

The Great Harvest A Huge Success

With a unique theme, “East Meets West”, the 21st annual “The Great Harvest ~ An Evening to Care” benefiting Irving Cares was held on Friday, September 9, at the luxurious, new Irving Convention Center in Las Colinas. We welcomed first-time attendees and longtime supporters. The menu held delicious buffet stations from “east” and “west” that partnered well with the ambience of the evening – good food, worthy cause, and helping to raise money to assist families going through a temporary crisis.

As Teddie Story, Chief Executive Officer of Irving Cares, shared with the crowd of over 300 people, “We were able to raise over \$205,000 with this event. Thank you for such generous support.”

The evening started off with our first-ever VIP Reception for donors giving \$5,000 or more. The Board and Steering Committee mingled with donors as they enjoyed a preview of the live and silent auctions. Commemorative photos by Friedel Photographic were followed by an exciting Karate demonstration by Texas Isshinryu Karate Kai. A video message prepared by REACH included words

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*Top: Guests from HKi Architects.
Far right: Richard LeGault, Yolanda Carroll,
Stewart Cedar, and Kathleen Knight.
Near right: Christina Smith Connelly.*



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Thank You, Sponsors

The Great Harvest ~ An Evening to Care

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Table Centerpieces

Ikebana International Dallas Chapter #13

In Kind Donors

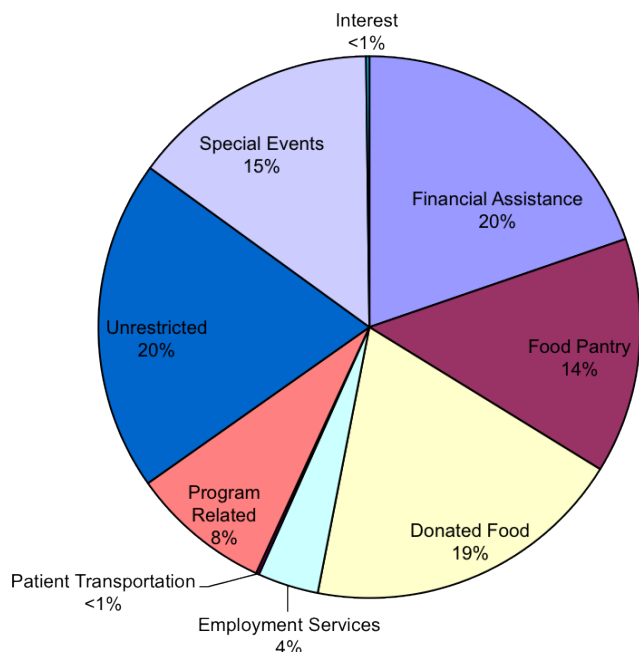
Friedel Photographic
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Audit Results Received

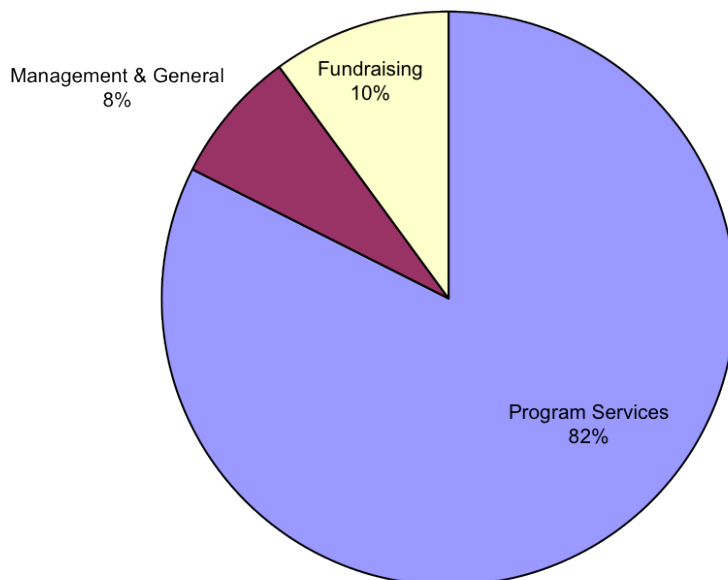
In our continuing efforts of transparency and to provide financial information to our supporters, Irving Cares engages an independent audit firm to prepare audited

financial statements each year. These are the results for our fiscal year ended 3/31/11, where we provided services to 37,611 individuals.

