



2009 Annual Report

Neighbors Along The Line History and Quick Facts 2009

Neighbors Along The Line (NATL) began in 1976 when the minister of John Knox Presbyterian Church, Dr. Richard Evans received a phone call from a social worker at the Tulsa Housing Authority. An abused wife and mother had arrived in Tulsa with her children owning nothing but the clothes on their backs. The Housing Authority gave them shelter and the John Knox congregation provided food, furnishings and other necessities.

From this beginning came Neighbors Along The Line. The non-profit organization was to help residents receive food, emergency medical attention, etc. We serve approximately 5.5 square miles in Northwest Tulsa. While this area once thrived with industry and oil, it now largely consists of unemployed and under-employed residents.

Neighbors Along The Line's boundaries are Highway 244 to the East, 81st Street to the West, the Arkansas River to the South and Edison Street (the Osage County Line) to the North. In 2008 the city of Sand Springs was added to our primary service area.

The Sandy Park area was the focus of assistance from 1976 to 1981. Need of a medical clinic was brought to the attention of Dr. Ledbetter,, a member of John Knox Presbyterian Church. He was the founder of the present day Monday night free clinic.

Over the years, NATL served residents in the Charles Page area of Tulsa from a number of different locations. Some of our many locations over the years have included, Sandy Park Apartments, Riley School and Harrison Memorial Methodist Church. In 1997, our current location, a 5600 square foot community center was completed.

While the area served by NATL was once a major industrial and residential area, loss of major employers, expressway construction and other factors combined to cause tremendous losses in population and income to area residents. This area is often referred to by residents as the forgotten part of Tulsa. Frequently when programs are cut, this is the first area to lose services. According to the 2000 Census Tract data for the main portion of our service area, 27.5% of households make less than \$15,000 per year, compared to only 16.4% when measuring all of Tulsa County.

As part of our service to clients, we do make sure and provide clients with information on ways to take an active role in improving their situations. The most common referrals we make in the Food Pantry program are to our Literacy Program for help with GED or job searches, or to the Department of Human Services for food stamps.

Many area residents have no transportation, so we strive to provide as many services in one location as possible. Residents can receive help with food, medical needs, legal questions, WIC (Women, Infants and Children), substance abuse and various "seasonal" programs such as immunizations, Thanksgiving and Christmas assistance.

NATL is run by a core group of four full-time and three part-time staff members, an active Board of Directors and over fifty regular volunteers. All of our services are provided free of charge through the generosity of foundations, individuals, churches and corporations.

Our Literacy services, including the library, are available during all hours the building is open (10 a.m. to 7 p.m. Monday, Tuesday, Wednesday, and Thursday). Our Food Pantry distributes food Monday, Tuesday and Thursday from 1:30 to 3:30 p.m. and Wednesday and Thursday from 5:00 to 6:45 p.m. Our Medical Clinic can see roughly 16 people each Monday evening starting at 5:15 p.m. and 12 people on Thursday beginning at 11:30 a.m. The Community Activity service times vary.

2009 Quick Facts About Neighbors Along The Line

50% of the approximately 11,000 residents in our primary service area are classified as "low-income," a term defined as less than 200% of the federal poverty level - considerably higher than the number for the state as a whole (37%) as well as for Tulsa County (30%).

Medical Clinic:

- Over 600 patients seen. An average doctor's visit cost in Tulsa is around \$125.00. This translates to \$75,000 in medical services provided free to uninsured clients.
- Assistance provided for over 1,075 prescriptions. Average prescription prices are around \$65. This means uninsured patients in our medical clinic received almost \$70,000 in prescription medications.
- Immunizations, flu shots, and hearing and vision screenings provided free of charge.

Food Pantry:

- 4,550 (1,700 households) people received help in our Food Pantry, up 37% (34% household) for the year. This means each of those people received enough food for a minimum of three meals per day for seven days. At grocery store prices, the amount of food we provide each person would cost approximately \$40.00. This therefore amounts to a benefit of \$182,000 last year to low income families.
- Of the people served, 1559 were children (up 41%), and 730 were 55 or older (up 15%), the combined total equaling 51% of the food pantry clients we served in 2009.
- Of the families served in 2009, the number of those needing assistance who had no income rose 112% from 2008. Additionally, the number who were working and still needed assistance rose 48% from 2009.

Literacy Program:

- 18 students passed their GED tests. (According to the U.S. DOL, Bureau of Labor Statistics, 2001, the median annual earnings of workers age 25 and over with a High School Diploma or GED is \$7,400 higher than those of a worker without.)
- The number of Summer Program attendees rose 111% and clients attending for Job Search Assistance and Vocational Preparation each rose 94% in 2009.
- 550 clients utilized the Literacy Lab almost 4,300 times for over 7,000 hours.

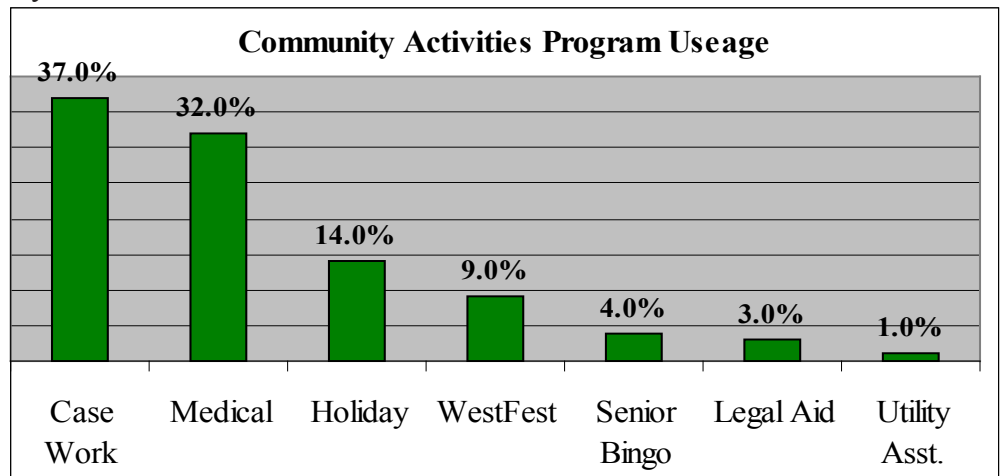
Additionally, we continue to offer enrichment programs such as Senior Bingo, the Children's Summer Reading Program and community events to promote unity. Our partnerships with other agencies include: Alcoholics Anonymous, the Charles Page Community Action Group, Legal Aid, Narcotics Anonymous, the Salvation Army, the Tulsa County Division of Court Services, the Tulsa City-County Health Department and a variety of local churches and schools. These programs provided over 5,000 services.

