

Long-Time Volunteers Retire



Dodge (98 years young) and Marie (92 years young) Chilelli have recently announced their retirement as volunteers for Irving Cares. Their retirement comes after 27 years of service.

"When I became involved at Irving Cares in 1991, Dodge and Marie were some of the first volunteers I met. They were quite active people in their 70's back then, and part of Dodge's job was to stop in each office and empty trashcans. This also gave him a great opportunity to talk with each of the staff and volunteers, making certain they had a good day after hearing him say 'Bless you' before he moved on to visit with the next person. Marie, all the while, was in the Food

Please see Chilelli on Page 3

Meet Our Newest Board Member

The Board of Directors welcomed a new member in the July meeting.



Andy Bennett is a financial advisor for Merrill Lynch Global Wealth & Investment Management in Las Colinas, as well as a very active member in a new church in Irving named Urban Hills Church. He has lived in Irving for 38 years, and he is interested in serving on the Board because he recognizes there is a need in Irving to serve those seeking temporary relief in a compassionate and constructive way.

Please see Bennett on Page 10

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The Great Harvest Update

The Great Harvest ~ An Evening to Care



Food
Friends
Fundraising
Friday
Four Seasons Resort

Make your plans now for a fantastic evening of food, friends and fundraising on Friday, September 28 at Four Seasons Resort and Club Dallas at Las Colinas. Co-chairmen Larry Clements and Chris Clements are hard at work gathering sponsorships and auction items – what we need next is you! Reservations are only \$125 per person, and you'll enjoy a sumptuous plated dinner and two drink tickets.

As far as the auctions go, we'll have a very special piece of jewelry from Cindy & Roy Santoscoy; a week's condo stay in Port Aransas for up to 8 from Elaine & Dan Niemeier; a special Christmas dinner in the Clements home; a crawfish boil for 50 friends from a rowdy anonymous donor; autographed memorabilia from Texas Rangers player Josh Hamilton; tickets to 2013 HP Byron Nelson from Irving Convention & Visitors Bureau; plus more jewelry, lovely items for your home, sporting event tickets, and much more.

Stay tuned for more details, and look for your invitation in the mail.

To date, we've received nearly \$77,000 toward our goal of \$100,000. Sponsorships are available starting at \$500. It's not too late to join this list! Contact Kimberly Humphries at khumphries@irvingcares.org or 972-721-9181 x 202 for more sponsorship information.

THE GREAT HARVEST



Plentiful Providers

Mass. Electric Construction Co. & Kiewit

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Golden Pumpkin

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Irving Cares Board of Directors
Monica Reyes
Rick's Independent Car Kare Services, Inc.
Flor Smith
Teddie & Ken Story
Linda Taylor
Kay & Harry Weaver

Exclusive Volunteer Sponsor:

The Clements Family

Exclusive Valet Sponsor:

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Two New Faces In The Crowd

As Irving native Kyle Taylor likes to say, he grew up in Irving and never left. The new Coordinator of Volunteers at Irving Cares is a perfect example of someone who believes in giving back to his community.

Kyle, 45, is the proud product of Irving ISD, having attended T.J. Lee Elementary, Sam Houston Junior High and MacArthur High School. He then earned a Bachelor of Business Administration from Northwood University, majoring in Management with a concentration in Economics. He is now married and raising two daughters in Irving.



He began his career in big box retail – both grocery and general merchandise – later moving on to financial services. Kyle says he was drawn to Irving Cares through the volunteers he met in his retail work. “They kept telling me how wonderful this place was and how fulfilling it was for them to volunteer at Irving Cares and that I needed to give back, ‘cause it was the right thing to do.”

“I saw the impact that Irving Cares has on the community,” says Kyle. “I saw the different ways that Irving Cares can help – it could be through Emergency Financial Assistance, the Food Pantry Program, Employment Services or Patient Transportation. These programs provide an all-inclusive approach towards helping Irving residents overcome a temporary crisis. They also promote self-sufficiency.”

