

# FISH ANNUAL REPORT 2009

**FISH of Sanibel, Inc.**



**"NEIGHBORS HELPING NEIGHBORS"**

**Friends in Service Here**



April 2010

## Table of Contents

---

<b>1. PRESIDENT'S LETTER .....</b>	<b>PAGE 3</b>
<b>2. INTRODUCTION .....</b>	<b>PAGE 4</b>
<b>3. MISSION .....</b>	<b>PAGE 5</b>
<b>4. HISTORY .....</b>	<b>PAGE 6</b>
<b>5. FISH SERVICES .....</b>	<b>PAGE 8</b>
<b>6. FINANCIAL ASSISTANCE PRACTICES .....</b>	<b>PAGE 9</b>
<b>7. DIRECT CLIENT SUPPORT.....</b>	<b>PAGE 10</b>
<b>8. SUCCESS STORIES .....</b>	<b>PAGE 11</b>
<b>9. KEY FACTS 2009 .....</b>	<b>PAGE 13</b>
<b>10.FUNDRAISING .....</b>	<b>PAGE 14</b>
<b>11.STAFFING.....</b>	<b>PAGE 16</b>
<b>12.FINANCIAL REPORT.....</b>	<b>PAGE 17</b>
<b>13.COMMUNICATIONS &amp; EVENTS.....</b>	<b>PAGE 20</b>
<b>14.FISH BOARD .....</b>	<b>PAGE 21</b>
<b>15.CONCLUSION .....</b>	<b>PAGE 22</b>

## 1. President's Letter

### To all our Clients, Volunteers and Community Supporters:

“In this troubled world, it's refreshing to find someone who still has the time to be kind. Someone who still has the faith to believe that the more you give, the more you receive. Someone who's ready by thought, word, or deed to reach out a hand, in the hour of need.” - **Helen Steiner Rice – American writer and Poet (1900 - 1981)**



This past year has been very important in the development of FISH. During 2009 FISH became the 72<sup>nd</sup> United Way partner agency in Lee County, and saw the expansion of our full service Walk-In-Center during the year.

2009 was also one of the most difficult economic years for many of our clients. We received many more client requests for financial assistance and other services as the reality of a continued tough economy persisted.

However, FISH rose to the challenge. We were able to meet these increased requests for help because of the generous support of the Sanibel and Captiva communities and the continued dedication of our many volunteers.

In this Annual Report you will learn a little of our organization, about our areas of focus of our work, our successes and our challenges. I urge you to find out more about the work of FISH and to help where you can – we need all the help we can get.

A handwritten signature in black ink that reads "Maggi Feiner". The signature is written in a cursive, flowing style.

Maggi Feiner, President of FISH

## 2. Introduction

F.I.S.H. (Friends In Service Here) is a non-profit, non-sectarian, human services organization focused on "neighbors helping neighbors". Established nearly 30 years ago, FISH is the leading human services organization on Sanibel and Captiva, Florida. The organization is staffed by a dedicated group of 195 island volunteers.



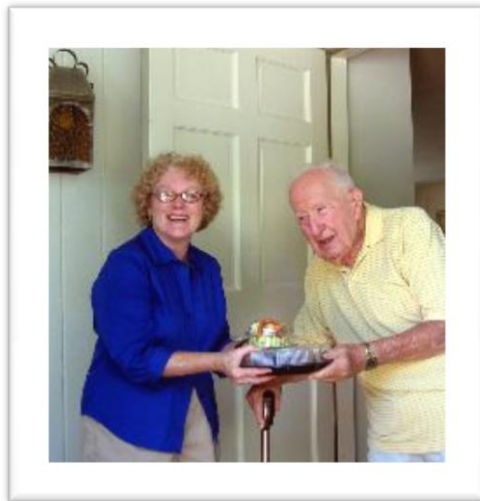
F.I.S.H. became an official United Way Lee County Partner Agency in December 2009.

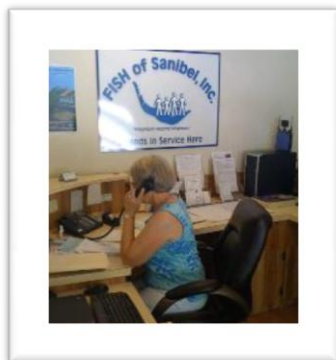


FISH is a 501 (c) 3 charity, Federal Tax ID number 20-8892375 and its offices are located at 1630 Periwinkle Way, Unit B, Sanibel FL 33957.

