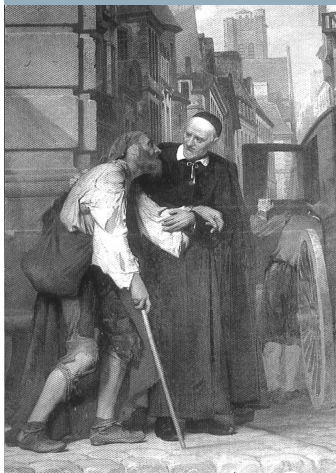


St. Vincent de Paul

Society of St. Vincent de Paul - Rogue Valley District Council



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Starting the School Year Successfully

Working with the poor and needy can be challenging, and sometimes quite difficult. However, one of the really pronounced rewards is seeing that you've made a difference. Our counselors see this when a desperate mother is told we can help her pay the rent and avoid eviction. We see it in a young man's face who has landed a promising job interview, when he is told we can help him put together a decent outfit to wear for the occasion. But it is really impactful when you see hundreds of children's joyous faces as they receive their very own bag of school supplies. Supplies which mean they can properly start the new school year without being embarrassed because they lack the essentials to do their work successfully.

St. Vincent de Paul has been handing out school supplies to the less fortunate in the valley for eleven years now. This year we served over 2,600 youngsters with some \$60,000 worth of materials. While this was about 10% less than last year, the glowing faces seen over the five days materials were handed out sent the repeated message to our volunteers that they were making a difference.

This is the sixth year that Bob and Debbie Christian with their daughter Jasmine managed this initiative. As Debbie says, "We've learned how to make the process run really smoothly." As to why we saw a reduction in the number of children this year, she went on to say, "I believe a lot of families, particularly Hispanic ones, are moving out of the valley because of the poor job market." And there appear to be several other groups in the valley now also



Bob, Jasmine and Debbie Christian

providing school supplies. While we've tried to mount a wider community effort, to date we've been unable to get an interest in a collaborative approach. We've been successful in other areas, and SVDP is certainly willing to work with other interested agencies. This year, for example, we assisted the Northwest Seasonal Workers Association to provide their families with school supplies when they realized they wouldn't be able to fully meet their needs and came to us for assistance.

Each year Bob and Debbie have worked closely with area schools to make certain they understand which supplies are most needed. At one time they gave calculators to most of the kids returning to school until they realized it was only vital for certain students. Of course, this enabled a significant savings. The other thing that helps keep costs down is the solid relationships that they have built with the major distributors they use. The process isn't just about saving dollars though.

Supplies, continued on page 5



Letter from the President

Hello all you wonderful and beautiful volunteers. I can never say often enough how awed and inspired I am with your continued hard work and dedication. The service and help you provide are amazing. And it is only because of you that people are helped.

I want to additionally thank the store and all those who worked so hard to make the annual collectible sale another huge success. The amount raised Sunday and the following days will help fund about 40% of the cost for the School supplies program. Please thank and congratulate each other for a job well done.

The 3rd annual *Light The Winter Fires* Dinner Auction was held at the Rogue Valley Country Club on Saturday Oct 15. It was a huge success and Mike and Laura Naumes were honored as the recipients of the St. Vincent de Paul Annual Len Hebert Humanitarian Award. Garth and Rosemary Harrington were our emcees and a great time was had by all. This important fundraiser will help us bridge the financial demand on services through the winter months.

Please remember to pray for all the volunteers and their families as several are having health problems and we can all use prayer each and every day.

On a personal note, my own surgery and recuperation are going well and I am back in the thick of St. Vincent de Paul.

Thank you and God bless you always,

Dennis T. Mihocko



Left: Guests playing Three Monkey game

Right: Patrick Wilson selling raffle tickets to guests



"Light the Winter Fires" Annual Signature Event Raises Funds for SVDP

After a year of planning, SVDP conducted its 3rd Annual *Light the Winter Fires* dinner/auction. The event was held Saturday October 15, at the beautiful Rogue Valley Country Club and was attended by 160 of our loyal patrons. Over \$45,000 was raised to enable our conferences to support the needs of the disadvantaged over the next six to nine months. Besides raising major funding, the event focused on helping our major sponsors in the community to better understand how we are supporting the community. The extent of our work is always a surprise to many of our attendees.

