



OUR LADY OF MERCY
COMMUNITY
OUTREACH

25

ANNUAL REPORT 2014

25 YEARS OF SERVICE

WAYS TO GIVE

There are many ways you can help Our Lady of Mercy Community Outreach.

Your generosity can make a very big difference!

MEMORIAL GIFTS honor the life and legacy of
a loved one who has passed away.

CASH, CHECKS, OR STOCK GIFTS are put to work immediately
for the benefit of our programs and services to those in need.

SECURITIES GIFTS can provide the donor with valuable tax benefits.

IRA GIFTS made directly from an IRA may avoid
income taxation, while providing Our Lady of Mercy
Community Outreach with increased benefits.

MATCHING GIFTS multiply the effects of your gift;
check with your human resources department to see
if your employer has a matching gifts program.

HONORARY GIFTS recognize special
individuals, anniversaries, or events.

PLANNED GIVING allows your legacy to live throughout generations
to come through wills, trusts, annuities, and other strategies.

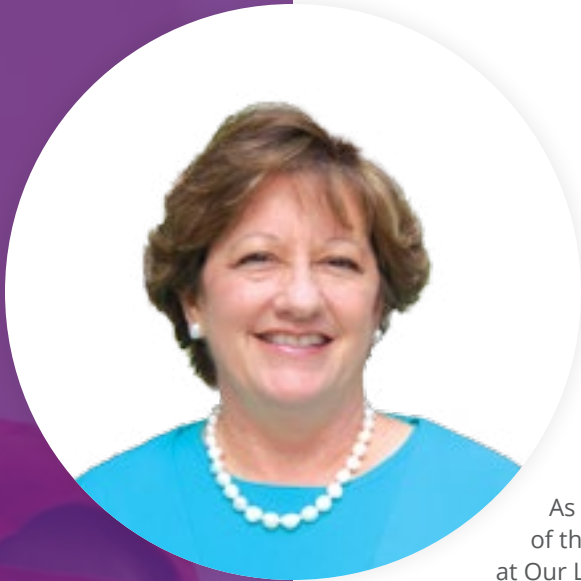
*For more information on ways to give, contact our director
of development, Deborah LaRoche, at (843) 559-4109.*



OUR MISSION

The mission of Our Lady of Mercy Community Outreach Services is to provide educational, health and direct outreach services to people in need on James, Johns and Wadmalaw Islands and at the Neighborhood House in Charleston, while encouraging and supporting self-sufficiency and self-esteem.

Sharing Blessings. Changing Lives.



JILL JACKSON LEDFORD

Our Lady Of Mercy Community Outreach
Executive Director

As Fiscal Year 2014 comes to an end, I am extremely grateful for all of those who have volunteered and supported our ministries here at Our Lady of Mercy Community Outreach. As we celebrated our 25th Anniversary, we reminisced about our journey over the years, the lives we have had the privilege to be a part of, and the many blessings and changed lives.

It has been a busy year with the completion of our 3 year strategic plan, the implementation of new technology, and discovering the first results of measuring the impact of our services in our community. For our strategic plan, we developed an enhanced mission statement and 7 goals to work on over the course of the next three years, from knowing our clients better, to increasing collaborations in the community and enhancing our volunteer program. To improve our technology, we upgraded computer systems, introduced Google Business Apps, and installed SmartBoards to enhance our educational efforts. Finally, in the area of impact, our first data has become available, and we have found that:

88% of patients treated at our free dental clinic understand dental disease better

77% brush their teeth better

82% of our students have gained an education functioning level

64% gained more than one level

90% would recommend Our Lady of Mercy Community Outreach as a place to volunteer

5 students completed their GED

We thank you for allowing us to be a part of your lives!

“THERE IS A NEW AND EXCITING ENERGY PRESENT WITHIN THE ORGANIZATION MOVING IT INTO THE FUTURE.”

September 11th, 2014, marked the 25th Anniversary of the founding of Our Lady of Mercy Community Outreach Services, Inc. The past 25 years brought many blessings into the lives of the residents of James, Johns and Wadmalaw Islands and the Neighborhood House in Charleston. Established in 1989 by the Sisters of Charity of Our Lady of Mercy, the mission flourished because of the dedication of Staff Members, Boards of Directors, countless Volunteers and many generous donors.

Sister Mary Albert, the first Executive Director, wrote on the first anniversary of the organization:

“The first year of Our Lady of Mercy Community Outreach fulfilled its expectations but did not complete its mission to the people. The mission must grow, expand and build on the base established with God’s blessings and the guidance of God’s Spirit. As scripture says: ‘The love of God presses us on.’”