Revenue and Support



Expenses by Type



A Client Says "Thanks"

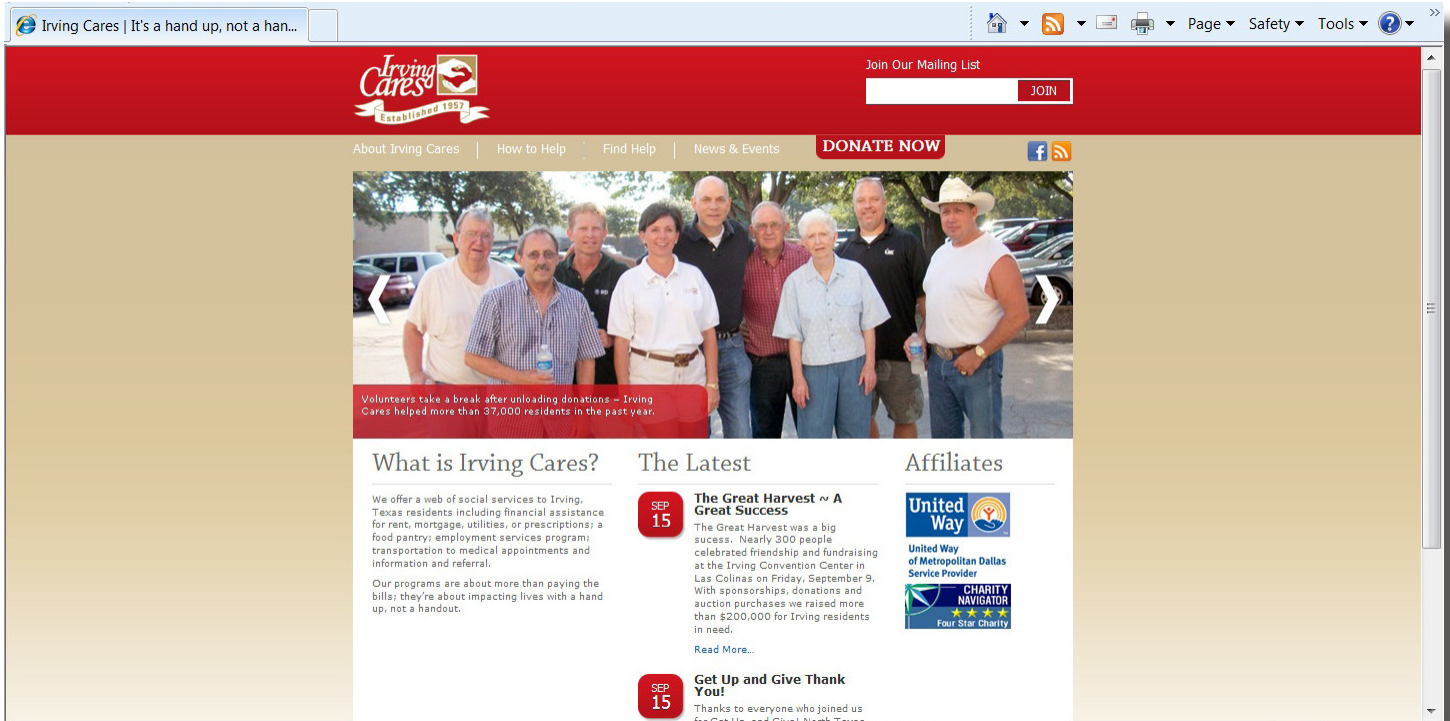
In an average month, the case managers at Irving Cares help 39 clients who need financial assistance with their electricity bills. They listen intently to the client's situation, apply the guidelines to the case, and come to a decision. If the client qualifies, the case manager processes the application and sends the payment to the electric company. Many of the clients express great relief in knowing their situation has been remedied.

"Thank you very much for giving me a helping hand, a lift up to getting a grip on my bills. You have been so sweet to help me through the bills through this heat spell all summer. God bless you and everyone at Irving Cares that does such a good job."