### 3. Our Mission

The mission of F.I.S.H. is to lend a helping hand to those in need who live on, work or visit Sanibel and Captiva by providing free human services such as transportation for medical appointments, meal delivery, health equipment, food pantry, and emergency financial assistance through a group of volunteers who care about the quality of life for all those who request help.





## 4. Our History

In 1981, eight Sanibel and Captiva islanders recognized that there were elderly, infirm, or lonely island residents who found it difficult to maintain their personal independence. Tasks such as visiting their doctor, doing their shopping, etc. were increasingly difficult for them and so this group began to explore the possibility of setting up an organization to help their neighbors. With the encouragement of the Sanibel Police Department, they developed programs that could address these needs. This small group of dedicated islanders worked extensively to bring action to their ideas. After consultation with a F.I.S.H. organization in Connecticut, it seemed important that the islands have a "Friends In Service Here" and FISH Of Sanibel was established in December 1981.

Volunteers were enlisted; a 24 hour-a-day answering service was established to receive calls for help. The Sanibel Police Department generously contributed this service by allowing the police dispatcher to pick up the FISH call line when not manned by a FISH volunteer. Posters were placed in windows of stores, in offices, motels, etc. Batches of fliers were left on counters, in waiting rooms, etc.

By April 15, 1982, Articles of Association had been adopted by the directors. The Internal Revenue Service accorded tax-exempt status on September 24, 1982 to this volunteer, non-dues-paying organization.

## Our Continued Development

Eventually, as needs grew, a professional answering service was contracted to handle the FISH calls, a directory was put together outlining FISH procedures and a listing of all volunteers, with copies given to each volunteer. The motto "*Neighbors Helping Neighbors*" was adopted in 2003 to FISH literature to express succinctly the main purpose of FISH of Sanibel.

In March 2007, a new logo reflecting the growing community orientation and involvement of FISH was designed and adopted. Incorporation was completed in April 16, 2007. By Laws and a resolution, which reflected much that was already in the Articles of Association and replaced the Articles, were adopted in September 2007. Also in September 2007 the first Walk In Center was opened in the Village Shopping Center making FISH more accessible to clients, individuals, families and friends seeking information on FISH services. The Walk In Center also provided brochures and pamphlets on services not provided by FISH but helpful to clients and the center also provided a central point for storing files, forms and Information.

A web site, [www.fishofsanibel.com](http://www.fishofsanibel.com) was also developed and established in 2007.

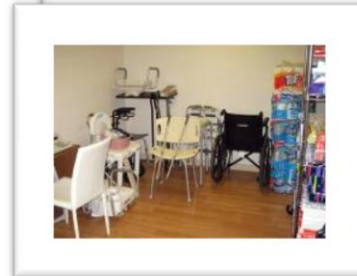


In 2009 FISH moved into larger accommodation housing larger offices and a significantly larger Walk In Center. The new location has a much larger food pantry and includes a meeting room and two client computer work stations.

## 5. FISH Services

Today we provide a wide range of services for our clients these services include:

- Non-emergency transport on and off the Island
- Daily hot meals program
- Temporary loan of health equipment
- Person-to-person telephone calls
- In-home visitation
- Health care referral service
- Hurricane preparedness information
- Food pantry
- Computer client workstation services
- Helping Hands - Emergency financial assistance
- Client Community Resource Referral Service - Offered to FISH clients using contacts from United Way and other partner agencies for services such as:
  - Accessing employment and benefits for clients utilizing resources and client services computer
  - Partnership Program services offered by the Volunteer Income Tax Assistance Program, the Alvin Dubin Alzheimer's Education Center, and Healthy Start Program
  - Budget Education and Counseling
  - Children's scholarships to attend after school rec. center programs and summer camp programs
  - Holiday Meals and Gifts for Families and Senior Citizens in need
  - Follow-up to assess and assist with the needs of individuals, families, and seniors



## 6. Financial Assistance Practices

Due to the number of requests FISH receives a detailed procedure is adhered to review, assess, and often reassess on a regular basis, the needs of the requests we receive. We ensure that all requests are verified and evaluated on a strict, fair but compassionate basis. We also ensure that FISH funds are spent where it will do most good. Our approach is based on the following principles and procedures:

