



# CENTER FOR SIOUXLAND 2011 ANNUAL REPORT

*Helping people, empowering lives, building futures*

Thanks for taking some time to look through Center For Siouland's 2011 Annual Report. We hope this report will give you a snapshot of the services we provided in the past year, and show the impact we have on our community every day. We remain indebted to our staff, our board, our funders, our donors, and our partners whose support allows us to help families succeed.

We hope you'll continue to take an interest in Center For Siouland!

— *Brian Mathers, President/CEO*



Visit our new web site at [www.centerforsiouland.org](http://www.centerforsiouland.org)

## *Some highlights from our year...*

- Our Certified Consumer Credit Counselors helped 696 people
- We coordinated 3500 volunteers through our Siouland Volunteer Center to help with the Missouri River flooding response
- At Bridges West we housed and assisted 45 households
- RSVP volunteers helped 408 people file their income taxes
- We provided financial case management to 738 households
- We helped 854 renters and homeowners with housing counseling
- We provided info and referral to 4165 callers to our 2-1-1 helpline
- Our food pantry gave nutritious food to 5552 people in Siouland
- 158 volunteers aged 55 and up were placed into volunteer service

Please see our full 2011 annual report for more details.

*"Providing assistance, information, and direction  
to help people, empower lives, and build futures."*

## Consumer Credit Counseling

Certified credit counselors help people with budgeting, money management, and debt reduction. Additionally, they provide a variety of financial education classes to the public and to area high schools, colleges, businesses, and organizations. All of our Consumer Credit Counseling services are available in Spanish.

Our certified comprehensive housing counselors provided assistance to **854** clients helping renters, first time homebuyers, and home owners struggling to avoid foreclosure.

We provided consumer credit counseling to **696** clients in 2011

## Client Trust

Our Representative Payee/Conservatorship program assists elderly and/or disabled clients who are unable to manage their own finances and are at risk of abuse, fraud, or exploitation.

Financial case managers provide money management and protective payee services to make sure that clients' basic daily need are met.



**Number of Clients in 2011**  
Representative Payee — 738  
Conservatorship — 71  
Guardianship — 8

## Bridges West

*served 45 households in 2011, including 33 children...*

Homeless individuals and families desperately need two things: 1) a safe place to stay, and 2) help to resolve the issues that led to their homelessness. Center For Siouxland's Bridges West Transitional Housing program provides both of these services at our 22 unit facility with on-site case management. We assess families, work with them to create action plans, and link them with services — all while providing them with safe, comfortable housing for up to 24 months. Families are provided the support, structure, and encouragement they need to successfully house themselves at the end of their stay at Bridges West.

## Community Assistance



The Community Assistance Program helps Siouxland families and individuals with our pantry program, and prescription medication assistance. Generous service groups, congregations, and donors from the community help to support these vital basic needs programs.

### **NUMBERS SERVED—2011**

**Pantry—5552 people**

**Prescription Assistance—251 people**

***Also this year ...*** We partnered with Food Bank of Siouxland and local church groups to conduct 10 mobile pantry pilot events in high need Siouxland neighborhoods.

## 2-1-1 Help Line

Our 2-1-1 helpline is part of a nationally recognized information and referral resource. The helpline operates 24/7 every day of the year. Our Information and Referral Specialist provides callers information and linkage to appropriate human services resources in a ten county area. In 2011 we responded to **4.165** calls to the 2-1-1 helpline.

## Siouxland Volunteer Center

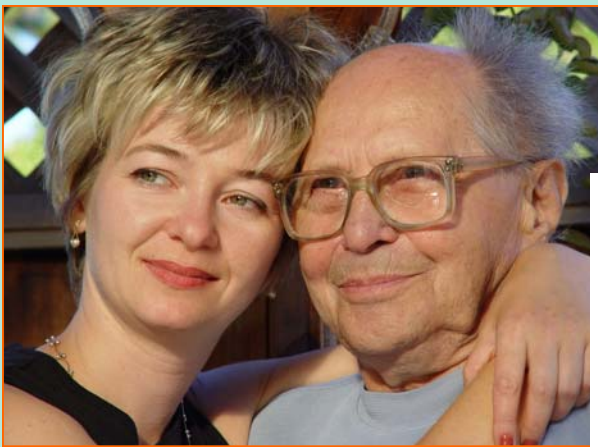


Our Siouxland Volunteer Center was initiated in March of 2011. In this first (partial) program year we reached the following milestones:

- 3,845 volunteers registered
- 8,300 volunteer hours served
- During the Spring 2011 Missouri River flood, volunteers provided 6,679 hours of assistance with sandbagging, valued at \$112,007

The program's mission is to promote and support effective volunteerism; to serve as the resource and coordination center for volunteers and a catalyst to build coalitions and community partnerships.

