

THE MINISTRY OF CARING INC.



BUILDING NEW BEGINNINGS

2013 ANNUAL REPORT

Dedication

To Everyone Who Made Sacred Heart Village II a Reality...

...this annual report is dedicated to you.

As this annual report is being compiled, ground has been broken and construction begun on this new facility. There is a huge hole in the ground now, ready to begin the foundation. We thank and bless the many people who remained faithful to the dream of creating affordable housing for seniors, and at the same time a beautiful building that will enhance the East Side community.

The law firm of Richards, Layton & Finger defended us twice before the Superior and Supreme Courts. They worked without compensation because they believed in the project and understood the baselessness of the legal challenges against it, which were filed by two neighbors who did not want the project in their backyard and brought suit against us and the City of Wilmington.

Four foundations provided vital financial support: JPMorgan Chase, Longwood, Welfare and Laffey-McHugh. Without their help, we might not have had the wherewithal to move forward.

The City of Wilmington early on embraced our plan to construct new affordable housing for its senior residents. New Castle County's commitment and grant funding was also appreciated.

The Delaware State Housing Authority shared our vision to build a high-quality senior housing facility, as exemplified by a grant of \$1.3 million. We are most grateful to Governor Jack Markell, DSHA Director Anas Ben Addi and Director of Housing Development Susan Eliason and their respective staffs.

Our Mission

The Ministry of Caring is committed to serving the ongoing needs of the poor: food for the hungry, emergency shelter, transitional and permanent housing for the homeless, jobs for the unemployed, clothing and furniture for the needy, child care, residential services for people with AIDS, medical and dental services for the poor, and advocacy and outreach for the disenfranchised.

It is our belief that the poor should never be treated poorly, but with love, dignity, and respect. All Ministry of Caring programs offer hospitality and friendship while striving to meet basic needs and help the poor attain self-sufficiency. Our staff and volunteers minister to the poor not only by offering them the necessities of life — food, shelter and employment — but also by helping restore their sense of self-worth and hope for the future.



At the federal level, \$4.2 million in funding from the Department of Housing and Urban Development was key to Sacred Heart Village II's viability. We thank HUD and our congressional representatives for their support.

Many current and former members of the Ministry of Caring staff went to great lengths for Sacred Heart Village II, including Annie Halverson, Debbe Philips, Anthea Piscarik, Johane Cherico, Mark Poletunow, Priscilla Rakestraw, Chaz Enerio and Addie Asay, Esq.

The overwhelming majority of East Side residents supported this project, including 118 people who signed a petition that was presented to the city zoning board.

We thank the board of Sacred Heart Village II, a talented team whose legal and organizational acumen were instrumental in moving this project forward.

Finally, we thank the residents and staff of Sacred Heart Village I. They put in hours to support this new project and their fine example demonstrated how successful and important this type of housing project can be.

Special thanks to Mark and Megan Reardon for printing this annual report.



2013 Board of Directors

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Carmela Randall
Gordon B. Sanders

Dear Friends,

Each day, we are ***Building New Beginnings*** at the Ministry of Caring.

Many of those beginnings are also endings. An end to abuse, when a woman and her child arrive at one of our shelters. An end to hunger when someone who can't afford food eats at Emmanuel Dining Room. An end to addiction — an end to a life of despair and hopelessness.

These are the endings that we are happy to take part in, the ones that give way to new life and restore dignity.

In 2013, we continued to build these new beginnings for people in the Wilmington community who desperately needed them. We did so with the gracious help of many volunteers and donors.

While we are blessed with wonderful support, we are also challenged by recent shifts in systemic approaches to serving the poor and homeless. At the federal level, the continuum of care model we employ to great success is being cast aside in favor of a housing-first approach, as codified in the HEARTH Act of 2009. While rapid re-housing is an appropriate remedy for some people, we know from decades of experience that it falls short for many others who need counseling, medical and dental care, job training and placement, and other assistance before they can live independently.