### **Client Responsibility:**

1. Completed & signed Client Personal & Detailed Financial Application Form
2. Supply copy of past 1040 filing
3. Supply copy of most recent pay stubs, verification of termination, Social Security earnings statements or Unemployment Compensation earnings
4. Complete interview with Helping Hands Director
5. Produce invoices for payment directly to vendor

### **Helping Hands Director Procedures:**

1. Reviews Application Form, supportive documents and invoices
2. Interviews and assesses Client(s) need
3. Seeks alternate resources and provides referrals to client for additional resources
4. Arranges for payment to vendor

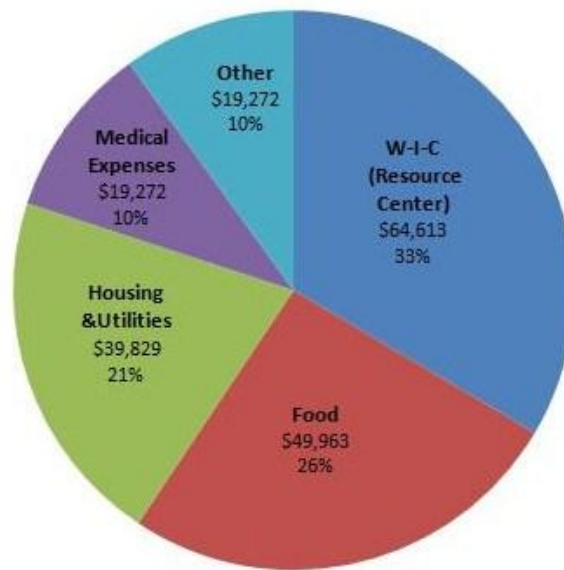
### **FISH Funds:**

1. Helping Hands Director can approve payments up to \$1,000 for two incidents
2. Board of Directors must review and approve any payment for more than two requests for assistance from same client

## 7. Direct Client Support – 2009

The economic climate in 2009 saw a significant increase in the number of clients looking for assistance. FISH assisted a total of 991 clients in 2009 – spending \$193,261 to provide these services, which represents 86.9% of our total expenses. Of the clients we assisted in 2009 – more than 71% were seniors and just over 13% of them were children. Nearly 40% of these clients were men and just over 60% of them were women. The chart below illustrates the key areas where this assistance was offered:

**Direct Client Support 2009**  
**\$193,261 (86.9%)**



Other \* - 10% was spent on Counseling, Legal Aid, Youth Scholarships

## 8. Success Stories

FISH has had some significant successes in 2009 – providing assistance to clients and as a result of this help often changing their lives. We show a small selection of stories of our clients and how FISH has provided a real benefit to their lives.

- They are people like Jennifer, an island resident and single mother with several young children who first had her hours cut from work and then was laid off. She was on unemployment and food assistance but was able to utilize FISH's Walk-In Center to search for work and has now found a full time job with benefits.



- Another example of how FISH helps out island neighbours is John, an elderly man who has been a long term resident of Sanibel. Because of a recent cold weather spell John was unable to pay his electric bill – and was threatened with being cut off. After careful screening, FISH stepped in and paid this bill and also assisted John by getting him a number of other resource referrals who will help him on a more long term basis.

- Bill, a young man living and working on island who developed serious health problems that eventually led to his being laid off. His mother suffers from a terminal illness and his father works 2 jobs. His parents could not help him financially. FISH was able to help through the food pantry and some assistance with rent and medical bills. He was able to use the WIC computer facilities and with the help of one of our volunteers, he applied for unemployment compensation, developed and submitted a number of resumes. As a result, this young man has found full time employment with the government and has moved on.



- A woman suddenly widowed with 4 children ended up losing everything, moving month to month to new living quarters. She finally came to FISH. She used the food pantry and through the Helping Hands program she applied for benefits. We are happy to report she is now working full time and is in permanent housing.

