

A Wonderful Evening with Friends and Fundraising

Pulling together a casual dinner for 350 is never an easy task. Add in over 200 silent auction items, a live auction, a few videos and an audience of happy Irving Cares supporters, and you'll have **The Great Harvest ~ An Evening to Care** for 2014. Event chair Cydney Roberts led a great steering committee to create a lovely and profitable evening for Irving Cares at Four Seasons Resort & Hotel in September. Supporters included underwriting sponsors, auction donors, dinner guests, vendors and volunteers. It all came together beautifully to raise over \$240,000 in much-needed revenue for the agency and its programs. Keeping event expenses very low at 25% made for an impactful bottom line.

Guests donated over \$14,000 for direct client assistance in the Employment Services Program. Case managers help

eliminate barriers for their clients who are seeking jobs. The case managers will use these funds to pay for GED testing and fees, licenses, child care, work uniforms, and other educational fees. The availability of these funds makes a dramatic difference in a client's life when he is trying to overcome unemployment.

Watch for more information from Chair Cydney Roberts about the 2015 event which will mark 25 years of The Great Harvest ~ An Evening to Care. This is the signature fundraising event for Irving Cares, and it's certainly one you won't want to miss. Thank you to everyone who worked on the committee and contributed to the successful results.

The event photos are posted at <https://thegreatharvest2014.shutterfly.com/>

THE GREAT HARVEST



Because of you, our Food Pantry can provide nutritious groceries for children like Stephanie. She's very happy and thankful — you can see it in her face.



Generous supporters contributed over \$240,000 at The Great Harvest ~ An Evening to Care

Keep up with Irving Cares online!

Download a QR scanning app and scan these codes on your mobile device.



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*If you are interested in
serving on the board,
contact Teddie Story at
tstory@irvingcares.org
or 972-721-9181 x203
for more details.*



Impact of Irving Cares Fiscal Year

*The community impact of Irving Cares
programs is measured once a year.*

Irving Cares continues to demonstrate exemplary performance in the nonprofit industry:

- ★ **83% of expenses are program-
services-related** vs industry standard
of 70%
- ★ Charity Navigator's **highest ranking of
four stars**
- ★ Great Nonprofits **2014 Top-Rated
Nonprofit**
- ★ GuideStar Exchange **Silver Participant**
- ★ **United Way service provider** since 1973
- ★ North Texas Food Bank's **highest
ranking of Tier 1**
- ★ **Outstanding Partner** of City of Irving
Housing & Human Services Department

All statistics based on audited reports for fiscal year ended 3/31/14.

\$1,668,000
Annual donations,
\$1,274,000 in cash
53% raised from
outside Irving

\$1,830,000
Agency expenses,
\$1,385,000 in cash

\$164,000
in housing assistance
prevented eviction for
324 Irving families

\$114,000
in utility assistance
prevented disconnection
for 351 Irving families

\$250,000
spent on food
purchases, 74% at
Irving suppliers

Irving Cares, a 501(c)3 nonprofit
corporation, publishes Focus to
update the community about our
programs, activities and plans.
Please contact us if you have a
story or information of interest.

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Staff Benefit from a Working Retreat

October 21, 2014

Betty Viguet and Cory Stillwell of Insuperity led the staff in a working retreat focused on communications and creating a higher, deeper commitment to Irving Cares as a staff. We explored ways that all of us can be advocates in the community, spreading the word about Irving Cares services. We also planned how to better communicate across departments and with our generous “staff” of dedicated volunteers.

We worked on building our *inner brand* — the way we conduct ourselves with each other, with our clients and with the community — to assure that everyone is always treated with dignity and respect. ♥



Lizette Sosa, Sally Hendricks and Mary Shelton

Celanese helps Irving Cares streamline operations

Celanese is a Fortune 500 global technology and specialty materials company that engineers and manufactures a wide variety of products essential to everyday living. The company partnered with Irving Cares to help better manage our food pantry inventory.

Celanese and several food pantry volunteers worked to create a daily inventory flow system which will give Irving Cares better control over ordering and inventory. This will help Irving Cares manage its inventory costs and allow for better budgeting of food pantry dollars.