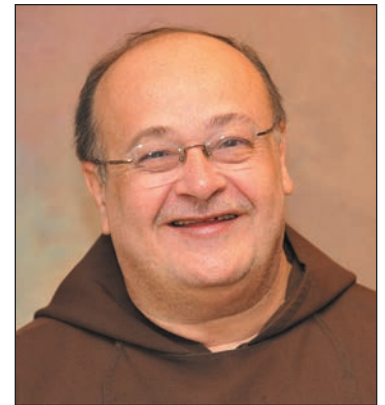
One formerly homeless woman, who the Ministry has helped to find housing and employment, likened the housing-first approach to treating a serious injury with a Band-Aid. Her words are not far off from those of Dietrich Bonhoeffer, a Lutheran theologian who died in a Nazi concentration camp, who said: "We are not to simply bandage the wounds of victims beneath the wheels of injustice, we are to drive a spoke into the wheel itself."

As we work to drive "a spoke into the cycle" of poverty, we strive to do more than argue in favor of policies and programs; we hope to be the argument, the successful example cited by ourselves and anyone who wishes to use the continuum of care model to uplift people and communities.

Peace and Blessings,

A handwritten signature in black ink that reads "Br. Ronald".

Br. Ronald Giannone, OFM Cap.
Executive Director



506 North Church Street
Wilmington, DE 19801-4812

302-652-5523 Fax: 302-652-1919
www.ministryofcaring.org mail@ministryofcaring.org

New Beginnings and Other Notes from 2013

January 18 — Gene McLaughlin, the Ministry's Director of Maintenance and Safety, retired after 25 years. Robert Radcliff, a member of Gene's staff, replaced him.

May 15 — The renovated steeple at Sacred Heart Oratory, which the Capuchin Friars staff, earned the prestigious Grand Jury Award by the Preservation Alliance for Greater Philadelphia for the Oratory's outstanding job preserving historical architecture during renovations.

June 1 — The inaugural Milk Run 5k was held in Middletown Delaware. The event was organized by the Delaware Farm Bureau Foundation and the Ministry's Development Director, Priscilla Rakestraw, and raised \$18,803 in support of Emmanuel Dining Room.



Inaugural Milk Run

July 24 — Keith Dorman joined the Ministry as Chief Financial Officer. Keith holds an MBA from Wilmington University and a JD from Widener University School of Law.

August 2 — Children from Guardian Angel Child Care celebrated their pre-school graduation at Francis X. Norton Center.

August 24 — The second annual Wilmington Burger Battle, sponsored by the Kenny Family Foundation, was held at Twin Lakes Brewing Company in Greenville. All proceeds benefited the Ministry of Caring.

September 3 — Stewart Ramsey of Ramsey's Farm donated more than 1,000 ears of corn to Emmanuel Dining Room.

November 20 — Board member Barbra Andrisani received the Lifetime Volunteer Award at the Association of Fundraising Professionals' Annual Philanthropy Day.

November 29 — Yard Sale II, held on Black Friday, raised more than \$3,000 for the Ministry.

December 13 — The Ministry of Caring Facebook page reached 300 likes, an example of the Ministry's growing online presence and outreach.

2013 by the Numbers

Emmanuel Dining Room served 186,771 meals • 438 people sought employment through the Job Placement Center • 263 children were enrolled in child care programs • 62 people volunteered full-time • Pierre Toussaint Dental Office welcomed 83 new patients and had 1,911 appointments • 304 new homeless clients came to Samaritan Outreach • St. Clare Medical Outreach had 1,848 patient encounters



Emergency Shelters

Mary Mother of Hope House I

Emergency shelter for single women

1103 West 8th Street
Wilmington, DE 19806-4605
Capacity: 21 women

House of Joseph I

Emergency shelter for single men

1328 West Third Street
Wilmington, DE 19805-3662
Capacity: 13 men

Mary Mother of Hope House II

Emergency shelter for women with children

121 North Jackson Street
Wilmington, DE 19805-3670
Capacity: 9 bedrooms, including 9 cribs and 24 beds

Mary Mother of Hope House III

Emergency shelter for women with children

515 North Broom Street
Wilmington, DE 19805-3114
Capacity: 6 bedrooms, including 4 cribs and 16 beds



In the Ministry's four emergency shelters, residents receive case management and, as needed, receive drug and alcohol counseling, employment assistance and other supportive services. Hope House I (above) was Wilmington's first ever emergency shelter for women and the first program of the nascent Ministry of Caring.

