



2010-2011 Annual Report

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

The Bright Side

A MESSAGE FROM THE EXECUTIVE DIRECTOR

During a recent tour of Irving Cares with a prospective volunteer, I said, "We served over 600 families last month through the Food Pantry." My new friend said, "That is so great!" His statement really made me stop and think about how I view our work at Irving Cares. Instead of worrying that there were an ever-increasing number of clients requesting assistance, I should rejoice in the fact that we were able to help them.

Support from our community continues to amaze me. Volunteers from all walks of life joined hands with a dedicated staff of 11 to help over 37,000 Irving residents during a time of financial crisis. Donors made sacrificial gifts so that we had resources to pay a client's rent to avoid eviction or provide the groceries to feed a family.

We remain a good steward of every gift by investing 82 percent of expenses in our programs, earning Charity Navigator's highest ranking of 4 stars for fiscal responsibility. This annual report shows you how we used your support to improve the lives of Irving residents in need. Thank you for making that happen.

Jeddie Strong
CEO

Statement of Activities

FOR THE YEAR ENDING MARCH 31, 2011

Expenses \$1,318,193

Program Services	\$1,086,591
Fundraising	\$132,482
Management & General	\$99,120

Revenue \$1,340,254

Individual	\$351,996
Corporate	\$305,417
In-kind Food	\$258,223
Foundation	\$193,661
United Way	\$137,086
Government	\$48,657
Faith Community	\$42,568
Interest	\$2,646

Chin Up, Belly Full

FOOD PANTRY

There are hidden truths to working with the poor. Some may think Irving Cares gives handouts; we know that we offer a hand up. Some may assume that those grocery bags going out the back door of our building are full of food; we know that they're full of blessing and dignity. It's a solemn privilege to provide something as basic as food to a neighbor, and Irving Cares takes that charge seriously. Our clients tell us so. Every year, we survey our clients about how we helped them and how we could help them more. Last year we asked, "Were you treated with dignity and respect by the staff and volunteers?" They said, "Yes." One hundred percent of them said, "Yes."

Ninety-five percent of those same respondents said they had been worried about having enough food this year and 68 percent of them said they had gone without meals because they were simply too poor to provide for themselves and their families. That kind of hunger affects more than bellies. It affects psyches. And that's why we were careful to deliver a little more than groceries through the food pantry program last year. We packed each bag with enough caring that 6,444 families could keep their stomachs full and their heads held high.

Andrew's New Approach

Before he came to Irving Cares, Andrew's approach to the family finances had more to do with hoping than planning — hoping he wouldn't have to pay for more car repairs, hoping his manager would schedule him for enough hours, hoping the money would last. But hoping didn't work. In August, the money did run out and Andrew found himself asking for help. Irving Cares paid for a month of electricity for the apartment where Andrew lives with his wife and three grade school children. And Andrew attended an Irving Cares money management class.

"It's not that I had never heard of saving money," Andrew smiled, trying to articulate what the class had taught him. "It's just that I never really knew how to do it. No one had

ever showed me how to keep track, to stay on top of things.

"Now, I know exactly what to expect and I know what to do if something unexpected happens. I feel like I'm ready for just about anything. And that's a good feeling."



Fiscal Responsibility

FINANCIAL ASSISTANCE

At Irving Cares, we don't see financial assistance as a donation program; we see it as an investment strategy in the future of our city. One third of Irving families live on income of less than \$35,000 per year. When money ran out, many of them have come to us for a cash infusion. But we don't just give cash; we invest in their lives. Here are some examples.

We provided rent or mortgage assistance for 278 families; but we didn't give them a month's rent and send them away. If that were the case, they would likely be right back in our lobby 30 days later. Instead, our case workers go beyond the emergency need and help prevent similar shortages in the future. Our goal is that 85 percent of those assisted would not be evicted within 90 days of receiving assistance. Last year, we exceeded the goal: 93 percent of the families we helped weren't evicted.

We provided utility assistance for 529 families. Similar to rent assistance, our goal is to get them on solid footing so that the same problem doesn't arise again. Three months has proven to be a reliable threshold of independence. Our goal is that 85 percent of people we help with utilities reach that threshold and keep their utilities connected for 90 days. Last year, 96 percent of them did.

Any family receiving financial assistance is required to attend a money management class. We provide the class online and in person, in English and Spanish. Last year, 771 clients took the class. Our goal is that 90 percent of those students identify three pieces of budgeting information from the class. Last year, 98 percent of them did so.

Vision & Mission

Our Vision

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

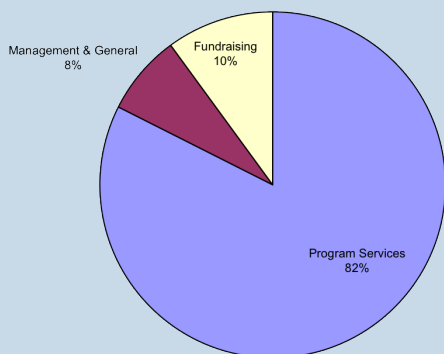
Our Mission

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.

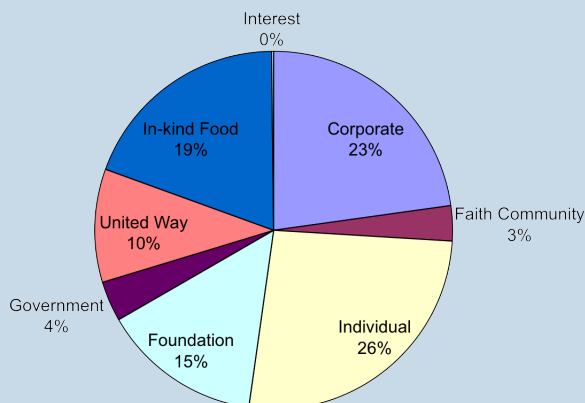
About Irving Cares

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.

