

2010 Annual Report

neighbors, inc.

With the help of our volunteers, Neighbors, Inc. will strive to reduce poverty, promote self-sufficiency and build community.

218 13th Ave. S.
South St. Paul, MN 55075
Phone: (651) 455.1508 | Fax: (651) 455.1319

About Neighbors

On a cold day in January 1972, a group of leaders from six churches met in South St. Paul. Each of the six churches had recently experienced an increase in the number of people seeking assistance. Currently, there was not a system or organization in place that offered such aid. The church leaders were looking for a way they could join together to create a safety net of services for people and families in need.

From that meeting came Neighbors, Inc., a private, nonprofit organization with the mission "To provide neighborly assistance, in an organized fashion, primarily through the use of volunteers." The first projects Neighbors undertook were for the most basic of needs: food and clothing. Soon, other congregations in the northern Dakota County area joined the Neighbors partnership. Within a few years, Neighbors was working with 32 faith communities in the area.

Today, Neighbors is still running the food shelf and the Clothes Closet, and has grown to add fourteen more emergency and supportive assistance programs. Neighbors serves northern Dakota County as an independent 501(c)(3) organization, and continues to work with 36 faith communities, countless businesses and organizations, and over 1,200 volunteers to provide help and hope to the people of northern Dakota County.

2010 Updates

In 2010, Neighbors experienced a continued increase in the number of people seeking assistance, but we also saw a rise in the number of people volunteering, totaling 1,249 volunteers. Through these resources Neighbors has been able to keep up with the rising requests for services, and expand programs. In 2010, Neighbors increased the hours the Clothes Closet is open, expanded on our Summer School Meal Program, started a Child Summer Nutrition Pack Program, and re-started a program that helps people stay in their homes, living more independently, called Friends and Neighbors. We also purchased a new building, which is much larger and will allow us to serve more people better, and sold our current building. This is the result of Neighbors starting a capital campaign, which will raise the money to pay for the new building, and help Neighbors continue to keep up with the increasing need in our service area.

2010 Board of Directors

Gus Briguet (*Treasurer*)
Katie Estes-Collins
Steven Cortinas
Darcy Erickson (*Vice-Chair*)
James Kemp
Greg Kuntz

Jodie Miller
Terry Nordheim
Pam O'Connell
David Paton (*Chair*)
Pam Schultz
Brian Taurinkas (*Secretary*)

Neighbors' Programs

Summer School Meal Program

During the summer Neighbors' volunteers noticed an increase of children coming in to get bread from the Bakery Products program. Often, they would eat it right outside of the building. Out of school, with no meal program resources, many kids didn't have access to healthy, filling meals. Neighbors wanted to find a way to provide such meals to hungry kids, but needed a sponsor to fund the food, a gathering place where the kids could eat, and volunteers to serve the meals. So, in the summer of 2009, Neighbors partnered with the Federal Government Summer Feeding Program, St. Paul Public Schools, and 14 churches in order to provide meals to children attending summer school. The program was expanded in 2010 to include both breakfast and lunch at three local schools. In 2010, 22,000 meals were provided to over 500 students.

Child Summer Nutrition Pack Program

In a continued effort to help families with food during the summer months Neighbors started this program in 2010. 33,000 meals, equaling 54,000 pounds of food, were provided to children living in poverty during the summer months. The goal of the program is to ensure that families have child-friendly nutritious food in their homes during the months their children are not receiving one or two meals a day at school. The program was a great success and we are excited to continue the program in 2011.

Food Shelf

The food shelf is the largest and perhaps most widely known of any of the Neighbors' programs. The generous support of individuals, churches, companies and organizations provide food for people in need of short-term assistance. Each family served through the food shelf receives sufficient food for three meals a day for a week. In 2010, 8,265 people were provided with 309,957 pounds of food. Auxiliary food shelves are also maintained at Augustana Lutheran Church in West St. Paul and at Good Shepherd Lutheran Church in Inver Grove Heights.