Visit Siouxland Volunteer Center website:  
[www.siouxlandvolunteercenter.org](http://www.siouxlandvolunteercenter.org)



## Retired & Senior Volunteer Program

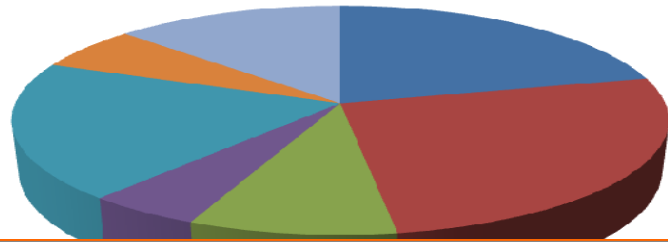
RSVP engages Seniors 55 and older in meaningful volunteer opportunities at dozens of non-profit agencies throughout Woodbury County.

***158 seniors volunteered through our RSVP Program in 2011, providing a total of 13,967 hours of service.***

Our trained RSVP volunteer tax preparers helped 408 people file their income taxes in 2011. This resulted in \$152,787 in Earned Income Tax Credits returned to local taxpayers, and \$550,787 in total tax refunds.

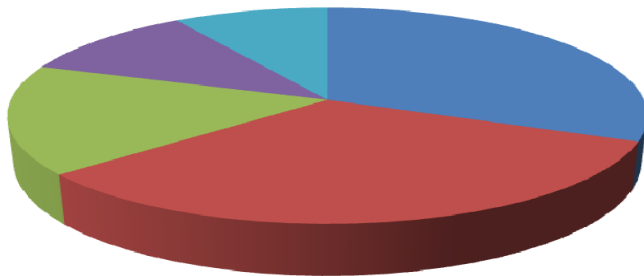
# Center For Siouxland Financial Information

## Expenses \$1,360,332



- Credit Counseling - 21.3%
- Conservatorship - 26.2%
- Community Assistance - 8.9%
- 211 Help Line - 4.9%
- Bridges West - 19.4%
- RSVP - 6.1%
- Center - 13%

## Revenue \$1,170,287



- Program/Service Fees - 31.1%
- Grants - 32.8%
- Contributions - 16.4%
- United Way - 10.7%
- Investments - 9%

*Note—Financial information is for 2010, most recent complete audit year.*

*For a full list of our funders/donors please see the "Partners" page on our website.*

### CENTER FOR SIOUXLAND STAFF

**Brian Mathers**, President/CEO  
**Donna Jensen**, CFO  
**Kim DeWitt**, VP of Volunteer Programs  
**Susan McGuire**, Grant Writer  
**Tasha Voloshen**, Administrative Assistant  
**Jim Salmen**, Maintenance  
**Johna Platt**, RSVP Director  
**Jonette Spurlock**, VP of Client Trust  
**Kelli Beach**, Certified Credit and Housing Counselor  
**Don Demaree**, Certified Credit and Housing Counselor  
**Kathy Craig**, Office Manager  
**Donna VonderLieth**, Systems Administrator  
**Kellie Aslani**, Financial Case Manager  
**Kathi Borrall**, Financial Case Manager  
**Shana Michalski**, Financial Case Manager  
**Chris Conrad**, Accounting Assistant  
**Sandy Dickman**, Case Manager Assistant  
**Brenda Noll**, Director of 2-1-1/Community Assistance  
**Alison Carstens**, Case Manager, Bridges West  
**Jan Olson**, Property Manager, Bridges West

#### **CENTER FOR SIOUXLAND**

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#### **SIOUXLAND VOLUNTEER CENTER**

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 web: [www.siouxlandvolunteercenter.org](http://www.siouxlandvolunteercenter.org)

### 2011 Board of Directors

**Rebecca Nelson**, Chair  
**Cheryle Power**, Vice-chair  
**Mike Horner**, Treasurer  
**Michael Lewis**, Secretary  
**John Wagner**, Past Chair  
 Kathy Gunderson  
 Vickie Hirchert  
 Helen Lewis  
 Dale McKinney  
 Monique Scarlett  
 Patrick Tott  
 Anne Westra  
 Jeff Zyzda

**CHECK OUT OUR WEBSITE!**  
[www.centerforsiouxland.org](http://www.centerforsiouxland.org)

To obtain this report via email, please send your email address to: [brian.mathers@centerforsiouxland.org](mailto:brian.mathers@centerforsiouxland.org) and include "2011 Annual Report" in the subject line.

CALL 2-1-1 for 24/7 information & referral.

United Way  
of Siouxland

United Way

