Dear Friends,

We just cannot say thank you enough!

St. Vincent de Paul has experienced tremendous growth in our outreach over the last two years. We are in absolute awe of the blessings God has bestowed on us that have enabled our ministry to be a beacon of hope for so many facing tremendous hardship. These blessings have been delivered through some very important people who have followed the call to love their neighbor. We are so thankful for:

• Our financial supporters whose gifts make it possible to share a message of hope with those who are suffering.
• Our Vincentians whose dedicated service to those in need is a visible sign of their faith, helping others also grow in faith and optimism.
• Our staff who support our Vincentians in their person-to-person ministry and who serve those in need who come to see us on a daily basis.
• Our community partners, who through collaboration and creativity have helped us all rise to the challenges we’ve faced.

There is no question - we could not do this without the generous support and hard work of many. We are reminded of this verse: Though one may be overpowered, two can defend themselves. A cord of three strands is not quickly broken. - Ecclesiastes 4:12.

As God often does, our experiences over the last two years have revealed some opportunities for St. Vincent de Paul. Through careful discernment, we’ve chosen to focus on these key areas important to the continued vibrancy of our Society:

• Expand and strengthen our Vincentian network of friends.
• Invest in our facilities to accommodate our growing assistance programs to better serve our neighbors.
• Invest in our current programs so that we can provide services in the most effective way to meet our neighbors’ needs.
• Advocate for and work toward a more just world.

Thanks to your generous support of time, talent and treasure, we have a strong foundation to build upon. We are grateful for your past support and we humbly ask for your continued encouragement and prayers as we move forward together to serve those in need.

Sincerely,
Karen Zengel

EXECUTIVE DIRECTOR

The Northern Kentucky Council of St. Vincent de Paul (SVdPNKY) is a non-profit 501(c)(3) organization and a chapter of St. Vincent de Paul International. Our roots in Northern Kentucky can be traced back 100 years. Traditionally, our Vincentian volunteer base has been drawn from the Catholic community. Catholic parishes remain an important part of carrying out our mission; however, St. Vincent de Paul welcomes and appreciates the collaboration of a variety of faith communities.

Inspired by the legacy of St. Vincent de Paul and guided by Vincentian principles of fellowship and individual spiritual growth, SVdPNKY staff and volunteers are a charity united by the needs of those requesting assistance, offering personalized care to move them toward stability. One of our goals is early intervention with the hope of preventing homelessness for those we serve.

We serve the less fortunate in Northern Kentucky with basic necessities regardless of religious affiliation or any other demographic. We provide services and emergency financial assistance to those residing in Kenton, Boone, Campbell, Carroll, Grant and Pendleton counties.

SVdPNKY is a network of friends, growing in holiness and building a more just world through personal relationships with and service to people in need. The most important part of our mission is to provide hope to those in need. One can survive without material goods but when you have lost hope that tomorrow will be better than today you have lost everything.

Our Board of Directors guides the 29 parish conferences within the Society with a focus on governance, strategic thinking and preparedness for the future. Bi-monthly gatherings help build on the pillars of the Society: Service, Spirituality and Friendship.
Dear Friends of our Society,

Our 2020-2021 Annual Report presents in detail the material gifts we have shared with our neighbors. These gifts arose from a place of deep love and concern on the part of both our compassionate donors and our dedicated Vincentians, which in turn arose from a firm conviction that TOGETHER we are called to be the outstretched hands of Christ alive and working through us in our community.

If you check out our SVdPNKY website, you will notice an image of hands stretched out to serve. These are the unified hands of all of us: our tireless staff, our generous donors, our committed volunteers and our dedicated Vincentians. We are all extending our reach to meet the demands of the moment.

The pages that follow show the recent reach of our ministry over the course of another challenging year. Our traditional Vincentian prayer (prayed as we open our meetings) asks that Jesus will “make us responsive to the Christian calling to seek and find the forgotten, the suffering or the deprived that we may bring them your love.” In the context of our 2020-2021 fiscal year, we did not have to “seek” too far to find ways of bringing Christ’s love into our community! Our neighbors found us and through us found an answer to their pleas for help. Whether it was to provide basic food and clothing or to stem an imminent loss of their home or to bring comfort to the homeless; we TOGETHER answered the call. At critical times we were the only option available throughout our community that had both the resources and the hands to help. By God’s grace and His love that filled our hearts and strengthened our hands we were able to reach out. As we look back at our year, let us lift our hands in prayers of thanksgiving!

