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AFL-CIO Community Services

May 2012

1203 N. 6th St. St. Joseph, MO 64501 816-364-1131 www.helpmenow.org

Presidential Prose

Dear Friends,

While many individuals in our community associate the AFL-CIO name strictly with the Adopt-A-Family Christmas program, there are actually six programs administered by our agency – Adopt-A-Family Christmas program, Information & Referral services, Soles for Christ shoe program, Lions Club Eyeglasses, Cinderella's Closet and the Community Clothes Closet.

Because all of the United Way funding is allocated for the Information & Referral program, all of the other programs are dependent on outside support through monetary or in-kind donations. The remaining support for these initiatives – including Adopt-A-Family, Soles for Christ, Lions Club Eyeglasses, Cinderella's Closet and the Community Clothes Closet – are covered strictly by the agency's own operational budget.

To offset the rising costs associated with administering these programs, AFL-CIO Community Services launched its first fundraising campaign in April of 2011 – the 24/7/365 Fund Drive. Named to bring recognition to the hours assistance is available through our agency, the 24/7/365 Fund Drive is being established as an annual effort to garner support for the array of programs we offer.

The Fund Drive offers membership options for individuals in the community who want to make a monetary donation to help support agency initiatives. To participate, community members select a donation amount ranging from \$24 to \$1000. Anyone who makes a tax-deductible donation is given a Community Supporter card (and our unending thanks.)

The 2012 fund drive is underway and you can find a membership form on pg. 3 of this newsletter. If you are interested in becoming a member, please fill out the form and send it to our office at 1203 N. 6th St, St. Joseph, MO, 64506, or call 364-1131 to make a donation by phone.

Penny B. Adams
Director

Through eight years of service on the AFL-CIO Community Services board, I have witnessed a dramatic drop in agency funding.

While some budget decline resulted from an economic-related drop in United Way allocations, our biggest obstacle was the 2008 loss of the agency's own fundraising effort: Thursday night BINGO.

Hosted by our agency for more than 20 years, profits from this weekly event provided for operating expenses and an emergency assistance fund. BINGO was not something we gave up easily, but changes in building regulations and attendance eventually left us with no choice but to discontinue the event.

Currently, there are no funds for emergency assistance and necessary budget cuts have been made to remain solvent. The board knows we are not the only non-profit in our community who is struggling with the economic downturn, nor are we the only agency making cuts, but we also understand the need for transparency when you are asking for aid.

We are not solely seeking monetary support, we are also looking for fundraising suggestions and volunteer support. If you have any ideas or would be willing to volunteer for one of our many programs, please contact the agency at 364-1131.

Becky Hughes
Board Chairperson

2011 Annual Outcomes

In 2010, the Board of Directors developed a new strategic plan for AFL-CIO Community Services. In the past year, the organization has achieved many of the goals set for this one-year initiative. As with any strategic plan, the organization is constantly monitoring, adjusting and re-evaluating the goals to improve its programs and services. Currently the board is re-evaluating these goals to guide the agency through the next several years.

Community Services' primary goal is to provide those who need information with a simple, one-call service that directs them to the appropriate resources, eliminating the frustration of making dozens of calls with no progress being made. The agency strives to provide correct information, accurate referrals and direct services when possible.

Secondary goals include: administering programs to ease the financial stresses of daily living and unexpected expenses; providing clients with an affordable — or free — resource for clothing and household items; and develop agency partnerships to fill voids in area services through voluntary administration of programs.

Mission

To provide reliable information and referral resources, and other supportive services, for Northwest Missouri and Northeast Kansas

Vision

To be the predominant human/social service information resource for Northwest Missouri and Northeast Kansas

Core Values

- Integrity
- Accountability
- Compassion
- Collaboration
- Resourcefulness
- Solidarity



Information & Referral

The core program of AFL-CIO Community Services, I&R is a 24/7/365 service providing a one-stop assistance for directing those who need help to the agencies that can provide the services they seek. Without I&R, looking for help would mean scanning dozens of phone numbers and contacting a maze of agencies in hopes of making the right connection. With I&R, looking for help means a single phone call.

Services can be accessed by phone, walk-ins, emails, written correspondence or through referrals by other social service agencies.

In 2011, the agency received 15,842 telephone contacts, 6,215 walk-ins and 1,813 calls from other agencies on their clients' behalf. These contacts served 26,429 individuals, including 1,548 senior citizens and 8,196 children. More than 10,600 referrals directed clients to the appropriate programs to assist with their needs in 2011.