It was my privilege to serve following Sister Mary Albert until 2012, when Jill Jackson-Ledford was selected as the new Executive Director. Over the years, the Staff developed remarkable programs of service to effectively meet evolving needs in the community. Today the services at all three sites focus on education, health and basic human needs. There is a new and exciting energy present within the organization moving it into the future. Guided by a well-defined strategic plan, the entire Outreach community continues to honor and support the mission, values, and legacy of the Sponsors, the Sisters of Charity of Our Lady of Mercy. We encourage you to partner with us for 25 more fruitful years of “sharing blessings and changing lives.”

SISTER MARY JOSEPH RITTER

Sisters of Charity of Our Lady of Mercy
General Superior



OUR IMPACT

THE BIG PICTURE



12,904 VOLUNTEER HOURS
331 VOLUNTEERS



88% INCREASE IN DENTAL
DISEASE KNOWLEDGE



33,817 MEALS SERVED



2,060 GED HOURS

EDUCATION

GED



30 Students

69%

Increase in
Educational
Functional Level



5 GEDs Earned

ESL



6,500 HRS

100%

Students Report
Improvement in
Speaking Ability

82%

Increase in
Educational
Functional Level

Cooking Matters



30 Students

79%

Used a recipe
at home



26 Graduates

Keyboarding



8 Students

100%

Increase in WPM

Youth and Child Education Services



128 Children Served

Child Learning Center 77 Students
Yes, I Can After School 26 students
Yes, I Can Summer Camp 25 students

Paz Financiera



Financial Peace University
offered for the first time
in Spanish to 7 students

Literacy Class



5 Students

OUTREACH

Benefit Bank Appointments
72 Households
107 Household Members

Budgeting Class Attendees
368 Households
901 Household Members

Food Assistance
630 Households
1,776 Household Members

Sharing Blessings. Changing Lives.

OUR SERVICES

Educational Programs provide basic literacy and life-skills curriculum for adults and developmental programs for children.

- After-School Program
- Budgeting Classes
- Child Learning Center
- English as a Second Language (ESL)
- GED / Tutoring
- Parenting Classes
- Quilting and Sewing Programs
- Yes I Can! Summer Camp

Health and Wellness Programs provide care and education for residents who lack insurance or the means to pay for professional services.

- Comprehensive Dental Care
- Women's Health
- Health Education
- Prenatal Care

Outreach Services provide basic support to help people move into more secure circumstances.

- Clothes Closet
- Emergency Financial Assistance
- Food Pantry
- Free Lunch Program
- Migrant Farm Worker Outreach
- Senior Food Box Distribution

WELLNESS



33 Asthma Education Students



28 Glaucoma Screenings



31 Walk With Ease Participants



25 Yoga Students



8 Maternal-Child Health Class Students



10 Prenatal Nutrition Class Students



34 Spanish-Speaking Prenatal Education Students



34 Parenting Class Students

Dental Report



1,601 Patients



Value of Services \$1,162,355

Women's Services Report



20 OB/Prenatal Patients
56 GYN Patients



26 Healthy Babies



Value of Services \$231,246

Clothing/Diapers

555 Households
1,776 Household Members

Financial Assistance

473 Households
1,146 Household Members

Senior Food Boxes

95 Households
141 Households Monthly

Christmas Toy Distribution

118 Households
555 Household Members



VIRGINIA QUINN

GED GRADUATE

Growing up, Virginia lived with her mom, stepfather, two sisters, and her grandmother who helped raise her. At seventeen, she got pregnant, dropped out of school and got married. The marriage lasted only two years. Her second marriage lasted for three years. She worked in a preschool for seven years and for a while, in sales. As a struggling single mother, she tried several times to go to night school but did not care for the instructors and her work schedule always interfered. A year before she remarried, she lost the hearing in her left ear. When she returned from the honeymoon, she was diagnosed with Multiple Sclerosis. The news was devastating. The disease has been affecting every aspect of her life ever since.

Last February, Virginia decided to call about the GED program offered at Our Lady of Mercy Community Outreach. That's when she first spoke with the GED teacher, Pam Kusmider, who was very encouraging, and decided to enroll. She remembers that it was

very hard in the beginning, especially since she had left school in the ninth grade...22 years before.

"Going back to school to get my GED was my personal goal. I wanted to do it for my children and myself. I wanted to set an example for my children and my grandchildren," says Virginia. In fact, when she signed up for the GED program, her daughter was inspired to enroll in college courses. "Pam was patient with me especially with all of the learning problems that are associated with my MS," recalls Virginia.

What is next? First, she needs to deal with her health problems. Then, she would like to take some online courses to keep her mind engaged. To other people who dropped out of school and want to get their GED, she'd like to say: "No matter what is going on in your life, you can do it! There are so many kind people who are willing to help you out along the way. Once you reach your goal, you will feel accomplished. It is just a great feeling!"

