



2012 ANNUAL REPORT

GIVING THOUSANDS
OF CENTRAL TEXANS
THE **HAND**
THEY NEED TO
STAND ON
THEIR OWN

MANOS
de CRISTO

OUR BOARD OF DIRECTORS

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A MESSAGE FROM OUR EXECUTIVE DIRECTOR



In 2012, Manos de Cristo served over 15,000 individuals through our Basic Needs, Education, Back-to-School and Dental Programs. We reached 90% of our capital campaign goal, under the continued leadership of Campaign

Chair, Dick Rathgeber, and our dedicated Board of Directors. The focus of the capital campaign is to increase our capacity to serve the working poor patients at the Dental Clinic by expanding from our current four (4) chair clinic to an eleven (11) chair clinic. Expanding the clinic will allow us the capacity to serve over 11,000 patients per year.

As poverty continues to increase in Travis County, the demand for services also continues to increase. We have worked diligently to enhance our programs and provide our clients with quality services, while controlling expenditures.

We are extremely grateful to our donors and community supporters. Through your love and support we are able to provide our services to those in need by giving them the tools they need to lift themselves up. We are able to continue our work through your commitment and generosity to our organization. We thank all of you for making our work possible.

Blessings,

A handwritten signature in cursive script that reads "Julie M. Ballesteros".

Julie Ballesteros
Executive Director

OUR 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-reliance by providing essential oral care, furthering educational development, and meeting basic needs with food and clothing.

OUR VISION

Manos de Cristo's life-changing services empower people of all backgrounds to build self-esteem and self-confidence and the ability to participate fully in the life of the community.



“In addition to providing such excellent care, you also do so with **dignity and respect** for me, my family, and the many people in Austin who simply need **a helping hand.**”

-Leslie Hernandez,
Manos Dental Clinic
Patient

THE MANOS DE CRISTO DENTAL CLINIC

helps families who do not have access to dental insurance and are unable to pay for treatment at a private dental clinic. The Manos Dental Clinic ensures patients will receive quality dental care for a variety of dental services at prices that are affordable.

In 2012, the need for more capacity remained evident as we saw yet another increase in patients, as well as maintaining a constant waiting list. By the end of 2012, we moved forward with our goal to expand the clinic by raising 1.4 million toward our 1.5 million capital campaign goal.