This year the evening featured a wonderful meal and the awarding of the second annual Humanitarian Award. Last year Len Hebert, our past President, received the award for his work in the community and at SVDP. Most impressive among his accomplishments was overseeing the Capital Improvement Drive that significantly expanded and improved our services to the community, as well as his work supporting the major growth of services to the needy of Jackson County. This year our Board chose to recognize Mike and Laura Naumes for their many years of support to SVDP, as well as to the YMCA, the Children's Advocacy Center and a number of other agencies in the valley. I think most people in the room agreed that the recognition of the Naumes family was long overdue. Not only has their support included major funding for SVDP, but other critical

donations, including items for the auction yearly for this event. Just as valuable, they provide coaching to our leadership staff, critical introductions to other key players in the community, and sponsorship of our major events. In addition to receiving this award, our mayor, Gary Wheeler, designated October 15th as Mike and Laura Naumes Day for the city of Medford.

Also included during the evening was a high intensity auction led by Garth and Rosemary Harrington. The auction featured several vacation trips, a Chinese dinner sponsored by the Chinese faculty of Saint Mary's, a Jambalaya dinner for sixteen prepared by C.W. Smith, Ron Burgess and Nick Preboski, plus opportunities to attend major sporting and social events scheduled for the coming year. The latter included golf outings, seats on the Hellgate Rogue River Tour, attendance at the Civil War game, and a Blazers game. One individual who won the Grand Prize Drawing was awarded the opportunity to choose one of any of the auction items before the official bidding began.

Prior to the auction we showed a video featuring the services available at St. Vincent de Paul and the numbers of people served each year by our Council. This was followed by guests making specific dollar pledges for the support of our Conferences.

Given the success of this event over the last three years, we plan to conduct it annually. Besides the work

Event, continued on page 7

*Some of the
more popular
items are the
silver pieces, left,
and jewelry, right.*

15th Year for the Thrift Store Annual Collectibles Sale

Back in 1996, the Thrift Store began having its yearly Collectibles Sale. St. Vincent de Paul wanted to have a signature event at the store that would introduce our organization and work to a wider community. In addition, because many collectibles were being donated and sold in the store during the year at very low prices, the decision was made to save some of the more 'collectible' items for the event. Most volunteers were not well informed about what items were collectibles and their true worth. Enter Dorothy Wallerick as a new volunteer at the store. Dorothy, with her love for and extensive knowledge about collectibles, has headed this initiative ever since, preparing as many as 80% of the items as they arrive during the year.

The Collectibles Sale provides major funding for our School Supply program and generated about \$20,000 this year. This is about 5% less than last year but is consistent

with expectations given the state of the current economy. A second factor affecting our total sales, and our day-to-day sales for that matter, is that more and more people are selling high dollar items on the internet versus donating them. Some families are doing this because they need the extra funds. In previous years we frequently had several high dollar items for the sale. These have included commemorative Pendleton blankets, rare English tea wear (one set dated from 1840), original Navaho jewelry, hand carved oak furniture - some from the 1800s - and unique movie posters featuring big stars like John Wayne. We didn't see as many unique items this year.

Because the sale is such a major event significant preparation is required. This year we had a 50% sale on all store items for the week prior to the sale, culminating with a two dollar bag sale on the Friday before. We do this to reduce the

amount of inventory that has to be relocated given the sale occupied nearly 70% of the store's retail space. The Store also does major advertising for the event and is looking at expanding that even more in the future...possibly creating a mural for our display windows like we do for Christmas.

Karen McNielly was extremely enthusiastic in

describing the volunteer support that enabled this year's show. "We saw the greatest participation ever by our conference volunteers. A lot of individuals put in special effort to make the show a success, people like Dorothy (who personally shined all

*Crowd awaits opening of Collectibles Sale
at the Thrift Store.*

the silver for the event), Dee Dee Metz, Corey Tremble, Bob and Jeanne Hammer, Jackie Cavanaugh, Julie Riley, Lelia Nyberg, Mary Jo Rees, Gaile Schmidt, Dianne Johnson, Dianne Erickson, Patrick Wilson, and too many more to list. Besides the store volunteers, the Knights of Columbus helped with parking again this year and the Pantry provided additional snacks and drinks during the set up and sale. Extra praise to all who made this year another success in spite of the challenging economy." •



Dorothy Wallerick, left with Joan Linkogle



*Left:
Velma Pippenger, day manager
and manager of women's clothes*



*Right:
John Hoffman, day manager and
President of the Thrift Store Conference*

Christmas Tree Sales -

The Knights of Columbus sell Noble, Fraser and Douglas Fir trees from Dec. 2 to 18, in the parking lot of SVDP. Weekdays 4-8pm, weekends 10am to 8pm. Keep Christ in Christmas, purchase a Christmas tree and help feed the poor and needy.

