



ST. VINCENT de PAUL ANNUAL REPORT 2011



Dear friends of St. Vincent de Paul,

his past year has been a difficult one for people all over our country and throughout the world. In Arizona, the economic situation has affected more people than ever **before.** We all know friends and neighbors who are facing financial challenges they never expected to deal with in their lifetimes. It might be a spouse losing a job in a twoearner household, a layoff caused by company downsizing, a mortgage under water, or a serious illness not covered by insurance. Many of these people are turning to St. Vincent de Paul for help for the first time in their lives.

Despite the frustrations and despair we see around us, at St. Vincent de Paul what we see is a world of great love. Our Vincentian volunteers continue to faithfully reach **out** to those who call for help. We deliver that emergency food box with compassion and listen lovingly to a family's problems to find out how else we might help. Our corporate partners offer support in many ways, from volunteering to serving meals, painting apartments or making a financial donation. Some businesses even give their employees a day off so they can volunteer to serve meals in one of our dining rooms. Our medical and dental clinic is staffed with doctors, dentists and nurses, who after a long day in their own practices, treat the needs of our uninsured patients far into the

evening as volunteers. We see Girl Scout and Boy Scout troops, National Charity League and Boys Team Charity groups, school and church groups giving their time or perhaps holding a food drive to benefit us. Many of our donors have increased their donations; instead of giving \$20, stretching to give \$25; or \$125 instead of \$100; or \$1,500 instead of \$1,000. This world of love is filled with so many people committed to making a difference in the lives of others.

"To the world, you may be one person, but to one person you may be the world."

-Author Unknown

Yet it has not been an easy year for us. Our own financial situation is very challenging as we reach out to help the growing number of people in need. Although we have more donors giving to us, we still ended the year with a deficit, as you will see in our financial report. This presents an opportunity for each of us to do something special this year—to make a decision to step up to the challenge, to stretch ourselves and make a significant donation to help our friends and neighbors in need.

While the challenges often seem overwhelming, it's important to remember "to the whole world we may be one person, but to one person we may be the whole world." Thank you for answering the call. May God bless you.

Joseph J. Filey Star 345. Joseph J. Riley President

Stephen J. Zabilski Executive Director

THE NEED

ARIZONA Statistics



17.4% of Arizonans live in POVERTY



24.4% of children under 18 live in POVERTY

0.10/

Arizona Unemployment Rate

in September 2011.2

1.3
million
Arizonan's have
NO HEALTH
INSURANCE.3

- 1 Impact of the Great Recession on Income and Poverty at the State Level using data from the American Community Survey, Joint Economic Committee, Sept. 26, 2011.
- 2 AZ Dept. of Administration office of Employment and Population Statistics.
- 3 Arizona Republic article, "As Many Arizonans struggle with rising health-insurance premiums, nearly 1.3 million face no insurance at all," March 6, 2011.

\$9.5 million in direct aid

Our Conferences
of Charity gave
\$9.5 million in
direct financial
assistance to help
poor households
with rent, utilities,
medical care and other
necessities.

748,000

Number of hours volunteers gave of their time, the equivalent of 360 full-time employees.



165
The number of

The number of elderly or disabled people Ozanam Manor helped with shelter and the tools to leave homelessness and become self-sufficient again.

is the road out of poverty.

Thanks to our college scholarship program 16 low-income students are pursuing their dreams; the first in their families to go beyond high school.

80 St. Vincent de Paul

processed by our food bank

and distributed to SVdP

hungry people.

food pantries around the

state and into the homes of

St. Vincent de Paul Food Pantries throughout Central and Northern Arizona.

We provided more than

HOW WE RESPOND

\$3.1 million

in medical and dental care to uninsured children and adults. We are

seeing much sicker patients now because people are waiting too long to seek needed

2 million MEALS

served to hungry families and individuals in dining rooms throughout metro Phoenix this year.

PROGRAND SERVICE AND W

HOMES TRANSFORMED for low-income families through our new volunteer-led program, Fresh Perspectives.

OUR
PROGRAMS
AND
SERVICES
AND WHAT'S
NEW



Who We Are

The Society of St. Vincent de Paul is an international organization spanning 145 countries worldwide with more than 1.5 million active volunteers. It was founded in Paris in 1833 by a young man named Frederick Ozanam. The Society of St. Vincent de Paul -Phoenix Diocesan Council has been reaching out to people in need throughout central and northern Arizona since 1946. We are dedicated to serving the poor and providing others with the opportunity to serve, regardless of race, creed, age or other distinctions.