CARMEN RIVERS

ENGLISH AS A SECOND LANGUAGE VOLUNTEER



A Cuba native of Spanish parents, volunteer Carmen Vence Rivers has been a tutor with Our Lady of Mercy Community Outreach's adult English as a Second Language classes for 14 years. What attracted her to the organization, and continues to motivate her, is "the practical approach to teaching, the dedication of the OLMCOS staff, lack of waste, cheerful atmosphere, and the tangible results."

Trilingual Carmen comes from a diverse background. She has always been surrounded by different cultures and languages. She was a French interpreter for Parfum Guerlain. Later, Carmen worked for Standard Oil in Havana. There she met her future husband, Henry, a Johns Island native. Carmen and Henry left Cuba in 1960. Henry's work caused them to travel the globe and reside in Argentina, England, and Israel. They eventually retired to Johns Island. Carmen, never one to sit idle, sought an

avenue to use her knowledge of languages, education and her life experience to have a meaningful impact on her local community – which led her to the Outreach.

"The knowledge that gives us the tools and the ability to integrate into society is what makes a true change in someone's life," says Carmen. Carmen has always gone beyond her volunteer duties with the Outreach. She advocates for her students who are attempting to live honest lives while working and attending classes. Carmen believes that if you want to give back to the community and see the results of your work, you must get involved. Teaching English to nonnative speakers is a great way to give back. It's very rewarding, especially when you see your students' eyes light up because they understood something you had explained.

KATRINA DEVEAUX

BUDGETING STUDENT



"Ever since I started coming to the budgeting classes at the Neighborhood House in 2013, I have made many changes to the way I manage my money," says Katrina DeVeaux, who was born and raised in downtown Charleston and has lived on the east side of town all her life. Katarina is divorced and has no children. She spends most of her time taking care of her elderly mother. She has a younger sister who lives in West Ashley with her husband and two children, one of whom suffers from a rare genetic disorder and requires full-time care. Although Katrina is not in great financial standing, she makes every effort to manage her finances responsibly and to make sure that all of her bills are paid on-time. Thanks to the budgeting classes, she now views all her bills online and is very good about recording all the information in her "budgeting notebooks."

She has always known about the Neighborhood House, or "the Sisters" as people in the community tend to call it. She remembers that even as a child she would go there and get a meal at the soup kitchen with her family. She went to Sacred Heart Catholic School, so the Sisters are very close to her heart. What she really likes about the Neighborhood House is that, in addition to providing emergency help, the staff there tries to help people to set and reach their goals. She appreciates that they aid her in looking beyond the day-to-day and think more about her life in the long-term fashion. Her long-term goal is to continue caring for her mother, and maybe other clients, and hopefully to give back to the community. Her mother used to have a saying: "You receive without forgetting, and you give without thinking about it." Katrina believes that there is a lot of truth to that. She certainly will not forget all the help she received from the Neighborhood House.



THE BAKERS

DONORS

Westchester, New York native, Bill Baker and a Pittsburg native, Ruth, met on Kiawah Island, his vacation and her permanent residence, and married in 1999. Bill is a real estate businessman. Ruth, on the other hand, has a background in teaching, but did a variety of things, including real estate, managing a clothing store, and being involved with a local school.

"Bill has always been a philanthropist," remembers Ruth. He first got involved with the Outreach around 2008, when his significant gift contributed to the capital campaign through which OLMCOS Wellness Center was built. "I have never lived in a community that had such an apparent income disparity," says Ruth. "Fortunately there are many organizations such as the Outreach who are here to provide support to those in need." Throughout the years, the married couple has been involved with the Outreach in many ways; they supported the OLM Sisters' NAILS Program (home repair) and the Outreach's Annual Christmas Toy Drive. Bill also served on the board

and Ruth is a current board member. They also make sure to spread the word about the Outreach and its important mission in the communities of Johns, James, and Wadmalaw Islands, and downtown Charleston and have even gotten some of their friends involved.

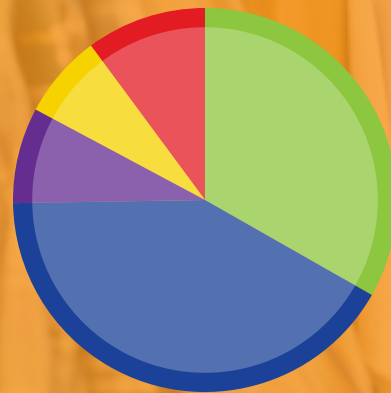
"We have always been passionate about children and education," says Ruth. They make sure to give back by being closely involved with a local school, Charleston Collegiate. Ruth also sponsors two children. Thanks to her, one of them attends the Charleston Collegiate and the other one is able to go to college. Ruth believes that there is so much one can do to help the community in addition to monetary contributions. She says that, "If everyone got involved and every child in need had a mentor, a positive role-model in their life, we could really change the world." She goes on to say, "I believe that helping our community is our social responsibility, especially if you have been fortunate yourself."

