

Thank You, Volunteers for 13,119 Hours

Irving Cares celebrated logging in 13,119 volunteer hours during our last fiscal year at a volunteer appreciation dinner held on April 26 at First United Methodist Church. Irving Cares honored its many volunteers for their dedicated work and continued commitment to the agency. Approximately 100 volunteers were present at the event, titled "Aloha 2011 ~ Honoring the Aloha Spirit of our Volunteers".

//Volunteers are the backbone of Irving Cares, and there is absolutely no way we could provide the services we provide without the dedication and support of our volunteers. Giving of one's time, talent, and treasure is a truly selfless act, and we are so thankful our volunteers choose to support Irving Cares in such a way," said Executive Director Teddie Story.

First United Methodist Church graciously allowed us to host this event in their Fellowship Hall, and Cindy Alleman, Anna Wilkins, and Lou Jones arranged the luau-themed table decorations. After "alohas" from Teddie Story, Executive Director, Rev. David Turner, of First United Methodist Church, prayed before the meal.

See "Volunteer Appreciation" on Page 5



Inside

- | | | | |
|------|---|---|--|
| 1, 5 | Volunteer Appreciation Dinner | 6 | Financial Assistance Program Remains Effective |
| 2 | Date Change for The Great Harvest | 7 | Patient Transportation Provides Access to Health Care |
| 3 | North Texas Food Bank Program Benefits Clients | 7 | Gallaways Party With A Purpose at Irving Cares |
| 3 | Employment Assistance Success Story | 7 | Eat Wings, Raise Funds |
| 4 | Scouting for Food | 8 | Financial Assistance Success Story |
| 5 | Rent Assistance + Training = Self-Sufficiency | | |
| 6 | Board Retreat 2011 | | |

Irving Cares Board of Directors

Yolanda Carroll
President
BNSF Railway

Monica Reyes
Vice President
Fluor Corporation

Chandra Hill
Treasurer
Greater Irving – Las Colinas
Chamber of Commerce

Sharon Ikeler
Secretary
Las Colinas Medical Center

Carol Bell
Community Volunteer

Marvin Bond
Greater Irving – Las Colinas
Chamber of Commerce

Mary Ann Burns
BB&T

Chris Carathers
Irving North Christian Church

Cathy Cunningham
Boyle & Lowry, L.L.P.

Mechelle Davidson
TXU Energy

T.J. Friedel
City of Irving

Allan Meagher
United Parcel Service

Tom Morton
Independent Bank of Texas

Eunice Kim Nakamura
Vincent, Lopez, Serafino
& Jenevein, P.C.

Candi Richardson
Insperity

Krista York-Woolley
BNSF Railway

Date Change!

The Great Harvest ~ An Evening to Care

TGH Sponsors

Plentiful Provider

Mass. Electric Construction Co. & Kiewit

Maize

TXU Energy

Golden Pumpkin

Big State Drug

John & Kitty Boyle

Fran & James Cassels

Carla & Sam Smith

Susie & Curt FitzGerald

Cornucopia

An Anonymous Friend

Aviall, Inc.

Paul B. Anderson

Diann & Joe Contestabile

Arlene & Steve Dunston

Insperity

Jesse & Diane Orsini

Teddie & Ken Story

Harvest Basket

Julia Black

Yolanda Carroll

Cathy & Blake Cunningham

Kathy & Clint Howard

Charles Mott & Alicia Fernandez-Mott

Mills Roberts, MD

Vincent Santoscoy - Loan Star Pawn

Gerald Stavely Martinizing

Donor list current as of May 9

After reading the last Focus, you marked your calendar for The Great Harvest ~ An Evening to Care. We've made a change in the date, so please update your calendar, changing that date from September 16 to **September 9.**

Join co-chairpersons Nancy and Chris Heckman in the Grand Ballroom at the Irving Convention Center at Las Colinas. This year's theme will be "East Meets West," and it's sure to be a memorable evening with great food and great friends.

Sponsorships are available by contacting Kimberly Humphries, Development Director at khumphries@irvingcares.org or 972-721-9181 x 202. Those interested in serving on the Steering Committee should contact Teddie Story, Executive Director at tstory@irvingcares.org or 972-721-9181 x 203.

Thank you to those early sponsors who have already made their commitment to our success. We're well on our way to our \$100,000 sponsorship goal.