In his new job as Coordinator of Volunteers, Kyle oversees more than 300 volunteers who contributed more than 14,000 hours of service last year. He also is responsible for managing the inventory for the Food Pantry.

Kyle has big plans for the upcoming year. He hopes to increase the amount of donations, both food and financial, to Irving Cares. He also wants to maximize Irving Cares’ relationship with other nonprofit organizations to provide clients with the best opportunities to solve their needs. And he plans to develop and enhance Irving Cares’ working relationships with the business community.

Kyle started his new job in May, and he hasn’t wasted any time in learning his new job and giving back to the community that raised him.

Beginning in July, Karlene Swaynie filled the newly-created position of Executive Administrative Assistant. Karlene will perform several tasks previously done by the Executive

Team of the CEO, Development Director, Program Manager and Coordinator of Volunteers.



A native of Southern California, Karlene has lived in Colorado, Illinois, New Mexico, and Texas as a Sales Manager for household cleaning products calling on corporate headquarters of major retailers for 20

years. Karlene lives in Irving with her husband, enjoying golf, movies, cooking, traveling, and family get-togethers.

Karlene has been an Irving Cares volunteer – in the food pantry, intake, and finally as a case manager. “Seeing first-hand the wonderful service provided for families in crisis, I know I will get a great deal of satisfaction from this position,” she states.

We welcome Karlene and Kyle as our newest staff members, bringing our total headcount to 12. “Staff works hand-in-hand with our substantial volunteer base to help Irving families through their financial difficulties. Having such a strong team gives us a head start,” said Teddie Story, Irving Cares CEO.

Chilelli

Continued from Page 1

Pantry preparing orders for our clients – giving very special thought and care to every single order. We have sorted many a can together, and I’m so thankful I’m able to call them my friends,” said Teddie Story, Irving Cares CEO.

Dodge and Marie have been an integral part of the volunteer team, and we will miss them tremendously. Thanks Dodge and Marie!

Calvary Church Partners with Irving Cares

Delivers one of the largest food donations in Irving Cares history

As part of Love Loud, Calvary Church's Easter weekend, the Calvary Church family set a goal to donate six tons of food. Irving Cares is very pleased to partner with Calvary Church, not only at Easter, but throughout the year with their continued generosity in giving.

This new effort revolved around their 12 Easter services, where they encouraged their congregants to donate items most needed by the Food Pantry at Irving Cares: peanut butter, jelly, canned chicken, tuna, chili, beef stew, soup, macaroni & cheese, oatmeal, and helper meal mixes. They also collected hygiene products: toilet paper, shampoo, deodorant, bar soap, and powdered laundry detergent. With the hopes it would be filled, they parked a semi truck on the lot at Calvary Church. They also made a pledge to donate to Irving Cares 10% of the financial gifts they received during the Easter services.

"Food insecurity is a real concern in Irving. Our most recent survey showed that 68% of the families who received food assistance had been hungry in the past 12 months but did not eat because there was not enough money for food. These are Irving families, working hard to feed their children. Requests for services are 30% higher than last year, and we're serving an average of 697 families per month. This massive food drive at Calvary Church helps us meet that need," said Irving Cares CEO Teddie Story.

The delivery date rolled around in April, and the semi truck arrived



with a crew of workers. When the last crate was unloaded, the tally was revealed: 12,800 pounds!! What a true blessing it is to work with such a dedicated and compassionate congregation, giving back to their neighbors. We are thankful for the leadership at Calvary Church, their congregation, and their willingness to help.



Calvary Church spearheaded a community food drive that brought in one of our largest food donations ever! Right: six tons of food delivered.

Above: volunteers from Calvary Church and Irving Cares unload one of the largest donations ever received

Verizon Volunteers

Volunteers from Verizon recently spent a few hours at Irving Cares. They toured the agency, learning about the programs offered, then one team worked in the Food Pantry preparing orders for clients. Another team worked in the warehouse, finishing the final sorting from the St. Mark's Episcopal Church's food drive of nearly 1,700 pounds. After some meaningful time together, they left Irving Cares energized and compelled to do more, with all sorts of ideas coming to mind. They will hold a food drive at their office, and they vowed to return with a big food drive of their own to sort and store.