## 9. Some 2009 FISH Key Facts

Our FISH volunteers are the lifeblood of our organization; without the 195 local volunteers we would not be able to function and offer the comprehensive services we can offer today. In 2009 FISH was able to meet the highest demand from our clients ever seen for our services because of our volunteer base – these services included:

- Providing \$74,025 in emergency financial assistance to 75 families
- Making over 700 morning reassurance phone calls with investigative follow up if no answer
- Driving 9,475 miles on 304 medical appointments for our clients
- Delivering 1,906 hot meals
- Providing 237 pieces of medical equipment
- Distributing 31,574 lbs of food to 60 families during 1,563 client visits to our Food Pantry



## 10. Fundraising

FISH exists solely on its ability to raise funds every year; there are no automatic sources of income. We are fortunate to live in such a generous community. There are three categories of revenue:

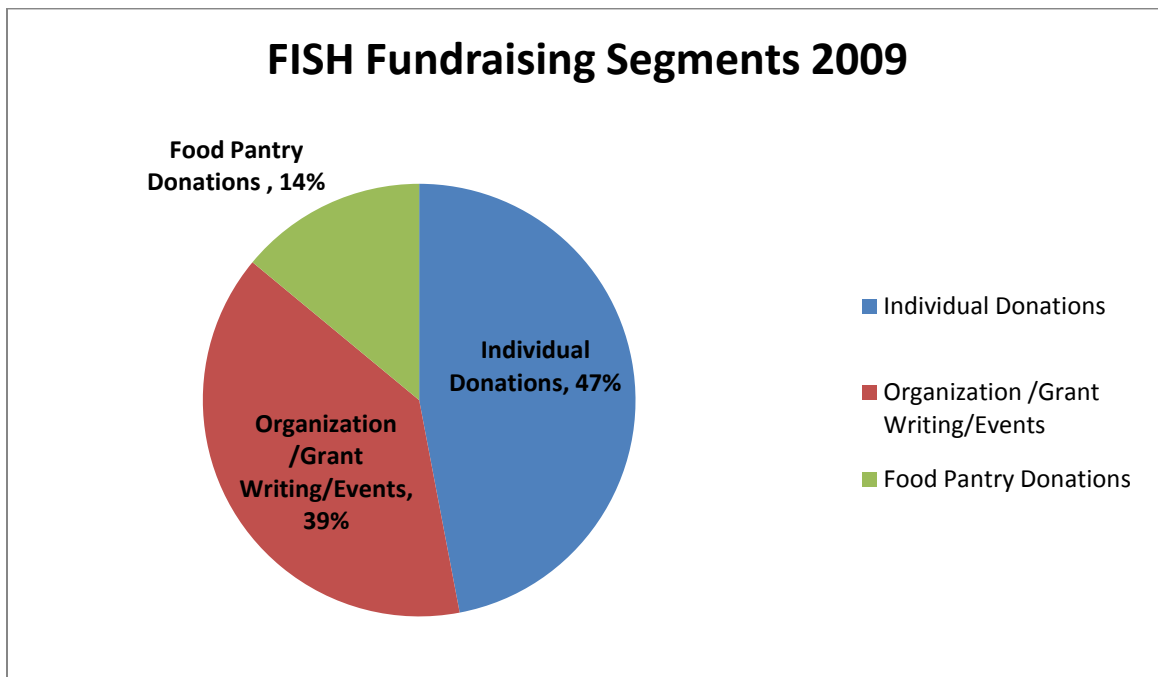
1. Contributions from individuals which come either unsolicited or through our annual Community Fund Drive. In 2009 we did follow up the annual appeal with a personalized letter if someone had contributed regularly but did not in 2009. The yield from this follow up proved to be worthwhile and we will consider that approach again in 2010.
2. Grant writing was started by FISH in 2007 and has turned out to be a valuable source of income for us. Most grant awards are local in nature, faith based organizations, service clubs, and the Good Neighbor Community Foundation. In 2009 we became a United Way Lee County Agency. Our only funds from a government agency are from FEMA for emergency housing and utility needs.
3. Events are becoming a strategic source of revenue for us. The first 10k Race for FISH was organized in 2009 and we hope to make it a signature event each year.

The difficult economic environment has had huge ramifications on our organization as the demand for emergency financial assistance and the food pantry has increased dramatically. Knowing that fundraising is such a key part of our day to day activities we reached out to the community in 2009 to change the composition of the Board. Four new members have been appointed – each bringing business discipline and the experience that we need to continue our success in today's environment.

Our biggest concern is how the continuing economic situation may impact to our community. While signs of a recovery exist, unemployment turnaround may be in the distant future.

In 2009 FISH was able to meet the highest demand from our clients ever seen for our services because of our volunteer base – these services included:

- In 2006 we had 136 clients and a budget of \$19,000
- In 2009 we had 991 clients and a budget of \$198,000



Our budget does not include the work of our volunteers which in 2009 equated to seven full time positions.