Our gratitude is sincere and heartfelt, and we ask that you continue to support our Society. In the words of one of our closing prayers, “United in prayer and action, may we become a visible sign of Christ and ... give witness to His boundless love.”

May God continue to give us the strength that comes from our living in friendship, grounding ourselves in spirituality and reaching out with open hands in service.

Blessings,

Casey

COUNCIL PRESIDENT
Casey Guilfoyle
Vincentian volunteers are often admired for their hearts of gold. United as a network of friends, they develop a bond or community of faith with fellow Vincentians to serve those in need with respect and humility which is nourished by prayer and reflection. Seeing the face of Christ in those they serve, Vincentian volunteers not only help our neighbors with basic necessities but provide a message of hope to those struggling to make ends meet.

The Vincentian person-to-person ministry often takes place in the form of a home visit. So many people in poverty have to accommodate multiple “helping agencies’” schedules—we seek to come when it is convenient for them because, as St. Vincent de Paul said, “the poor are our masters.” Maintaining the dignity of the people we serve is critical. During the home visit, Vincentian volunteers determine the needs of those requesting our services. Vincentians do more than provide money to help with rent or utilities. They deliver food so that neighbors can save money on groceries. They provide advice, referrals for services that lie with the expertise of our community partners, and vouchers to be used at one of our thrift stores. The Vincentians also offer to pray with our neighbors, leaving behind a message of hope.

Our Vincentians’ impact on our community is remarkable. As a result, supporting our Vincentians is paramount to the vibrancy of our Society and our ability to continue to serve in a significant way. As a Council, we are focused on providing support in the recruitment and training of new Vincentians, focusing this year on the importance of the home visit and opportunities to strengthen friendship through formation and fellowship events hosted throughout the year.

REVENUES

<table>
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<th>Source of Revenue</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Sales of Donated Items</td>
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<tr>
<td>Donations</td>
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<tr>
<td>Grants</td>
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<td>Investment Income</td>
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<td><strong>TOTAL REVENUES</strong></td>
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EXPENSES

<table>
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<tr>
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<tr>
<td>Fundraising</td>
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<tr>
<td>Management &amp; General</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$3,389,108</strong></td>
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</tbody>
</table>

Net Assets at End of Year: $2,263,290

Vincentian Volunteers at the Heart of What We Do

500+ Vincentian volunteers committed over 19,000 hours in service last year to our neighbors in need

Vincentian volunteers from 29 parish conferences in NKY

made over 7,100 personal connections

shared over $468,000 in food, furniture and clothing with our neighbors in need

2020-2021 STATEMENT of ACTIVITIES of the Society of St. Vincent de Paul, Council of Northern Kentucky
Rent and utility requests represent our most significant area of assistance. This segment of our outreach has increased by 30% in the last two years. Neighbors living paycheck to paycheck are often confronted with unimaginable financial stress when an extra unexpected expense threatens their financial well-being. Throughout the pandemic, many lost jobs. Even if working again, they financially fell behind from the time they were unemployed. Those without healthcare or paid time off experienced mounting bills when forced to miss work due to illness. SVdP often bridges gaps in monthly obligations for a household, enabling a family to stay safe and sound in their homes.

Amber reached out to SVdP seeking emergency assistance. She works in the food industry. During the pandemic, work has been sporadic, which caused her to spend down her savings. Amber has lived in the same apartment for 11 years, always paying the rent on time. Due to the lack of work, she fell behind a few months on her rent. After making a home visit and assessing Amber’s situation, our Vincentians helped Amber pay her rent. She also received a Thanksgiving Meal Basket and Christmas presents for her two children from our Vincent’s Angels Program. Amber cried tears of relief and said she “will never forget the help she received from St. Vincent de Paul and knows that God is good.”
Highlights

New Cold Spring Thrift Store and Choice Food Pantry opens in the Spring of 2021

With the grand opening of a newly renovated space at 3970 Alexandria Pike, we celebrated our return to having a physical location to serve our neighbors living in Campbell County! We are happy to be able to provide more convenient access to basic needs, including food, clothing, household goods and furniture for those we serve in Campbell County. Since April, over 5,800 Campbell County residents have visited our new store and pantry.