THE GREAT HARVEST



NTFB Outreach Improves Service to Help Irving Cares Clients

Irving Cares partners with the North Texas Food Bank in outreach efforts to help clients applying for SNAP (food stamp) benefits. Every Monday morning Julia Marquez, a Bilingual Outreach Coordinator, is at Irving Cares helping residents complete their applications.

The state trained outreach staff to complete applications during onsite visits like the ones at Irving Cares. This streamlines the process and can save clients several trips to the state offices. Outreach staff can follow up on client applications or renewals, and are available to answer questions anytime during the process.

Now, the Texas Health and Human Services Commission will be launching a web-based online portal to complete the application for benefits.

Benefits of the new online portal are:

- Clients will be able to complete the application online and submit to the state at Irving Cares office
- NTFB Coordinators can assist the client completing the online application beginning in May 2011
- By late summer, NTFB Coordinators will be able to complete a paperless interview and upload client's pending documents directly into the web portal

- And in the future, NTFB Coordinators will be able to process renewals online

Irving Cares is glad to partner with NTFB Social Services Outreach to offer increase access to available benefits.



Employment Assistance

Mr. Suri first attended the Job Search Seminar in March and received job leads. He was desperately looking for a job to enable him to take care of his family. He had owned a security company in his country but can't seem to get hired here to even clean floors. He continued to attend the Job Search Seminars on Wednesdays to learn more about resume writing, interviewing skills, and how to complete job applications. He was able to obtain a drivers license so he could get around and apply for the job leads he received.

After six weeks of searching, Mr. Suri stopped by to tell the Case Manager that he had been hired and already started training at HMS Host where he will manage their Security Systems. HMS Host was one of the companies listed in the job leads.

Because he would not get paid for two weeks, we assisted him with a \$20 gasoline voucher to enable him to get to work.

This client shows that attending the Job Search Seminar and following-up on job leads can lead to fruitful employment.

SUCCESS STORY

Scouting for Food 2011

Scouting for Food is a very important “non-holiday” food drive that helps put food on the shelves to feed needy Irving residents. It is an unselfish event sponsored by the Boy Scouts of America in which the community, Scout leaders, and scouts all come together for a positive outcome. On Saturday, February 12, crews, packs, and troops collected and delivered 9,819 pounds of non-perishable food items to Irving Cares. Since each local Scout group determined which charitable organization would receive the food they collected, Irving Cares is extremely honored to be chosen again as one of the recipients. A special thanks to:

Group	Pounds of food
Pack 771	1,629
Troop 606	1,428
Troop 508	1,277
Troop 588	1,028
Pack 160	767
Pack 819	718
Pack 509	705
Pack 769	542
Pack 606	478
Pack 826	410
Crew/Troop/Pack 281	348
Troop 769	248
Crew 508	241

"We thank the many Scouts that participate in this drive year after year. It's so exciting to see the amount of donations grow, as compared to prior years. We rely on this food drive, and it really helps us meet the need for Irving families," commented Teddie Story, Executive Director of Irving Cares.

Irving Cares is also extremely grateful to the Irving AMBUCS and youth and adult sponsors from Irving North Christian Church who joined Irving Cares volunteers Pat Catron, John Eitson, Don Rice, Helen Rice, Roger Smith, and Peggy Smith in recording, sorting, and shelving the donated items. Volunteering at Irving Cares for Scouting for Food is an annual community service function of the Irving AMBUCS. Irving North Christian Church is also dedicated to meeting the needs of the people of Irving.

In assisting Irving residents who are experiencing a temporary crisis situation, the continued support of Irving's residents is greatly appreciated. The Food Pantry serves an average of 537 families per month with emergency groceries. Thanks again to all who participated and for your commitment to the community. If you or your group would like to find out more about donating to the Irving Cares food pantry, please visit our web site at www.irvingcares.org or call Leigh Eitson at 972-721-9181 x209.



Volunteer Appreciation

(continued from cover)

The meal featured bread, salad, vegetable medley, ham, rice, and an outrageously delicious coconut dessert topped with a purple orchid – served with style by Cynthia Alexander and Toni Alexander and staff of The Culinary Improv.

The celebration included drawings for floral door prizes. Irving Cares lapel pins were given as mementos, as well as Hawaiian-themed tablets and shopping lists that were donated by Minuteman Press. Kimberly Humphries, Development Director

of Irving Cares, presented an agency update. Volunteers recorded serving 13,119 hours. Since the Independent Sector values an hour of volunteer time at \$21.36, this equates to \$280,222 being volunteered in time. Our guest speaker, Priscilla Luna, an Insperity Business Advisor, shared inspirational thoughts on teamwork and the importance of volunteering.