The process started after Celanese spent a couple of service days working in the food pantry and food warehouse.

They asked the key question, “What is your system for ordering and inventory control?”

Together we talked through the Irving Cares process. Celanese offered their talents and treasures to design a more simplified and logical approach to our inventory management as well as the processes used in the food pantry and warehouse.

Over a 3-day period, Celanese employees Matt Moffett, Randall Crick, and Roy Tanner (master black belt in Lean Six Sigma process) and 20 food pantry volunteers talked about pain points, as-is processes, and minimum-maximum inventory levels. It was fascinating, high-level corporate work. We were able to make changes in the food pantry flow, the food order slip, inventory and purchasing, and how to sit down and process solutions for other issues as they develop.

One of the key focus points during our discussions was staying true to our mission statement: Irving Cares, in partnership with the Irving community, is dedicated to identifying and providing its residents with temporary assistance and training to promote self-sufficiency.

We are committed to making the changes work, continuing our partnership with Celanese, making certain we are able to provide top quality services to our clients, and ensure the long term stability of Irving Cares. The partnership with Celanese helps us to continue serving the citizens of Irving for another 57 years. ♥

They Made a Big Mess — and a Great Impression

When KSWRP, A Joint Venture came to Irving to begin work on DART projects, they said they would be making a big mess in Irving for some time. That big mess turned into a great supporter for Irving Cares. KSWRP had held several golf tournaments and donated proceeds to local charities. They spoke with John Danish, a DART Board Member at the time, asking about a charity to support in Irving. Being a long-time friend, John recommended Irving Cares. KSWRP staff toured the agency, believed in the mission of helping Irving families during a financial crisis, and held a golf tournament to raise money. From 2011 to 2014, KSWRP has raised over \$220,000 for Irving Cares and its programs.



We are very thankful for the work of KSWRP on our behalf, and we will think of them fondly when we see DART rail lines going through Irving. ♥

My Success Story

My name is Elaine, and I'm a native of Mississippi, moving to Irving in June of 2012.

My story begins as I was gathering up the pieces of my life as a struggling mother of four living with my mother. Employed as a traveling portrait consult, my job came to an end when my company merged with another — and my salaried position morphed into commissions only.

In search of a better career, I left Mississippi with my faith, my husband and our children. I discovered Irving Cares while job hunting where my husband and I met the Employment Services Case Manager, Mary Shelton. We discussed my goals, objectives, and skill set; updated my resumé, and received assistance for food and gas.

I was first employed by Worldwide Flight Services that August. Starting as a Cargo Agent, I moved up to Lead Agent and on to become a Supervisor. I share all my promotions with Mrs. Shelton because she has always been kind enough to say "I know you can do it," and her encouragement helped me stay determined and focused.

I recently accepted another promotion with American Airlines Cargo Operations, and it will be the best job that I imagined having in my life. As Coordinator for Cargo Services, I will be able to help customers all over the world for a well respected company.

I must truly thank Mrs. Shelton and Irving Cares for being a big part of my success over the last two years. ♥



Etta Finds Full-time Employment — with Benefits

Etta had always worked temporary jobs, as she didn't have a driver's license and was fearful to take the exam. She had been working with Employment Services since 2011 looking for jobs. She used the computer lab to practice her computer skills and apply for jobs online. In August 2014, Irving Cares assisted her with the \$25 fee to take the driver's test.

A month later, she was hired by Trinity Foods earning \$9 an hour for the first 30 days, then up to \$10 an hour.

In addition, Irving Cares assisted with an \$80 clothing voucher, helping her to get the warm clothes she needed to work in 30-degree temperatures every day.

Etta states this is the most she has ever made, and for the first time in her life, she has benefits. ♥

How Times Have Changed!

In November, Kimberly Humphries resigned from her position as Development Director for Irving Cares to pursue another passion of fundraising, this time for education.

She worked for Irving Cares for 12 years — a long tenure for fundraisers, who typically change jobs every three years or so. This made us reflect about how much has changed at Irving Cares since she began work in 2002.

