



## Dear Neighbor Ministries Fiscal Year 2011

**Hilltop Neighborhood Outreach** Sister Ann Catherine visited 567 homes during this year. She also delivered 3,672 meals feeding 9,914 people. We think this is quite an accomplishment as she is now 90 years old. During this year, we provided \$28,652 in cash assistance for rent, utilities, medicine and transportation to people in the neighborhood. Our food pantry served 684 households with 1,718 people. The demand for these services continues to outpace our resources.



**Income Tax and Payee Services** These vital financial services have served a growing number of people during the year. Our nine IRS trained volunteers completed and electronically filed 585 tax returns. We helped get \$450,000 in tax refunds, \$72,360 in Earned Income Credit and saved an estimated \$43,800 in tax preparation costs. Our Representative Payee Services continued to grow. Eleven volunteers manage the monthly disability income for 106 people unable to do this for themselves. Sister Barbara Ramisch made 108 home visits to our payee clients.

**Volunteer Service** We are blessed with regular volunteers and periodic work groups. This year 124 people gave regularly of their time and talent to serve the dear neighbor. This is in addition to several work groups who helped with “done-in-a-day” projects. This year our volunteers served a total of 10,680 hours. This is the equivalent of five fulltime employees and valued at \$228,125.



**Food Purchasing Coop and Community Garden** A decline in the number of people interested in our monthly food-purchasing program continued this year. The board accepted a staff recommendation to end this program as of August 2011. The Community Garden has had another very good year. Twenty-nine people rented 52 plots and beds. We are pleased to report that we were able to have a well dug and connected to the irrigation system. We no longer use city water to irrigate the garden, which not only saves us money, but also has allowed the gardeners sufficient amounts of water during the summer’s terrific heat and drought.

**Other initiatives:** Our Board of Directors conducted two strategic planning sessions. This effort led to the formation of a 2011-2012 Action Plan approved by the board, now in place. The Board also directed staff to adopt the **Standards of Excellence for Catholic nonprofits**. The eight Guiding Principles and fifty-five Standards provide performance benchmarks to strengthen operations and governance. This will be an on-going process reviewed by the full board as it is developed. An endowment with initial funding of nearly \$400,000 has been established to sustain these ministries in the future. Thanks to the Generous Promise Grant Fund, we started a Bridges Out of Poverty program. Eight people completed the “*Getting Ahead in a Just Getting by World*” course.



### Mission Statement

Through Sisters of St. Joseph Dear Neighbor Ministries, the sisters, staff and volunteers work to transform the lives of poor, abused and neglected of our community. We provide transitional housing, support services, and direct assistance to help people master the skills to become self-sufficient.