The evening culminated with the announcement of "Volunteer of the Year" by Sally Hendricks, Intake Receptionist. This year's honorees

are Rod and Cindy Alleman who began volunteering at Irving Cares in 2008. Rod inputs volunteer hours in the volunteer database, and Cindy is a case management intake volunteer. They volunteer faithfully each Friday and as needed. In addition to their weekly responsibilities at Irving Cares, they are also very active members at First United Methodist Church. Congratulations to the Allemans and all volunteers for a job well done!

Rental Assistance + Training = Road to Self-Sufficiency

When clients at Irving Cares receive financial assistance for rent/mortgage or utilities, they also attend a Money Management class. This is curriculum provided by Consumer Credit Counseling Services, but is tailored for our client base. It gives our clients concrete ways to reduce expenses so they can eventually save up a nest egg for their families.

These are notes written by a client who recently attended one of our classes. They show how much clients value the opportunity to participate in the Financial Assistance Program at Irving Cares.

(8) Why are you in need of financial assistance at this time?

I am currently unemployed right now and I am collecting unemployment but it is not enough to make it through the month on what they give me because they are taking the full amount of child support out of my checks I thank Irving Cares for having these kind of programs I've been given food stamps I've been helped when I didn't know what to do or where to go having a program like this is very helpful especially when you have kids that are hungry and you're lost your job and you don't know what to do. Please keep this program alive for all the people having trouble. I never thought I would be here and I was wrong. You guys made it right.

I understand that any and all information on this form may be verified.

Your Gift Gives Twice!

For each donation made to Irving Cares in honor or memory of a special person, a very special note will be mailed to your honoree or remembered family letting them know that an *empowering gift* was made in their name, and how your partnership is helping provide opportunities for low- to moderate-income residents to pursue success in their lives with dignity.

To make a donation in honor of a special occasion, it's this easy: complete your secure gift online at www.irvingcares.org, or send a check to Irving Cares, PO Box 177425, Irving, Texas 75017-7425 with the occasion, name and address where you want your special card mailed.

Board Retreat 2011

The fiscal year at Irving Cares started off with some bad news. We would need to make up \$200,000 in lost revenue from federal, corporate and foundation sources. We furiously wrote grants, held a highly-successful annual fundraiser and sent the year-end appeals.

We appreciate all of you who responded so generously. We didn't make our budgeted revenue goal, but when the dust settled, our unaudited revenue figures exceeded expenses by just under \$3,000.

Funding changes are constant, and we're always strategizing ways to create reliable revenue streams to sustain the good work of Irving Cares; helping Irving residents regain their self-sufficiency.

For many years United Way has been our largest donor, but they're shifting focus away from basic needs (rent assistance and food). We expect this shift will affect the funding we receive.

At the Board of Directors annual retreat on Saturday, April 9, we began the start of our new fiscal year in a day of training aptly titled, "Find Your Commitment."

After analysis and self-evaluation, the Board selected fundraising as their top area of focus and determined how each person could play a role as an Ambassador, Advocate or Asker. Each Board member made a commitment for certain tasks, and everyone left the retreat inspired to find new supporters and further engage current supporters.



With proactive planning, creative fundraising and continuing engagement, Irving Cares grows resources to help Irving residents in need.

During the retreat, we installed new officers for the coming year: Yolanda Carroll, Director, Marketing Interface & Development at BNSF Railway, President; Monica Reyes, Community & Public Affairs Manager at Fluor Corporation; Chandra Hill, Director of Finance and Member Relations at Greater Irving – Las Colinas Chamber of Commerce; and Sharon Ikeler, Chief Nursing Officer at Las Colinas Medical Center. We also thanked our past officers, Yolanda Carroll, Monica Reyes, David Castillo, and Carol Bell.

Breakfast and lunch were graciously underwritten by Henry Holmes Breakfast Forum, House of Commons, and Las Colinas Country Club.

Financial Assistance Program Remains Effective

We provided rent or mortgage assistance for 278 families in FYE 3/31/11.

- Our goal is that 85% of those assisted will not be evicted within 90 days of receiving assistance.
- Actual results are 93% were not evicted within 90 days of receiving assistance.

We provided water, gas or electric utility assistance for 529 families.