"I truly enjoy my volunteer time with Neighbor's. My gift of time aids not just my community members, but my gift also aids the larger organization to help so many. After my first day of volunteering, I soon realized it is not just the food shelf. Neighbor's provides so many services for the surrounding communities. My time there each week gives me a sense of accomplishment and personal gratitude." ~ Darlene Karduck

Emergency Grants

The Emergency Grants program is designed to alleviate immediate financial need for those who are faced with a health or financial crisis. Eligible participants receive budget counseling, help planning for long-term goals, and monetary grants. These services allow us to provide assistance to persons who qualify like those who are at risk of eviction or utility shutoff, or those who need assistance dealing with a medical issue, such as a co-payment for medicine. In addition, limited funds are available for rent, utility bills, medical prescriptions, gasoline, day care costs, auto repair, and similar emergencies. This program is funded by Dakota County, the Federal Emergency

Management Act and out of Neighbors' general operating dollars. In 2010, 950 grants were awarded, equaling \$70,000.

"Volunteering here has opened my eyes to the vast number of people this organization serves. Jobs are not always secure, and hard times happen. It doesn't change the fact that we're all human and sometimes we need a safety net to catch us." ~ Kristen Pieper

Love Your Neighbor/Adopt a Family/Adopt a Senior

During the winter holidays families and individuals, who might otherwise not have the means to celebrate, are given all that is needed to make their holiday a little brighter. Our volunteer "elves" organize gifts and/or food and distribute the items to those in need of assistance. These programs provide the resources to families so that they can celebrate the holidays. In 2010, 2,820 people were served, including 685 families that received a total of 45,845 pounds of food.

"I am overwhelmed by the magnitude of the services, with 800 families in the Christmas program alone. What would happen if Neighbors was not around?" ~ Les McKenzie

Mothers and Children (MAC)

Nutritional Assistance Program for Seniors (NAPS)

Neighbors serves as the distribution point in northern Dakota County for two federally sponsored supplemental food programs. Based on income eligibility, seniors 60 and older and women with children under seven years old receive a monthly food package with approximately 35 pounds of food. In 2010, 213 mothers with children were provided with food boxes, totaling 7,455 pounds, and 1,577 seniors were provided with food boxes, totaling 55,195 pounds.

Bakery Products/Canned Foods

Day-old bakery products and canned food bags are collected every weekday by volunteers from the Cub, Rainbow, and Target stores in West St. Paul, and Inver Grove Heights. These products are available on a first-come, first-served basis to anyone who wishes to stop in. In 2010, 22,500 people used this service to supplement their food supply, equaling 77,570 pounds of food.

The Clothes Closet

The Neighbors' Clothes Closet sells gently used, low-priced clothing. All donated clothing items are carefully sorted and inspected for quality before they are made available to the public. The Clothes Closet is run entirely by volunteers, and thanks to their dedication we have been able to expand the Clothes Closet's hours. It is now open to the public six days a week. All revenue generated is used to support other Neighbors' programs. For those unable to pay, we provide clothing at no cost through the use of vouchers. In 2010, 1,148 people received clothing vouchers.

"It was a November day and quite cold. [These] two small boys were badly in need of shoes. Our store, being a used clothing store, isn't that well stocked with shoe sizes. . . . The larger boy was lucky. We found a suitable shoe. But unfortunately the small boy was going to have to settle for shoes a bit too large. He was objecting strenuously, saying the

shoes are too big. But the father said that was just too bad because he needed shoes in this cold weather and that they would just stuff the toes. By this time I was feeling badly for the boy and I asked him what kind of color of shoes he would like. "Oh, I would like some cowboy boots. Could I have some cowboy boots?" So I told him I would go in the back room and dig through some boxes of shoes, but I was just hoping to find a size three of anything, just so it would fit. So I did go into the back closet and start digging through the shoes to find a size three. I couldn't believe my eyes when I found a kid's pair of cowboy boot in a size three. I don't know who was the happiest, me or the small boy. I brought the boots out and his eyes were like saucers. We put the boots on and he paraded around the store looking at his boots. It made my day... it made my year."