PATIENTS SERVED

4,214

DENTAL PROCEDURES

32,234

HOURS OF VOLUNTEER SERVICE

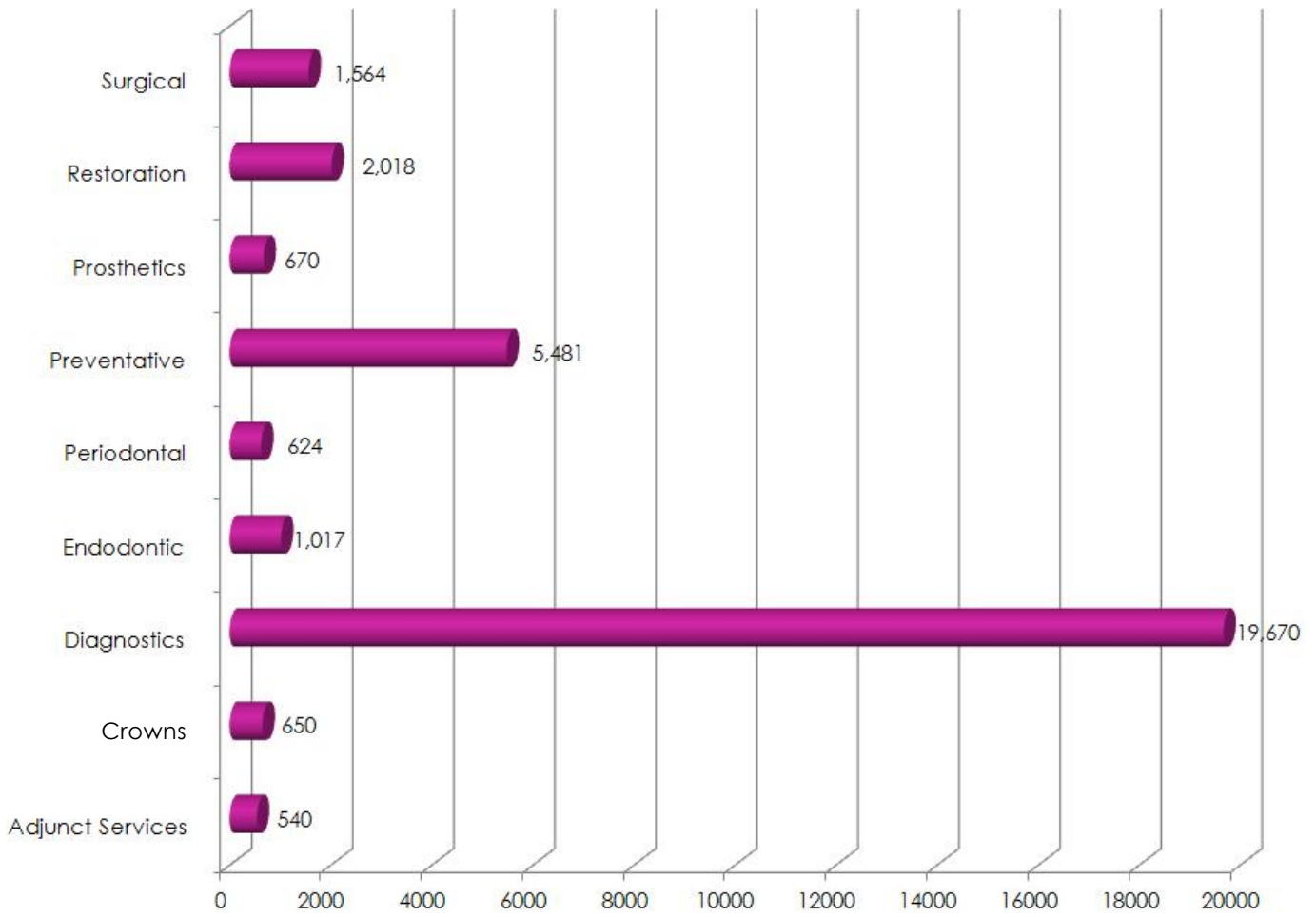
1,348

“In the Dental Clinic, you work daily to ensure that our most basic needs are met, as you treat infections, save teeth, and give us back our smiles.”