Over 106,500 individual services provided in 2009

Community Activities

The services provided at Neighbors Along The Line constantly evolve. This is true of the agency in general and each program specifically to varying degrees. The program most responsive to the changing needs of our community is Community Activities. A mix of self-administered programs and partnerships with other agencies, in 2010 this program continued to provide a wide variety of much needed services to area residents.

One of the things NATL recognized long ago, was the importance of having as many services available in one location as possible. Transportation and limited availability due to work schedules are part of the issue, but the emotional impact of being shuffled from one agency to another is equally, if not more important. Other groups, are now recognizing the importance of this issue as well. One such group, the Annie E. Casey Foundation, which runs the Center for Working Families recently released a report stating, “Evaluation data from three of the program’s sites show that families receiving multiple types of supports are three to four times more likely to stay employed, earn postsecondary academic credentials and purchase cars than are individuals who use only one service.”¹



As an active member of our community we can respond quickly to needs because we know what those needs are. The addition in 2009 of a staff member dedicated to the Community Activities Program allowed NATL to not only work on growing the program, but also to integrate it with the other three more “traditional” programs we offer. More and more research shows the impact neighborhoods have on generational poverty. Issues like lack of role models, job opportunities and poor educational opportunities are all more prevalent in “poor neighborhoods” and perpetuate poverty.³ Making an effort to address as many of the issues our neighbors face as possible is very important to us.

An advisory council to President Obama recently recommended, “Expand single-site, multiple-benefit access programs, including those run through faith- and community-based organizations.”⁴

Community Action Group, Legal Aid, Narcotics Anonymous, the Salvation Army, the Tulsa County Division of Court Services, the Tulsa City-County Health Department and a variety of local churches and schools. One thing we realized early in 2009 was that not only were there more people needing help, but that they needed help in more areas. We began to see people who never needed help in the past and had no idea how to navigate the system as well as “regular” clients who now needed more help than what we normally provided. We decided one of the simplest ways of increasing our assistance to clients was through utility assistance. In August we began assisting clients with gas and electric bills. More so than ever before, last year showed us that many different issues contribute to the stress and financial difficulties faced by families. This idea is supported in the country in general. A recent series of nation-wide town hall meetings found common themes. “Families let us know that their well-being is not tied to a single issue; a family making a living income but with no healthcare benefits may experience as much stress as a family that is surviving on wages just above the poverty level but has Medicaid coverage. The challenges families face must be addressed comprehensively not issue by issue.”²

Over 5,000 services provided in the Community Activities Program - up about 25% from 2008.

The United States is becoming even more unequal as income becomes more concentrated among the most affluent Americans. Income inequality has been rising since the late 1970s, and now rests at a level not seen since the Gilded Age - roughly 1870 to 1900, a period in U.S. history defined by the contrast between the excesses of the super-rich and the squalor of the poor.⁵

The year was a difficult one for our families. For the first time we had start a waiting list for Christmas assistance. Fortunately, we found a way to find help for everyone on our list, but the simple fact that for the first time in memory we had a list at all speaks volumes.

NATL spent about \$10.15 per service in the Community Activities program in 2009, down about 5% from 2008. This is primarily due to the addition of a staff member who focused on growing the program and consequently served a much higher number of clients very efficiently.

¹ *Improving Access to Public Benefits Helping Eligible Individuals and Families Get the Support They Need, April 2010*

² *www.spotlightonpoverty.org results from the Marguerite Casey Foundation’s Equal Voice for America’s Families campaign town hall meetings.*

³ *Causes of Poverty: Findings From Recent Research, The Heartland Alliance Mid-America Institute on Poverty, October 2008*

⁴ *President’s Advisory Council on Faith-Based and Neighborhood Partnerships, March 2010*

⁵ *Unequal America Causes and Consequences of the Wide - and Growing - Gap Between Rich and Poor, Elizabeth Gudrais, Harvard Magazine, July-August 2008*

Food Pantry

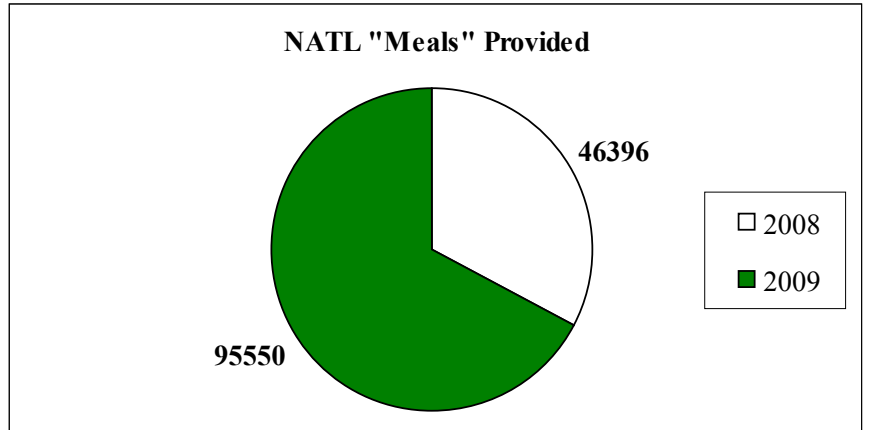
In this country, where you find some sort of store on most every corner, isn't it heartbreaking that some of our children go to bed hungry? In fact, in Oklahoma, "1 in 5 kids risk going to bed hungry every night". The United States, as one of the richest countries in the world sends humanitarian aid to other nations to feed their hungry. And yet, we still have citizens who regularly experience hunger.

