

Annual Report 2010



RESTORING HOPE

through faith and love







Restoring Hope through Faith and Love

Dear Friends,

The economy's slow recovery continues to impact many individuals and families. With work hours cut, positions eliminated and businesses closing, unemployment remains alarmingly high. New jobs are hard to find and many are unemployed for long periods, often losing their homes to foreclosure once their resources are exhausted.

With nowhere left to turn, more and more people are coming to St. Vincent de Paul for help. We provide a comprehensive range of services to help them return to self-sufficiency while supporting them with a safety net of hope. Whether it is an emergency food box, treatment of a health problem, a low-cost source of clothing, or help with rent and utilities, we offer a hand to those in need, regardless of race, religion, origin or other distinctions.

It is only through the help of those with generous hearts like yours that we can serve so many working poor and homeless people. Thankfully, each year many thousands of individuals, groups, corporations and foundations donate their time and financial resources so we can provide a broad network of support stretching throughout central and northern Arizona.

Thank you for your generosity and heartfelt prayers which allow us to serve those who most need our support. You help make St. Vincent de Paul a special place where those who seek assistance and those who offer it are joined together through God's love.

God bless you,

Joseph J. Riley
President

Stephen J. Zabalski
Executive Director



Society of St. Vincent de Paul

The Society of St. Vincent de Paul is an international nonprofit organization dedicated to serving the poor and providing others with the opportunity to serve. Originally founded in 1833 by Frederick Ozanam in France, the Society of St. Vincent de Paul now spans 142 countries and aids 37 million people each year.

In Phoenix, the Society of St. Vincent de Paul has been meeting the needs of the working poor and homeless in central and northern Arizona since 1946. By providing charity dining rooms, emergency food boxes, dental and medical care, thrift stores and transitional housing, St. Vincent de Paul restores hope and helps individuals and families become self-sufficient once again. We are dedicated to serving everyone in need with compassion, regardless of race, creed, age or other distinctions.



Conferences of Charity

The Conferences of Charity is composed of 88 parish-based chapters with a network of 5,900 volunteers, called Vincentians. Each conference receives calls for help within its community and responds with personal home visits to assess how we can help or provide referrals to other agencies that can be of assistance.

Our conferences receive daily calls for specific help like food boxes or utility assistance. In teams of two, our conference volunteers visit the individual or families in their homes. The home visits are not just a means for our volunteers to deliver a food box, or utility assistance, but to reach out to the families and let them know that there is a community of people who care. Last year, our Conferences of Charity visited 53,376 homes of individuals and families.



“My weakness is children. I love going to do home visits and seeing the children come up and get all excited about us coming over to visit them. They go running to the food box looking for cookies or cereal or whatever it is. Sometimes, we buy them a soccer ball and that means a lot to them. Sometimes, the parents mention on the phone that they don’t have any money and it’s their little girl’s birthday. If we have the ability, we’ll go buy a birthday cake, and make it special for them. And that means a lot to us. By me going out to give, I get more in return. We are not only helping them, they are helping us too.”

— *Luis Garcia, St. Matthew’s Conference
President and Board member*



Food and Meals Program

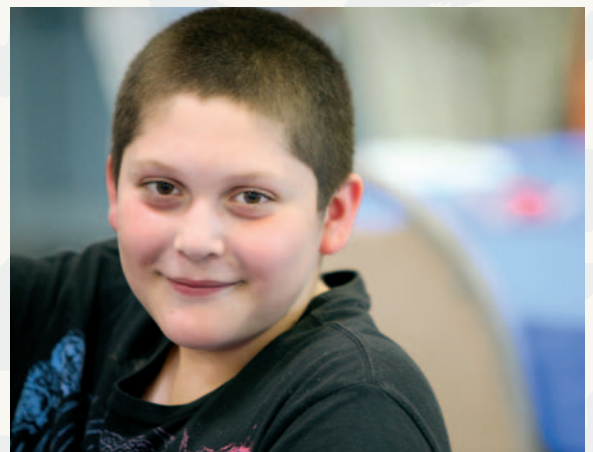
According to the latest data from the Census Bureau, one in four children is food insecure. To help alleviate hunger among families and children in Arizona, the Food Reclamation Center/ Food Bank collects and processes food items donated by area grocery stores and community food drives. The food is used to fill emergency food boxes and to prepare meals served in our five charity dining rooms. With the help of our Conferences of Charity, we distributed a total of 374,301 food boxes last year.