If you'd like to spend a few hours at Irving Cares, contact Kyle Taylor, Coordinator of Volunteers at ktaylor@irvingcares.org or 972-721-9181 x209. We'd love to have you.



Dallas Stars Grant Provides Perishable Goods

Thanks to a \$10,000 grant from the Dallas Stars Foundation, hungry Irving residents will have access to fresh bread, eggs, meat, milk and margarine. Perishable goods are not often donated to the Food Pantry, but are a necessary part of a healthy diet.

"As one of our 2011-12 grant recipients, your organization can be proud of the positive and lasting difference you are making in the lives of our community's children. We commend you for your exemplary work and are happy to assist you in your efforts," wrote Lora Farris, Executive Director of the Dallas Stars Foundation.

"In order to provide fresh milk in every grocery order, we spend over \$26,000 per year. We are proud of our partnership with the Dallas

Stars Foundation. They were one of the very first donors to support our Food Pantry's efforts to provide fresh milk rather than powdered. Kids eating cereal thank them!" said Teddie Story, Irving Cares Chief Executive Officer.

GO STARS!



Charity Navigator Awards 4-Star Rating

Irving Cares recognized for third consecutive year



For the third consecutive year, Irving Cares received a coveted 4-star rating from Charity Navigator for sound fiscal management and commitment to accountability and transparency. Charity Navigator, America's premier charity evaluator, highlights the fine work of efficient charities and provides donors with essential information needed to give donors greater confidence in the charitable choices they make. The most recent tax return analysis shows 84.4% of every dollar was expended in programs for Irving families in need.

In a congratulatory letter from Ken Berger, President & Chief Executive Officer at Charity Navigator, Mr. Berger explains, "Only 9% of the charities we rate have received at least 3 consecutive 4-star evaluations, indicating that

Irving Cares outperforms most other charities in America. This "exceptional" designation from Charity Navigator differentiates Irving Cares from its peers and demonstrates to the public it is worthy of their trust."

Visit www.charitynavigator.org to see the analysis of Irving Cares. Visitors to the site are also encouraged to write a review of Irving Cares so that Charity Navigator has an additional source of independent input.

"We have already seen the impact of having Charity Navigator's 4-star rating. In December, a new donor made a significant gift to Irving Cares, based primarily on his online research at Charity Navigator. Assuring donors of good stewardship of their gifts is essential to our success. At Irving Cares, we make certain to use the funds entrusted to us to help Irving families succeed, and Charity Navigator's 4-star rating validates our efforts," said Teddie Story, Irving Cares Chief Executive Officer.

North Texas Giving Day

Please visit www.DonorBridgeTX.org anytime between 7 am and Midnight on September 13, search for Irving Cares and click "Donate Now." Your donation helps serve over 42,000 Irving residents. Plus, your investment will receive a portion of matching funds, so whether from bed, from your desk, or from your couch, please give!

As always, do not hesitate to contact Kimberly Humphries at khumphries@irvingcares.org or 972-721-9181 x202 if you have questions. Thank you!



Free Tax Prep Services

Earn It Keep It Save It – Free Tax Preparation at Irving Cares

This spring during the tax season, IRS-certified United Way volunteers offered free tax help to individuals and families who earned less than \$50,000 a year.

At Irving Cares, 313 tax returns were filed, bringing Irving residents \$402,390 in tax refunds. These residents also

received \$41,146 in Earned Income Tax Credit and \$10,356 in Childcare Tax Credit.

We're proud to be part of a program that puts money back in the pockets of hardworking families.



Intern Report

We are pleased to announce our summer intern in the Employment Services Program. This internship is made possible through a grant to Irving Cares from the ExxonMobil Foundation. Each year, the ExxonMobil Community Summer Jobs Program provides full-time students with an eight-week paid internship to gain experience in a wide range of nonprofit community organizations, including Irving Cares.