"16.2% of Oklahomans live in poverty."¹

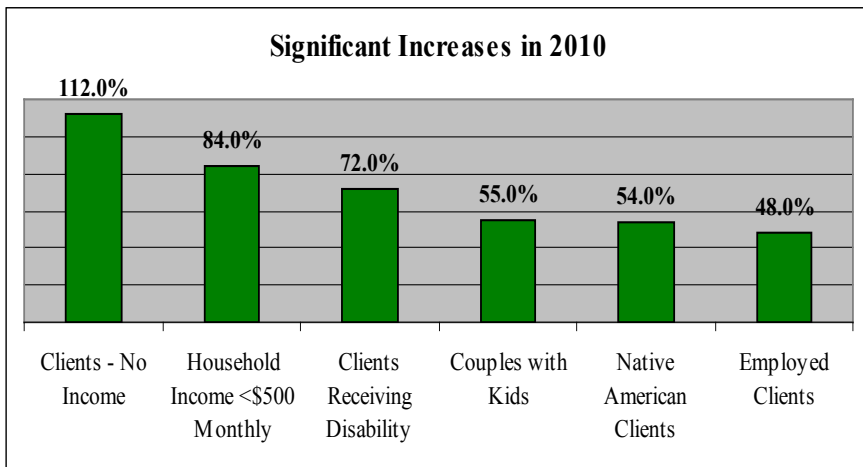
"Of households experiencing hunger, less than 20% are classified as unemployed".¹

In Oklahoma, hunger is a huge issue. Citizens in forty-six other states experience less hunger than our citizens.¹ Not only are our neighbors hungrier than those in most other states, but when they do have food, it is often less nutritious than it should be. The correlation between hunger and poverty is obvious. However, there is another, less obvious correlation involving hunger and poverty with obesity.

Clients with lower incomes eat fewer lean meats, fruits, vegetables and "good" carbohydrates due to the increased costs for those foods. Less expensive alternatives are usually higher in carbohydrates and fat and lower in nutrition. In Oklahoma as a whole, we are the worst in the country when it comes to eating the daily recommended amount of fruits and vegetables. To address that issue Neighbors Along The Line strives to provide clients with nutritious foods, including fruits, vegetables, fresh meats and whole grain breads. As an emergency pantry, we are not designed to feed a family for the entire month, but instead our goal is to fill any gaps they experience with their primary food sources. In 2009 we provided clients with enough food for seven days, three meals per day. The need is great, but so are the benefits – improved health, better academic or intellectual performance, and even improved social interactions.²



The effects of hunger are serious for everyone, but are especially troublesome for the young and the elderly. Adequate nutrition is vital to the developing systems of young children. Lack of proper nutrients can affect the development of immune systems, and physical, mental and behavioral health. Inadequate immune systems in turn can lead to increased illnesses in children, which then not only affect health outcomes, but also have a financial impact in increased medical costs. Studies show that children suffering from hunger are more likely to miss school, repeat grades, perform poorly in math, suffer from depression and other psychological issues and have difficulty interacting socially with others. Similarly, seniors suffer in many of the same ways. Often seniors have the added challenge of specific dietary requirements due to medical conditions.⁴



Unfortunately, the amount of money it takes to provide a family with basic necessities in Oklahoma has outpaced inflation over the last seven years.³ Because of the increased need we saw in our clients, we began to look for additional ways to help. In 2009 we began a partnership with a local grocery, the Blue Jackalope in which we distributed \$10.00 vouchers to clients redeemable at the Blue Jackalope for specified items (fresh fruits and vegetables, dairy and meat). Clients receive the vouchers in one of two ways, either due to extreme need or by attending a Life Skills class through our Community Activities Program. Additionally, during the spring and summer we have a garden which provides clients with a variety of fresh fruits and vegetables.

At grocery store prices, the amount of food we provide each person would cost approximately \$40.00. This therefore amounts to a benefit of \$182,000 last year to low income families.

At Neighbors Along The Line, in 2009, the number of clients coming to our Food Pantry increased 37%. That was after a client increase in 2008.

The cost to serve Food Pantry clients increased slightly in 2009 to approximately \$11.28 per person. However, thanks to food drives and low Food Bank costs, the meals we provided clients cost under \$.54 per person per meal. Due to current economic conditions, we expect to see our numbers as well as our costs continue rising in 2010. NATL looks forward to continuing our work in 2010 with expansions to our vouchers for fresh foods program, the community garden and increased interaction with the Community Activities Program for tie-in programs such as nutrition and healthy meal preparation.

¹ Community Food Bank of Eastern Oklahoma Hunger Facts

² NAHO Roadmap to End Childhood Hunger by 2015

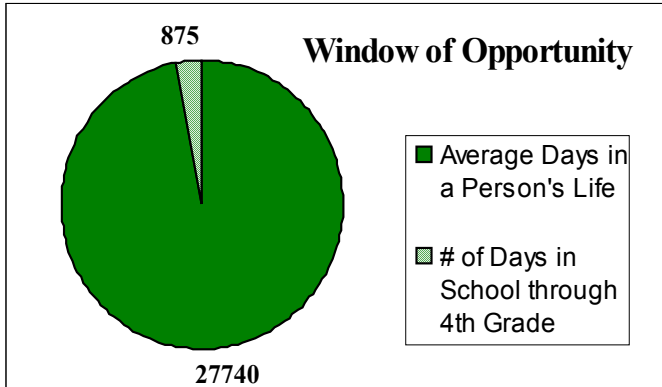
³ Self-Sufficiency Standard for Oklahoma

⁴ <http://feedingamerica.org/faces-of-hunger/hunger-101/>

Literacy

Those of us reading this probably don't think about the impact of illiteracy on a person's life, or on society as a whole. However, the impact is enormous. There are different types of literacy, but they effect every aspect of our lives. For those who struggle with illiteracy, basic tasks like reading a medication label, completing job applications, balancing a checkbook or even reading road signs can be impossible. The cost in terms of confidence and self-esteem is high, but that may not mean much to some. Luckily it is easy to translate the costs of illiteracy into terms that may be more meaningful. "According to the National Academy on an Aging Society, \$73 billion is the estimated annual cost of low literacy skills in the form of longer hospital stays, emergency room visits, increased doctor visits and medication."³

1 in 6 Oklahoma adults perform at the most basic or below basic literacy levels.¹



“A recent survey showed that the annual cost for housing an inmate at the Oklahoma State Penitentiary is more than tuition, room and board at the University of Oklahoma.”⁴

If financial reasons aren't enough, maybe crime is. In addition to other factors, literacy rates and poor performance in school are linked by the Department of Justice to crime and violent behavior. For example, in California, the percentage of children who never make it past a fourth-grade reading level is used to help gauge the number of future prison beds to fund⁶. Statistics show that roughly 70% of those incarcerated cannot read above a fourth grade reading level. Consider the significance. In Oklahoma, our kids attend school about 175 days per year. Including kindergarten, that gives us approximately 875 days to impact the rest of their lives. The average American life expectancy is about 76 years, or 27,740 days. That means we have about 3% of a child's life to affect what they will do with the rest of it.