General Community Assistance

Our Conferences of Charity, the basic unit of the organization, are based in local Catholic parishes and serve the needs of the poor in their area. Their work is based on direct, oneto-one interaction with people in need, no matter what their origin or belief. We visit them wherever they are, in their home, a hospital, or on the streets, offering our friendship as the basis for all the other help we give. Depending on the needs, we are able to provide emergency food boxes, rent and utility assistance, clothing and other basic household items. Last year, more than \$9.5 million in direct aid went to needy families and individuals throughout central and northern Arizona. This assistance is often a last defense against homelessness for families trying to make ends meet.

Feeding the Hungry

Our central Food Reclamation Center collects and processes food items donated by area grocery stores and community food drives. Last year, we processed more than six million pounds of donated food. This food goes into emergency food boxes that are distributed through our Conferences. Some of the food is also used to prepare the meals served in our seven charity dining rooms. In all, we served more than one million meals to homeless and working poor men, women, and children. This food helps families stretch their dollars so that they can pay for utilities, rent, clothing and other necessities.

Healthcare for the Uninsured

The number of individuals without health insurance is increasing. Unable to afford routine care, these individuals often wait to seek help until they are very sick, often with untreated chronic conditions. The Virginia G. Piper Medical & Dental Clinic provides needed medical and dental care to working poor, uninsured adults and their children. Both primary and specialty medical care is offered by more than 160 medical professionals who volunteer their time. Patients also participate in Homeless Assistance education and prevention programs. Our dental clinic treats children with serious dental problems, who are referred to us by their schools. Not only do we fully restore their teeth, but we also teach proper dental hygiene. Our adult dental program is in such high demand that patients are selected through a dental lottery held periodically. Last year, the Clinic handled more than 14,000 patient visits.

Shelter for the Vulnerable

Ozanam Manor is a transitional shelter for an especially vulnerable group of homeless adults: those over age 50 or those with mental or physical disabilities. As the only shelter of its kind in Arizona, this 49-bed shelter offers a caring, yet structured environment with intensive case management to help residents successfully transition into permanent housing. The shelter has an impressive success rate of 66%.

and Prevention

Our Special Works Ministry offers an array of services to the homeless, the unemployed and families in financial crisis. From showers, haircuts, clean clothes, job referrals and transportation, to budgeting classes, or rent and utility assistance, we guide those who are homeless on a path to getting back on their feet and work with families in crisis to prevent them from becoming

homeless. Our dedicated volunteers work tirelessly to maintain an upto-date list of community resources for additional support.

Thrift Stores

We rely on the donation of household goods and clothing from the community to stock our stores. Our 18 thrift stores provide new and gently used clothing, furniture and household items for purchase at affordable prices. In addition, our stores provide some families with household essentials at no cost. Last year, the market value of this direct assistance was more than \$193,00. All net revenues generated by our stores are used to fund our other programs.



SOCIETY of ST. VINCENT de PAUL

420 West Watkins, P.O. Box 13600 Phoenix, Arizona 85002-3600 602-266-HOPE | www.stvincentdepaul.net

New Programs

As needs in the community continue to increase, we look for new and innovative ideas to break the cycle of poverty. This year we've added new programs to our Family Evening Meal to empower and educate our youth to succeed in school. We're using our resources in the dental clinic to help free women from their past lives of domestic violence or prostitution. Despite scarce resources, we've taken in more uninsured patients with complex needs to prevent re-hospitalization. As we continue to meet basic needs like food, clothing, medical care and shelter, we are seeking new ways to create lasting change.

Family Evening Meal

While our Family Evening Meal program provides nutritious meals for hundreds of hungry families each night, it's so much more than food. We also provide educational opportunities and foster positive family interactions with enrichment programs. Funded by a generous donor, we've had Phoenix Theatre's *Partners that Heal* program come in every week to provide entertainment and education through puppetry, skits and interactive activities. In addition, we've also hosted two art shows for children to display and show their creativity.