Thrift Store - Black Friday

Sale on Nov. 25. Open
10am-4pm and 5-8pm - 25% off.

Customer Appreciation Sale on
Dec. 11, 10am -4pm. 1/2 off of
all store merchandise.

Christmas Sale: Dec. 11-31. All
Christmas items 1/2 off.

Holiday Hours: Close at 1pm
on Christmas eve; closed
Thanksgiving, Christmas, and
New Years Day.

Social Services/Home Visits, Talent, Ashland Conference -

There is a new direct phone
line, 541-708-5650, for
individuals needing assistance
or support. Messages will be
checked Monday through Friday
in the afternoon or earlier.

Note: We have a new website
and website address - we added
"medford" to the old one;
stvincentdepaulmedford.info

Day Managers Keep the Operation Running

Most volunteers coming to SVDP are attracted to a particular area and job. They want to be servers in the kitchen, work in the store as cashiers, counsel applicants who are requesting services, work in the pantry, etc. A few volunteers even choose to work in more than one conference. However, not many volunteers want to be in leadership positions. Some don't like the added responsibility, some dislike having to make critical decisions, some are fearful of the stress and tension, and some want no part of managing people. Regardless, with the increased growth at SVDP, having a President in each Conference no longer provides enough day-to-day supervision, particularly in our two largest Conferences, the store with nearly 120 volunteers and the kitchen with almost sixty volunteers.

Several years ago, as our growth accelerated, we realized we needed leaders continuously present in our Thrift Store... leaders who could be the decision maker and the go-to-person when questions, problems and issues arose. Not too long after that, the same kind of need emerged in the kitchen. Subsequently, we began looking around for individuals to fill the role of what we call Day Manager. Typically, we seek out individuals who can work well with people, who can be assertive when needed, and who are comfortable with the demands of decision making. Usually, these are volunteers who can manage stress fairly well, who can remain reasonably objective and fair and who exercise good judgement, particularly when human relations problems arise. Being able to adjust to change, having a sense of humor and a take-charge orientation also helps considerably.

There is a good deal of similarity in the kinds of roles performed by day managers in both of these organizations. In the kitchen they need to make certain things run smoothly... ensuring meals are served on time, that the food line operates without glitches and that the kitchen and dining room are kept clean and orderly. In the store day managers ensure that customers are dealt with effectively, that the lines at the cash registers are kept moving without incident, that the store is well stocked and orderly and that the donations coming into receiving are reasonably clean and serviceable. In addition, on an almost daily basis, they handle human relation difficulties, stepping in when tension and conflict arises. Sometimes this conflict is between volunteers, sometimes between volunteers and guests, and sometimes between guests and our staff. Easily the most intense situations they handle are when two or more guests get into a physical confrontation or when customers in the store are angry with how they are being handled. The issues with guests sometimes escalate because the guests are not staying on their prescribed medications or are suffering from the effects of alcohol or drug use. Managers not skilled in bringing conflict under control can actually worsen these situations.

Many times, because of peaks in demand, day managers step in and help perform the work, providing an added hand on the serving line, becoming a receiver if the amount of donations becomes burdensome or joining in with running the

Managers, continued on page 5



Larry Levins, kitchen day manager
with Jim Potter, cook

Managers, continued from page 4

registers and bagging customer purchases. While we have established procedures and relatively simple processes, decisions are often needed about what kind of exceptions need to be granted. This can be as simple as serving times being extended when guests arrive a few minutes after the line officially closes to what, if any, price reduction, should be made on a sale item. More difficult challenges include how to deal with a guest that is chronically disruptive, on what to do about a volunteer who often treats customers abrasively. Along with all this, day managers also need to strive to maintain good morale and motivation among guests and volunteers. Whew, no wonder lots of volunteers do not want this role.

When day managers do a good job we have satisfied customers, cheerful volunteers and a smooth operation. When the job is done poorly or we

have no day manager present for the day, disruptions occur more often and people are left feeling angry and unappreciated. A day manager who works hard at being fair and supportive to staff and guests sometimes actually see their shifts being more attractive to other volunteers and more enjoyable to guests. When day managers perform well there is less stress for everybody including the day manager.