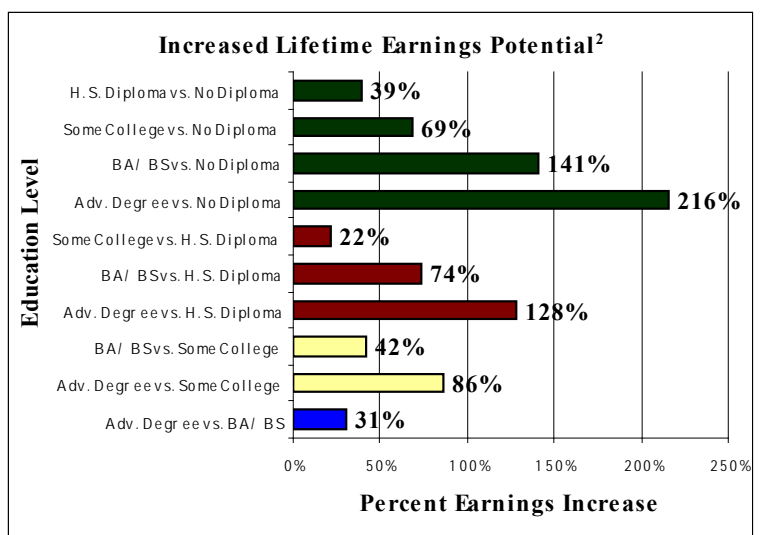
the cycle of poverty does not happen overnight. “Children's literacy levels are strongly linked to the educational level of their parents, especially their mothers. Parental income and marital status are both important predictors of success in school, but neither is as significant as having a mother (or primary caregiver) who completed high school.”⁵

The Literacy Program at NATL recognizes the importance of taking a holistic approach to literacy and so offers a variety of programs addressing a variety of age groups and needs. Breaking

In 2009 our Literacy Program continued to focus primarily on GED preparation and tutoring, while offering additional opportunities such as job search assistance, a Children's Summer Reading Program, Internet access for clients, tutorials in common business computer applications, job search and resume writing assistance and access to the only public lending library between downtown Tulsa and Sand Springs. Again in 2009 we increased the number of GED graduates, thereby offering those clients the opportunity to earn an

Oklahoma ranks 35th in the U.S. for residents who obtain a H.S. diploma and 41st for those with a 4-year or higher degree.²

18 NATL students passed their GED tests - up 20%. estimated 39% more over their lifetime. We focused in 2009 on working with our graduates to encourage them to continue their education and a number have done so, enrolling in either college or technical schools.



Although we had some staffing changes during 2009, the quality of the program design allowed us to continue providing service at a consistently high level. Our GED program's unique design allows clients to set their own schedule and complete their studies at a pace conducive to their lifestyle. Available from 10:00 a.m. - 7:00 p.m.

Monday through Thursday, the Literacy Program offers the flexibility that many of our clients need.

The number of NATL Summer Program attendees rose 111%, clients attending for Job Search Assistance and Vocational Preparation each rose 94% and tutoring increased 78% in 2009.

The number of clients seen, as well as the number of visits and hours they spent at NATL all increased. In 2009 it cost NATL \$115 per client or about \$15 per client visit to operate the Literacy Program. This is a decrease of 12% and 16% respectively in our costs from 2008. The primary reasons for the change is due to increased volunteer assistance, improved program efficiency and increases in numbers seen.

550 clients utilized the Literacy Lab almost 4,300 times for over 7,000 hours.

¹ 2003 National Assessment of Adult Literacy

² U.S. Census Bureau American Community Survey 2007

³ Luis Herrera, Public Libraries Jan/Feb 2004

⁴ Great Oklahoma Library Association Literacy Initiative, Read*Y'all website

⁵ Oklahoma Literacy Resource Office

⁶ Washington Post, July 6, 2004

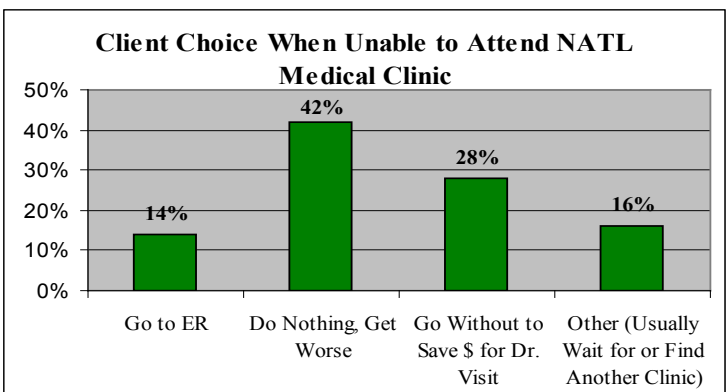
Medical Clinic

Health insurance is the current talk in the country and whether you're for or against the recently passed legislation, it is difficult to argue that a problem exists. In Oklahoma alone, conservative estimates put our number of uninsured in 2007 at 1 in 5 or 20.1% compared to a national average of 14.2%.¹ The consequences of having no health insurance obviously affect the uninsured, but they affect the insured as well. People with no health insurance tend to wait longer before seeking treatment which often causes more serious illnesses by the time they are seen and they receive less care than the insured.² This all impacts the prices hospitals charge and in turn the insurance premiums passed on to consumers.