Empress Hyder, a college undergraduate majoring in Marketing at Prairie View A & M in Prairie View, TX has been working in the Employment Services Program at Irving Cares. Empress grew up in Dallas and graduated from Townview High School of Business and Management in Dallas.

During Empress' internship at Irving Cares, she assisted clients with job searches and resumes, conducted the job search seminars and learned about the employment resources in the community.

We will indeed miss her spirit, enthusiasm, and dedication to helping our clients find employment.

An Intern's View

There is no surprise that most students go into an internship not knowing what to expect. Being a college undergraduate with a concentration in Marketing, I wanted a lot from my summer. I wanted an experience that provided me with the chance to shadow professionals in my chosen field. I had desires of becoming a team member engaged in meaningful work. Needless to say, thanks to Irving Cares, this day-to-day experience has been life changing.



Upon arrival, I was nervous about meeting the expectations of my supervisor and upholding the past accomplishments of previous interns. Being that the staff here at Irving Cares was so welcoming, from the intake receptionist to the chief executive officer, I felt right at home in no time. The relaxed atmosphere here and the staff I worked with allowed me to open up and put my best foot forward.

Though the job description called for me to conduct a job search seminar my fourth week as an intern, I was granted the opportunity to become coordinator of the seminar my third day on the job. Accepting challenges is a great characteristic I possess. "Being prepared" is good advice, because you never know who you are going to meet. My

best days were serving as a case manager with clients from a diverse background. I instantly realized no one lives the same life, unemployment doesn't discriminate and sometimes everyone needs a little help. No matter what, I always stayed two steps ahead of my day; preparing job leads, following up with clients, contacting employers, preparing resumes or anything I could find to help ease the client's job search.

Being involved at Irving Cares has shifted my career path after graduation. I've always volunteered for non-profit agencies, but to actually be on the inside, helping people, coordinating events, and interacting with the staff daily opens anyone's eyes to the real world. Their motto of "It's not a handout, it's a hand up" definitely speaks for itself. From success stories, to dramatic stories, to heartbreaking stories, there has never been a dull moment here at Irving Cares.

Not only do I have a new outlook on life, but I have acquired a new set of skills that will enhance my academic performance. There's a great feeling to be the one a person calls when they need assistance, and to know your job is a blessing in disguise to others. Irving Cares has definitely rented to own an enormous lot in my heart. Though July 27th will be my last official day, I have decided to come back until I return to school, because this has truly been a great opportunity.

Empress Hyder
ExxonMobil Community Summer Jobs Program Intern
2012

Funding Facts

The fiscal year end appeal successfully raised enough to secure matching funds from the Belmont and Feinstein foundations, and garnered a total of \$81,800 to feed hungry Irving residents. Thank you for investing in your community and helping to close the gap on hunger in Irving. It wouldn't be possible without you!



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Since February, ten different **Employee Giving Campaigns** (not including United Way) submitted nearly \$14,000 through easy payroll deduction giving. When companies match employee giving, small sums can add up to make a BIG difference.

If your employer offers a State Employee Charitable Campaign (SECC) or a Combined Federal Campaign (CFC) please remember that you can make your gift directly to Irving Cares by using our agency ID number.

The Irving Cares code for **SECC is 283239**. The Irving Cares code for **CFC is 41484**. Other employee campaigns can designate to Irving Cares using tax ID# 75-1436937. Thank you to everyone who chooses to invest in Irving Cares.

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Exxon Mobil Corporation's **Irving Pipeline** division provided safety award incentives to their drivers for maintaining accident-free records. The drivers chose Irving Cares to be the beneficiary, and as a result of their flawless record, \$15,000 helped support the community programs offering a hand-up to families experiencing a temporary crisis. Safety matters, in more ways than one! Several employees also volunteer helping in the Food Pantry at Irving Cares. **ExxonMobil Foundation** volunteer grants have provided an additional \$3,000 to help the agency cover costs like case manager salaries and operational overhead that is not easily funded through traditional granting organizations.