Providing food is not just about filling empty stomachs. By providing meals, we give families the opportunity to shift their food budget toward rent, prescriptions, school clothes and other necessities. In our Family Evening Meal program, children and families are served dinner restaurant-style, allowing them time to relax and to spend quality time together. We also provide special enrichment programs like tutoring, arts and crafts, exercise and finance classes for children and their parents. Last year, our dining room volunteers served 1,117,688 prepared meals to hungry children and adults.



“We do not ask any questions when a person comes into our dining rooms. We greet them and welcome them. Our volunteers do a great job in serving meals to our guests. And hopefully, they receive more than a meal, they receive a nice smile. They receive hope. We want to let our guests know they are our friends and we may be able to help them with other needs they may have. We actually have some wonderful resources we can direct them to for help to stay in their homes, to pay the utility bills. If they are looking for work, we have an opportunity program. We have showers and other kinds of help, too.”

— *Jerry Castro, Manager of Food Services*





Homeless Assistance and Prevention

For those who live paycheck to paycheck and don't have family nearby to act as a safety-net, a car breakdown or an unexpected medical bill can easily become a financial crisis. Our Special Works Ministry offers a variety of services all aimed at assisting the homeless, the unemployed and those in danger of becoming homeless. Through showers, clean clothes, job referrals, transportation, budgeting classes and rent and utility assistance, we help those who are homeless get back on their feet and prevent others from becoming homeless.

With our comprehensive set of services, St. Vincent de Paul is able to help families in multiple ways to return to self-sufficiency.

“When families come to us to ask for help, they are usually very hopeless and embarrassed. So when I first meet a family, I always try to make them feel comfortable. I make them feel welcomed and I reassure them that we are here to assist them in any way that we can with our resources. Then I assess their needs, see where they are and where they're wishing to go. I try to reassure them that others have been in their situation and we have worked with them to get through their issues and find solutions. In Special Ministries, we have many integrated services to help a family become self-sustaining again.”

—*Janie Perdue, Case Manager in Special Ministries*



Medical and Dental Clinic

Our Virginia G. Piper Medical and Dental Clinic provides medical and dental care to working poor, uninsured adults and their children. Most of our patients have jobs that don't provide health insurance and yet they earn over the limit to qualify for state health care programs.

With the rising cost of health care, many people without health insurance resort to using the emergency room after holding off medical care for far too long. A simple ailment that could have been treated early becomes a major medical emergency. The medical bill incurred from a trip to the emergency room can really set back an already struggling family.

Our medical clinic often treats patients who have been suffering chronic illnesses. With a focus on preventive care, our medical clinic treats patients while educating them about proper nutrition, exercise and other habits to maintain healthy lifestyles for themselves and for their families.



“The desire to help other people is what characterizes our clinic. Sometimes people feel that this clinic is the last resort. But once they come in, they realize that this is not a desperation clinic, this is a hopeful clinic. When we see a patient, we are treating the whole person and giving them some dignity. We’re addressing their illness and getting this person back on their feet, back as healthy as possible, and with more education about how to stay healthy. That’s why it’s so important for us to maintain the dignity of the person when they come in. We have to keep the hope up for them.”

— *Dr. Eugenie Anderson, Director of the Virginia G. Piper Medical Clinic*



Thanks to volunteer doctors from all over greater Phoenix, our medical clinic provides 44 specialties. The success of our diabetes education and prevention program was featured in a study by Arizona State University and published in the *Journal of Primary Care and Community Health* (July 2010).