Furniture Match

Although Neighbors does not have the space required to store furniture, we are still determined to supply furniture to those who need it. Our Furniture Match Program allows us to connect those who have furniture and appliances to donate to those who need them. During 2010, arrangements were made to provide 200 persons in need with living room furniture, television sets and stereo systems, bedroom furniture, kitchen and dining room furniture and kitchen appliances.

Transportation

Through the help of our dedicated volunteer drivers we are able to provide rides to people who need them. This includes transportation to and from important appointments with doctors, dentists, and counselors. It helps people who have no other readily available way of keeping such appointments. This important program also gives individuals a reliable option beyond a bus or a taxi. In 2010, 1,825 rides were provided, totaling 23,751 miles.

Tele-care

The Tele-care program provides a daily reassurance call to people living alone. Some people may need a reminder to take their medications while others may just need an opportunity to chat with a friend. Volunteers place calls 365 days of the year. Tele-care also has an emergency support system. If the Tele-care member does not answer their phone, the volunteer caller will contact an assigned neighbor, relative, friend or other emergency contact to check on that person. Persons served in this program range in age from 40 to over 100. In 2010, 9,527 were called.

Come As You Are

The Come As You Are program meets twice a month from September through June and provides support and friendship to people with developmental disabilities. Each gathering involves some kind of organized activity, from a talent show that allows anyone to showcase his or her talent to Santa's arrival at the annual Christmas Party. Musical groups provide entertainment and dancing at most gatherings and the year always ends with a highly popular picnic. Attendance ranges from 90 to 160 people per gathering.

"Two months ago I was sitting in my apartment thinking of how I could use my time now that I'm retired. I wanted to make sure that whatever I did needed to be in my neighborhood. I did some research and with these rough times we live in I went to Neighbors to volunteer. Oh my! Everyday my heart is touched by the people that I meet."

Not only the people I work and volunteer with, but the lovely people that come in to use Neighbors' services." ~ Diane Kubal

NEIGHBORS' EVENTS

Great Neighbors' Mississippi Duck Race

September 18, 2010 marked Neighbors' 3rd annual Duck Race fundraiser. Held at Kaposia Landing in South St. Paul, participants adopted yellow rubber ducks for \$5 each and we raced them down a racecourse into the Mississippi River. Prizes were given for 1st, 2nd, 3rd, and last place ducks. The Duck Race also included carnival games, face painting, food, friends, and family fun.

Walk to End Hunger

Neighbors partnered with Greater Twin Cities United Way and several other local charities to form the Twin Cities Hunger Initiative. Their goal is to raise awareness about hunger and garner enough resources to end hunger in the Twin Cities by 2013. A food drive and phone-a-thon were opened the week before Thanksgiving, and the 5K walk was held on Thanksgiving morning at the Mall of America.

Volunteers Hours by Program

(Total volunteers include volunteers that may serve in multiple programs.)

Program	Volunteers	Hours
Ambassador Program	111	1073
Administrative	15	46
Board of Directors	17	230
Capital Campaign Committee	11	131
Church Representatives	42	863
Clothes Closet	103	8664
Come As You Are	79	580
Community Donation Pick Up	39	986
Food Drives	56	115
Food Shelf	128	4318
Front Desk	13	1659
Garlough Covington Collaborative	10	99
Great Neighbors' Mississippi River Duck Race	169	1998
Holiday Program	89	1912
Internships and Fellowships	5	2158
MAC/NAPs	48	186
Restorative Service	37	752
Rummage Sale	25	577
Student Service	60	410
Summer Food Pack Program	53	165
Summer Meal Program	259	1296

Tele-Care			11	1068
Transportation			32	1664
Volunteer Appreciation Events			82	105
Walk to End Hunger			6	26
Year Total			1500	31076