Transitional Housing



Mary Mother of Hope Transitional Residence

For single women

820 Jefferson Street
Wilmington, DE 19801-1432
Capacity: 9 women

St. Francis Transitional Residence

For women with children

103-107 North Jackson Street
Wilmington, DE 19805-4205
830 Spruce Street
Wilmington, DE 19801-4200
Capacity: 9 families

The Ministry's five transitional residences provide an affordable home for people leaving emergency shelters as they work toward employment and educational goals. They receive counseling as needed and other services, like child care, as they move toward self-sufficiency. Three of the residences, including Nazareth House TR I (left), accommodate families.

House of Joseph Transitional Residence

For single, employable men and women

704 West Street
Wilmington, DE 19801-1524
Capacity: 13 single men and women

Nazareth House Transitional Residence I

For couples or families

106 North Broom Street
Wilmington, DE 19805-4241
Capacity: 3 families

Nazareth House Transitional Residence II

For couples or families

898 Linden Street
Wilmington, DE 19805-4423
Capacity: 4 families

Long-term and Supportive Housing

The Ministry of Caring's four residential programs are designed to meet the special needs of individual residents. Some have health issues, mental or physical disabilities, or be at risk of returning to homelessness. Padre Pio House, (right), is home to five men who have been homeless or are at high risk for chronic homelessness.

Bethany House

For women with special needs
601 North Jackson Street
Wilmington, DE 19805-3241
Capacity: 8 women

House of Joseph II

For men and women living with HIV/AIDS
9 West 18th Street
Wilmington, DE 19802-4833
Capacity: 16 individuals

Maria Lorenzo Longo House

Permanent supportive housing for single women
822 Jefferson Street
Wilmington, DE 19801-1432
Capacity: 6 women

Padre Pio House

For single men with special needs
213 North Jackson Street
Wilmington, DE 19805-3649
Capacity: 5 men



Emmanuel Dining Room

Emmanuel Dining Room has three locations in the greater Wilmington area, each of which provides nutritious meals for any hungry person who comes through the door. Beyond the food, guests receive respect and are treated with dignity.

Unlike “soup kitchens,” people who come to EDR are greeted at the door, seated and served. Staff members often sit and talk with them, and these conversations can become the beginning point of a path toward a better life and other Ministry programs.

EDR West serves breakfast weekdays and lunch every day of the year. The South and East locations each serve lunch most days of the year. Hundreds of people are served each day at EDR.



Emmanuel Dining Room East

Food facility for the hungry
226 North Walnut Street
Wilmington, DE 19801-3934

Emmanuel Dining Room South

Food facility for the hungry
500 Rogers Road
New Castle, DE 19720-1398

Emmanuel Dining Room West

Food facility for the hungry
121 North Jackson Street
Wilmington, DE 19805-3670



Support Services



Beyond shelter and nourishment, the Ministry strives to meet the needs of the people it serves. This continuum of care includes medical and dental services, help finding employment, clothing and household supplies, and the opportunity to take a basic shower. Access to these basic human needs can mean the difference between getting sicker and growing healthier with each day, feeling ready for a job interview or feeling unprepared, and having the sense of dignity that comes with having a restored smile, a clean shirt or even a toy for one's child.

Samaritan Outreach

Providing assistance to the unsheltered homeless

1410 N. Claymont Street
Wilmington, DE 19802-5227

Distribution Center

Supplies, furniture and clothing

1410 N. Claymont Street
Wilmington, DE 19802-5527

Job Placement Center

Employment service for the disadvantaged

1100 Lancaster Avenue
Wilmington, DE 19805-4009

Pierre Toussaint Dental Office

Dental service for the poor

830 Spruce Street
Wilmington, DE 19801-4205

St. Clare Medical Outreach

Medical care for the poor, in cooperation with St. Francis Hospital

701 N. Clayton Street
Wilmington, DE 19805-3165

Francis X. Norton Center

Activities and meals

917 N. Madison Street
Wilmington, DE 19801-1439



Child Care

The Ministry of Caring operates three child care centers, which are bright and lively places of learning and play. The children in these three facilities receive the attention, education, nutrition and stability they need to grow into intelligent, responsible adults.

