



2009-2010 Annual Report

It's not a handout. It's a hand up.

Seizing Opportunity

A MESSAGE FROM THE EXECUTIVE DIRECTOR

"Recession is opportunity." That's what I read on a business blog recently. The blogger's premise was that a down economy is the perfect time to play offense rather than defense. Money invested in marketing during recession, he opined, is worth twice as much as the same investment when the market is flush. His bottom line: tighten your belt all you can, but spend fearlessly on what's really important. And though his message was for business leaders, I think it applies to Irving Cares and its supporters as well.

Last year was a challenging one for any non-profit. The need was great. In 2010, Irving Cares served 37,530 residents. That's 18 percent of Irving. Our staff had to work harder for each dollar of revenue, knowing that people and companies would be hard-pressed to match the levels of giving we've known in the past. But, despite the challenges, our staff, board and supporters performed remarkably well in 2010.

The next six pages contain some of the details of that performance - numbers and stats as well as stories of kindness, efficiency and giving a hand up. I invite you to enjoy this year's annual report with a sense of pride in a job well done, and gratitude for faithful and selfless supporters. And with an eye toward 2011 as well, because as our nation's economy gropes its way out of recession, I have no doubt that our organization will continue to seize the opportunity, and invest in what's really important.

Jeddie Storing.
Executive Director

Statement of Activities

FOR THE YEAR ENDING MARCH 31, 2010

Revenue \$1,325,086

Corporate	\$332,323
Individual	\$262,636
In-kind Food	\$208,121
Foundation	\$195,402
United Way	\$144,122
Government	\$136,820
Faith Community	\$42,263
Interest	\$3,399

Expenses \$1,352,935

Program Services	\$1,112,713
Fundraising	\$129,720
Management & General	\$110,502



Hand to Mouth

FOOD PANTRY

One in eight Americans lives hand-to-mouth, so one of our most critical missions at Irving Cares is to provide temporary help when circumstances rob the poor of their ability to feed themselves. Our food pantry fills 560 emergency food orders every month. That's more than 6,700 cases of emergency need met last year. Six thousand seven hundred times when a layoff or a car repair put tomorrow's meals in question for one of our neighbors. Six thousand seven hundred cases when WIC and food stamps (which provide just over \$1 per meal) weren't enough. Six thousand seven hundred families given temporary help and hope.

Less than 30 percent of our food pantry inventory comes from donations from Irving schools, churches, businesses, clubs and individuals. In 2009-2010, we provided food for 20,133 people, giving them a hand up and a chance for the work of their hands to catch up with the needs of their mouths.

Sarah's Setback

Sarah felt like she was finally back on track. After a rocky divorce and custody dispute, her savings was depleted and her paycheck for clerical work at a West Dallas warehouse was barely enough to pay for living expenses. She was settling into her "new reality" and learning to make the most of it. Her daughter was adjusting, and Sarah felt like they were finding their stride.

That's when the car broke down. And it wasn't just a flat tire or headlight. It was the transmission. It needed rebuilding - a \$1,000 job, more than double the amount in Sarah's savings account.

Without the car, Sarah couldn't get her daughter to school or herself to work. Once she used up her remaining personal days, she might not even have work to go to.

Luckily, a friend told Sarah about Irving Cares. Our case worker helped her pinch her own pennies, and

Rain and Responsibility

FINANCIAL ASSISTANCE

For the nearly 33 percent of Irving families with income of less than \$35,000 per year, there is often no way to save for a rainy day, so we lend umbrellas. Similar to the food pantry model, our Financial Assistance Program offers neighbors temporary help with rent, utilities or transportation.

But our help isn't just in the form of rent payments. We also equip our clients with education and training to help them prepare for the next rainy day. Every client who receives help in our Financial

Assistance Program must open their finances to us and participate in a money management training class. Case managers decide with the clients what level of assistance is appropriate.

Last year, we brought 1,489 Irving families out of the rain. This year, those families are better equipped to provide for their own shelter.

provided assistance for rent that month, which freed up money in her budget for the car repair.