The Alexandria Pike facility is conveniently located on the bus line and serves as a retail thrift store, donation drop-off site and houses the Robert and Mary Besse Choice Food Pantry.

Record Demand for Rent and Utility Assistance

Requests for assistance skyrocketed to an all time high as neighbors continued to navigate the aftermath of the pandemic. Over 7,300 neighbors remained safe in their homes after receiving help with their rent and utility bills.

Since 2020, we began an outreach to cover the unserved areas of Northern Kentucky. With the help of Vincentians and important funding from community foundations, we were able to provide $75,000 in FY 20-21 for the areas of Newport, some parts of Covington and our more rural communities where no conferences currently operate.

Choice Matters to Food Insecure Guests

Our food pantries improved their approach to serving by allowing guests to choose food items based on dietary restrictions and personal taste.

Rather than provide pre-packaged food that guests already have, do not like or cannot eat for health or personal reasons, guests choose food that is best for their health and family’s needs.

This solution has reduced waste and offers a dignified and respectful approach to serving those in need.

New Case Management System Implemented to Improve Client Outcomes

One component of our strategic plan was to upgrade our case management software. Our previous case management system was obsolete and no longer fit our needs. Multiple programs and manual data entry diverted Vincentian and staff time to administrative tasks as opposed to serving our neighbors.

As demand for our services grew as a result of the pandemic, improved technology was needed so that we could ultimately improve outcomes for our neighbors. This new case management system helps us better understand the needs of our neighbors, providing vital information in real time, and improves communication between Council and conferences.

INCREASE IN RENT & UTILITY ASSISTANCE

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>$515,000</td>
</tr>
<tr>
<td>2019</td>
<td>$547,000</td>
</tr>
<tr>
<td>2020</td>
<td>$645,000</td>
</tr>
<tr>
<td>2021</td>
<td>$730,000</td>
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</table>
"Being a Vincentian volunteer is a wonderful way to serve the Lord’s people in need and to grow in Faith. We Vincentians attempt to live the words from the Sermon on the Mount every day. It’s a challenge that gives purpose to every day."

–Dennis Coyne, St. Barabara Conference

We offer thrift store vouchers to neighbors in need of clothing, furniture and household items. The vouchers are redeemable, free of charge, at our four thrift stores where neighbors can redeem them for gently used items of clothes, furniture and housewares.

The vouchers help to offset the cost of living for neighbors so that they can use their earnings to pay rent or other living expenses. Tara, a single mother, requested clothing for her children and used vouchers at our Erlanger thrift store for her growing boys for the new school year. We are thankful to our donors who entrust us with material items that provide hope to our neighbors in need.

Our Erlanger location has an onsite medical equipment loan closet with an inventory of shower chairs, crutches, wheelchairs and more. The loan closet is open to the public. Last year, we assisted individuals with nearly 300 items valued at $13,000.

Our assistance call center receives frequent requests from those in need of medical equipment that can be expensive and hard to find. The loaned medical equipment allows neighbors to recuperate and return the item when they no longer need it. All medical equipment is donated to us by generous donors in our community.
Poor sleep can turn into a health issue for anyone. Those who struggle to get by may not have the means to purchase a proper bed to get the rest they need. This is particularly concerning for children, the elderly and disabled, where the long term effects of poor rest can be especially detrimental to a child’s growth and development and the health of the elderly and disabled.

SVdPNKY has been addressing this issue with our Sweet Dreams Bed Program for 24 years. This program provides a twin bed to children, the elderly and disabled. Through a relationship we have established with bedding company, Malouf, we are able to deliver a mattress, bed frame and mattress protector directly to a vulnerable neighbor in need of a proper place to sleep.