Child Care Center

Early learning center for poor & homeless children

221 North Jackson Street
Wilmington, DE 19805-3649
Licensed capacity: 73 children

Guardian Angel Child Care

Child care & kindergarten for children of working parents

1000 Wilson Street
Wilmington, DE 19801-3432
Licensed capacity: 83 children

Il Bambino

Infant care for children of working parents

903 North Madison Street
Wilmington, DE 19801-1439
Licensed capacity: 23 infants



Partner Organizations

The Ministry of Caring is fortunate to have the support of many partners, ranging from local groups to federal programs.



AmeriCorps is a federally funded program launched in 1994 that allows members to work directly with the Ministry of Caring clients who are most in need.

Capuchin Friars are an Order of brothers inspired by ideals of St. Francis of Assisi, living in community and staffing numerous facets of the Ministry.

Capuchin Poor Clares are a group of cloistered nuns who came to Wilmington from Mexico in 1986.

They prepare meals for the shelters and help with laundry, sewing, mailings and other tasks.

Foster Grandparent Program of Delaware is a federal mentoring program operated by the Delaware State Office of Volunteerism for adults ages 55 and over who are dedicated to helping children.

Jewish Family Services of Delaware offers counseling, case management, youth development and communal services.

Lutheran Volunteer Corps is a one-year national volunteer service program designed for men and women who want to explore their spirituality and work for social justice.

Methodist Action Program makes available the Old Asbury Methodist Church rent-free to Emmanuel Dining Room East on Walnut Street in Wilmington.

Ministry of Caring Guild is a dedicated group who provide the Ministry with volunteer support and organize several activities and fundraising events.

Senior Companions, which pairs volunteers ages 55 and over with adults who have difficulty with simple tasks, supplies staff who help seniors at the Francis X. Norton Center.

St. Francis Hospital partners with the Ministry through the St. Clare Medical Outreach program, a medical van serving the uninsured. The Hospital also supports House of Joseph II, a permanent residence for people with HIV/AIDS.

Wilmington Senior Center operates the federal Title V program for employment of low-income seniors, providing staff throughout the Ministry of Caring.

Financial Summary

- In 2013, the Ministry of Caring saw a 4% increase in total assets, supported, primarily, by robust investment activity, which experienced an 18% increase in asset value for the year, a \$2,251,949 increase compared to the previous year's relatively modest \$789,000 gain.
- The Ministry of Caring's expenses remained level with year 2012.
- Government grants, as a percentage of total revenue, increased to 46% over 44% in the previous year while contributions and fundraising decreased due to the end of our capital campaign in 2012.
- Clearly, the generosity of individual and group donors, private foundations and the faithful work of the Ministry of Caring Guild in raising funds continued to be a strong suit. We are most grateful for the dedication of the Guild in support of the Ministry's work. Through the efforts of its special events, the Guild contributed \$216,219 to our programs.
- Our child care programs continue to be the most expensive programs to operate, at more than \$1.9 million due to the high cost of quality-licensed staff offering an early education curriculum. House of Joseph II, providing 24-hour care for 16 men and women with an advanced stage of AIDS, ranks as the second most costly program at \$1.04 million, due to the high level of health and personal care required for the residents. While both of these programs and our other services for hungry, homeless, unemployed and ill persons receive government subsidies, private contributions and volunteer support are essential elements to meet the many needs of those who turn to us.
- Despite an uptick regarding some aspects of the financial climate, the demand for our services continues to increase. Most notably, the three Emmanuel Dining Room sites served 186,771 meals during the year to men, women and children; our three child care centers cared for 263 children in 2013 while all three centers worked hard to apply to the Delaware Stars for Early Success quality rating and improvement system. Thousands of people have received services using referrals as well as clothing and furniture at the Distribution Center. The Pierre Toussaint Dental Office served 1,911 appointments.
- Providing good quality health care benefits at an affordable cost for our employees has remained a priority; nonetheless, it is an ongoing challenge and a major expense to our budget.
- Whether in good times or bad, the most valuable asset to the Ministry of Caring is its generous volunteers who support the Guild, donate food and clothing, work directly with people in need, and provide a huge portion of professional service through in-kind donated hours. These dedicated men and women lift up the Ministry of Caring, keep its operation vital and alive, and permit us to operate at a minimum of expense. There is no way to adequately place a quantitative measure on the value of the thousands of supporters who contribute their time and talent as a sacrificial offering to assist their sisters and brothers struggling with many life challenges.
- The Ministry of Caring has been blessed with an extraordinary year while containing expenses. For that, we are extremely grateful but we realize that not every year can demonstrate the same. Funding our operations is a constant challenge, but it pales in comparison to the daily challenges faced by the poor and homeless people we serve. We are encouraged by the outstanding community and by caring benefactors and volunteers who continue to sustain our work. Their commitment continues to make the Ministry of Caring a beacon of hope for many people in need.