Since then, Sarah has gotten a raise at work and committed to setting aside \$100 per month for her next car.

"I was at the top of a long downhill slide when I came to Irving Cares," Sarah said. "If they hadn't helped me, there's no telling where I would have ended up."



Vision & Mission

Our Vision

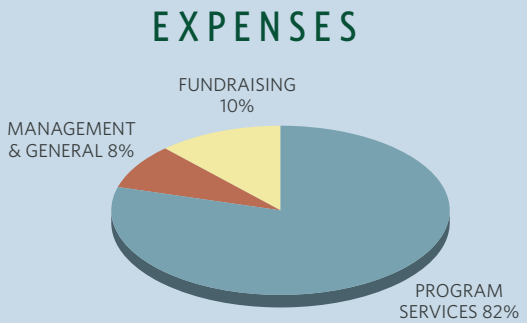
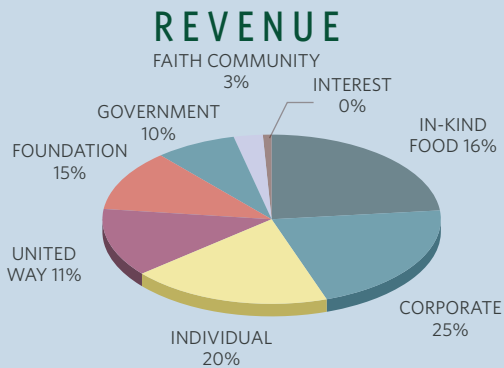
To be recognized as an exemplary human services agency for effectively serving Irving residents in need.

Our Mission

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.

About Irving Cares

Founded by a group of concerned citizens in 1957, we are committed to providing essential services for Irving's neediest families. We strive to meet those needs with caring volunteers and staff that guide our clients through their crises. We offer proven programs that are efficient, effective, and measured for productivity.



Irving Cares helps both the poor and the sick, and often both. Medical costs are particularly costly among the poor because they almost inevitably lead to a spiral of debt and poor health. Here's how: our neighbors who live below the poverty line have the least access to healthy lifestyles regarding food, sleep and exercise. At the same time, they are the most likely to be uninsured so that when medical costs do arise, they almost certainly lead to debt, poor care, or both. Debt often leads to more work and stress, and an even more unhealthy lifestyle, which leads to more medical costs.

As many one in four Texans don't have health insurance.

Irving Cares helps neighbors caught in this spiral by paying up to 75 percent of a client's prescription drug costs once a legitimate need is established. Through the Medical Prescriptions Program, Irving Cares is giving neighbors a hand up from the spiral of health care costs.