In Oklahoma, the most likely age group to be uninsured is the 18 – 24 range; however the numbers are significant both for the 25 – 34 and the 35 – 44 age group as well. Additionally, households in lower income groups and / or lower education levels are at the highest risk.¹ Although our state made some improvements, most assessments show little change in our status. A recent study conducted by the Tulsa Health Department found the primary zip code (74127) served by Neighbors Along The Line, to be the fifth worst in the county. Our primary service area ranked worst in a category called "Years of Potential Life Lost" and ranked in the worst or second worst category in 76% of the 37 health indicators.⁴

According to a study by the Commonwealth Fund, "if we (OK) improved our performance to that of the highest ranking state we could see benefits such as:

- **More than 315,000 additional adults and 61,000 children insured**
- **192,000+ additional adults receiving recommended preventative care**
- **13,000+ hospital admissions prevented = a savings of more than \$73,500,000.00.**
- **4,500+ fewer hospital readmissions = a savings of more than \$58,500,000.00.**
- **Almost 1,500 fewer premature deaths due to preventable and / or treatable causes.³**



The Medical Clinic at Neighbors Along The Line tries to address the health issues faced by our residents by offering a regular, accessible health care option for the uninsured. Twice per week, on Monday evenings and Thursday during the day, clients are able to come in and receive treatment from caring, qualified medical professionals.

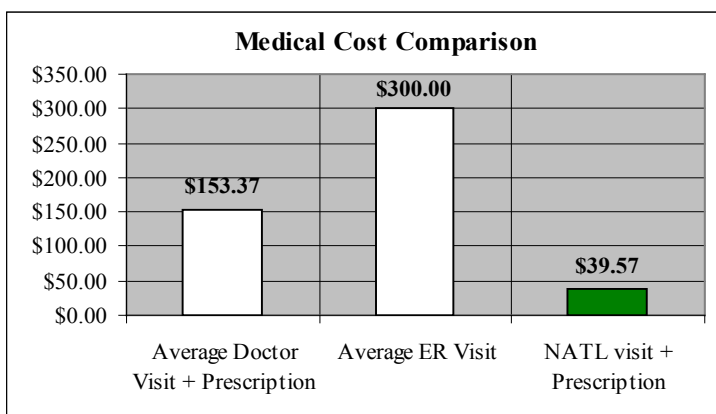
Our Monday clinic is staffed by a rotating staff of volunteers who assist clients with a variety of issues from one-time illnesses and injuries to chronic conditions. Our Thursday clinic is a partnership

with the OU Bedlam Clinic program and offers the benefit of the same personnel on-site each week. Because of this, we encourage those clients who will use us as primary care to visit on Thursdays so they can develop a more personal relationship with their doctor. Unlike many programs, we do not set a limit on how often we assist with prescriptions. Freeland Brown Pharmacy generously donates common medications (such as penicillin) to our clinic and a number of local doctor's offices donate samples allowing us, in many cases, to provide prescriptions free of charge. When we do need to write prescriptions, we are normally able to find options for clients at a cost of \$5 or less per medication. Specialist care is available through our partnerships with Bedlam and mental health care through our partnership with Associated Centers for Therapy.

Assistance provided for over 1,075 prescriptions. Average prescription prices are around \$65. This means uninsured patients in our medical clinic received almost \$70,000 in prescription medications.

In 2009 Neighbors Along The Line began an effort to identify programs to help our clients who need regular, maintenance medications for chronic conditions such as hypertension, asthma and diabetes. Through partnerships with manufacturers' prescription assistance programs and local programs such as RX Oklahoma and NeedyMeds we are giving clients tools to become more consistent in managing their conditions.

An average doctor visit in Tulsa costs approximately \$91 (ACCRA 3rd quarter 2008) and the average prescription cost is \$62.37 (Generic Pharmaceutical Association). A recent study by



the Agency for Healthcare Research and Quality found that the average cost for an emergency room visit is more than five times the cost of an office visit. So in Tulsa, the average ER visit would cost approximately \$450. The Kaiser Foundation estimates that the uninsured pay for about a third of the care they receive. The rest is uncompensated care.

In 2009 we handled over 600 patient visits (200 unduplicated patients). An average doctor's visit cost in Tulsa is around \$125.00. This translates to \$75,000 in medical services provided free to uninsured clients.

Immunizations, flu shots, and hearing and vision screenings provided free of charge. Also, referrals for appointments with specialists are available, through our partnership with OU's Bedlam Clinic program.

In 2009, it cost Neighbors approximately \$53.96 per patient or \$39.57 per service (visits + free prescriptions). This is slightly higher than last year's costs due primarily to three factors: fewer patients seen due to the loss of a doctor, changes in procedure with the Bedlam clinic leading to fewer patients seen and less medications distributed and higher building costs.