Statement of Financial Position

December 31, 2013, and 2012

	<u>2013</u>	<u>2012</u>
ASSETS		
Cash and Cash Equivalents	\$1,286,689	\$2,720,419
Grants Receivable	1,809,783	509,643
Promises to Give - Net	118,733	327,175
Prepaid Expenses and Other Assets	98,155	148,140
Due from Affiliated Organizations	203,678	99,270
Mortgage Escrow Accounts	321,160	308,774
Investments	12,721,411	10,801,155
Property and Equipment - Net	16,109,120	16,614,921
Beneficial Interest in Split-Interest Agreements	1,107,425	975,580
TOTAL ASSETS	\$ 33,776,154	\$ 32,505,077
LIABILITIES		
Accounts Payable	\$187,197	\$237,334
Accrued Expenses	261,387	238,800
Accrued Construction Costs Payable	26,237	42,845
Security and Other Deposits	31,891	33,421
Due to Affiliated Organizations	260,564	162,941
Line of Credit	573,799	749,048
Accrued Credit Losses (Loan Guarantee)	647,587	647,587
Mortgages Payable - Delaware State Housing Authority	944,446	944,446
TOTAL LIABILITIES	\$ 2,933,108	\$ 3,056,422
NET ASSETS		
Unrestricted	26,334,757	24,607,597
Temporarily Restricted	3,612,285	4,023,733
Permanently Restricted	896,004	817,325
TOTAL NET ASSETS	\$ 30,843,046	\$ 29,448,655
TOTAL LIABILITIES AND NET ASSETS	\$ 33,776,154	\$ 32,505,077

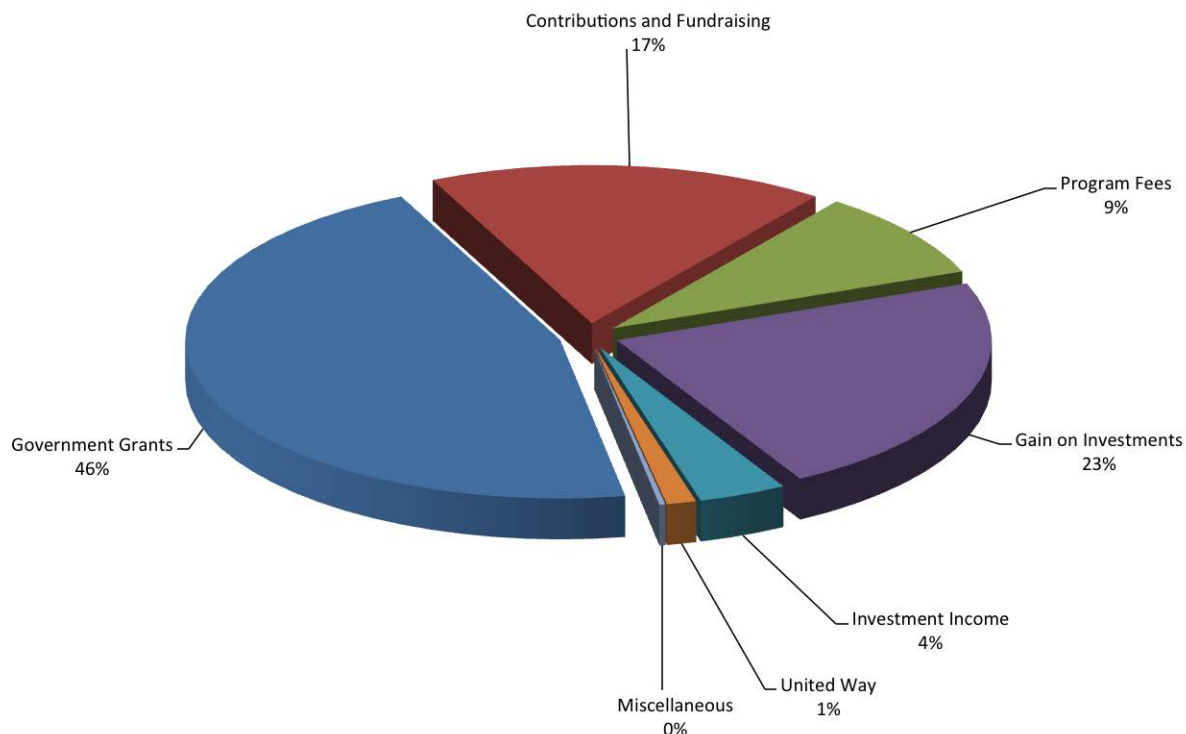
This is a summary balance sheet that reflects the financial status of the Ministry of Caring as of December 31, 2012, but is not a complete financial statement. Belfint, Lyons and Shuman, PA, have completed the audit of the financial statements. Copies of the audited financial statements and IRS Form 990 are available online.