## 11. Staffing

In keeping with our philosophy of delivering as comprehensive range of services to our community as possible, FISH manages to do this on a minimal paid staff level and relies very heavily on the generous volunteers from our community.

FISH only employs one part-time, much-needed, office manager working approximately 12 hours a week and one data base entry person working 3 hours per week.

In December 2009 Fish was successful in its application for a grant by the Good Neighbor Community Foundation of Sanibel to fund a part time much needed Program Director. She will be responsible for Case Management at FISH - evaluating and facilitating solutions for the needs of FISH clients.

### **Our FISH Volunteers**

All other office duties are fulfilled by volunteers; we have appointed volunteer Managers for certain areas of service such as:

- Meals - three volunteers co-manage the program making up schedules, ordering, supervising delivery volunteers and billing
- Home Health Referral – three volunteers co-manage meetings with Health Care Providers, Assessing client/family needs, coordinating Community Meetings twice a year
- Volunteer Training – Recruiting, meeting and training all new volunteers and organizing refresher courses

All volunteers are caring and compassionate people who have given 5,372 hours of their time in 2009. The Walk In Center is staffed by volunteers working six hours each weekday. The Food Pantry is staffed with volunteers who shop weekly, pick up food from the Harry Chapin Food Bank or local vendors, and stock shelves.

## 12. Financial Report

A full audit will be completed for the first time at the end of May 2010 for the financial year 2009 and will be available on request. In the meantime below is the FISH Statement of Income and Expenses for the calendar year 2009.

**FISH of Sanibel**  
**Statement of Income and Expense**  
**Year Ended December 31, 2009**

<b>Revenue</b>	
<b>Contributions</b>	
<b>Individuals</b>	
Undesignated	\$50,643
Designated	1,474
<b>Total</b>	<u>52,117</u>
<b>Organizations</b>	
Undesignated	59,558
Designated	19,003
<b>Total</b>	<u>78,561</u>
<b>Community Fund Drive</b>	<u>57,090</u>
<b>Food Pantry</b>	
Cash	4,320
Food	33,705
<b>Total</b>	<u>38,025</u>
<b>Events</b>	<u>12,706</u>
<b>Total Contributions</b>	<u>238,499</u>
<b>Interest Income</b>	668
<b>Total Revenue</b>	<u>239,167</u>
<b>Expense</b>	
<b>Program Expense</b>	
<b>Meals on Wheels</b>	
Meals Cost	7,862
Meals Reimbursement	-5,093
<b>Net Cost</b>	<u>2,770</u>
<b>Client Support</b>	
Paid from Designated Funds	19,512
Paid from FISH Funds	54,513
<b>Total</b>	<u>74,025</u>
<b>Friendly Faces Luncheon</b>	
Luncheon Cost	3,326
Luncheon Reimbursement	-2,652
<b>Net Cost</b>	<u>674</u>
<b>Food Pantry Distributions</b>	
Purchased Food	12,814
Contributed Food	33,705
<b>Total</b>	<u>46,519</u>
<b>Events</b>	<u>4,660</u>
<b>Total Program Expenses</b>	<u>128,648</u>

**FISH of Sanibel**  
**Statement of Income and Expense**  
**Year Ended December 31, 2009**

<b>Walk-In Center (Resource Center) Expense</b>	
Rent	17,965
Wages	8,385
Payroll Taxes	973
Answering Service	4,327
Telephone	3,708
Leasehold Improvements	3,909
Office Furniture and Equipment	11,558
Copier Lease and Supplies	4,951
Other Office Supplies	1,486
Electricity	1,836
Cleaning Service	1,950
Security Service	234
Maintenance Services	599
Insurance	1,878
Moving	855
Client Equipment Purchases	0
<b>Total</b>	<u>64,613</u>
<b>Total Program and Client Support Expense</b>	<u>193,261</u>
<b>Other Indirect Expense</b>	
Postage	1,782
Printing and Stationary	2,148
Printing Preparation Svcs	1,500
Solicitation and Promotion	5,285
Volunteer Recognition	2,061
Donor Recognition	766
Business and Professional Fees	14,112
Other Miscellaneous Expense	1,463
<b>Total</b>	<u>29,118</u>
<b>Total Expense</b>	<u>222,379</u>
<b>Net Income</b>	<u><u>\$16,787</u></u>