- Our goal is that 85% of those assisted will not be disconnected within 90 days of receiving assistance.
- Actual results are 96% were not disconnected within 90 days of receiving assistance.

Clients receiving rent/mortgage or utility assistance are required to attend a Money Management class online or in a classroom setting.

- We provide classes in English and in Spanish. 771 clients took the Money Management class.
- Our goal is that 90% of these clients will identify three pieces of budgeting information after completing the money management program.
- Actual results are **98% of clients identified three pieces** of budgeting information.

Clients receive the financial assistance they need to overcome their temporary crisis situations, and they learn information to help prevent future crisis situations. These are the basic steps of self-sufficiency.

Patient Transport Program Provides Access to Health Care

Larry is a retired plumber in his mid sixties who is small and frail now after so many medical problems. He rides two or three times a month to Parkland for various treatments, most recently for kidney failure. Larry does not drive, does not own a car and lives in a very small extended stay hotel and has for the past three years. He walks with a cane and has a very difficult time getting up

and down stairs. He says, "Irving Cares is a real blessing."

Were it not for the Transportation Program, Larry would have serious difficulty getting his medical care. This program provides door-to-door transportation for low-income Irving residents who are too medically fragile to handle the public transportation system.

The Gallaways "Party With A Purpose" at Irving Cares

Councilman Michael Gallaway threw a "Party With A Purpose" in honor of his wife, Deborah's birthday, on Friday, March 4, at Irving Cares. The event raised \$835 in funds and 92 pounds of food for Irving Cares. Twelve guests were given VIP agency tours by Kimberly Humphries, Development Director. The Gallaways also provided birthday snacks in the Irving Cares classroom so guests could mingle and visit.

In general, a "Party With A Purpose", is a get-together so guests can have fun, meet new people, spend quality time with friends, and help people less fortunate in the community all at the same time. It is not about giving personal gifts to the honoree, it is about giving a financial or in-kind contribution that will make an impact in the community.

"We're so thankful that Michael and Deborah chose Irving Cares as the site for their Party With A Purpose



this year. It's a great way to introduce new friends to Irving Cares, and they had really good results. We'd love for it to become an annual tradition," said Teddie Story, Executive Director of Irving Cares.

Eat Wings, Raise Funds

At Buffalo Wild Wings, they strive to be a proud supporter of our community and the people and organizations within it. They pride themselves in not being just another restaurant chain and strongly believe that if they support our community, our community will, in-turn, support them.



Dine at Buffalo Wild Wings at 1200 Market Place (on 635 near MacArthur Blvd.) on the second Monday of each month, and they will donate 10% of food sales back to Irving Cares. No coupon or flyer is required – just tell your server you are there to support Irving Cares. It's a great way to raise money for us while enjoying some of the best wings in town!

Development Department Updates

- Baylor Medical Center - \$1,500 for non-narcotic one time prescription assistance
- Belmont Foundation - \$25,000 Matching Grant Challenge Succeeded!
- Souper Bowl of Caring – Six groups donated a total \$3,748
- ExxonMobil Community Summer Job Program - intern stipend
- ExxonMobil Volunteer Matching grants for the quarter totaled \$1,500

Financial Assistance

One of our neighbors came to us in need of financial assistance. Her husband of several years suddenly left her and their 5-year old child. They had been renting a house for two years and had been fine financially. She was in the final weeks of completing school as a medical assistant. During the time she was in school, she had worked part-time in a customer service position. Now that hers was the only income, the part-time job was not enough. Luckily, her employer agreed to hire her full-time until she could finish her classes, and she subsequently found a job in her new field.

Unfortunately, her paycheck did not increase overnight, and she still had rent and other expenses to cover. She immediately began searching for extra help and applied for Food Stamps. She also found a support group for single parents to help her deal with her emotional pain. She was referred to Irving Cares through another agency, and it was a pleasure to assist her with a portion of her rent, because she was definitely on the right track to becoming self-sufficient. She noted on the evaluation form from the Money Management class that the best advice she could give a friend was to save – even if it is only a little.



RETURN SERVICE REQUESTED

www.irvingcares.org

TEL (972) 721-9181
FAX (972) 438-7345

Irving Cares, Inc.
440 South Nursery Road, Suite 101
P.O. Box 177425
Irving, TX 75060

Non-Profit Org.
U.S. Postage
PAID
Irving, Texas
Permit #65