Schedule of Activities

	Net Operating Revenue	Investment Income	Total Income	Total Expenses	Net Revenue Over (Under) Expenses
Ministry of Caring Guild	-	254,030	-	45,079	208,951
Bethany House Transitional Residence	(12,000)	118,548	-	45,168	73,380
Child Care Fund	(519,915)	1,141,896	1,056,533	1,447,659	750,770
Emmanuel Dining Room	(142,000)	555,632	91,163	488,026	158,769
House of Joseph I	(91,150)	223,612	7,356	272,156	(41,188)
House of Joseph II	(24,000)	984,362	39,716	910,962	113,116
House of Joseph Transitional Residence	(39,859)	416,310	-	282,367	133,943
Job Placement Center	(179,456)	229,390	46,747	370,854	(94,717)
Mary Mother of Hope House I	(46,195)	435,285	46,469	411,457	70,297
Mary Mother of Hope House II & III	(107,500)	373,587	12,478	513,044	(126,979)
Mary Mother of Hope House TR	(33,859)	94,851	9,265	80,164	23,952
Nazareth House Transitional Residence	(51,859)	163,772	1,258	91,537	73,493
Pierre Toussaint Dental Office	(121,601)	326,232	18,670	394,762	(49,860)
Samaritan Outreach	(27,000)	629,143	-	247,211	381,932
St. Francis Transitional Residence	-	219,184	27,859	158,427	88,616
Francis X. Norton Center	(97,085)	86,388	-	233,494	(147,106)
Maria Lorenza Longo	(7,500)	22,855	-	20,986	1,869
Sacred Heart Residence	(2,800)	-	-	5,260	(5,260)
Padre Pio	(9,000)	37,887	-	20,303	17,584
Administration	(696,776)	1,104,440	1,124,879	2,466,490	(237,171)
TOTAL	(2,209,555)	7,417,404	2,482,393	8,505,406	1,394,391

Note: Operating transactions occurring between Ministry of Caring programs have been excluded from the above schedule of activities.

Sources of Funding



THE MINISTRY OF CARING INC.

Administrative Offices

Ministry of Caring

Administrative Office
506 N. Church St.
Wilmington, DE 19801-4812
652-5523 • Fax: 652-1919

Andrisani Building

Administrative Office
1803 W. Sixth Street
Wilmington, DE 19805-3005
428-3702 • Fax: 428-3705

Sacred Heart Administration

Administrative Office
903 N. Madison Street
Wilmington, DE 19801
888-1420 • Fax: 594-9450

Sacred Heart House

917 N. Madison Street
Wilmington, DE 19801-1497
428-3652 • Fax: 428-3655

Program Facilities

Bethany House

For women with special needs
601 N. Jackson Street
Wilmington, DE 19805-3241
302-656-8391