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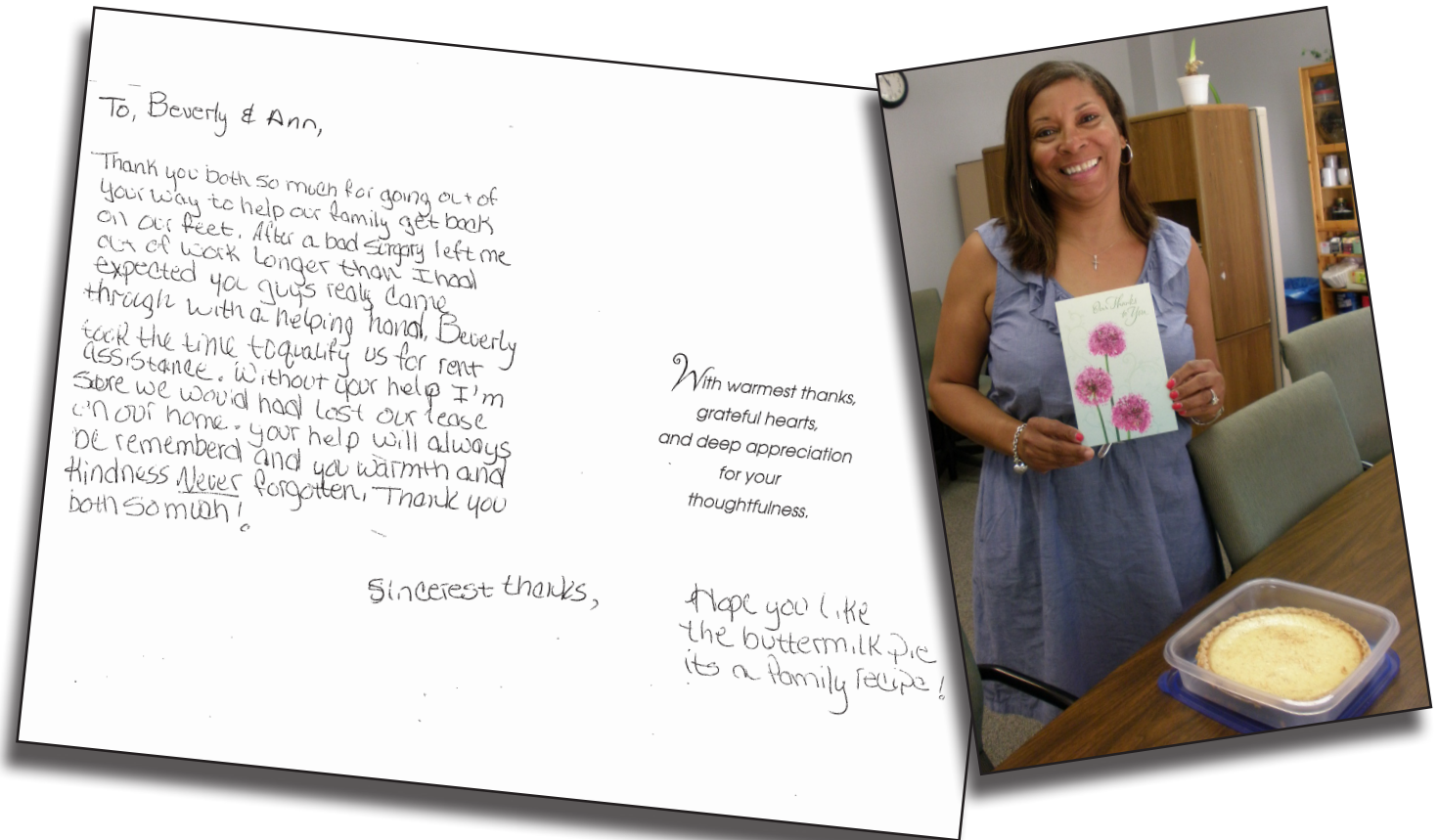
It is with a huge sigh of relief and gratitude that Irving Cares learned we would be awarded a \$100,000 Basic Needs grant from the **United Way of Metropolitan Dallas**. Each year, for the last decade, Irving Cares has made three to four grant applications to their priority needs fund for programming support. With significant changes in the new United Way 2020 Goals, the chances of our temporary assistance programs being funded diminished. We are pleased to have secured this \$100,000 investment for the 2012-13 Emergency Assistance Program. Through this program, more than \$750,000 in food and housing and utility assistance is distributed to Irving residents who need a temporary hand-up to manage an immediate crisis.