Our Vincentians have found another reason for assistance with beds: keeping a family together. Relatives or family friends seeking custody of a child must provide a bed. Grandparents raising grandchildren are especially in need, as many of them are on a fixed income. Violet, a grandparent that sought custody of her three grandchildren, did not have the budget to afford additional expenses. Her priority was to provide shelter, food and clothing for the children. She was distressed to know that buying beds was a requirement for kinship of her grandchildren. Through our partnership with the Safety Alliance of NKY, Violet was referred to SVdPNKY’s bed program and was able to obtain three beds to welcome her grandchildren to her home.

Many neighbors assisted through Summer Breeze are seniors who cannot afford to purchase a new AC unit because they are on a fixed income. When Marilyn’s AC unit went out she was told by her doctor that her health would suffer greatly during the humid summer months without AC.

We were able to provide her with both a new AC unit and fan to keep her comfortable during the summer. Marilyn took the time to write a note of gratitude, thanking us. This program provides immediate assistance and has a lasting impact on neighbors’ health and wellbeing.

SVdPNKY’s Microloan Program, in partnership with Kemba Credit Union, was established in 2019. The purpose is to provide our neighbors in need with an alternative to predatory loan situations and to help navigate difficult times when unexpected expenses occur. Each loan experience is coupled with financial mentoring provided by our Vincentian volunteers. Last year the Microloan program facilitated 15 loans for a total of $26,478. Recently, this program has been instrumental in helping neighbors overcome transportation barriers by facilitating several purchases of cars that have been repaired and made “new” by our close partner, the Samaritan Car Care Clinic.

Tom has critical health issues. He was in desperate need of reliable transportation to attend regular medical appointments. His car had so many expensive mechanical issues that paying for costly repairs just wasn’t an option. With the help of a Vincentian, Tom discovered he qualified for a microloan. He was able to use the money to buy a used car in excellent working condition from the Samaritan Car Care Clinic.

SUMMER BREEZE

Summer Breeze is a seasonal program that assists neighbors who suffer with medical conditions that affect their breathing, such as asthma and COPD. The program provides heat relief and health benefits to neighbors by providing fans and/or air conditioning (AC) units, with a doctor’s note. We provided 285 fans and AC units to neighbors last summer.

Many neighbors assisted through Summer Breeze are seniors who cannot afford to purchase a new AC unit because they are on a fixed income. When Marilyn’s AC unit went out she was told by her doctor that her health would suffer greatly during the humid summer months without AC.

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CHRISTMAS PROGRAMS

While the Christmas season is intended to be filled with joy, the added expense of the season can unfortunately bring a lot of stress for families struggling financially. Gifts and a special meal are just not feasible for our neighbors living in poverty. Thanks to some special programs, we are happy to relieve some of that stress during this special time of year.

Two Christmas programs, Adopt A Family and Vincent’s Angels, provide Christmas gifts for children of families who are struggling to make ends meet.

Adopt A Family matches families in need with a generous donor to shop their Christmas lists. Many lists include necessities, like socks or soap, plus fun items like remote control cars or art kits. Mothers, fathers and grandparents come to our Erlanger location to pick up the gifts that are wrapped and marked with each child’s name. Our Adopt A Family Christmas Program benefitted 79 families in 2020.

Vincent’s Angels provide Christmas gifts to children otherwise not served by the Adopt A Family program. In 2020, to keep everyone safe during the pandemic, gifts were available for pickup instead of our typical toy shop at Life Learning Center. All toys and gift cards were donated by various individuals, families and local businesses in our community. This program provided 540 children with gifts to open on Christmas morning.

These Christmas programs allow families to feel included in the holiday joy while focusing their attention on financial needs and responsibilities.

“Our grandkids had an opportunity to learn that helping to make this a better world requires more than just words and good intentions. They had to put a little skin in the game, think about what to give, and go buy gifts, wrap them and deliver them. Thanks for the opportunity.”

The annual holiday meal distribution is funded by an anonymous donor who reaches out each year to provide complete meals to our Northern Kentucky neighbors in need. The meal includes ham and side dishes that are hand-delivered by our Vincentians. This tradition in 2020 provided 400 holiday meals to families to gather and experience love and Christmas joy together.