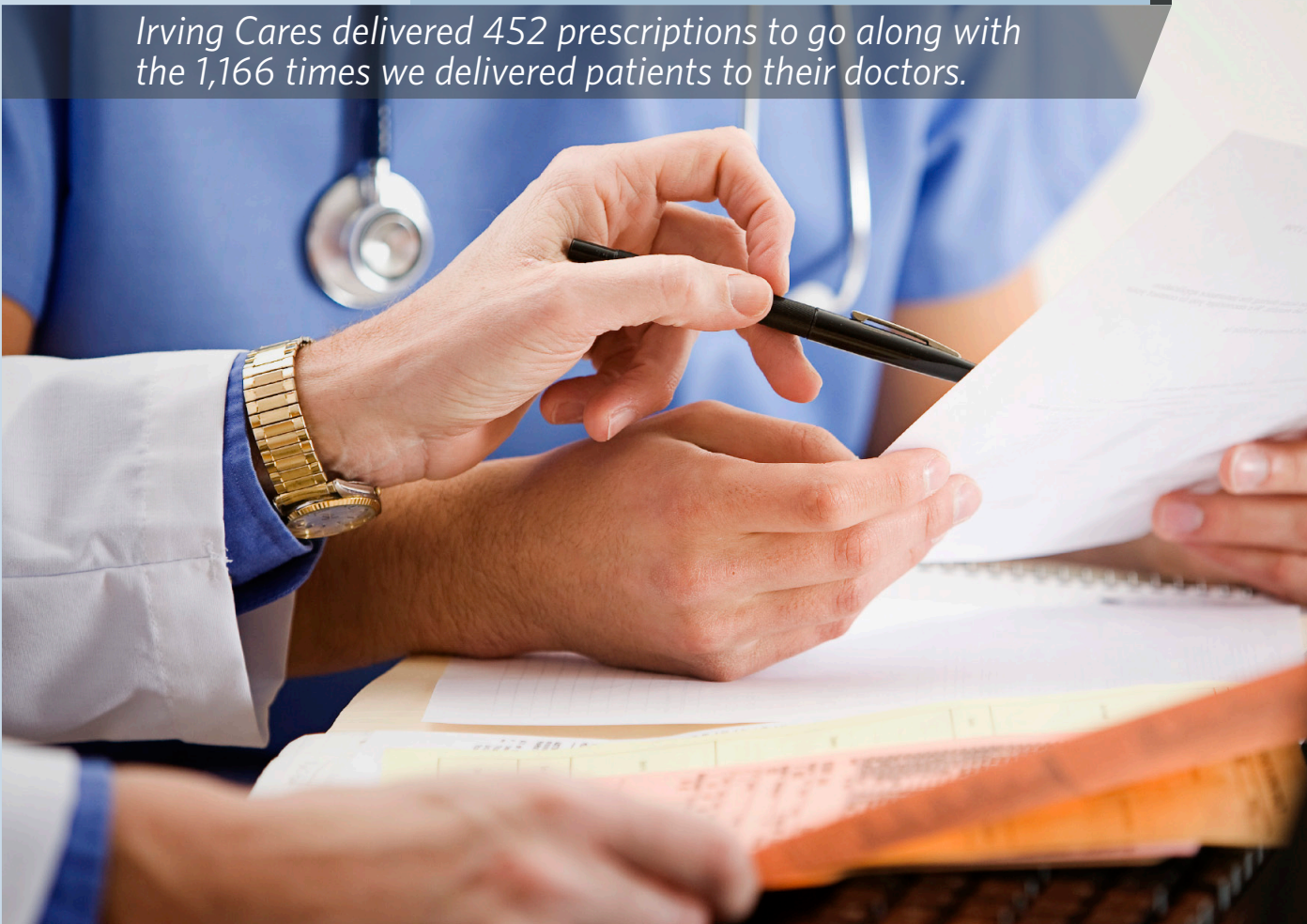
In conjunction with the Medical Prescriptions Program to help allay health care costs, Irving Cares also provides free rides to doctor appointments at Baylor Irving, Baylor Coppel, Irving Dialysis, and throughout the Dallas County Hospital System. We also deliver prescriptions to homebound patients. Last year, we delivered more than 400 prescriptions to our clients, and provided 1,166 rides to their medical appointments.

A Leg Up

Xavier almost lost his job over his illness, not because of missed time, but because he wouldn't go home. A single adult with a good job at a freight company, Xavier had a relatively comfortable lifestyle until he broke his leg one weekend. Since he couldn't work on crutches, and the injury wasn't covered by worker's compensation, Xavier quickly used up his sick leave. Then he started missing paychecks. At the same time, the hospital bills were coming due, so Xavier had to borrow

some money to get them paid off. Stressed and frustrated, Xavier ditched the crutches three weeks early and showed up to work with a limp. It took less than a day for his boss to send him home saying he didn't want Xavier to make the injury worse while at work. Luckily, his boss also knew about Irving Cares. Xavier got temporary help and stayed on his crutches for the remaining three weeks. Today, he's back at work, back to saving, and thankful for Irving Cares.

Irving Cares delivered 452 prescriptions to go along with the 1,166 times we delivered patients to their doctors.



A Helping Hand

VOLUNTEERING

Irving Cares volunteers sort, stack and distribute groceries. They serve as case workers and advocates. They conduct client interviews and gather job postings. They do data entry, correspondence, filing, faxing and errands. And while the job description sounds mundane, the impact changes a whole community.