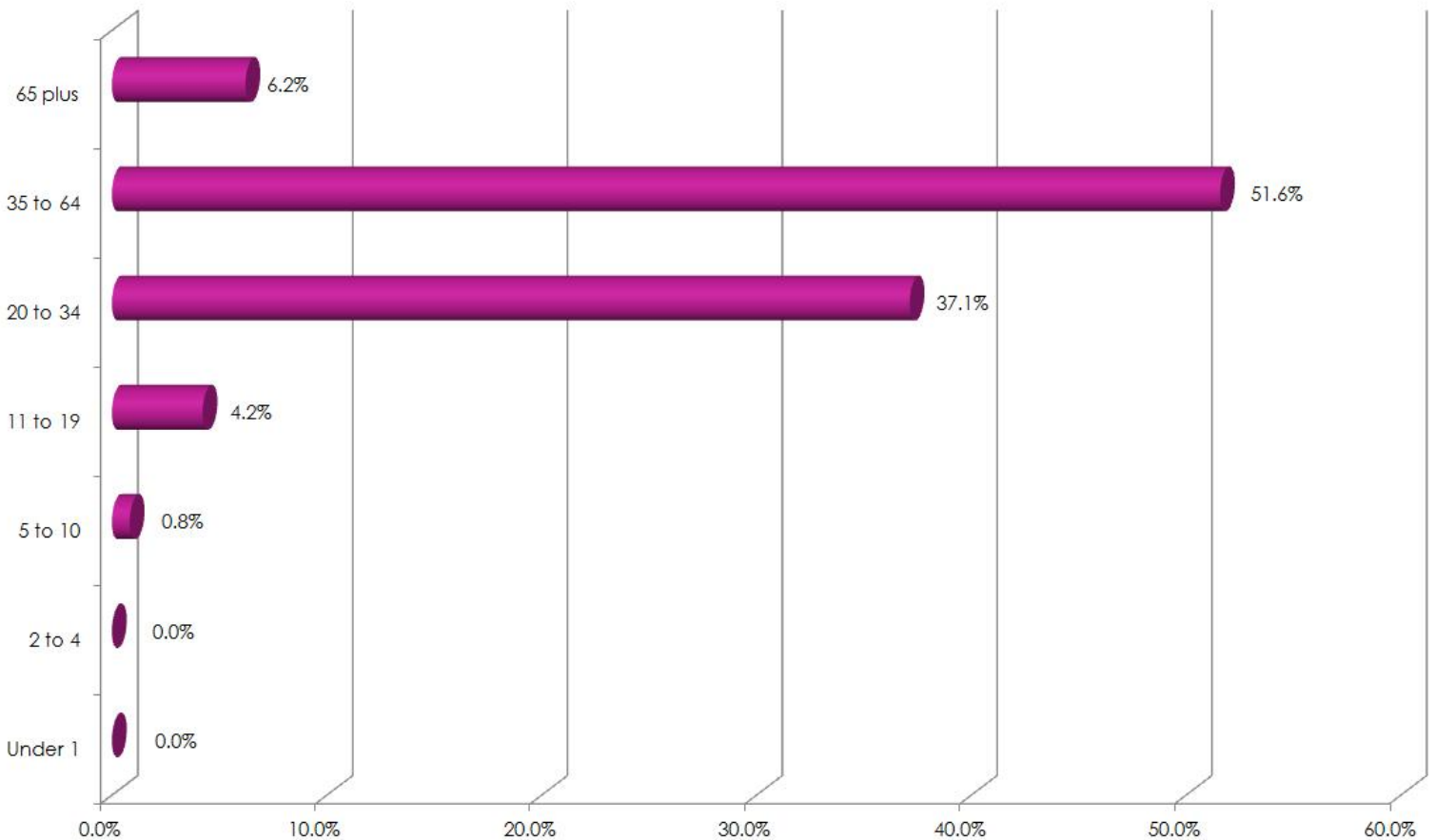
-Leslie Hernandez,
Manos Dental
Clinic Patient



TYPES OF PROCEDURES



CLIENTS BY AGE



THE MANOS DE CRISTO

EDUCATION PROGRAM

improves the lives of our students by providing them with employable skills along with the confidence to succeed within the community. Adult students are tested and placed into several levels of English as a Second Language (ESL), computer literacy classes, adult basic education in Spanish (*Plazas Comunitarias*), and U.S. citizenship classes. In April 2012, Manos joined a collaboration of 11 agencies providing both workforce development and literacy services called the Workforce and Education Readiness Continuum or WERC. This collaboration is sponsored by the City of Austin and Workforce Solutions Capital Area with funding from Health and Human Services for services that promote self-sufficiency.

In Travis County, more than 375,000 people are living in conditions where they may not have enough money to make ends meet and in the City of Austin the low-income rate now exceeds that of the State. Approximately 37% of Travis County residents are low-income, according to the US Census Bureau, a 3% increase from the previous year.

ESL Students	291
Computer Students	150
Citizenship Students	71
Adult Basic Education in Spanish Students	37
TOTAL STUDENTS ENROLLED	549



THE MANOS DE CRISTO

BACK-TO-SCHOOL PROGRAM

provides impoverished children with the clothing and supplies they need to participate and succeed in the classroom. Children in grades Pre-K through 5th grade receive a backpack, two new outfits, socks, underwear, books and school supplies. The Back-to-School (BTS) program is so important to families that some begin lining up at one or two in the morning before the first day of distribution. Being able to have new clothing, crayons and colorful notebooks like her classmates increases a child's confidence and heightens her expectations for what the school year can bring.