Bethany House II*

For women with special needs
615 N. Jackson Street
Wilmington, DE 19805-3241
302-656-8391

Child Care Center

Early learning center for poor & homeless children
221 N. Jackson Street
Wilmington, DE 19805-3649
302-652-8992 • Fax: 652-8945

Distribution Center

Supplies, furniture & clothing
1410 N. Claymont Street
Wilmington, DE 19802-5227
302-652-0969 • Fax: 594-9478

Emmanuel Dining Room East

Food facility for the hungry
226 N. Walnut Street
Wilmington, DE 19801-3934
302-652-2577

Emmanuel Dining Room South

Food facility for the hungry
500 Rogers Road
New Castle, DE 19720-1398
302-577-2951

Emmanuel Dining Room West

Food facility for the hungry
121 N. Jackson Street
Wilmington, DE 19805-3670
302-652-3228 • Fax: 652-2576

Francis X. Norton Center

917 N. Madison Street
Wilmington, DE 19801-1497
302-594-9455 • Fax: 428-3655

Guardian Angel Child Care

Child care & kindergarten for children of working parents
1000 Wilson Street
Wilmington, DE 19801-3432
302-428-3620 • Fax: 428-3622

House of Joseph I

Emergency shelter for single men
1328 W. 3rd Street
Wilmington, DE 19805-3662
302-652-0904 • Fax: 594-9472

House of Joseph II

Residence for men and women living with AIDS
9 W. 18th Street
Wilmington, DE 19802-4833
302-594-9473 • Fax: 594-9494

House of Joseph Transitional Residence

For single, employable men and women
704 West Street
Wilmington, DE 19801-1524

Il Bambino

Infant care for children of working parents
903 N. Madison Street
Wilmington, DE 19801-1439
302-594-9449 • Fax: 594-9450

Il Cappuccino

Job training program
221 N. Jackson Street
Wilmington, DE 19805-3649
302-652-5516

Job Placement Center

Employment service for the disadvantaged
1100 Lancaster Avenue
Wilmington, DE 19805-4009
302-652-5522 • Fax: 594-9434

Maria Lorenza Longo House

Permanent supportive housing for single women
822 Jefferson Street
Wilmington, DE 19801-1432
302-652-1758 • Fax: 652-1759

Mary Mother of Hope House I

Emergency shelter for single women
1103 W. 8th Street
Wilmington, DE 19806-4605
302-652-8532 • Fax: 594-9434

Mary Mother of Hope House II

Emergency shelter for women with children
121 N. Jackson Street
Wilmington, DE 19805-3670
302-652-1935 • Fax: 594-9475

Mary Mother of Hope House III

Emergency shelter for women with children
515 N. Broom Street
Wilmington, DE 19805-3114
302-652-0970 • Fax: 594-9496

Mary Mother of Hope Transitional Residence

For single women
818 Jefferson Street
Wilmington, DE 19801-1432

Nazareth House Transitional Residence

For couples or families
898 Linden Street
Wilmington, DE 19805-4423
106 N. Broom Street
Wilmington, DE 19805-4241

Nazareth Long-term Housing

Homes for families & individuals
807 W. 6th Street
Wilmington, DE 19801-2033

111 N. Jackson Street
Wilmington, DE 19805-3670

203 N. Jackson Street
Wilmington, DE 19805-3649

809 N. Jefferson Street
Wilmington, DE 19801-1431

207 S. Van Buren Street
Wilmington, DE 19805-4020

Padre Pio House

For single men with special needs
213 N. Jackson Street
Wilmington, DE 19805-3649
302-658-6123

Pierre Toussaint Dental Office

Dental service for the poor
830 Spruce Street
Wilmington, DE 19801-4205
302-652-8947 • Fax: 652-8994

Samaritan Outreach

A program to assist the unsheltered homeless
1410 N. Claymont Street
Wilmington, DE 19802-5227
302-594-9476 • Fax: 594-9478

St. Francis Transitional Residence

For women with children
103-107 N. Jackson Street
Wilmington, DE 19805-3648
830 Spruce Street
Wilmington, DE 19801-4205

**Bethany House II opened in 2014*