Each night, about 350 children and their families enjoy a nourishing dinner and enrichment programs at our Family Evening Meal



Dream Center

Children deserve a chance to achieve their dreams, no matter their circumstances and background. That was the deep conviction that led Mike Parker and his family to create the Dream Center. The activity and education center was built in the Hall of Banners for children attending our Family Evening Meal each night. It provides a tutoring station, a reading library and computers with learning software. The Dream Center works handin-hand with our efforts to educate and empower families to improve their lives.

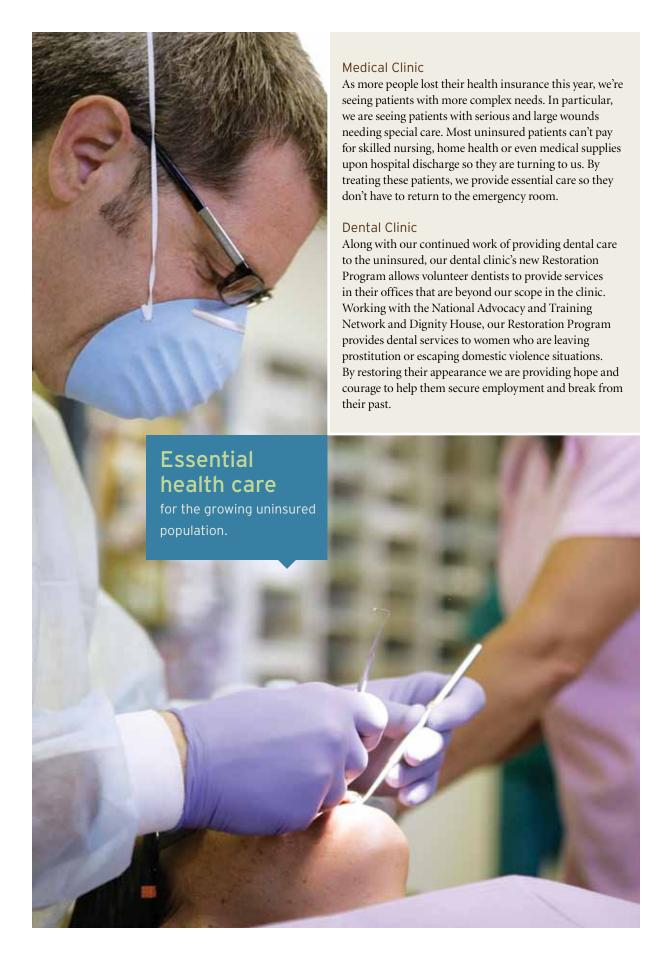


Fresh Perspectives When families are struggling to put food on the table, they often cannot afford furniture and esser

put food on the table, they often cannot afford furniture and essential household items. When our Vincentian volunteers make home visits to deliver emergency food boxes, many times they find families do not have a table to eat on and children are sleeping on bare floors. The *Fresh Perspectives* program provides families with home makeovers. Led by volunteers, homes and apartments are transformed in a single day, often including repairs, painting bare walls and providing donated furniture so that families can have a place to call home.

Never Give Up

Our Monday morning *Never Give Up* speaker series continue to feature prominent community leaders who come to our Phoenix dining room to share encouraging and inspirational messages to our guests. Speakers have included Arizona Governor Jan Brewer, former Harlem Globetrotters basketball player Meadowlark Lemon and nationally syndicated columnist Harvey Mackay.



Thrift Store Update

Our 18 thrift stores provide essential help in many ways. They are a source of low-cost clothing, furniture and other household items for the general public. The revenues generated by our stores provide financial support for our other programs and services. They also allow us to supply basic household goods to families in need, free-of-charge. Lastly, these thrift stores keep hundreds of pounds of goods out of our landfills as the donated goods are either resold or recycled.