Community Clothes Closet

The Community Clothes Closet, located in our building at 1203 N. 6th St., offers reasonably priced, new and gently-used clothing and household goods to the public. The program also provides a convenient, tax-deductible means of recycling gently-used or new clothing and household goods.

In 2011, more than 1,400 individuals donated 595,700 items to the Clothes Closet, with 278,462 items distributed back to the community. Of those, 8,912 were given free, and 269,550 were given to other agencies. A total of 1,042 adults, 43 seniors and 711 children received free clothing or household goods.

Free clothing vouchers are given to clients who show need or have vouchers from partner agencies. Clients can also volunteer and earn \$6 an hour in credit to be spent towards clothing or household goods.

One of the lowest priced thrift stores in the area, the Clothes Closet offers special discounts, including Senior Citizen Wednesdays, 1/2 price and bag sales. Merchandise is added daily, so there is always something new to find.

Donations can be made any time the Clothes Closet is open, Monday through Saturday. Pick ups are also available on Wednesday and can be scheduled by calling the office at 364-1131. All donations are tax deductible and a receipt can be given at the time of drop-off.



For being a great customer, we're going to give you the bird!!

Any time you spend more than \$5 in the Community Clothes Closet, you can enter to win a free turkey. Drawings will be made each month. The more you shop, the better your chances!



Soles for Christ

Established by members of Our Lady of Guadalupe Catholic Church in 2003, Soles for Christ has been partnered with our agency since its inception. The program provides a new pair of shoes to school-age children at the beginning of the school year. The program has two goals: boost the child's self-esteem and enthusiasm for school and to aid many parents who struggle to afford new shoes and other costs associated with the beginning of the school year.

For some families, the shoes provided by this program are the only new shoes their child(ren) ever receives.

Since 2003, more than 5,500 pairs of shoes were given to area children and Soles for Christ has grown into a joint effort between the agency and several churches in the St. Joseph area. In 2011, 1,077 children were given shoes. Any school-age child is eligible. This year, area churches will start collecting new shoes in May. The shoes will be distributed over a two-day period on August 6 & 7, 2012.

Cinderella's Closet

A recent addition to projects housed by our agency, this program provides high school and college-age females with evening gowns for milestone events such as prom, seasonal formals and military balls.

Through a partnership with St. Joseph Junior League, donated dresses are collected and re-distributed to young ladies in our community.

Cinderella's Closet is open to shoppers twice yearly before the local high school and college Fall and Spring events. Appointments can be made for other special events. Shoes, jewelry and other accessories are also provided when available.

Donations for the program are accepted all year and can be delivered to the agency offices at 1203 N. 6th St. Dresses, shoes, purses, jewelry and any other suitable accessories are accepted.

In 2011, more than 250 young ladies were given dresses during the Spring and Fall events.

Staff & Board

AFL-CIO Community Services employs five full-time staff members and four part-time employees. During the Adopt-A-Family program, three additional seasonal positions are added.

Full-time employees are:

- Penny Adams, Executive Director
- Tammy Brooks, Accounting & Payroll/Referral Specialist
- Becky Gach, Office Manager/Referral Specialist
- Diane Bricker, Clothes Closet Manager
- Matt Shuele, Building Maintenance and Services

Part-time employees are:

- Nichi Yeager, Marketing & Fund Development
- Connie Norris, Clothes Closet staff
- Misty White, Clothes Closet staff
- Billie Waltiere, Clothes Closet staff

The Community Services' Board of Directors is a voluntary committee responsible for the overall governance of the agency by establishing and monitoring policies and programs.

The 2011-12 Board of Directors:

- Becky Hughes, Chairperson; LIUNA Local 579; Lawhon Construction
- George Clinton, Vice-Chair; Bus. Agent IUE/CWA Local 86116; Johnson Controls
- Jon Carr, Treasurer; St. Joseph School District
- Sue Johnson, Secretary; Retired
- Tim Conard, Exec. Comm.; TS Conard Inc.
- Mike Northup, Exec. Comm.; Northup & Co
- GE Pierce, Exec. Comm.; LIUNA Local 579
- George Albert, IAFF Local 77; St. Joseph Fire Department
- Charles Ham, UFCW Local 2; Sara Lee
- Scott Howell, Bus. Agent LIUNA Local 579
- Darrick Inscho, CWA Local 6360; AT&T
- Dick Sipe, The Staffing Center



Lions Club Eyeglasses

Community Services partnered with the Lions Club in 2005 to help administer this program, which provides free eyeglasses to adults without insurance, Medicaid or other qualifying medical coverage. Three area Lions Clubs provide funding for this worthwhile program.