As we continue to grow the need for day managers will remain vital to our success. If you enjoy taking responsibility and managing people and organizations we need your help. If you have managed effectively in other settings, there is a good chance you can manage effectively at SVDP. Come visit our operation and consider volunteering for a leadership role today. •

Supplies, continued from on page 1

Debbie put a special effort this year into getting a wide variety of colors for the back packs and the kids really appreciated the options.

While this is the last year the Christians will be handling the school supplies (their tenure expires after six years), they have learned lots of valuable lessons they will share with the new School Supply Coordinator, Kathy Mohr. Lessons like making certain the program is well marketed and that the hours of distribution meet the needs of parents who often struggle making it to SVDP. This is why we added evening sessions several years ago.

Besides thanking Bob, Debbie and Jasmine for their years of service, we also send our appreciation to all the volunteers from the other conferences who work hard to make the five days so successful. In particular, as in the past, Ron and Lou Spinas, Kathy Mohr, Vincent Silas, Jo Anne Burger, and Joyce Poston worked especially hard to ensure success. This event is really refreshing not just because of the kids' reactions, but because it is a shining example of how the volunteers from the various groups at SVDP can work together. •

Dinner/Auction -

Our next dinner/auction is on December 3, and benefits the Kitchen and Home Visits (Ashland and Medford/Central Point). Get your tickets at the office.

Donating funds

to St.Vincent de Paul is easy with our [Donate](#) button on our website using PayPal or a credit card. Go to our **NEW** website: stvincentdepaulmedford.info

Pet Enclosure -

Consisting of five separate, covered cages has been constructed near the Storage Shed. All dogs either need to be in this shelter or on a leash controlled by the owner.

Volunteers Needed!

Consider giving some of your time to help others. At SVDP we are an **ALL VOLUNTEER** organization, and depend on people like you to help. Call our volunteer coordinator at 541.772.3828, ext. 7 today. Let her know what your special skills are, and what days/hours you are available to work. You'll be glad you did!

Communities Provide Stellar Support for Local Food Drives

An alarming number of Americans go to bed hungry every night. In Oregon 240,000 people receive food assistance and that includes 9,000 people in Jackson County. If you are in a crowd, one in eight of the people standing around you hasn't had enough to eat. In spite of these startling numbers the problem is still growing, having jumped 46% in the last three years. This includes 50% more children who need food assistance and 64% more senior citizens. But our communities are not standing idly by.

The Ashland Food Program was started three years ago by a small group of residents who wanted to make it easy to donate food. So they created a simple door-to-door food collection system with three goals in mind.

- Provide a regular supply of food all year round.
- Create new neighborhood connections and strengthen the community.
- Serve as a model for other communities.

They started with ten volunteers picking up food and after a year had 150 volunteers in Ashland and Talent. The first pick up netted 600 pounds of food and by December 2010 they were collecting 18,000 pounds each time.

It was only logical that the people in Medford would become interested

in Ashland's success. In late 2010 the Nutrition Director of Access, Philip Yates, brought together representatives of the nineteen pantries in our area. They made a decision to begin a drive with the proceeds being shared equally by each pantry regardless of their size. Phil's idea was to divide the Medford Food Project into two groups, the food collectors and the food distributors. The collectors are the people in the community who gather the food every two months from their neighbors and the distributors are the representatives from the food pantries who receive, sort and distribute the food.

The first collection in Medford was in February 2011. About seventy-five volunteers picked up the distinctive green bags filled with groceries from nearly 800 families in Jacksonville, Central Point and Medford and delivered 8,200 pounds of food for distribution. Today we have over 100 Neighborhood Coordinators picking up food from 1,400 families. With only their first four



pick ups in 2011, they had already delivered 50,000 pounds to nineteen local pantries. As of October of this year Jackson County had collected 135,000 pounds of food. Sal Esquivel described these outcomes by saying, "The immediate success of the Medford Food Project is nothing short of remarkable and a testament to the high level of community engagement we are accustomed to seeing in Medford."

Some worry that people might take advantage of this program. According to a 2010 study, however, 73% of the households that receive emergency food supplies in Oregon have incomes below the poverty level. Close to half the families served have at least one person in the family working, but many of our neighbors simply can't afford to buy enough food. In Oregon 46% of food recipients are working in jobs that yield survival wages. Many of the other recipients have lost their jobs or simply can't find work.