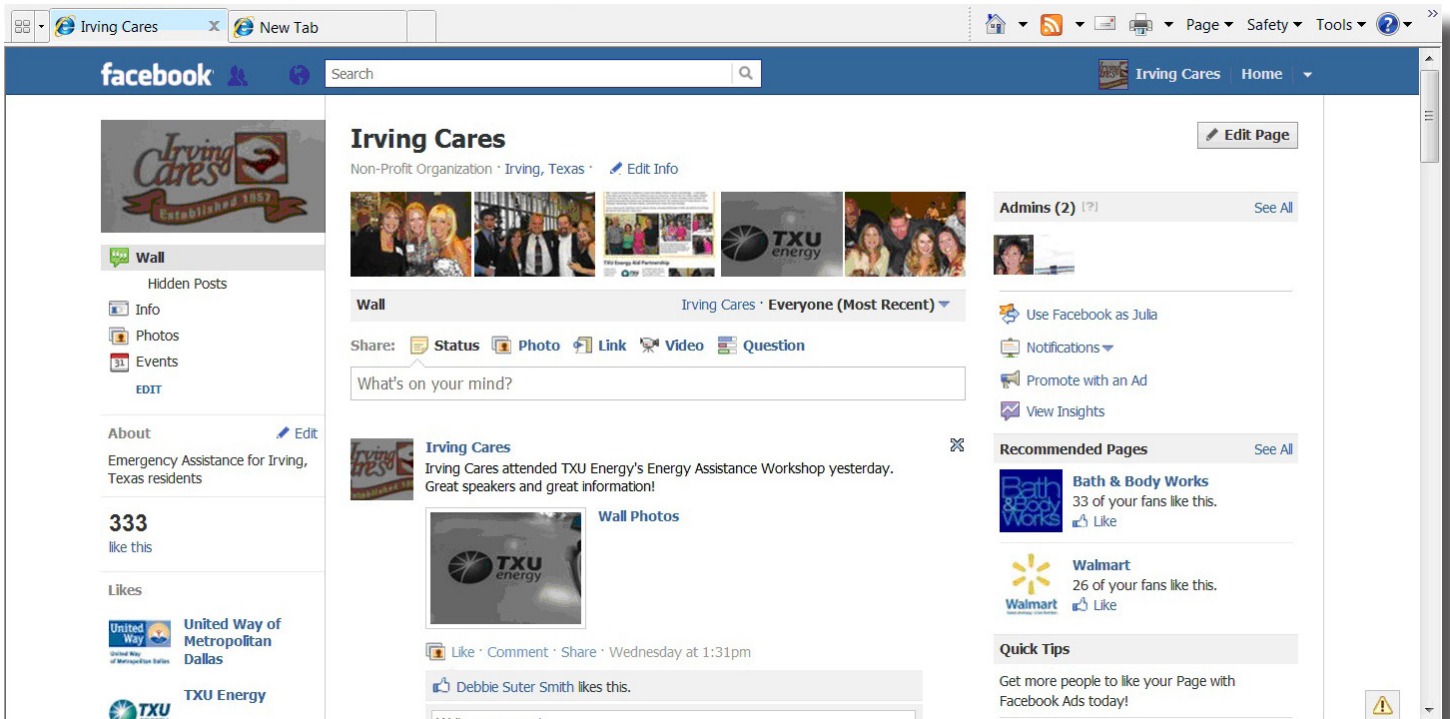
SUCCESS STORY

Online Facelift

Our sincere thanks go out to QuickSilver Interactive Group, an Irving-based website design and interactive marketing group that designed the site. Go to www.irvingcares.org to find information about services we offer and ways to donate. Sign up for the email alerts, see our grocery shopping list, or download the form to register your holiday food drive. We think you'll find the redesigned website much easier to use!



You can also keep up with the latest information and activities by finding us on Facebook. "Like" Irving Cares to receive regular updates. We have 334 friends and we're growing – come join us!



A New Face In the Crowd

With the hiring of Michelle Flores as Bilingual Case Manager, Irving Cares is back to being fully-staffed. This past year has held a few staff changes, and we're happy to welcome Michelle to the Emergency Assistance Program. She will interview clients applying for help with food and financial assistance for rent, utilities, prescriptions or transportation, as well as providing referrals for other services.

Fluent in Spanish, Michelle lives in Dallas, and she comes to Irving Cares after working for the City of Dallas for three years in their information and referral department. Michelle's willingness to go the extra mile for her clients and her pleasant demeanor will serve her well in delivering exceptional programs for Irving residents in need.



A Promotion From Within



In June, Mary Cortés was promoted to be the Senior Case manager at Irving Cares, and this year she also celebrates her 9th year at the agency.