At the beginning of this partnership, Community Services volunteered to administer the program non gratis because of the numerous requests our agency receives for help in acquiring eyeglasses. Without our agency's assistance or if there were administrative fees, many people in the community would have to go without eyeglasses. We believe our participation is well worth it when compared to the benefits of the recipients: for many it means finding or maintaining employment, avoiding possible safety issues and overall eye health.

Since 2005, 1041 individuals have been assisted in the Lions Club program, with 164 applications processed during 2011.

Adopt-A-Family Round-Up

When AFL-CIO Community Services started the Adopt-A-Family Christmas Program in 1983, only 25 families applied for and were given assistance to provide their families with gifts during the holiday season. After 28 years, the program has helped more than 60,000 people celebrate during the Christmas season.

In 2011, a total of 879 families, consisting of 2,998 individuals, were given assistance during the 8-week program. These families were from Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess and DeKalb counties in Missouri and Doniphan County in Kansas. Families consisted of 1,192 adults, 124 senior citizens, and 1648 children.

The program provides assistance in several ways: community adoption, food baskets, gift room visits and gift certificates.

– A **community adoption** occurs when a family, individual or business provide gifts, gift certificates or food items directly to an applicant.

– **Food baskets** are provided by community adopters and purchased with other monetary donations. They are filled with the supplies needed to feed a family for Christmas dinner, along with some basic food staples.

– Items for the **gift room** are collected at sponsoring stores, through walk-in donations made by community members, and throughout the year in the AFL-CIO Community Clothes Closet. Applicants who are not adopted by community adopters are able to “shop” for gifts for their family members.

– **Gift certificates** are purchased with donated funds to provide those who are not selected by a community adopter the opportunity to buy gifts at a local discount store for family members. Cards are also used to purchase gifts for elderly and disabled adoptees who are not adopted in the community.

The success of this program relies heavily on the support of community members throughout Northwest Missouri. Without this assistance, more than 63,000 individuals in our community would have not been able to celebrate the holidays these past 28 years. If you were an adopter or donor during the 2011 program, please accept our thanks again. Your continued support is invaluable.

2011 AAF Community Helpers

We would like to thank the following community businesses for assisting us with our AAF collection efforts. Underlined collection boxes sponsors were among the top 10 for the 2011 AAF Program. The top 10 local businesses were responsible for more than half of the total money collected during the 2011 season. We thank all of our sponsors for all they do each year.

Tree Locations

- K-Mart South, 3909 Pear
- K-Mart North, 2901 N Belt
- Wal-Mart South, 3022 S Belt
- Walgreens, 4201 N Belt, 3645 Frederick, 2620 S Belt

- Dollar General, 6500 King Hill, 3323 St Joe Ave, 1415 N Belt, 1325 S Belt, 3400 S 22nd

Collection Boxes

- 1st Bank of Missouri, 5348 Lake Ave, 602 Edmond St, 401 N Woodbine Rd
- ABA Convenient
- Adam's Bar & Grill
- Break Time, 6108 Lake Ave, 402 N Woodbine Rd
- Cabana Grill
- Casey's General Store, 2332 S 22nd St, 2423 N Woodbine Rd
- Champ Sports
- Charles R Wood Oil Co
- Chet's Hairstyling
- City Star
- Commerce Bank, 3603 Frederick

- Culver's
- Dairy Queen, 4105 SW Hwy 169
- Fantastic Sam's, 1407 N Belt Hwy, 2913 S Belt Hwy
- Garfield 66
- Hazel's Coffee Co
- Imperial Gas
- Ken Smith Auto Body
- King Hill Pizza Hut
- Kovac's, 2202 Frederick Ave, 7014 King Hill Ave
- Kruse's Auto Center
- Napoli's 614 Francis St
- Nodaway Valley Bank, 1701 S Belt Hwy, 6304 King Hill Ave
- Original Pizza & Pasta
- Orscheln Farm & Home
- Pacific 66
- Papa Johns
- Payless Shoe Source, 601 S Belt

- Hwy, 5201 N Belt Hwy
- Riverside 66
- Riverside Mart
- Roger's Green Hills
- Roger's Pharmacy
- Schweser's
- Shell, 909 Alabama St
- Shop & Hop, 6101 N US Hwy 71, 3625 King Hill Ave
- Smoke Shop
- Swiss Highland 66
- Taco John's, 2205 N Belt Hwy, 6110 Lake Ave, East Hills Mall, 1315 S Belt Hwy
- UMB Bank, 3601 Mitchell Ave
- Westlake Hardware