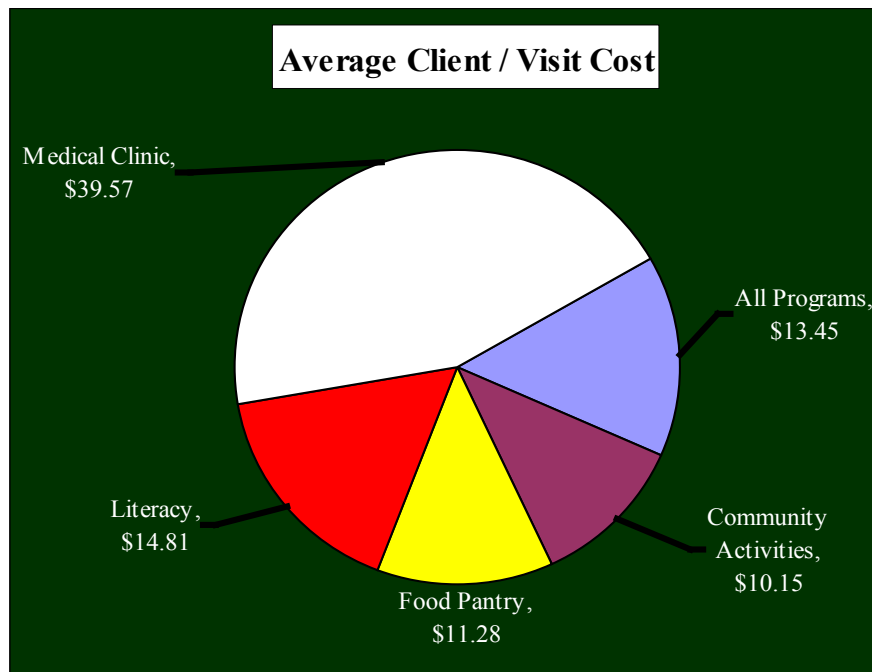
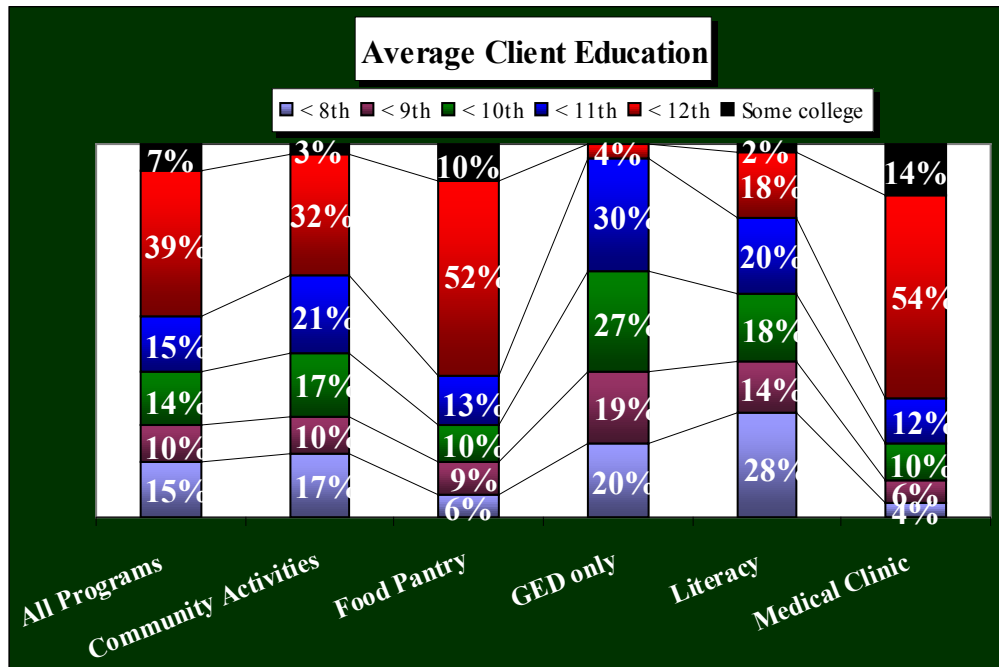
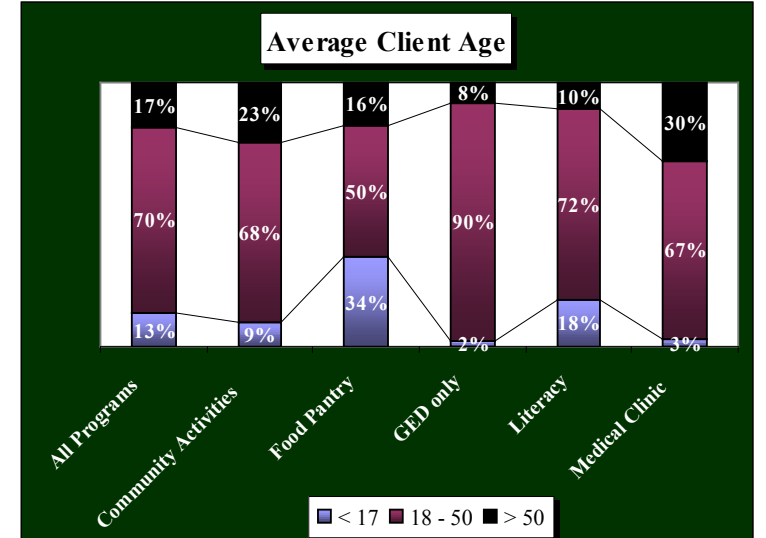
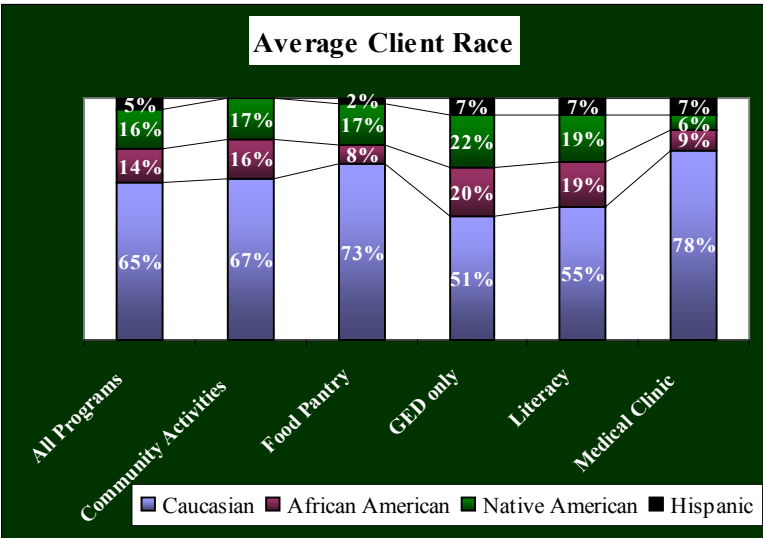
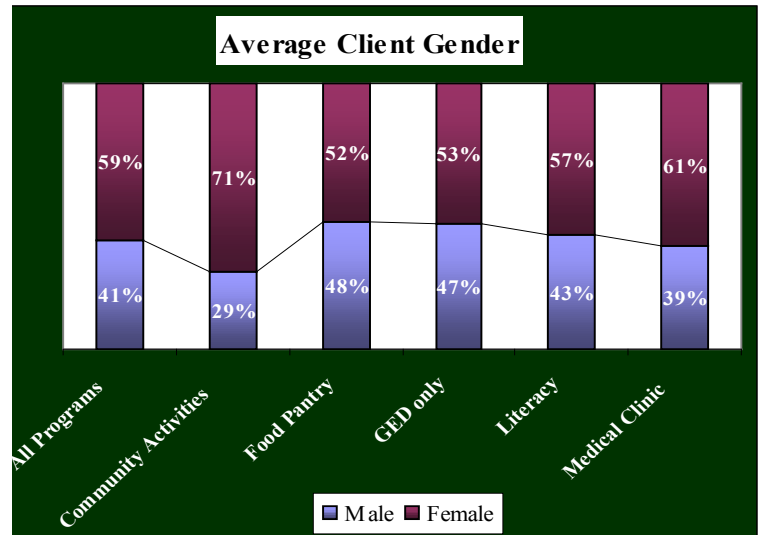
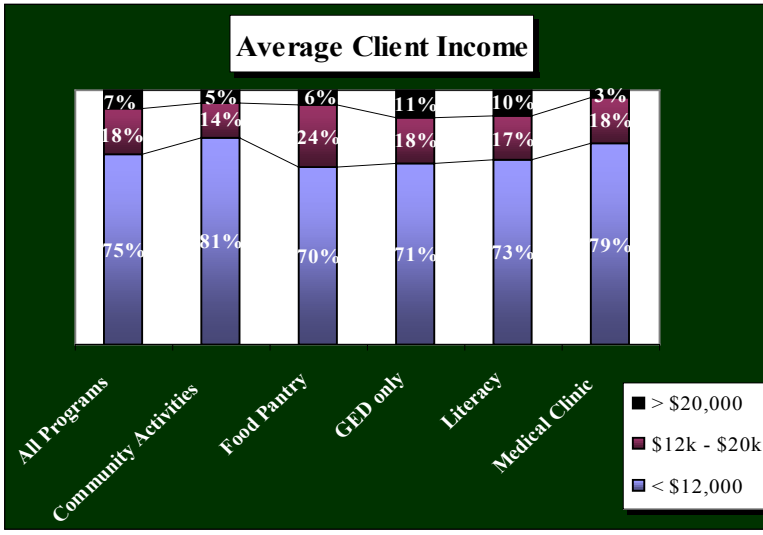
¹ State of the State's Health 2008