We are thankful for Kimberly's dedication to making a difference for the low-income persons of Irving, and we wish her great success in her new ventures, wherever they take her. ♥



Kimberly Humphries

	2002	2014	CHANGE
Irving Cares cash budget	\$594,000	\$1,638,000	276% Increase
Unduplicated families served in a year	5,600	9,000	161% Increase
Average rental assistance for a client	\$225	\$500	222% Increase
Families served with food	2,900	9,800	337% Increase

Client stories

Demarcus lives and works full-time in North Irving. When he got sick and missed some time from work, he couldn't afford food. He arrived at Irving Cares late in the afternoon, bubbly with a smile on his face after walking the 10-mile trip which took him 3 hours. He was very grateful for the hand up as he proceeded with the return 10-mile trip home.

Olive came to Irving Cares in need of food. She had recently been diagnosed with colon cancer when she was unemployed, yet she took the attitude "one day at a time." Soon she found part-time employment, but fearful of being terminated, she has kept her medical issues private and is going through her treatment all by herself. She remains hopeful and thankful for the hand up in her time of need. ♥

Alfred Gets Help

Alfred lost his job. Then his wife left him with their three kids ages 6, 10 and 13. In September, he came to Irving Cares for food assistance and learned of the Job Search Seminar. He attended, brushed up his resumé, and followed up on job leads. As he needed counseling for his children, Irving Cares referred him to Family Advocacy Center. He applied for SNAP and was provided other resources while he worked with Employment Services on a regular basis.

As Alfred was putting his life back together, he needed assistance with utilities. With help from Irving Cares, his utilities remained on, he started working December 1 and received a voucher for work clothes. He's happy to have a permanent, full-time job to support his children. ♥

FOOD PANTRY NEEDS

Please consider donating these items — they are always needed:

Food Pantry

Peanut butter (small plastic jars)
Hot and cold cereal
Canned meat (tuna, chicken)
Canned soup, stew, chili, pasta meals

Hygiene Products

Toilet paper
Deodorant
Shampoo (travel size or full size)
Powdered laundry soap

Office Supplies

Copier paper
Bottled water
Paper towels

Financial Support

\$70 buys a week of groceries
\$75 buys a prescription
\$150 pays a client's water bill
\$250 pays for a client's GED
\$500 pays a client's rent
\$600 pays a client's electricity bill

VOLUNTEERS NEEDED

Do you like helping people? Do you like working in a fun environment, with lots of nice and neat people? Do you enjoy administration, talking one-on-one to people in need, or like to go grocery shopping?

We have a spot for you. We are looking for a few good ladies and gentlemen to help our neighbors one or two four-hour days a week, morning or afternoon. We do not require weekend work.

The pay: you get to help over 1,200 families a month! ♥

To help out your neighbors, please contact Kyle Taylor, Coordinator of Volunteers, at 972-721-9181 x209 or ktaylor@irvingcares.org

VOLUNTEER SPOTLIGHT

Maria Childs

Maria was born and spent the first 27 years of her life in Brazil. She speaks fluent Spanish, Portuguese and English (which she also taught her children!). We enjoy her charming accent and her zest for life.

Maria lives in Coppell with Chuck, her husband of 21 years. She has two grown children and is expecting her first grandchild in April. Soccer was the popular sport in Brazil, but Maria discovered and fell in love with American sports when she moved to the U.S., and today is an avid Rangers, Cowboys and Stars fan. She loves to cook, volunteer at Irving Cares, do Word-Find, and pets.

Import/export was her trade for 21 years, taking her to South and Central America. She plans on taking Chuck to her favorite destination, Hawaii, and to Portugal to research her fathers' family.

She came to Irving Cares 2 1/2 years ago and works in Intake, greeting clients and getting their files updated and ready for them to see a case manager. "It's a very good thing what Irving Cares does," says Childs. "It's not just a food pantry. There are other services to help the clients. This is a very important thing." ♥



Maria Childs

HOME-SWEET-HOME

Families stay in their homes instead of being evicted for non-payment.

SAFETY FIRST

Homes are safely inhabited because they have functioning utilities

FULL BELLIES

Hunger is prevented in households because nutritious groceries are available.

SELF-SUSTAINABILITY

Individuals are able to provide for themselves because they are employed at a living wage.