If you hosted a box or holiday tree and were excluded from our thank yous, please let us know so we can correct our files

2011 Community Supporters

Supporter

Donna Jean Boyer
Fred & Diane Bricker
Dave Bridenshire
Mary Cotter
DiAnne & Arthur Crouse
George & Alyce DuCoing
Carole Dunn
Judy Gerber
Larry Miljavac
Susan Moore
Twyla & Dale Morgan
George & Beverly Powers
Holly Rudolf
Candy & Mark Sheehan

Michelle Stagner
Janice Supple
Duane Thies
Don & Margaret Trout
Dominque Whitten
Andrew & Norma Wood

Super Supporter

Jon & Andrea Carr
George & Carmen Clinton
D W Hughes
Sue Johnson
Carl & Judy Mullins
Connie & Ken Newton
Kay Partamian

Richard M Schwarz
Dick Sipe
Connie Smith
Brett & Kylee Strough
Ed & Gail Tyler

Shining Supporter

Dirk Allsbury
Laverne & Kerry Berry and
Rebecca Johnson
C Orman Brooner
Valerie Engelken
John & Karen Grace
Joe & Toni Hamera
Holsey Chapel ICM Church

Denise Kiehnhoff
Jean & Richard Lewin
Bill & Judy McMurray
Bob & Pamela Orr
Bill Roberts
Bill & Ilene Schaller

Spectacular Supporter

Sue Comley
Barbara Morgan
Plumbers & Pipefitters Union #45
James Roberts
Tama Wagner

If we excluded any supporters from our thank yous, please let us know so we can update our files.



YES! I want to become a Community Supporter of AFL-CIO Community Services'

24/7/365 Program and will be looking for my membership card in the mail.

Name _____

Address _____ Zip _____

Phone _____ Email _____

Membership Support Levels:

Standard \$24; Super \$48; Shining \$96; Spectacular \$240; \$500; \$1000; Other \$ _____

Check, # _____ Credit Card # _____ Exp Date _____ Type _____

My Employer has a matching gift program

I am interested in making an endowment gift; please contact me.

I would like to help with the following volunteer projects; please contact me:

Clothes Closet; Soles for Christ; Adopt-A-Family Christmas; Other special events

Every member counts. Thank you for your support!

Please call 364-1131 to make a donation or
mail this form and your payment to:

AFL-CIO Community Services
Attn: Membership Committee
1203 N. 6th St.
St. Joseph, MO 64501



AFL-CIO Community Services and United Way Partnership

AFL-CIO Community Services is a 501(a)(1) nonprofit organization.
Your contribution is tax deductible to the extent allowable by law.

AFL-CIO Community Services
1203 N. Sixth St.
Saint Joseph, MO 64501

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AFL-CIO Community Services and United Way Partnership

AFL-CIO Community Services

May 2012

ADOPTE-A-FAMILY

Volunteers are the most consistent element when determining the recipe for success for non-profits. Almost every program we administer at Community Services relies on volunteer support. Each program has different needs. If you are looking for volunteer opportunities, you will hopefully find a good fit with our agency. The following is a brief description of the volunteer opportunities for each program and the dates we are needing assistance this Summer and Fall.

Clothes Closet — Sorting and displaying donated items; picking up donated items each week — volunteers are needed year-round

Soles for Christ — Distribution of shoes to children; some paperwork to track donations August 2 & 3, 2012, to sort shoes; August 6 & 7, 2012, for distribution

Cinderella's Closet — Distribution of dresses to high school and college-age females; cleaning and repairing dresses — October 20, 2012, for Military Ball; other appointments on a call-in basis.

Adopt-A-Family — Gift pick up from retail sponsors twice each week during season; gift room set up and shopping assistance; food basket assembly; shopping teams for elderly and disabled individuals; delivery of gifts to elderly and disabled individuals; arrange appointments for gift room visitors; gift delivery to families — November to December each year; dates will be announced in the Fall newsletter.



FINANCIAL ONLINE

Adopt-A-Family — During the holiday season, our Facebook page provides adopters and community supporters a chance to track our daily adoption numbers and provides information for adopters, donation locations and program office hours.

AFL-CIO Community Clothes Closet — The Clothes Closet Facebook page is used to announce special sales, offer glimpses of current bargains and highlights contest winners. If you are looking for a bargain, this is a great place to visit.

AFL-CIO Community Services — Our website includes descriptions of our programs, service information, agency history and directions to our office. Facebook provides up to the minute updates on our programs, events and any special occasions in the office.

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