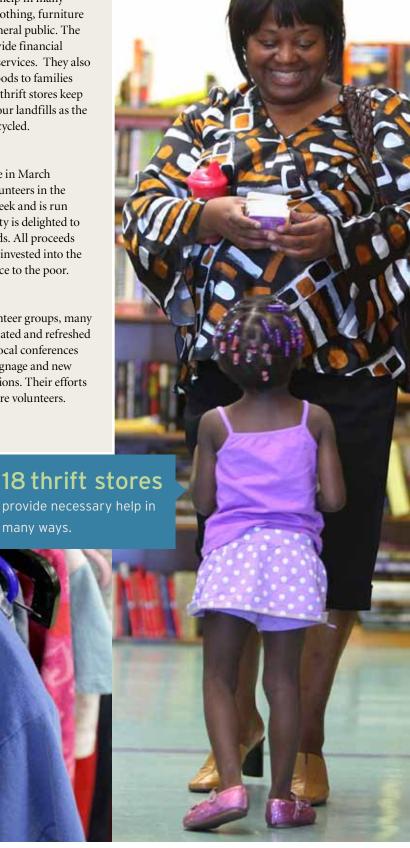
New Cottonwood Store

Cottonwood gained a new thrift store in March through the efforts of Vincentian volunteers in the area. The store is open three days a week and is run entirely by volunteers. The community is delighted to have a place to shop for low-cost goods. All proceeds from sales of the donated items are reinvested into the community to provide other assistance to the poor.

Metro Phoenix stores

Thanks to the help of corporate volunteer groups, many of our thrift stores enjoyed being updated and refreshed with new paint colors on the walls. Local conferences provided financial support for new signage and new bins to help volunteers process donations. Their efforts also helped us find new dedicated store volunteers.

many ways.





Volunteer Activities

Providing others with the opportunity to serve is a key part of our mission. From our food bank and dining rooms to thrift stores and administrative offices, volunteers make possible our comprehensive services to working-poor families and homeless individuals. With demand for help increasing in the community, the role volunteers play at St. Vincent de Paul is more important than ever. This year, we've strengthened our corporate partnerships, increased volunteer opportunities for schools and groups, and given special thanks to our most dedicated





Corporate Partnerships

Currently, we have nearly 400 corporations, large and small, that partner with us by providing financial support and manpower to fulfill our mission. Many corporate partners commit to sending a group of its employees to serve on a monthly basis, some plan special holiday events for dining room guests, while others hold food drives or help fund our programs. This year, several of our corporate partners joined our new ambassadors' program so they could share our story with other corporations as well as our need for new partners and the benefits of volunteering on employee culture and morale.

Planting Seeds of Philanthropy

While St. Vincent de Paul is known for comprehensive services for the homeless and working poor, we are also dedicated to providing quality volunteer experiences for those who wish to serve. For years, we've partnered with local Catholic and Christian high schools to provide service and learning opportunities for students. As we continue our partnerships, we've also created new opportunities, such as our *Kids in Service* program, which allows young children to create art projects, holiday gifts and other activities for the children who attend our Family Evening Meal.

All-Star Volunteers

We are grateful to our volunteers who continue to inspire higher standards in service and love for our community. Without them, our work would not be possible. This year we held three volunteer appreciation luncheons to highlight our all-stars and thank everyone who gave their time, talent and energy to improve our community with us. At these events we recognized three particularly outstanding and long-time volunteers with our lifetime achievement awards: Violet Doskosil, Andy Andreano and Bob Russell.



Volunteer All-Stars (from left): Violet Doskocil, Andy Andreano and Bob Russell

400 corporations,

large and small, partner with us to provide financial support and volunteer manpower.



Facilities

When most people think about supporting St. Vincent de Paul, they consider donating food, clothing and money to programs that directly support people in need. While program support is essential, our buildings and facilities also play an important role in providing help to needy families. With the help of various grants and donors, we received several facility upgrades this year to help us work more effectively and efficiently, while saving money so even more resources can go directly to people in need.



Fruit Orchard Planted

Thanks to the community who voted and promoted our cause, we won a fruit orchard from Dreyer's Fruit Bars and the Fruit Tree Planting Foundation. An arborist was on hand to give expert instruction for planting and caring for the small orchard of 30 citrus trees. The trees were planted along the fruit a year to help supplement our Family Evening Meal and emergency food boxes.



Hall of Banners Updated

In addition to serving as a general gathering place for St. Vincent de Paul's various events and educational programs, the Hall of Banners is home to St. Vincent de Paul's Family Evening Meal. Hundreds of parents come with their children to this dining room at the end of a long day to receive a nourishing meal. It's a safe haven where the working poor can cast their worries aside to enjoy dinner with their families, served restaurant style by caring volunteers. Thanks to the Phoenix Aviation Department's Sound Insulation Mitigation Services, which proposed the project and provided funding, the Hall of Banners received a \$1.3 million facelift in April. The 10,000 square-foot building was updated with new ceiling, lighting, fans, windows and doors to help reduce noise and provide better insulation. With the help of various donors, the Hall of Banners was also fitted with new tables, chairs, flooring and a fresh coat of paint, making the large facility an even more welcoming space.