² Kaiser Commission on Medicaid and the Uninsured, Sicker and Poorer, The Consequences of Being Uninsured

³ Commonwealth Fund State Scorecard on Health System Performance, 2009

⁴ Tulsa County Health Profile

Average Client

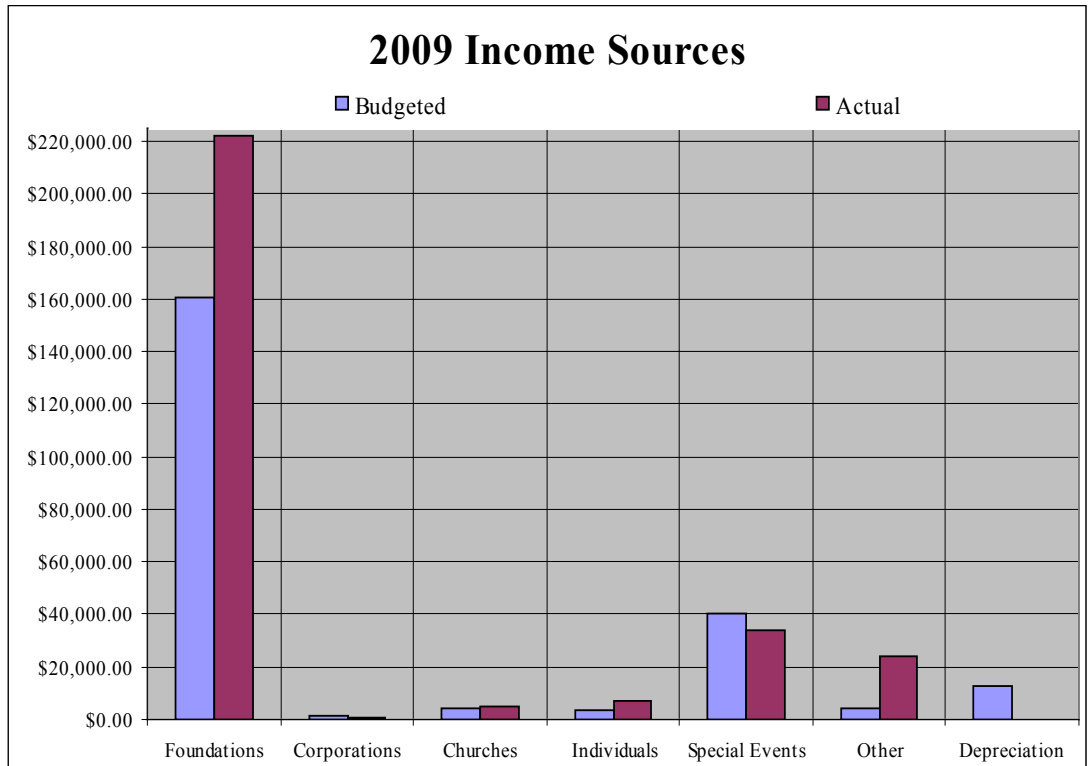


2009 Financials

Fundraising was down in most areas in 2009.

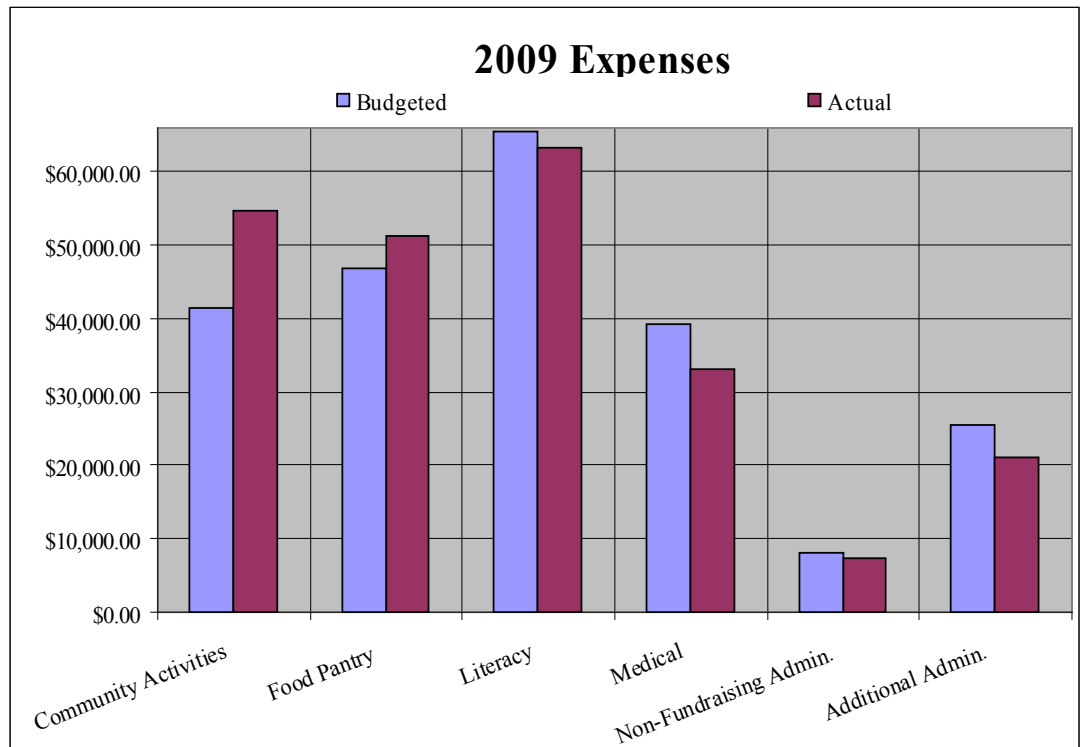
Notable exceptions:

1. We received approximately \$62,000 extra from foundations. This was due to 2 unexpected end-of-the-year grants.
2. We received a large in-kind grant of food for the Food Pantry which shows up in the "other" category.