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The **Fluor Foundation** recently granted \$10,000 to help Irving residents needing one-time rental assistance. This grant will protect and stabilize 28 families facing possible homelessness this year. Irving Cares was able to help 23 families a month last year with housing assistance and Money Management training where they learned budgeting skills and strategies to help avoid a future crisis.

Working at Irving Cares Has Special Benefits

A client in need of rental assistance had an appointment with Beverly Wilborn, Case Manager in the Emergency Assistance Program. Beverly worked with Volunteer Case Manager Ann Nicholson to process the request, paying a portion of the client's rent. Who knew the client would feel so thankful that she baked a pie?



Volunteer Opportunity For Thursday Mornings

We are looking for a volunteer to help us at our Intake window. The Intake Receptionist is responsible for the agency's front desk, which involves greeting all visitors to Irving Cares, determining a client's need at the door, and helping to create client files. The ideal candidate will be able to communicate effectively with clients, agency staff, and other social service agencies.

To learn more about this great opportunity to give back, please contact Kyle Taylor, Coordinator of Volunteers at ktaylor@irvingcares.org or 972-721 9181 x209.



Unprecedented Need in Food Pantry

As mentioned on Page 4, one of the largest food drives we have ever received was a true blessing. At current service levels, that huge food drive would sustain the Food Pantry for only four days. Please join us now as we address food insecurity in Irving.

The Food Pantry is experiencing an unprecedented level of requests for assistance. Last year, an average of 697 families per month received emergency groceries, a 30% increase over the year before, but this May we served 842 families, and this June we served 857 families. To give you an idea of the sheer volume of product needed, and because each order is specifically tailored for that family's size, in the month of June we distributed 1,273 Helper Meals, 1,869 cans of soup, 878 jars of peanut butter, plus all the other items needed to make a nutritionally-balanced order. We need over 72,000 pounds of food each month at this pace. Food Pantry spending is increasing dramatically because the amount of food donated has stayed relatively the same for the past two years. What food is not donated must be purchased, and our cash outlay for food increased 44% last year to nearly \$180,000.



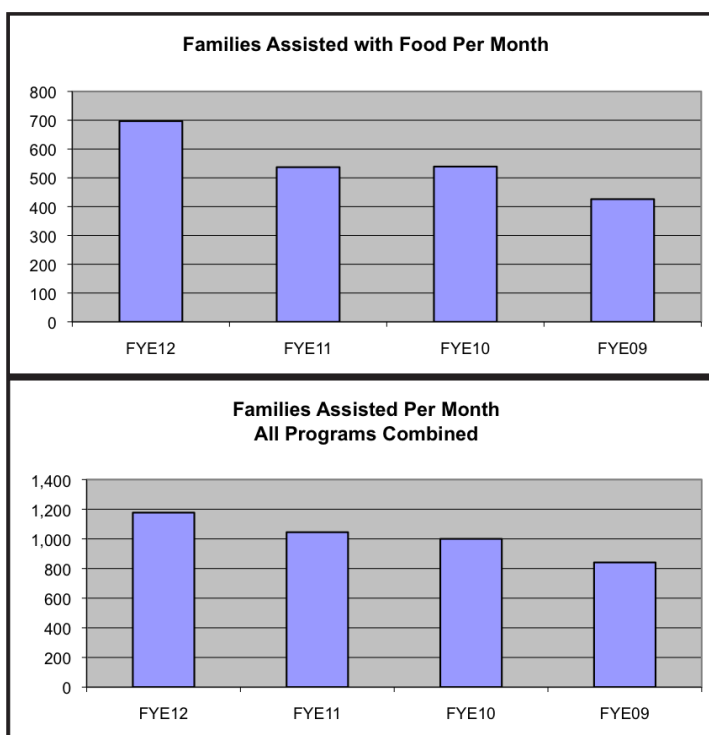
Please consider holding a food drive or making a cash donation to Irving Cares to help us meet this need. Contact Kyle Taylor at ktaylor@irvingcares.org or 972-721-9181 x 209 for more information.

