



# 2021 Annual Report

# Irving Cares

It's a hand up not a handout™


**Our Mission**  
Irving Cares provides focused assistance for Irving residents to address a financial crisis.


With the onset of Covid-19 and the implementation of government restrictions and protocols put in place to protect the public, 2020-2021 proved to be a challenge for many families in Irving. Irving Cares and our dedicated staff responded with continued support of the community through our programs and services.

## Emergency Assistance


### Financial Assistance



 **Rent or Mortgage Assistance**  
**293** Irving families received assistance with payments.  
\$316,922 was provided to families.  
Average rent bill paid was \$1,082.

 **Utility Assistance**  
**254** Irving families received assistance with gas and electric bills.  
\$102,929 was provided to families.  
Average utility bill paid was \$405.


 **Financial Coaching**  
**314** hours of coaching for Irving families.  
59 Irving residents found jobs and maintained employment for more than 90 days.

 **Food Pantry**  
Limits were changed so families may receive food up to nine times per year (vs. previous limit of six.) Since focus has shifted to programs there has been less demand for food assistance.

**372** Irving families per month (on average) received nutritious groceries.

**4,453** Irving families were assisted. Donations of funds and food enabled Irving Cares to distribute...

**31,150** days of food for a total of **93,450** meals for Irving families.


 **Information & Referral**  
**14,548** targeted referrals were made - in person and by phone - to other resources in order to provide clients the best services.

## Invest In YOURSELF





In response to Covid-19, our main focus shifted from education to rent and utilities.

**\$884,609.00**  
was spent on services -- specifically rent, utilities, food and education/employment to directly impact the lives of Irving residents in need.


 **78** Irving households were seen by Invest In Yourself / Employment Services

 **27** Irving residents completed education or GED certifications

### How We Help:

 Provide in-house job fairs	 Eliminate barriers to employment like: - Educational shortfalls - Childcare - Transportation difficulties - Job search/resume skills - Job skills certifications
 Access to computer lab	
 Coaching life skills	

In order to ensure best practices and use of time and dollars, all programs are measured for efficiency.

 • **Volunteer Hours:** The safety and wellbeing of volunteers was priority. In response to Covid-19 protocols, volunteers were limited to remote and basic operating needs in order to manage programs.

• **Our Staff:** 9 full-time & one part-time staff member



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## Irving Cares

440 South Nursery Road, #101  
Irving, Texas 75060  
TEL (972) 721-9181  
FAX (972) 438-7345

[irvingcares.org](http://irvingcares.org)

[IrvingCares](https://www.facebook.com/IrvingCares)

[@IrvingCares](https://twitter.com/IrvingCares)

[irvingcares](https://www.instagram.com/irvingcares)

### Board of Directors

April 2020-March 2021

Landa Parker, Chair  
Community Volunteer

Cori Black, Vice-Chair  
SMG Group

Clint Rain, Treasurer  
ORIX USA Corporation

Harriet Blake, Secretary  
Community Volunteer

Shelley Amason  
Rightstaffing, Inc.

Catherine Butler  
Genesee & Wyoming Railroad

Yolanda Carroll  
Community Volunteer

Gretchen Demke  
PPAI

Sarah Dodd  
PPAI

Dexter Freeman  
Greater Irving Chamber of Commerce

Betsy Freeman Lowe  
Community Volunteer

Adam Fritcher  
Cambridge Holdings

Gustavo Garcia  
Brown & Brown Insurance

Joy Goodrum  
Irving ISD

Scott McKinney  
Bank of the West

Shalimar Moore  
HoltCat

Shane Outlaw  
ThermoFluids, a Clean Harbors Co.

Nancy Schachtner  
Nosh & Bottle

Debra Zarsk  
AAFES

## Statement of Activities

### REVENUE

Contributions-In-Kind	\$482,000
Organizations	\$977,773
Special Events	\$66,289
Individuals	\$321,587
Government	\$137,984
United Way	\$45,684
Interest	\$48
<b>Total</b>	<b>\$2,031,365</b>

### EXPENSES

Program Services	\$1,409,013
Management & General	\$151,262
Fundraising	\$99,422
<b>Total</b>	<b>\$1,659,697</b>

**Change in Net Assets**      **+\$371,668**

# 80¢



**of every dollar** raised goes directly to client services — far more than the industry standard of 70 cents

## Accolades



Irving Cares is a Tier 1 model agency for North Texas Food Bank, annually passing a very thorough inspection of facilities, products and volunteer training.



Irving Cares received the Top-Rated Nonprofit Award from GreatNonprofits.org from 2012-2020.



2020 marked the 14th year of a four-star rating for sound fiscal management by Charity Navigator indicating that Irving Cares out-performs most U.S. charities.

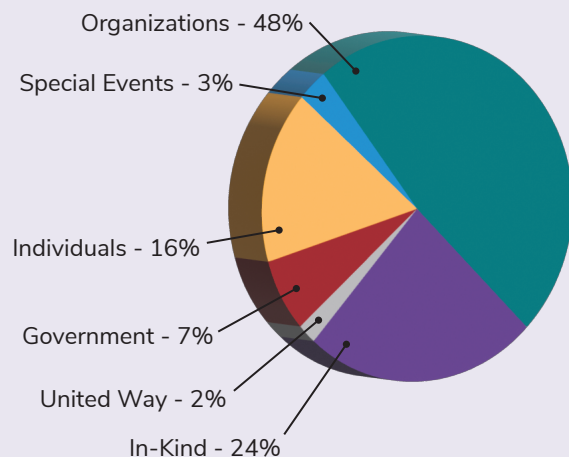


GuideStar provides information to advance nonprofit transparency. Irving Cares participates at the Platinum Level with audited financials as well as impact and effectiveness information.

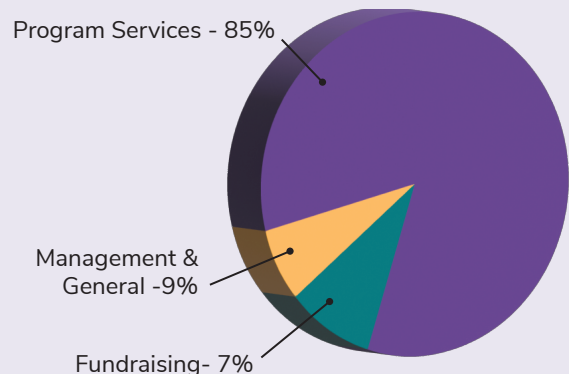


Awarded Best of Irving designation by the Irving-Las Colinas Chamber of Commerce in 2018, 2019 and 2020, 2021.

## Revenue Sources



## Expenses By Type



of Metropolitan Dallas

# 20 Years

Recipient of the **United Way #1** top stewardship rating **every year since 2001** for fiduciary management and board oversight.