Daylighting Installed

Thanks to a federal grant, the Arizona Department of Commerce and SRP, St. Vincent de Paul's food bank and warehouse received a new daylighting system which brings natural light into these spaces. It creates a better work environment for volunteers and staff while reducing carbon emissions and electricity costs. Since installation, the daylighting system has already saved more than \$2,000 this year, which is equivalent to two months of food, shelter and personal case management for one of our guests to transition out of Ozanam Manor, St. Vincent de Paul's shelter for older and disabled adults.

New Roof

Funded in part by the J.W. Kieckhefer Foundation and the Margaret T. Morris Foundation, St. Vincent de Paul was able to upgrade the roof of our food bank to provide better insulation and safe storage for the more than 6 million pounds of food processed there each year. Last year's heavy monsoon season produced several leaks in the roof, causing damage to the stored foods. The new roof ensures no food will be wasted due to uncontrollable weather conditions.



Programs and Services

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Volunteer Hours* ... Donation Pick-ups*. *(Metro Phx. Only)

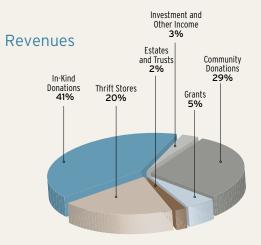
CONFERENCE SERVICES	
Parish Conferences of Charity89	
Total Vincentian Members	
Home Visits	
Prison, Hospital and Nursing Home Visits	
Food Boxes	
To Families/Individuals	
To Other Organizations	
Volunteer Hours	
DINING ROOMS/KITCHEN	
Meals Distributed	
Volunteer Hours	
FOOD RECLAMATION	
Total Pounds Processed	
HOMELESS ASSISTANCE AND PREVENTION	
Family Assistance Program Families Served317	
Helping the Working Poor Program	
Individuals and Family Members Served65	
Ministry to the Homeless	
Individuals Served18,559	
Ministry to the Incarcerated and Families	
Individuals and Family Members Served242 Transient Aid Center* Phoenix only	
Travelers Assisted	
Value of Direct Aid\$293,410	
Volunteer Hours12,876	
MEDICAL AND DENTAL CLINIC Total Visits14,383	
Medical Visits	
Adult Dental Visits	
Children's Dental Visits	
Ancillary Visits	
Market Value of Services\$3,169,427	
Volunteer Hours 16,840	
OZANAM MANOR TRANSITIONAL CENTER	
Persons Sheltered165	
Nights Lodging16,398	
Case Management Hours	
Volunteer Hours	
SPECIAL PROGRAMS	
Adopt a Family for Christmas	
Families Assisted	
One at a Time Scholarships	
Students in Program	
Volunteer Hours	
St. Anne's Medical Equipment Loans	
Pieces of Equipment Loaned	
Volunteer Hours	
Homes Transformed	
People Served	
Volunteer Hours6,963	
Value of Aid\$29,340	
TUDIET CTORES	
THRIFT STORES Number of Thrift Stores18	
Market Value of Free Merchandise Distributed*\$193,131	
Volunteer Hours*	

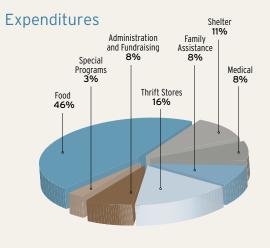
Operating Revenue and Expenses 2011

REVENUES

Community Donations	5,122,837
Conferences	4,594,305
Grants	1,669,368
Estates and Trusts	649,337
Thrift Stores Council Conferences	4,722,161
In-Kind (Goods and Services Donated) . Council	10,448,872
Investment and Other Income	980,400
Total Revenues	\$33,271,768
EXPENDITURES	
Program Services	21,984,273
Management and Administration Fundraising	
Total Expenditures	\$34,009,491

*Data represents unaudited results of fiscal year ending September 30, 2011 and an estimate of conference results. Does not include in-kind donated capital projects.





. 60,516 . 21,484

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Companies

Services

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