The volume of people who call our call center requesting help to find housing has been on the rise since March of 2021. In response to this growing need, we established a new program called the Homeless Assistance Program (HAP). Last fiscal year, we spent just under $25,000 to provide shelter to 324 individuals without a place to lay their heads. Half of these individuals were children. HAP provides a three night stay to neighbors in need at hotels in the community.

We helped neighbors like Mark and his two daughters who had been living in their car at a truck stop and were desperately trying to find a place to sleep. The few nights provide a warm, safe place where neighbors without a home can establish a connection with local housing providers to help them find long-term shelter and eventually permanent housing. Mark was able to get in contact with Brighton Center. The organization allowed him to use their address for the girls’ school enrollment and connected them with an advocate to help their family search for affordable housing in their school district.

We also provide individuals and families with laundry money and supplies, hygiene products and food for their stay. Bus tokens are also available for those without transportation so that they can travel to appointments with our housing partners. HAP is one of the few programs that provides temporary shelter in Northern Kentucky.

COMMUNITY PARTNERSHIPS

You’ve read about many of these partnerships throughout this report. The needs we encounter in our community are complex and often require support and expertise that expands beyond what one organization can provide. When we visit with our neighbors to help them meet their immediate basic needs, we often learn of deeper issues regarding housing, employment, child care, transportation, medical challenges or substance abuse. As a member of the Safety Net Alliance of Northern Kentucky, we help connect neighbors to resources beyond the emergency financial assistance and basic necessities we are able to provide. We are fortunate and proud to live in a community where there is a spirit of collaboration and partnership among non-profit organizations working together to help our neighbors reach self-sufficiency.

“St. Vincent de Paul consistently steps forward to build meaningful partnerships, which allows those we serve to bridge from what is to what is possible. They achieve this through a network of Vincentians who deeply believe in the potential of their neighbors.”

-Melissa Hall Sommer, Vice President, Brighton Center

COAT DRIVE AND DISTRIBUTION

Our annual coat drive and distribution is a winter program that provides gently used and new coats to our neighbors in need. Thanks to the generosity of our community, in 2020 we distributed 1,050 coats to keep our neighbors warm. Fire departments, city buildings and local businesses rally together to collect coats all throughout Northern Kentucky. Due to the pandemic, we were unable to offer coat distributions, but we still answered the call to help. We mailed coat vouchers to neighbors to redeem at one of our thrift stores.
Our reach to so many Northern Kentucky neighbors is only possible thanks to the support of our donors. Financial donations, food and hygiene drives, gently used material items and vehicles—all of these donations help support our ministry of sharing hope with those in need.

The work that is required to make sure these resources can be effectively deployed is only possible thanks to the time dedicated by our wonderful volunteers. In addition to our many Vincentians, over 1,100 volunteers have contributed their time and talent to our outreach in FY 20-21, serving in our call center, our pantries and our stores.

While our thrift stores provide basic necessities for those in need, they also offer a unique shopping experience for many neighbors looking for bargains or treasures at a good value. The money that is spent in our stores ensures we are able to provide our many services to our community.

We are grateful for our donors, volunteers and shoppers who are key to our ability to meet the needs that come our way.

"Today, more than at any other time, there are families in great need. I am happy to know that through my financial support and donations of goods I am helping my neighbors. I know that my donations to St. Vincent de Paul are providing food and shelter to my community. I can't think of another way in which I can be assured that my donations will provide the most benefit, other than through the good works of St. Vincent de Paul."

-Karen D, Donor

"We have been volunteering at St. Vincent de Paul every week for the past year. We were drawn to this organization because we are Catholic and our parish conference does so many acts of love for those in need. The mission here at St. Vincent de Paul is awesome, helping people in so many ways: food, clothing, home goods, rent and more."

- Bob and Chris Ruschman, Volunteers
2020–2021
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DENNIS COYNE
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AARON WOLFE-BERTLING
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Council Secretary

DEACON MIKE LYMAN
Council Spiritual Advisor

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