CHILDREN SERVED DURING OUR
BACK-TO-SCHOOL PROGRAM

2,210

About 1 in 4 school-age children in Travis, Bastrop and Caldwell counties lived in poverty in 2010 — higher than the national average — and the poverty rate for school children has risen since the recession began in 4 of 5 counties in the Austin metro area, according to census estimates.

- Austin American Statesman



THE MANOS DE CRISTO BASIC NEEDS PROGRAM

provides thousands of individuals in need with the most essential items in life: food and clothing. With access to the Clothes Closet and Food Pantry, our clients can feel at ease with the relief of having their basics needs covered and focus on getting ahead in other aspects of life. Manos is a Capital Area Food Bank affiliate and this helps us ensure that our food pantry remains fully stocked. We also rely on donations from churches, businesses and others.

INDIVIDUALS SERVED IN CLOTHES CLOSET

4,120

INDIVIDUALS SERVED IN FOOD PANTRY

3,967



BASIC NEEDS PROGRAM DEMOGRAPHICS

Hispanic	61%
Caucasian	17%
African-American	21%
Asian	.5%
Other	.5%

About 43% of households with incomes below the poverty threshold are food insecure (i.e. unable to ensure access at all times to enough food for an active, healthy life for all household members).

People living in poverty report difficulty meeting basic needs at about three times the rate of those living at or above the poverty threshold.

Source: Travis County HHS/VS, Research & Planning Division, 2010 Community Impact Report Part I: Community Condition Highlights, Basic Needs, available at:

http://www.co.travis.tx.us/health_human_services/research_planning/publications/cir/cir_2010_pt_1/full_report.pdf

MANOS DE CRISTO VOLUNTEERS

make a difference everyday in so many ways. Whether it's teaching classes, assisting dentists, packing food or handing out school supplies to children in need, our volunteers do it with love. Without the support of hundreds of volunteers annually, our mission would be difficult, if not impossible to carry out. Volunteers add capacity and their hours equate to over \$150,000.00* in value to our agency.

Research indicates volunteering provides individual health benefits in addition to social ones. This research has established a strong relationship between volunteering and health: those who volunteer have lower mortality rates, greater functional ability, and lower rates of depression later in life than those who do not volunteer.

Manos de Cristo offers its sincere gratitude to all of our volunteers who generously donate their time, skills and compassion to our mission. They have made a difference in the lives of our clients and have helped them to achieve their goals.

**based on information from the Independent Sector, www.independentsector.org*

In 2012, 637 volunteers donated over 6,694 hours of their time and talent, a value of over \$150,000.00.



“It may be true that no one person can solve all the world’s problems, but what you can do is make that little corner of the world where you live just that little bit better.”

- World Volunteer Web

SUCCESS BEGINS AT MANOS



From Student to Staff, a Story of Giving Back

When Maria Victoria decided to call the number on a flyer for Manos de Cristo's English as a Second Language (ESL) classes last winter, she had no idea that she was making a move that would change the trajectory of her life. Even though she knew she needed to improve her language skills, she was hesitant to sign up, afraid that she would be mocked for her low level of English literacy. As soon as she picked up the phone, though, she knew Manos would be a safe place for her to learn.

Maria Victoria was so impressed with her ESL course that she went on to take both Citizenship and Computer classes. Karen Green, Education Coordinator at Manos, recognized a special dedication in Maria Victoria. Starting in August, Maria Victoria joined the Manos staff, putting her new computer skills to use and assisting Karen with class registration. She has continued to develop essential life and work skills at Manos and her role has now expanded into a job coach for students who have successfully completed our courses.

When asked why she dedicated herself to working for Manos de Cristo, Maria Victoria didn't miss a beat. She said, "Karen and the whole staff here taught me that every risk represents a new opportunity. There are many doors to be opened, but it is up to you to take the steps to open them. I want to share this with others, to give them the same chance to improve their lives that Manos gave me."