EXPENSES



REVENUE



Irving Cares By the Numbers

337,722

*dollars worth of donations
and man hours contributed
by Irving Cares volunteers*

216,290

total population of Irving

37,611

total Irving neighbors served

12,537

intake forms processed

6,083

job referrals provided

771

*clients completed the money
management course*

537

*families given nutritious
groceries per month*

26

*percentage of Irving Cares
revenue contributed by individual
donors; larger than any other
segment of revenue including
corporations, foundations,
government and faith-based*

8

*percentage of Irving Cares
expenses related to administration
and management*

1.34

*total Irving Cares budget
(in millions of dollars)*

A Job To Do

EMPLOYMENT ASSISTANCE

Last year was a year of breaking economic records ... and not the good kind. It seemed like every day brought a new story of sluggish economy, deep debt, and double-digit unemployment. And often the place where those statistics turned into real people with real stories was right in the Irving Cares lobby. As the nation struggles to get back on its financial feet, Irving Cares is helping families do the same by providing resume coaching and job placement.

In 2011, we provided employment services to 691 clients. Eighty-nine of those (13 percent) became employed. Our goal is that 75 percent of those who gain employment will keep it for at least 90 days. Since 88 percent of those 89 people did so, we reached our goal, but as this morning's newspaper will likely tell you, we have a long way to go.

Medical Delivery

PATIENT TRANSPORTATION

Health care is an important issue for all Americans, and a pressing issue for poor Americans. But it's a non-issue if you can't get to the doctor at all. Last year, Irving Cares helped 138 clients get to and from 1,390 medical appointments. We also delivered 431 prescriptions. These are simple acts but they have a profound impact on our neighbors, especially elderly, who don't have their own transportation. Fully 100 percent of our patient transportation clients agree that the program makes it easier for them to live with a chronic condition such as diabetes, cancer of high blood pressure. Ninety-eight percent said the program helps them maintain their independence. And 100 percent said they simply wouldn't receive prescription drugs or health care without the program. They would simply not be treated; not because of insurance gaps or high cost, but because they wouldn't have Irving Cares to help them get there.



Irving Cares delivered 431 prescriptions to go along with the 1,390 times we delivered patients to their doctors.

A Helping Hand

VOLUNTEERING

Seniors carry more than their share of the load around Irving Cares. Last year, 257 volunteers logged 13,001 hours with our agency. Less than half of those volunteers (101) were age 55 or older. And those 101 accounted for 80 percent of the workload (10,374 hours).

To make sure we weren't asking too much of them, we asked our senior volunteers about their level of satisfaction with

their work at Irving Cares. Fully 100 percent of them said that volunteering at Irving Cares helps them stay involved and active, both mentally and physically.

Altogether, our volunteers provide services worth more than \$280,000 per year. Irving Cares simply wouldn't exist without their faithful support.

Board Officers

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TREASURER

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Administaff

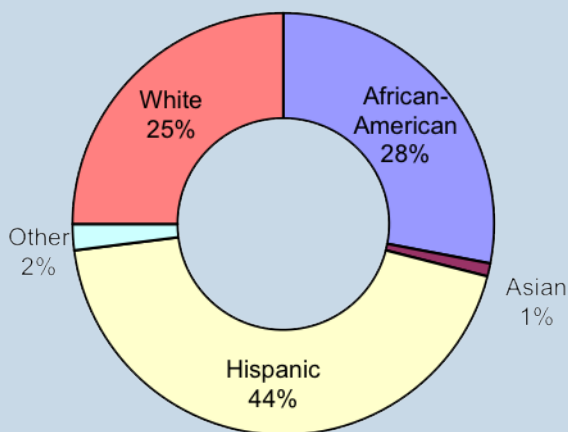
Krista York-Woolley

BNSF Railway

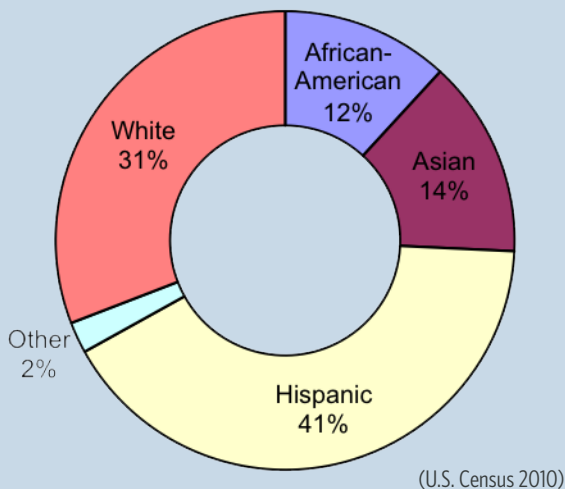




Irving Cares Client Demographics



City of Irving Demographics



Old Reliable

Lawrence is fiercely independent. At age 86, he lives alone, cooks his own meals, pays his own bills, and manages his own Facebook account so that he can see pictures of his great grandchildren. But Lawrence doesn't drive. For that, he relies on a white van with Irving Cares on the side, usually driven by a staffer named Scott.

As Scott helped Lawrence into the passenger seat of that van on a chilly morning last March, Lawrence admitted his dependence with a smile.

"Fifty years ago, I could have run all 10 miles from here to the doctor's office and not even broken a sweat. Probably would have left Scott here in his tracks. But I sure am thankful for him now. I've been off my meds and tried to make do alone. It just doesn't work at my age. If my buddy here didn't help out, I'm not sure what I'd do."

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It's a hand up.



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