Our General Dental Program is open to low-income people who cannot afford dental care. Typically, those served are working individuals and their children who live below 200% of the Federal Poverty Level.

The dental clinic partners with local school districts to identify children with critical dental needs. The eligible children are then enrolled in St. Vincent de Paul's dental program, which provides complete restorative treatment, fluoride application, and education in proper dental hygiene. Often times, it is the child's first visit to a dentist.

Due to the high demand for adult dental care, the dental clinic's adult dental program is operated on a lottery basis. Patients receive comprehensive dental care and are educated about food and proper hygiene habits to care for their teeth.

Last year, our medical and dental clinic provided services worth more than \$3 million.

Ozanam Manor

Ozanam Manor is the only shelter in Arizona dedicated to serving an especially vulnerable population of homeless adults – those older than 50 or those with mental or physical disabilities. Life on the streets is difficult for everyone, but these people face extra hurdles when it comes to seeking resources and adapting to change. The 49-bed facility is more than just a shelter, it is a safe community where residents encourage and support each other to succeed.

Case managers meet with every resident to create a comprehensive plan to guide him or her towards independent living. With the help of mentors, residents learn how to develop basic living skills, search for jobs and other skills required to break the cycle of chronic homelessness and transition into self-sufficiency. More than 60% of residents in the Ozanam Manor become self-sufficient.



“One of the things that has motivated me a long time, is the transformation I see. I see people who had no confidence in themselves; they wouldn’t look at you or anyone in the eye. They may have had difficulty saying more than a few words at meetings with their case manager or mentor and then they become very confident and you can see their eyes sparkle. You can see that they stand up straight, look at you in the eye and say I’m doing this and I’m really happy with this work, or this volunteer work I’m doing. They’re really thankful but it comes from the heart, and it comes from pride within themselves. Ozanam Manor really transforms lives.”

— *Mike Bell, Director of Shelter Services*



Thrift Stores

Our 17 thrift stores across central and northern Arizona provide new and gently-used clothing, furniture, and household items at affordable prices. All profits go towards funding St. Vincent de Paul's services to the working poor and homeless. For families who cannot afford to purchase clothing, beds and other necessities, our Conferences of Charity provide shopping vouchers to allow these families to obtain what they need free of charge. We gave away more than \$175,000 worth of items to needy families last year.

All of the thrift stores rely on donations from the community. To make the process easier for those who wish to donate, St. Vincent de Paul sends donation pick-up trucks to transport the items to our facilities. When you donate to St. Vincent de Paul, rest assured that your items will either go to help a needy family or generate income for our programs and services.



“Our thrift stores are important in two very different ways. They are distribution points where we can give away clothing, shoes, and other household items free of charge to families and individuals in need. Then the profits generated through the sales of these donated items are used to fund our other programs and services.

“We make use of all the community donations. Items we can't sell in our stores are sold to recyclers. So really, nothing ever goes to waste. You know the environmental, 'green' movement is the hot topic these days. St. Vincent de Paul has actually been recycling for the last 60 years. We just didn't call it green.”

— *Susan de Queljoe, Director of Business Strategies*



Volunteering

Volunteers are truly the heart of St. Vincent de Paul. From sorting food items in our Food Reclamation Center/Food Bank to reading to children in our Family Evening Meal program, volunteers make it possible for us to provide the comprehensive services that we do.

Our volunteers come from every religious, ethnic and economic background. Some volunteer in groups, while others volunteer individually or with their families. An integral part of St. Vincent de Paul's mission is to provide others with the opportunity to serve.



