

MANOS de CRISTO

2011 annual report



BRINGING
HOPE TO
THOUSANDS OF
CENTRAL TEXANS
EACH YEAR.

friends & supporters,



I am filled with gratitude thinking about the many wonderful and inspiring people that make up Manos de Cristo's community. Manos is more than just our dedicated staff, we are made of generous investors in our work, caring volunteers, passionate advocates, hard working clients, and selfless board members. We work together to strengthen and empower families and to offer them hope for a brighter future.

Many stories come to mind as I think about 2011 and the work that our community has done to help us achieve our mission. One particularly vivid picture remains in my memory: a baby sleeps in a stroller while his big sister clutches onto her mother tightly. What might she be thinking about at this moment? Their mother has a look of sadness and despair because she has no food to feed her children. Her husband has left her. She works, but in a minimum wage job. She is barely keeping a roof over their heads. When our volunteer hands her several bags of groceries, her eyes fill with gratitude as she nods shyly in appreciation. I saw hope in her eyes at that moment, when before she came to Manos de Cristo, she had none. I experienced the faith that our families have in our ability to lend a loving hand when it is needed, whether through our basic needs program, education classes, or low-cost dental clinic.

In 2011, we continued to bring hope to more than 15,000 Central Texans. We strengthened our programs by delivering services in new and creative ways. We increased our capacity through collaborative efforts with agencies such as the Literacy Coalition of Central Texas. We partnered with eleven other agencies in the planning of a program to help prepare our clients to enter or reenter the workforce. The program officially launched in April 2012. We responded to the needs of more than 10,000 families seeking temporary assistance with food, clothing, and back to school items for their children. While we continued to work toward our capital campaign goal to expand our dental clinic, we saw a slight increase in patients for emergency, preventative, and restorative procedures. The need to expand the clinic continued to be evident as our waiting list for routine procedures is five to six weeks,

Manos remained financially stable with 85 cents of every dollar raised going to client services. At just over 50% of capital campaign goal under the leadership of community philanthropist, Dick Rathgeber, we expect to begin construction of our new dental clinic in August 2012. I know that the success of 2011 is because our Manos de Cristo community of donors, volunteers, staff, and clients are deeply invested in our mission. I am reminded of a verse I once read: "Two are better than one, because they have a good reward for their labor; for if they fall, one will lift up his companion. But, woe to him who is alone when he falls for he has no one to help him up."

Because of you, I know it is possible to help our neighbors who need a helping hand and to let them know they are not alone. Together we will continue to offer life-changing services that empower people of all backgrounds to build self-esteem and self-confidence and the ability to participate fully in the life of the community.

Blessings,

A handwritten signature in black ink that reads "Julie M. Ballesteros".

Julie Ballesteros
Executive Director

dental clinic



The Manos de Cristo Dental Clinic aids patients who do not have dental insurance and are unable to pay for costly treatment at a private dental clinic. Our patients have access to a full array of quality dental services at rates they can afford. Our patients' needs range from emergency care for patients in pain to preventative and restorative procedures to maintain oral health. We restore smiles while also restoring dignity.

Increased efficiency in the clinic allowed for a slight increase in patients served. However, our waiting list remained constant at five to six weeks for preventative and restorative procedures. The need for clinic expansion remains evident. In 2011, we saw significant progress toward our capital campaign to relocate and expand our clinic from four operatories to eight. At the end of 2011, just over \$850,000 has been raised toward our goal. Construction is slated to begin in early August 2012.