DIGNITY & RESPECT

Clients are treated with dignity and respect during a financial crises.

Giving back to the community makes full circle...

In late May of this year, Diana came to Irving Cares when unexpected health issues caused her to go on short-term disability, and to eventually even lose her job.

Before she lost her position, she reached out to Irving Cares for rental assistance. This allowed her time to attend Job Search Seminar and start looking for new employment.

Fast forward to early November — Diana called Irving Cares to inform Employment Services that she is now a recruiter for Employee Solutions in nearby Farmers Branch.

Wanting to give back, Diana offered to conduct a **Job Fair at Irving Cares**. The first one was so successful that she scheduled a second Job Fair for Employee Solutions, and they were able to extend employment offers to 6 of the 11 Irving Cares clients who applied! ♥

job
fair

November 5, 2019

Beverly - I just wanted to say thank you for helping me with my electric bill. I appreciate all the help. Greatful you & Irving Cares could help in my emergency. Thank You!

STAFF SPOTLIGHT

Michelle Flores

Michelle loves working at Irving Cares. One of the most rewarding aspects of her job is seeing her clients' faces turn from tearful and frightened to smiling and grateful.

The most difficult part of her job is having to tell a client they either don't qualify for a program or that we have already expended our monthly budget for the particular program.

Mother of three chatty and beautiful children, Michelle and husband Ivan enjoy their involvement in the church, the fun of Comic Con, and driving vacations with the family to New Mexico or Las Vegas, and are looking forward to a summer trip to Washington D.C. and New York City.

Michelle was born in San Antonio, where she lived until moving to Grand Prairie with her family at age 15. She graduated from Grand Prairie High School and began working for the City of Dallas 311 Emergency service taking phone calls from residents. After four years, Michelle began working at Irving Cares as Bilingual Case Manager in 2011.

"I enjoy the camaraderie of Irving Cares staff and volunteers, but most of all I enjoying help our clients sort through difficult times," says Flores.

As a Bilingual Case Manager, Michelle visits with clients assessing their needs to determine how we can help them, whether they need food



Michelle Flores

from the pantry, help with a utility bill, or providing information on other resources and services within the community. ♥

OysterFest 2014



Fish City Grill chose Irving Cares as their beneficiary of OysterFest 2014, and they kicked it off with an Oyster Eating Contest on November 8.

We fielded a boisterous team, The Irving Chaos — Mary Cortés, Ivan Flores, Trisha Granados and James Wallis — who though they gave it their very best, didn't finish as the winners. But it was a fun afternoon filled with music, special beverages, and generous fundraising for Irving Cares. When all the oysters were slurped, the event raised over \$3,000 in proceeds.

We are most thankful to Deb Robinson, Manager of Fish City Grill, for selecting Irving Cares as a local beneficiary. ♥



The Irving Chaos — Trisha Granados, Mary Cortés, Ivan Flores, and James Wallis

#GIVINGTUESDAY™
DECEMBER 2

Giving Tuesday, December 2

This year, Irving Cares kicked off the holiday giving season by celebrating Giving Tuesday. It's a simple idea: a day dedicated to giving back.

The holidays start with Thanksgiving followed by Black Friday and Cyber Monday (the busiest day for online shopping).

Tuesday, December 2, 2014, is Giving Tuesday, when the true holiday spirit begins. On Giving Tuesday, the world comes together for a common purpose: to celebrate generosity and to give.

Join with Irving Cares to create a new tradition of generosity by donating on December 2 (or on any day) as we reach for our \$10,000 goal for Giving Tuesday.



WE MAKE A LIVING BY WHAT WE GET
WE MAKE A LIFE BY WHAT WE GIVE
-WINSTON CHURCHILL

The help of extraordinary volunteers makes Irving Cares possible. Last year, volunteers logged 18,723 hours!

Our needs: helpers in the food pantry or warehouse on Thursdays 1-4 pm, drivers for food donation and retail food pick ups, and volunteers for case management and intake. On the job training provided. Contact Kyle Taylor at ktaylor@irvingcares.org or 972-721-9181 x209.



RETURN SERVICE REQUESTED

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