Bennett

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Service on the Board of Directors for Irving Cares is a great way to be involved with the agency. You can be in on the ground level as we strategize for the future, plan for success, and ensure delivery of our programs to the Irving community. Several spots are available now. Contact Teddie Story at tstory@irvingcares.org or 972-721-9181 x203 for more information.

Program Statistics



Year Ending Agency Update

Founded in 1957 with the slogan, "Cooperation is the Answer," the goals were to serve as a central information center and eliminate hunger. We want to thank our supporters for helping us achieve these accomplishments. We are celebrating 55 years of service to the Irving community, and we could not do this work without you. These are the results of our programs.

Food Pantry

8,366 families received nutritious groceries, 30% more than last year. We survey a random sampling of clients annually. 100% said they were treated with dignity and respect by the staff and volunteers. 68% said that in the past 12 months, they were hungry but didn't eat because there wasn't enough money for food.

Financial Assistance

We provided rent or mortgage assistance for 279 families, 1% less than last year. 94% of those families were not evicted within 90 days of receiving assistance (against a goal of 85%).

We provided water, gas or electric utility assistance for 381 families, 30% less than last year. 97% of those families were not disconnected within 90 days of receiving assistance (against a goal of 85%).

Clients receiving rent/mortgage or utility assistance are required to attend a Money Management class online or in a classroom setting, in English or Spanish. 631 clients took the Money Management class. 95% identified three pieces of budgeting information after completing the class (against a goal of 90%).

Employment Services

Of the 706 clients seen by Employment Services, 138 clients, or 20% of the total, became employed. 90% remained employed 90 days or longer (against a goal of 75%).

Patient Transportation Program

158 clients enrolled in the Patient Transportation Program received 1,499 door-to-door rides to medical appointments. 100% of clients agree participation in the Patient Transportation Program makes it easier to live with a chronic condition such as diabetes, cancer or high blood pressure (against a goal of 90%).

100% of clients agree they could not get to medical appointments or have easy access to prescriptions without the program (against a goal of 90%).

Volunteer Support

Because we have a very small staff of 11 full time employees, volunteers are a critical piece of our success. A total of 307 volunteers recorded 14,021 hours of volunteer service.

Limited English Proficiency

10% of the households we served completed their intake form in Spanish, indicating they are less than proficient in English. These clients were assisted by a Spanish-speaking staff or volunteer case manager.

Total Persons Served

14,124 families (average size of 3 persons) came to Irving Cares which equates to 42,372 deliveries of service. Irving has 216,290 people, so we can say we've touched 20% of the city's population. All programs combined, we saw an 13% increase over last year.

Revenue and Expenses

Total revenue: \$1,309,462

Total expenses: \$1,368,763 -- ending the year with a \$59,301 deficit

Program expenses 82%; fundraising expenses 10%; management & general expenses 8%

David Gets A Lift

David is 85 years young and one of the nicest people you would ever want to meet. He came to Irving Cares needing help with transportation to and from his appointments with his ophthalmologist.

David has macular degenerative disease in both eyes and about every five weeks or so, he gets shots in each eye to slow the progress of the disease. During this procedure, his eyes must be dilated, making him very sensitive to light and impairing his vision.

David's wife is also 85 years old and hasn't driven for many years. Though they have two sons, neither lives nor works close to their parents. David sought other options for transportation and found Irving Cares through 211, a centralized information and referral service.

Irving Cares is just what David needed, as we are able to pick him up at his door and drop him off at the front door of his doctor's office so that he has a very short distance to walk when his procedure is completed.

He truly appreciates the Irving Cares Patient Transportation Program and always says "thank you" coming and going. It is always such a pleasure assisting kind people like David.



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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US
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PAID
PERMIT #4043
DALLAS, TX