Programs and Services

CONFERENCE SERVICES

Parish Conferences of Charity	88
Total Vincentian Members	5,928
Direct Aid for Shelter and Utilities	\$8,802,000
Home Visits	53,376
Prison, Hospital and Nursing Home Visits	3,926
Food Boxes Distributed	374,301
To Families/Individuals	322,559
To Other Organizations	51,742
Referrals to Other Agencies	24,832
Volunteer Hours	384,785

DINING ROOMS/KITCHEN

Meals Distributed	1,117,688
Locations Served	23
Volunteer Hours	120,069

FOOD RECLAMATION

Total Pounds Processed	7,988,623
Volunteer hours	5,279

HOMELESS ASSISTANCE AND PREVENTION

Family Assistance Program

Families Served	380
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Helping the Working Poor Program

Individuals and Family Members Served	67
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Ministry to the Homeless

Individuals Served	22,078
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Ministry to the Incarcerated and Families

Individuals and Family Members Served	403
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Transient Aid Center* Phoenix only

Travelers Assisted	390
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Value of Direct Aid	\$276,622
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Volunteer Hours	20,992
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MEDICAL AND DENTAL CLINIC

Total Visits	15,044
Medical Visits	5,570
Adult Dental Visits	1,831
Children's Dental Visits	4,752
Ancillary Visits	2,891
Market Value of Services	\$3,143,832
Volunteer Hours	15,927

OZANAM MANOR TRANSITIONAL CENTER

Persons Sheltered	118
Nights Lodging	17,461
Case Management Hours	4,923
Volunteer Hours	18,780

SPECIAL PROGRAMS

Adopt a Family

Family members served	2,096
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One at a Time Scholarships

Students in Program	28
Value of Aid	\$70,500
Volunteer Hours	560

St. Anne's Medical Equipment Loans

Pieces of Equipment Loaned	410
Volunteer Hours	709

THRIFT STORES

Number of Thrift Stores	17
Market Value of Free Merchandise Distributed	\$175,574
Volunteer Hours - Stores	74,337
Volunteer Hours - Processing Center	21,534
Number of Pick-ups	19,851

Revenues and Expenditures 2010

REVENUES

Community Donations	9,075,740
Council	4,458,740
Conferences	4,617,000
Grants	1,957,701
Estates and Trusts	1,695,951
Sale of Donated Merchandise	6,270,588
Council	4,526,588
Conferences	1,744,000
In-Kind (goods and services donated)	13,029,956
Council	10,589,956
Conferences	2,440,000
Investment and Other Income	1,475,140
Total Revenues	33,505,076

EXPENDITURES

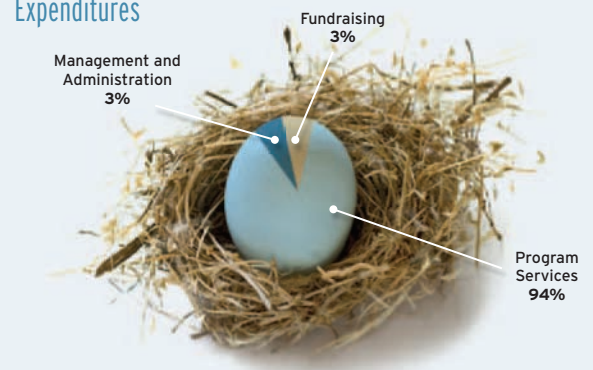
Program Services	31,278,563
Council	22,476,563
Conferences	8,802,000
Management and Administration	956,102
Fundraising	1,064,441
Total Expenditures	33,299,106

* Data represents unaudited results of the fiscal year ending September 30, 2010 and an estimate of conference results.

Revenues



Expenditures





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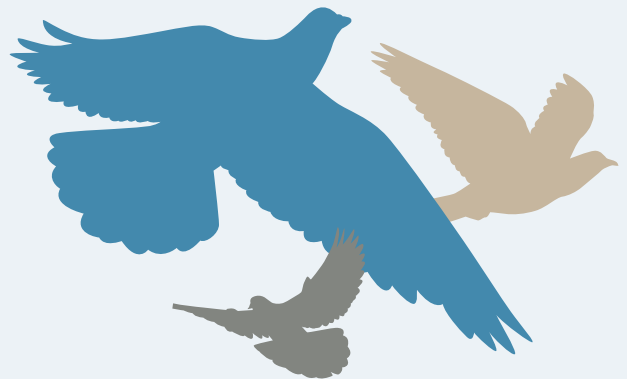
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