Patients Served

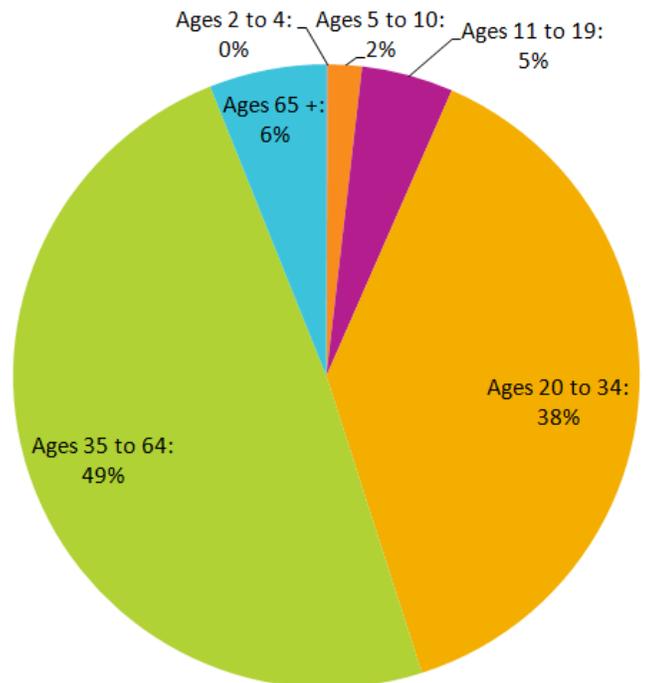
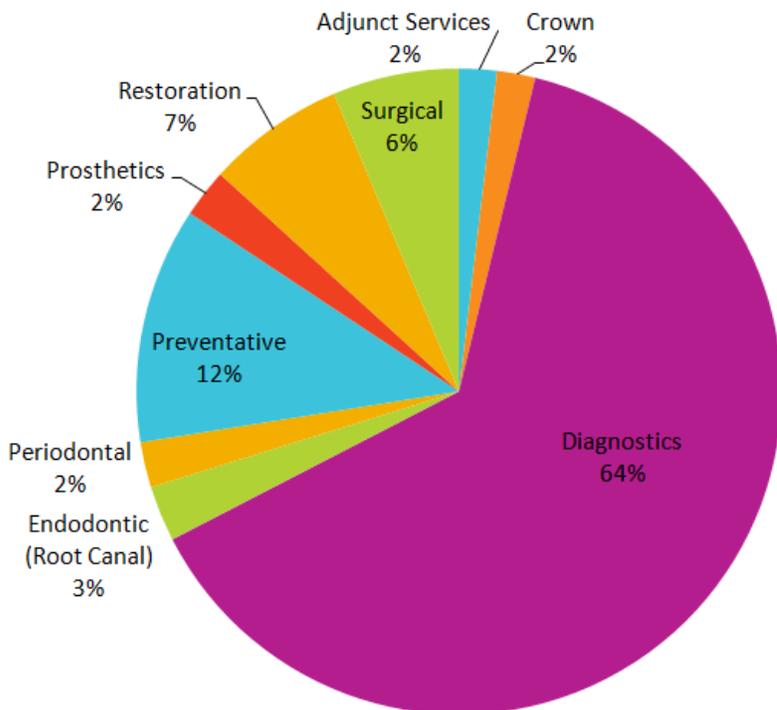
4,163

Dental Procedures

29,139

Hours of Volunteer Service

1,698



education & back-to-school

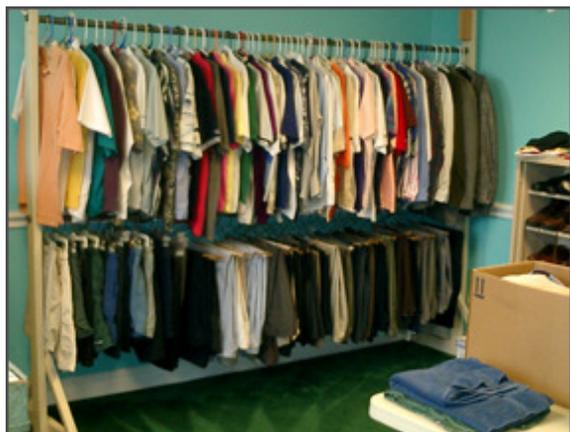
Literacy is the ability to read, write, compute, and use technology at a level that enables an individual to reach his or her full potential as a parent, employee, and community member. Of the 164,452 adults needing a GED in Travis County, 121,074 of them do not have the minimum literacy skills necessary to enroll in a GED test preparation class (2003 National Assessment of Adult Literacy; County Aggregates).

Our education classes improve our clients' literacy and employable skills. This education gives them the confidence needed to succeed in our community. Adult students are placed into several levels of English as a Second Language (ESL), computer literacy classes, adult basic education in Spanish, and US citizenship classes. Our Back-to-School program provides impoverished children with the clothing and supplies they need to participate and succeed in the classroom.