Mary has been an Irving resident most of her life. When she was a senior at Irving High School she volunteered at Irving Cares, then was hired in the fall of 2002 as a Bilingual

Administrative Assistant. She translated for intake personnel and case workers while providing clerical support.

In our efforts to continue to meet the needs of the community, we promoted Mary to Case Manager in 2004. She was then able to meet with clients one-on-one and talk to them about what their needs were. When before she would only translate during the client's visit, she could now interview each person in a more comfortable setting in the client's native language. Through the years, Mary has completed a variety of training which has allowed her to better assist those who are in need. She is certified to teach a household budgeting class, obtained a Certificate in Non-Profit Management, and is currently working toward a Social Service Degree.

With the announcement of Anna Wilkins' retirement, Mary found out that she would fill

the position of the person she's been working side by side with for many years. "I was excited, and a little nervous, but I think Anna has taught me well." Since becoming Senior Case Manager, Mary has trained 2 new staff members, all while delivering services during the busiest summer Irving Cares has ever experienced.

"Even after 9 years, my favorite part of this job is seeing the look of relief on someone's face when they find out that we really are going to help them. Whether it's with milk for their babies, or in paying their rent, clients know that we are here to help, and that we do care about what's happening to them," Mary said.

Promotions from within are very rare at Irving Cares, as once we hire on, we tend to stay! We are so very fortunate to have such tenured staff. This year, we celebrate these anniversaries, a few with double-digit numbers:

| Name | Title | Tenure |
|--------------------|-------------------------------|----------|
| Sally Hendricks | Intake Receptionist | 16 years |
| Teddie Story | CEO | 15 years |
| Mary Cortés | Senior Case Manager | 9 years |
| Kimberly Humphries | Development Director | 9 years |
| Leigh Eitson | Coordinator of Volunteers | 8 years |
| Julia Black | Program Manager | 7 years |
| Monica Oliver | Patient Transportation Driver | 5 years |
| Mary Shelton | Employment Services Manager | 4 years |
| Lou Jones | Intake Specialist | 1 year |
| Beverly Wilborn | Case Manager | <1 year |
| Michelle Flores | Case Manager | <1 year |

Hunger Doesn't Take a Holiday

Your ongoing financial and food donations during the approaching winter months are most appreciated, as increasing client volume places a greater demand on food distribution to needy residents of Irving. There are two easy ways to give:

Host a holiday food drive

As November and December holidays 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.

Go to our website at www.irvingcares.org to "How to Help/Holiday Help". Register your food drive participation by using the online form "Holiday Food Drive 2011". This provides us with your contact information and suggested dates to schedule a delivery or to request to have your food drive picked up. There is also a suggested "Grocery Shopping List" on our website.

E-mail the completed form to leitson@irvingcares.org; or print and fax to 972-438-7345, or call Leigh Eitson at 972-721-9181 X209. Contact Leigh with any food drive questions you may have.

Make a financial gift

Rather than adding a few extra groceries to your weekly shopping, consider donating cash instead. Because Irving Cares can buy groceries at a lower price than at a retail store, your gift can make a bigger impact.

A typical order through the Food Pantry has 84 pounds of groceries. At retail pricing, that order is \$154. Through our purchasing methods, we can get 84 pounds of groceries for \$23.

Go to our website at www.irvingcares.org and click on "Donate Now." This takes you to a secure site where you can make a one-time donation to the Food Pantry or sign up for recurring gifts in whatever increment and frequency best fits your budget.

Free Tax Help Available at Irving Cares

We're happy to announce that Irving Cares is one of the newest locations chosen as a site for Earn It! Keep It! Save It!, a United Way program that offers free tax preparation services to people who make less than \$50,000 a year.

With our expansion in 2009, we have much more space to allow partnerships with existing programs such as this one. Beginning in January, IRS-certified tax preparers will set up shop using the lobby and our classroom to help qualified persons with tax preparation. There is



no fee for the service, and this is not a refund anticipation loan scenario. Every year, thousands of hardworking people don't get the full tax refunds they deserve. They pay hundreds of dollars in fees and interest to get "Instant Refund" loans, and they

miss opportunities to claim earned income and child tax credits. With this service, they can get their refund, when applicable, in as few as 10 days.