FINANCIAL ACTIVITIES

OPERATING BUDGET

Support & Revenue

■ Cash Contributions	\$894,488
■ In-kind Donations	\$1,117,029
■ Special Events	\$217,100
■ Interest & Dividends	\$190,308
■ Net Realized Gains on Investments	\$272,555
Total Support & Revenue	\$2,691,480



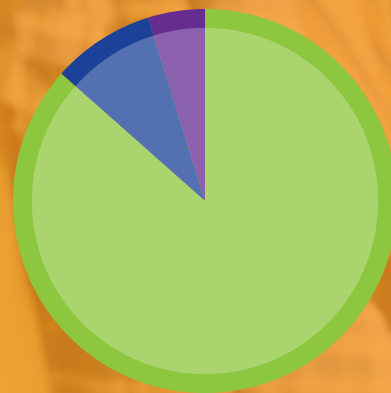
EXPENSES

Program Services

■ Education, Outreach, Wellness	\$2,329,117
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Supporting Services

■ Management & General	\$233,200
■ Fundraising	\$129,163
Total Support & Revenue	\$2,691,480



OUR STAFF

OUR LADY OF MERCY COMMUNITY OUTREACH STAFF LISTING

Claire Bergstrom
Sister Noreen Buttiner
Aileen French
Chloe Garrison
Wendy Geuss
Tanjanka Green
Gilbert Nikki Grimball
Maria Gurovich
Olga Hahn
Griff Hogan
John Howard, DMD
Zachary Huey
Brittany Hughes
Jill Jackson Ledford
Jacqueline Jefferson
Deborah LaRoche
Roxanne LeaMond
Ann Martinez
John McPherson
Valerie Merkel
Jennifer Meshanko
Vonceil Mitchell
Curtis Rambert
Dorothy Rose
Erica Rowley
Anna Selfridge
Ana Tovar
Katie Young

Volunteer Coordinator (former)
Education Coordinator
Administrative Assistant
Social Services Manager
Youth Coordinator
Child Learning Center Assistant
Neighborhood House Director
Volunteer/PR Coordinator
Dental Assistant
Director of Development (former)
Dental Director
VISTA Volunteer
MSW Intern
Executive Director
Wellness Center Coordinator
Director of Development
Financial Manager
Support Office Staff
Maintenance Supervisor
Outreach Assistant
Special Projects Coordinator
Soup Kitchen Coordinator
Maintenance Assistant
Clothing Room Assistant
Intake Coordinator
VISTA Volunteer
Receptionist
Education Coordinator

BOARD OF DIRECTORS

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Joan Avioli
Ruth Baker
Frank Cassidy
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Berta Freeman
Bert Hefke
Larry M. Iwan
Bunny Kerr
Gerry King
John Labriola
Arthur McFarland
Andy McKenna
James Ramich
Tumiko Rucker
Alysann Sieren
Sister Bridget Sullivan
William Wert

THE SISTERS' CIRCLE

As the need for assistance grows so do the costs associated with the many services the organization provides to meet that need. To provide future growth and ensure that the Sisters' legacy continues, the organization has established "The Sisters' Circle," a group of donors who make a significant planned gift – a bequest, a trust, an annuity or similar donation – in the spirit of the Sisters of Charity of Our Lady of Mercy who established Our Lady of Mercy Community Outreach with their own such gift. Becoming a donating member of The Sisters' Circle is a wonderful way to leave a legacy!

If you have chosen to include Our Lady of Mercy Community Outreach in your planned giving, but do not see your name listed here, please let us know so we can gratefully acknowledge your lasting gift.

Members of The Sisters' Circle

Mr. Thomas T. Johnston
Mr. & Mrs. Ray Jones
Mrs. Mary Gilbreth
Mr. & Mrs. Leo Weber
Mr. & Mrs. Griff Hogan
Mr. & Mrs. Don White
Anonymous

OUR DONORS

Cumulative Lifetime Giving

Legendary

\$1,000,000 & Above

The Duke
Endowment
Sisters of Charity of Our
Lady of Mercy

Millennium

\$500,000 – \$749,999

The Kresge
Foundation
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Foundation

Era

\$250,000 – \$499,999

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\$100,000 – \$249,999

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FY 2013–2014

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\$20,000 & Above

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Titanium Level

\$15,000 – \$19,999

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Platinum Level

\$10,000 – \$14,999

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Gold

\$5,000 – \$9,999

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\$1,000 – \$4,999

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“IT’S A JOY AND A PRIVILEGE TO VOLUNTEER AT OUR LADY OF MERCY COMMUNITY OUTREACH.” -EARLENE SMALLS

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