Fortunately, our work here is catching on. If you remember, the Ashland group wanted to create a model that could be copied by other communities. So far groups in Paradise, California and Olympia, Washington have begun their own programs. The question is, "If you are not already involved, how soon will you sign up?" •



*Guests enjoy the
social hour and
appetizers
before dinner*



Event, continued from page 2

Mary Anne Hebert Honored

It can be challenging to be married to an extrovert who becomes the President of one of the larger non-profits in the valley, and particularly challenging if you lean heavily toward being an introvert and uncomfortable in the public spotlight. This became the fate of Mary Anne Hebert over six years ago when Len was selected to be the President of St. Vincent de Paul. In spite of her initial discomfort, Mary Anne rose to the challenge. For her faithful support and companionship she was recently given a special award for her dedication and efforts.

I recently interviewed Mary Anne to get her reactions to the award and her role.

Patrick: What was your reaction to receiving this award?

Mary Anne: I was very pleased that my efforts were recognized.

P: What were some of the challenges of your role?

MA: Well, first of all, it was all consuming. Before Len took the position, we had lots of free time. It was initially frustrating not having much time together. Also, because I'm not terribly outgoing, having to take a much more public role was challenging.

P: What was rewarding about the role?

MA: It was great to get to meet so many wonderful and gifted people

who were also so giving. Even though the time commitment was consuming, I saw all the good SVDP was doing.

P: Did you get involved in helping making decisions Len was faced with?

MA: Len is quite capable making decisions and doing that with empathy and objectivity. What I did, though, was provide a second set of eyes. He would share with me what the situation was and make me a part of the experience.

P: How did your role affect your day-to-day life?

MA: Well, we were involved in lots of social commitments and fund raisers, sometimes with rather short notice. It was much more difficult to plan our time. I always needed to check with Len before making plans, even for family things.

P: What did you learn in this role?

MA: I saw how tremendous the need for help was and also how giving people really are. Personally, I learned to be patient with the demands and circumstances I needed to face.

P: How did your situation affect your perception of SVDP?

MA: Initially I had little idea of what SVDP was all about or how complex it is. It also significantly expanded our circle of friends. Some of our older friends became frustrated because we were less available. Now I find that our circle

of our many volunteers who make all of our services possible, we thank the team who spent a year getting ready for this major community event: Len Hebert, Dennis Mihocko, Tedde Ridley, Rosemary and Garth Harrington, Fran Cox-Davis, Dianne Erickson and Patrick Wilson, as well as those folks who helped prepare for and run the event: Dave Britt, Dave Moosman, Al Zon, Don Zimmerer, Nick Koutsouros, Louise Brandis, Irene Vaughn, Chris Ridley and the team from the US Bank. Hanna Forsythe and Kirsten Campbell helped sell the raffle tickets. •

of friends tends to more closely share our likes and concerns.

P: What advice would you give others about to embark into this kind of new role.

MA: Everybody is different. Some people may really enjoy the social aspects much more. It is hard to know the impact until you are really in the situation. The key is to relax and enjoy it.

P: Would you do it all again if you had a choice?

MA: Yes, because it was so worthwhile and meaningful. It is nice to be able to give back at this age and know that there are meaningful things you can contribute to.

- Thanks again Mary Anne for your sacrifice and support! •



COMING EVENTS

Thrift Store:

Black Friday Sale - Nov. 25
 Customer Appreciation Sale -
 Dec. 11
 Christmas Sale - Dec. 11-31
 Closed Thanksgiving, Christmas,
 New Years Day; Close 1:00pm
 on Christmas Eve

Christmas Tree Sales - Dec 2 - 18
 Parking lot of SVDP (see pg. 4)

Dinner/Auction - Dec. 3 - Doors
 open at 4:45, rosary at 5:15.

SVDP Hours

Office & Social Services:

541-772-3828
 Monday-Friday, 10 - 2

Thrift Store:

541-779-3648
 Mon-Sat, 10 - 4

Dining Room: Mon-Sat, 11 - 1

Pantry: Last two Fridays of each
 month, 10 am - 1pm

Medical Clinica: Every Second
 Thursday, 10:30 - 1:30

Dental Van: Call office for hours,
 extension 6.

Large furniture pickup available, call
 store to schedule, first floor only.

Full Color Newsletter

See the newsletter in full color at
stvincentdepaulmedford.info.

Email del37e@q.com to receive
 the full color newsletter as a pdf
 file in your email instead of being
 sent snail mail. Please put "SVDP
 newsletter" in the email subject
 line and include your full name(s).
 You'll receive it days before it
 arrives by mail, and save printing
 and shipping costs to SVDP

Newsletter Editors/Design:

Patrick Wilson and Dianne Erickson

New website: More information, more news.

NEW Address: stvincentdepaulmedford.info



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