ESL Students	294
Computer Students	137
Citizenship Students	52
Adult Basic Education in Spanish Students	37
Total Students Enrolled	520
Children Served at Back-to-School	2,231

basic needs



Over 144,000 people or 15% of Travis County residents live in poverty (American Community Survey). People living in poverty report difficulty meeting basic needs at about three times the rate of those living at or above the poverty threshold (\$22,050 for a family of four). At Manos, the majority of the families we serve in our basic needs program live at or below the poverty level.

Everyday, families and individuals in need come to Manos de Cristo for food and clothing. Hours of volunteer support, generous donations of food and clothing, and financial contributions allow Manos to help these families. To ensure fully stocked food shelves, we are a Capital Area Food Bank affiliate. We supplement food products by shopping at local warehouse and discount stores. In 2011, the Clothes Closet served 946 families, while the Food Pantry served 887 families.

Individuals Served in Clothes Closet	4,482
Individuals Served in Food Pantry	4,207

program demographics

Hispanic	71%
Caucasian	20%
African-American	6%
Asian	1%
Other	2%

volunteers

Manos is able to help the amount of people that we serve because of the love and support we receive from our volunteers. Their loyalty, dedication and hard work allow Manos to thrive and carry on our mission of providing life-enriching opportunities. In 2011, we had 707 volunteers who put in over 8,326 hours of their time teaching classes, packaging groceries, sorting clothing and helping with our Back-to-School program.



s u c c e s s

From Student to Teacher

Victor made a decision to learn English when he moved from Mexico to the United States. Learning a new language is difficult, but Victor committed to his goal in order to keep his new job.



Above: Victor began at Manos as a student who came in frequently to be tutored for English classes.

“When I came to this country I knew just a little bit of English. That means less than 100 words and I knew how to make a few sentences too, but it was not enough to survive in a new place for me where its language was different from mine,” said Victor at a recent Literacy Coalition Event to a room full of people. “So I began to study English by myself,” he continued. “A little book named ‘Basic English’ became my best friend.”

After realizing that studying on his own wasn’t enough, he heard about Manos de Cristo and made an appointment to meet Karen Green, Manos’ Education Services coordinator. “Karen is a wonderful person, who has been a big support to me,” Victor said.

Victor took an English test and began progressing through the different levels of classes. After completing the final level, Victor continued his education with Manos volunteer, Dena Houston, and is now very proficient in English.



Above: Once Victor finished all levels of English offered at Manos, he felt confident enough with his English speaking skills to teach others that were in his similar situation.

Reaching his goal of speaking English fluently has inspired Victor to teach others. “I think if I am receiving knowledge I should give knowledge too, and that is exactly what I am doing,” Victor said.

Victor now volunteers to teach students to read and write in Spanish as part of Manos’ Plazas Comunitarias program. Plazas Comunitarias is defined as a meeting place for Spanish-speaking adults to learn life and work skills and offers a standardized curriculum, including basic literacy and both primary and secondary school subjects.

Victor is proud when he says that he has been teaching others the gift of language for one year.

Below: Victor celebrates with the students from his class at their end of semester graduation.



our financials



2011 Revenue

Grants	648,279
Contributions	444,265
Special Events	98,325
Clinic Fees	960,263
Education Fees	12,929
In-Kind Contributions	131,655
Misc. Revenue	1,729
Investment Income	5,746
Total Revenue	2,303,191
Less Funds Restricted for Capital Campaign	638,588
Total Operating Revenue	1,664,603

2011 Expenses

Program Services:

Dental Clinic	1,010,568
Education	175,652
Basic Needs	104,427
Back-to-School	91,686
Management & General	80,982
Fundraising	174,221
Total Expenses	1,637,536

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MANOS de CRISTO

LOVE IN ACTION • AMOR EN ACCION

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mission

Manos de Cristo empowers low-income individuals with a loving hand of assistance and welcomes all regardless of age, gender, race, or religious preference. Inspired by the Christian ideals of service and compassion, Manos promotes dignity and self-

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