Maria Victoria is an inspirational example of Manos' mission. We seek to give others the tools they need to forge a successful path for themselves. Manos gave Maria Victoria the hand she needed to stand on her own and now, in return, she is extending that same loving hand to others.

"At Manos, students are respected for taking initiative... no one is ever made fun of for asking a question or requesting extra help."

FINANCIALS

2012 Revenue

Grants	630,432
Contributions	353,745
Special Events	113,466
Patient Fees	1,003,185
Education Student Fees	12,096
In-kind Contributions	103,220
Misc. Revenue	3,117
Investment Income	7,529
Total Revenue	\$2,226,790
Less Increase in Restricted Funds	(388,508)
Total Revenue and Other Support	\$1,838,282

2012 Expenses

Dental Clinic	977,873
Education Program	201,205
Basic Needs Program	121,064
Back-to-School Program	79,583
Administrative & Fundraising	303,074
Total Expenses	\$1,682,799
Change in Unrestricted Net Assets	155,483

Our 990 form & audit are available for public review. Please see our website at www.manosdecristo.org or call our Director of Finance at 512-477-7454.

86 cents of every dollar raised goes back into funding our programs.

MANOS DE CRISTO 2012 SUPPORTERS

CHAMPION (\$10,000+)

Austin Junior Forum
Beaumont Foundation of America
Covenant Presbyterian Church
Dan Holtzclaw, D.D.S.
Lone Star Periodontics
P. Terry's
St. David's Foundation
St. Luke's Episcopal Health Charities
The Andrew & Lillian A. Posey Foundation
The Still Water Foundation
Westlake Hills Presbyterian Church
Westminster Presbyterian Church

LEADER (\$5,000-\$9,999)

Donald D. Hammill Foundation
Dr. and Mrs. Fred & Dianne Wilbur
First Presbyterian Church
Hope Presbyterian Church
Lola Wright Foundation
Mr. Andrew Reed
Mr. William Belt
Chasse Consulting: Sales Strategies, Inc.
Ms. K'Andrea Bickerstaff
Rachael and Ben Vaughan Foundation
Ronald McDonald House Charities of Austin & Central Texas
Trahan Architects

PARTNER (\$1,000-\$4,999)

Austin Community College
Capital Area Dental Alliance, 10th District
Capital Area Dental Foundation
Central Endodontic Specialists
Central Presbyterian Church
Champion Toyota
Dr. and Mrs. Bill & Rosemary Galloway
Dr. and Mrs. Bob & Cherry Raley
Dr. and Mrs. David & Pam Ferguson
Dr. and Mrs. James & Nancy Pickett
Dr. and Mrs. John & Lyn Lawyer
Dr. Michael Flury
Dr. Michou Shell
Dr. Thomas D. Richardson and Mrs. Gail Dalrymple
Dripping Springs Presbyterian Church
Drs. Dennis and Jean Brender
Faith Presbyterian Church
First Presbyterian Church of Georgetown
Frost Bank
Genesis Presbyterian Church
Grace Presbyterian Church
Hohmann, Taube & Summers, LLP
Jason M. Duggan, D.D.S.
Julia Marsden
Kipp Flores Architects
LNV, Inc.
Maximus Foundation
Mission Presbytery, Mission and Outreach Committee
Mr. Al Conant
Mr. and Mrs. Arthur & Anne Maple
Mr. and Mrs. Brian & Marcia Moore
Mr. and Mrs. David & Alison Campbell
Mr. and Mrs. Eric & Keri Stumberg
Mr. and Mrs. Jeff & Francine Breckenridge