Though Irving Cares is not directly providing the tax preparation service, it is a fantastic partnership with United Way of

Metropolitan Dallas and will be another piece of the puzzle in helping our clients become more self-sufficient.

For more information, please visit www.unitedwaydallas.org/eks.

Volunteer Spotlight

Irving Cares would like to introduce you to our Thursday intake and case management volunteer crew. Intake volunteers help the client sign in, provide paperwork for them to complete, and assemble a client folder prior to the client being seen by the Case Manager. Case Managers interview clients and provide program services and/or refer them to partner agencies.

Ann Nicholson is a member of First United Methodist Church in Irving. She enjoys volunteering as a Case Manager at Irving Cares because she enjoys people contact, and being a peace maker. "I am a people person and enjoy people and want to help," she says. Ann is a retired teacher and homemaker. She is a native Texan and a 42 year resident of Irving. Her other volunteer experiences include Momentum Ballet Co., Irving Symphony League Ball Chair and President, Youth Concert originator with other women, discussion leader in Bible Study fellowship, ZTA Key Women for Irving, PTA President, and Texas Lifetime PTA Member. Ann enjoys dancing, babysitting her grandchildren, and gardening.

Originally from Maryland, **Jacqueline Haden** has been a resident of Grand Prairie for 12 years. Jacqueline volunteers as a Case Manager and says, "It's always good to help people, and Irving Cares is the best volunteer job I've ever had." Her previous volunteer experiences include hospital, political activity, reading to the blind, museums, and Board members at various agencies. Jacqueline attends the Episcopal Church of the Redeemer in Irving and enjoys reading.

Sarah Abraham is a native Malaysian, as well as a 20 year resident of Irving. Sarah is a volunteer Case Manager and volunteers in any other area that she is needed. Sarah finds "giving back to my community and practicing humanity and compassion for fellow human beings" the most rewarding part of her volunteer experience. Her other volunteer experience includes taking care of her elderly mother and discipleship work at her church.

Sarah is retired from the airline industry and owned travel and real estate agencies. She attends Lakewood Baptist Church and enjoys reading spiritual books.

"I like meeting the clients and getting to know the wonderful staff and other dedicated volunteers at Irving Cares," says Intake volunteer

Saranne Gans.

Saranne is a native Texan from Dallas who

has lived in Irving for 16 years. She is a retired high school English teacher and was a school librarian for 38 years. Saranne's other volunteer experiences include working in adult literacy programs for several years and volunteering at public libraries. Her hobbies include reading, surfing the Internet, cooking, walking, helping others, and supporting libraries and education.

"The intake and case management volunteers are critical to our success. We are seeing around 70 clients each day, and with only 11 staff members, there is absolutely no way we could keep up without these fantastic volunteers," said Teddie Story, Irving Cares Chief Executive Officer.

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



Great Harvest (continued from cover)

from Co-Chairpersons Nancy and Chris Heckman, a moving client testimonial regarding Irving Cares services, and a donor testimonial by Robin Filbeck.

Nancy Heckman has been a bilingual volunteer case manager at Irving Cares for two years, and she knows exactly

where the money raised at The Great Harvest will be spent: providing needed services to Irving residents. Chris Heckman, General Counsel for Exxon Mobil Corporation, said, "We value the service this agency provides to those less fortunate in our community, and we wanted to find a way to help."

Financial Assistance

Tom is experiencing a financial crisis. His work hours were cut and money is tight. His family is at risk of having their utilities disconnected. His children are hungry. Tom’s wife has diabetes and they can not afford her medications.

Tom lives in Irving, so he calls Irving Cares for help. Tom meets the requirements for utility assistance and schedules an appointment. When he comes to the agency he meets privately with a case manager to discuss his needs. In the interview, the case manager works with Tom to mutually determine what portion of his utility bill he can pay. Then, Tom takes an online Money Management class. He is counseled to apply for Food Stamps and starts the SNAP/Food Stamp application with help from the North Texas Food Bank outreach worker at Irving Cares. As he’s leaving, he receives a nutritious grocery order to feed his family.

Tom returns to pay his portion of the utility bill, and he provides his wife’s prescription for diabetic supplies and medication and can pay a small portion, Irving Cares pays the remainder. Tom returns 5 more times for food before his food stamps benefits begin.

After Tom received temporary assistance with utilities, prescriptions, information and referrals and food, he was able to overcome his financial crisis.



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

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