During the 2009-2010 fiscal year, Irving Cares volunteers logged 13,935 hours. That's almost \$290,545 worth of work. Combined with their monetary donations, our volunteers contributed nearly \$350,000 to help their neighbors.

We couldn't do what we do without our volunteers.

Board Officers

PRESIDENT

Lisa Castillo *Allstate Insurance*

TREASURER

David Cedillo *TXU Energy*

VICE PRESIDENT

Yolanda Carroll *BNSF Railway*

SECRETARY

Carol Bell *Community Volunteer*

Board Members

Marvin Bond *Greater Irving-Las Colinas Chamber*

Allan Meagher *United Parcel Service*

Mary Ann Burns *BB&T formerly Colonial Bank*

Tom Morton *Independent Bank of Texas*

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

Monica Reyes *Fluor Corporation*

T.J. Friedel *City of Irving*

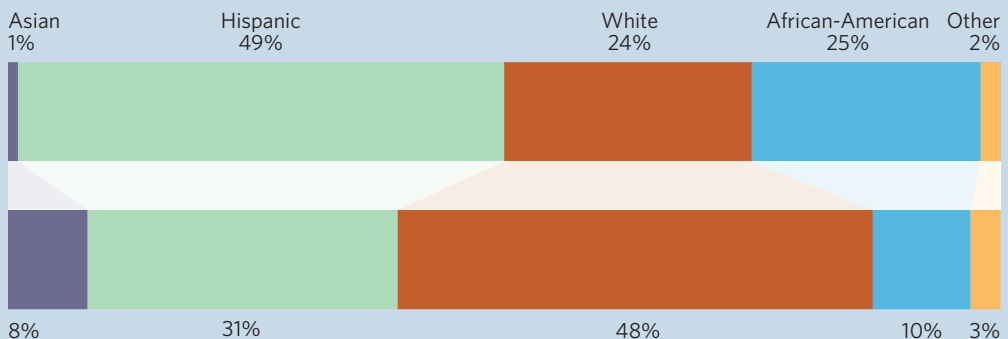
Candi Richardson *Administaff*

Kem Grant *Comerica Bank*

Krista York-Woolley *BNSF Railway*

Chandra Hill *Greater Irving-Las Colinas Chamber*

Irving Cares Client Demographics



City of Irving Demographics (U.S. Census 2000)



A Career Hand Up

EMPLOYMENT SERVICES

All Hands

OTHER ASSISTANCE

Perhaps the most illustrative way Irving Cares fulfills its mission is through Employment Services. After all, helping someone find a job is certainly a hand up, but no company is interested in giving jobs as a handout. Irving Cares case managers teach clients the value of self-sufficiency. Clients leave the program with both the skills and desire to gain employment and support themselves.

Last year, we provided more than 8,000 job referrals for 847 clients. That's 847 cases of discouraging dependency and teaching job search skills. That's giving a hand up without a handout.

Case managers work one-on-one to teach the value and the process of landing a job.

Financial need can take many forms, and not all of them are as easy to pay as a landlord or electricity company. For needs such as transportation, Irving Cares assists neighbors with DART bus passes, gasoline vouchers and even Greyhound bus passes.

Judith's New Job

Judith hadn't worked in 20 years when she came to Irving Cares. She had been a flight attendant in her 20s, but then she married Frank and settled down to raise kids. When Frank retired in 2001, the two of them enjoyed even more time together. But in 2005, Frank passed away, and in 2008, the retirement savings they had worked so hard for was almost completely depleted by the market crash.

Judith came to Irving Cares for help with utilities but a case worker realized her need was long-term.

She helped Judith get used to the idea of having a part time job. And she helped her put together a resume and cover letter.

Within a month, Judith was answering phones and greeting visitors with the same smile and warmth she had shown flying for Braniff. And the job brought her not only enough income to make up for the lagging retirement savings, it also brought her a whole group of new friends when she needed them most.

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It's a hand up.



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