Mr. and Mrs. Keith & Sheryl Brown
Mr. and Mrs. Kenneth & Marion Nordeman
Mr. and Mrs. Sabas & Dolores Flores
Mr. and Mrs. Steve & Susan Foy
Mr. and Mrs. William & Beverly Wickham
Mr. and Rev. Jim & Nancy Marroquin
Mr. Carlos Salinas
Mr. Charles Martin
Mr. David C. Betz
Mr. Jim and Mrs. Alice Weatherby
Mr. Lee R. Polson
Mr. Mark Maunder
Mr. Mark Orr
Mr. Ray Langenberg
Mr. Rick Smith
Mrs. Leslie Zachary
Ms. Alissa Dyal
Ms. Carolyn Schilthuis
Ms. Kim Hart, Image Plus Dental Design
Ms. Sheila M. Conant
Pan American Round Table of Austin
Patterson Companies, Inc.
Professional Janitorial Services
Randolph-Brooks Federal Credit Union
RS Materials Group, LLC
Shepherd of the Hills Presbyterian Church
Shoreline Church
St. Andrew's Presbyterian Church
Superior Health Plan Inc.
The DuBose Family Foundation
The Pape Foundation
The Urology Team, P.A.
United Way for Greater Austin
University Presbyterian Church
Veritas Foundation
Weatherspoon Charitable Foundation

INVESTOR (\$500-\$999)

Active Network

Advanced Micro Devices, Inc.

Austex Lit

Bargas Law Firm

Dr. and Mrs. Joe & Karen Neeley

Dr. and Mrs. John & Suzanne McFarlane

Dr. Brandon Hall

Dr. Celina Calvillo-Sanchez and Mr. Felipe Sanchez

Dr. David Yu

Dr. Eugene Hassell and Mrs. Karen Carpenter

Dr. Matt Gordon

First Citizens Bank

First United Methodist Church

Hotel Saint Cecilia

Hyde Park Presbyterian Church

Mr. and Mrs. Allan & Barbara Lundeen

Mr. and Mrs. David & Jennie Chao

Mr. and Mrs. Earl & Anita Maxwell

Mr. and Mrs. Frank & Carol Sheppard

Mr. and Mrs. Hugh & Eleanor Jacks

Mr. and Mrs. John & Kolyann Listi

Mr. and Mrs. Laren & Debbie Schiller

Mr. and Mrs. Merle & Bonnie Miller

Mr. and Mrs. Michael & Kristin Burke

Mr. and Mrs. Michael & Mary Murray

Mr. and Mrs. Robert & Ann Holden

Mr. and Mrs. Robert & Diane Swanson

Mr. and Mrs. Tony & Gloria Moreno

Mr. Darren Parker

Mr. Dennis Kisler

Mr. Don Bonnin

Mr. Jim Lockart

Mr. Rick Mason

Ms. Anna Miller

Ms. Judy Carpenter

Ms. Linda Munguia

Ms. Marcia McKeehan

Ms. Nadia Cone

Ms. Nancy Bombach

Ms. Paula Nations

Ms. Susan Leibrock

Ronald Horne, D.D.S.

Russell Korman Fine Jewelry

Yolanda O. Torres and Michael J. Schulte

*"For it is
in giving
that we
receive."*

*— St. Francis
of Assisi*



The Hearts for Hope Giving Circle is a special part of the Manos de Cristo family. Members include those caring and generous individuals with a heart for helping others. Members pledge to support Manos de Cristo for a three year period or longer. These are our members that joined in 2012.

PLATINUM HEART

Beverly F. Chasse, Chasse Consulting:
Sales Strategies, Inc.

Mr. and Mrs. Dick & Sara Rathgeber

SILVER HEART

Mr. and Mrs. Hal & Betty Meyer

Dr. Susan G. Pelzer

FAITHFUL HEART

Drs. Bill & Cheryl Banks

Drs. William & Stephanie Rodriguez

Mr. and Mrs. Nona & Andy Sansom

Dr. and Mrs. Gene & Kathy Schneider

Mr. and Mrs. Beau & Leslie Thorne

HAPPY HEART

Mr. Caesar & Dr. Suzan Arizpe

Mr. and Mrs. Bill & Jean Avera

Ms. Kathy Bailey

Mr. and Mrs. Stephen & Mary Pat
Braunstein

Mr. and Mrs. René & Phyllis Campos

Mr. and Mrs. Byron & Sarah French

MANOS de CRISTO

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