and cheese shipment from Kraft. <http://www.youtube.com/watch?v=D5mcC-hQqcs&feature=related>

They also covered The Great Harvest live, and used the footage as the first feature in their latest production of “About Towne.” <http://irvingtx.swagit.com/player.php?refid=09242010-11>

Reach Agency created “The Great Harvest Donor and Client Testimonials” for our use during the 20th anniversary fundraiser. <http://www.youtube.com/watch?v=1Lo74d2xwDU>

Referrals Bring Agencies Together

Many, many times a Case Manager refers a client to another agency for assistance that Irving Cares either is unable to provide because our resources for that month have already been allocated, or in other cases, we do not offer the program the client needs. Our goal in these circumstances is to offer a referral to another agency that can help.

It is not often that we hear back from the client to learn that the referral was helpful. One exception was a client who wanted to get out of a motel and into an apartment. He and his family had been staying with friends and had worn out their welcome and moved to a motel. Even though he was working, he could not save enough for a deposit and the first month’s rent required to move into an apartment.

Through a referral to the City of Irving Housing and Human Services Department, he was able to get assistance from the Homeless Prevention and Rapid Rehousing program. He called back to say he and his family were moving into their own apartment and how much he appreciated the information of who to contact.

Irving Cares is diligent in staying current with other agencies so that we can make knowledgeable referrals of appropriate clients. Working together, we can collaborate to meet our client’s needs.

Employment Program Puts People to Work

Bakarra came to Employment Services about two months ago for assistance with education. She had been a teacher at a private Christian school for three years until the school closed because of funding. In order for her to teach in the public school system, she needed her Teacher’s Certification. The Employment Services Program at Irving Cares was able to assist her with a portion of the fee to take her certification test. Since then, Bakarra has signed up to work as a substitute teacher with the school district and also works three part-time jobs.

Cassandra heard about the Employment Services Program from her aunt. Cassandra needed help finding a job, and she also needed assistance in renewing her Pharmacy Technician License. Cassandra is going through a separation and moved to Irving to start over. Her license had expired in June but she hasn’t had the money to renew it, therefore she could not apply for jobs in her field of work. Irving Cares Employment Services Program was able to assist her with a portion of the fee to renew her license and also gave Cassandra numerous job leads. She will start working at Telvista in a few weeks.

Many of the clients in the Employment Services Program at Irving Cares have marketable job skills, but they also have barriers to gaining employment. For many, we are able to provide financial assistance needed to overcome those barriers.

Irving Cares Receives \$2,500 Credit from North Texas Food Bank



On Friday, September 24, the North Texas Food Bank (NTFB) held its annual Member Agency Conference at Highland Oaks Church of Christ. As part of the festivities, they held raffle drawings.

Irving Cares won a grant for a “\$2,500 Freezer”. The prize stated that if this item were not needed at the Agency,

the grant could be used to purchase other items for the feeding program. Last year, Irving Cares installed all new commercial grade refrigerators and freezers, thanks in part to a Close the Gap grant from NTFB. Thus, in lieu of this freezer, Irving Cares requested a \$2,500 credit on our account.

“It was like finding a golden ticket,” commented Development Director Kimberly Humphries. “This credit will last about two and a half months based on our current usage.”

Irving Cares strives to acquire as much food as possible through our partnership with the North Texas Food Bank. Whereas you might find a great sale when three cans cost \$1 at your local retailer, the power of maximizing NTFB can provide seven cans for that same \$1.

Irving Cares works hard to ensure that grocery orders are nutritiously balanced and can fulfill a family’s needs for a week. The retail value of an order for a family of four is \$155. We serve an average of 560 families per month through the Food Pantry. Irving residents in need of emergency groceries are eligible to come to Irving Cares up to six times in a year. We also partner with NTFB through a community outreach liaison to expedite the Supplemental Nutrition Assistance Program (formerly Food Stamps) for qualifying clients.

“During these difficult economic times, when more and more families are turning to us for basic needs like milk, bread and beans, this ‘extra credit’ is going to be very helpful,” Humphries concluded.

Please Consider Irving Cares In Your Will

Dedicated Volunteer Serves for Over 30 Years

Irving Cares would like to introduce you to one of our Tuesday Volunteer Case Managers, Sybil Cook.

Sybil is a native of Arkansas, as well as a 51-year resident of Irving. She is a Volunteer Case Manager who interviews clients regarding their temporary financial crisis. With the Emergency Assistance Program, Irving Cares offers limited financial assistance for rent, mortgage, utilities, or prescriptions; food pantry; and information and referral. Every client who receives these services is interviewed by a Case Manager.

As Sybil reflected on volunteering, she explained "I am responsible for trying to find the real problem of each client who comes in for help, then providing Irving Cares services or referring them to an agency who can help them. It provides temporary help and enables them to again be on their own."

Sybil retired as a staff member for Irving Aid and has served on our Board of Directors twice. She has been affiliated with Irving Aid or Irving Cares since 1978 – that is nearly 33 years of service to the community. Her other volunteer experience includes church work, girl's clubs,

cooking for sick ones, and visiting nursing homes. She attends the Assembly of God church.

Sybil's hobbies include crafts, sewing, and "looking for that special item at garage sales". Last, but not least, she enjoys visiting with her two children, four grandchildren, and five great-grandchildren. She and her husband, Harvey Cook, have been married for 63 years.

"Sybil is a true treasure, donating countless hours over the years. Her longevity of service and devotion to our clients' success is inspirational." said Irving Cares Executive Director Teddie Story.

If you are interested in volunteer opportunities, please call Leigh Eitson, Coordinator of Volunteers, at 972-721-9181 X209 or leitson@irvingcares.org.



RETURN SERVICE REQUESTED

www.irvingcares.org

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