**FISH of Sanibel**  
**Statement of Financial Position**  
**As of December 31, 2009**

<b>Assets</b>	
<b>Current Assets</b>	
Cash	
Checking Account	\$55,874
Certificates of Deposit	46,230
<b>Total Cash</b>	<u>102,104</u>
Accounts Receivable	
Accounts Receivable	1,984
<b>Total Accounts Receivable</b>	<u>1,984</u>
Other Current Assets	
Prepaid Expenses	2,962
<b>Total Other Current Assets</b>	<u>2,962</u>
<b>Total Current Assets</b>	<u>107,051</u>
<b>Fixed Assets</b>	
Property and Equipment	
Health Equipment	9,704
Furniture and Fixtures	2,453
Leasehold Improvements	7,029
<b>Total Fixed Assets</b>	<u>19,186</u>
<b>Other Assets</b>	
Other Assets	
Organization Expense	1,426
<b>Total Other Assets</b>	<u>1,426</u>
<b>Total Assets</b>	<u><u>\$127,663</u></u>
<b>Liabilities &amp; Equity</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
Accounts Payable	
Accounts Payable	\$300
<b>Total Accounts Payable</b>	<u>300</u>
Other Current Liabilities	
Payroll Liabilities	
Payroll Payable	0
Payroll Taxes Payable	685
Deferred Contributions	20,000
<b>Total Current Liabilities</b>	<u>20,985</u>
<b>Total Liabilities</b>	<u>20,985</u>
<b>Equity</b>	
Retained Earnings	89,890
Net Income	16,788
<b>Total Equity</b>	<u>106,678</u>
<b>Total Liabilities &amp; Equity</b>	<u><u>\$127,663</u></u>

## 13. Communications and Events

Marketing and communications are an increasingly important tool for FISH, both to generate awareness of FISH and its services within the community and also to assist in the fundraising task. In 2009 FISH was very active and had significant media coverage in all the local media – focusing on some of the success stories, the fund drive, the main FISH events and FISH president Maggi Feiner.

In addition to the media relations activities FISH also produced a monthly volunteer newsletter – emailed to volunteers and hard copies printed for visitors to the Walk In Center.

The website content was updated and improved throughout 2009 and this process will continue into 2010.

### Events

In 2009, FISH continued to be a very active member of the community participating in nine community based events, either as a fundraising activity or to increase public awareness about FISH. The key activities in 2009 included:

- FISH Open House
- Fish Fry at the Community Church
- Jacaranda Golf Tournament
- Assistant Hands Concert
- Easter Lily & Co
- Annual Fund Drive
- Thanksgiving Service at the Community House
- FISH 10K
- Chamber of Commerce Presentation

## 14. The Board of FISH

In addition to our volunteers, a key element of our success in providing these services is the active leadership of our Board.

Our all volunteer Board is made up of dedicated, very capable, and engaged members. Each Board member is responsible for a segment of our services. The FISH Board is very much an operational Board.

Its members include:

- MAGGI FEINER                      *President*
- SHIRLEY BOHNERT                *Vice President*
- SHARON THOMAS                 *Secretary*
- CHIP SPECHT                      *Treasurer*
- GLORIA BAKER                    *Ex Officio*
- SALLY DAVIES
- JERRY EDELMAN
- BILL FELLOWS
- VICKI MARCUS
- TONI ORY
- DICK SCHRECK
- JOEL SOOBITSKY

## 15. Conclusion

The FISH Board of Directors and Community thank you for taking the time to read about our activities in 2009. We hope your caring, concern, commitment and compassion for the FISH mission of “Neighbors Helping Neighbors” will carry through 2010.

We would welcome the opportunity to tell you some more about us, how we hope to expand the services that we offer through 2010 and beyond, and how you might play a part that would fit your personal aspirations in helping us achieve our goals.

# FISH of Sanibel, Inc.



**"NEIGHBORS HELPING NEIGHBORS"**

## **Friends in Service Here**



F.I.S.H. of SANIBEL  
1630 Periwinkle Way, Unit B, Sanibel FL 33957  
Email: [info@fishofsanibel.com](mailto:info@fishofsanibel.com) Phone (239) 472 0404  
[www.fishofsanibel.com](http://www.fishofsanibel.com)