Community Activities:
Due to the poor economy and the enormous need we observed, halfway through 2009 we decided to begin a Utility Assistance Program. As this was unbudgeted at the beginning of the year, this accounted for the majority of the overage.

Food Pantry:
The overage in this program was due to the increased demand for food and the resulting cost of obtaining food to meet the demand.

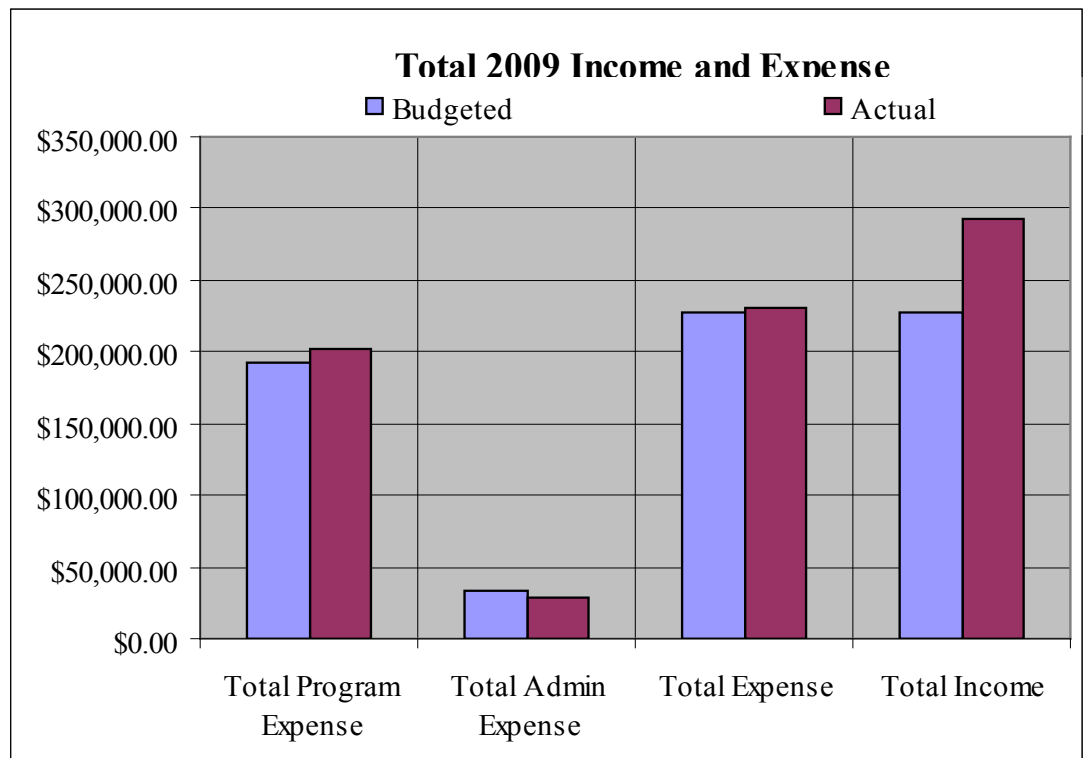


Total Program Expense = 5% over budget \$9,425.02

Total Admin Expense = 15% under budget (\$5,094.38)

Total Expense = 2% over budget \$4,330.64

Total income = 29% over budget \$65,615.76



In 2009,

\$0.88 of every \$1.00

donated to Neighbors Along The Line went directly to programs.

The following individuals donated over \$280,000 to Neighbors Along The Line in 2009 and provided well over 2,000 hours of service. Without their assistance, the assistance NATL provides would not be possible.

Donors

Zoe Abel, William P. Aldridge, All Souls Unitarian, AEP/PSO, Roger and Suzanne Ames, Anonymous Donors, Katherine Barbour, the Bernsen Foundation, Chris Blair, Jerry Boles, Jeffrey Booth, Fred Bowles, Margaret Burton, Lou Cain, Jack and Barbara Campbell, QZ and Betty Carrens, Peggy Caudle, the Mary K. Chapman Foundation, Jessica Clayton, Kurtis and Nancy Coggins, Debbie Coleman, Bonnie Coulter, Pat and Ted Cowan, Jan and Pat Curth, Elder Water Consulting, Charles and Terry Ely, Employee Benefits Advantage, Kent Farish, Catherine Gammie, John C. Gammie, Deana Gee, Vicky and Richard George, Gerda Ameristeel, Lauren Gilroy, the Gross Family, Pam Grundstrom, John Hair, Scott Hamilton, the Hammond Children's Trust, the Hardesty Family Foundation, Harrison United Methodist Women, David Henderson, Michael Henry, the Hille Foundation, Larry Hinkle, William Huston, Cheri Ihde, Shirley Inglis, John Knox Presbyterian Church, Lawrence Joiner, Adria Jones, Clyde M. Jones, Elaine Moore Jones, Jeffrey Jordan, the George Kaiser Family Foundation, Kappa Kappa Iota, Patsy Kinser, Marilyn Lampman, Brent and Lucia Laughlin, Ruth and Wally Loerch, Jennifer McCormick-Hardee, Charlotte Miller, Moore Funeral Homes, Robert Moore, Morse Consulting, Robert Morton, Murphy Brothers Construction, Steven and Malisa Nell, the Ruth K. Nelson Revocable Trust, John Newman, Catherine Nielsen, Guy Nightingale, ONEOK Foundation, the Oxley Foundation, Jacqueline Parker, Carl Partw, Prescor, Inc., Leah Price, Jane and Gordon Purser, QuikTrip, Judy Ray, Juanita Ratcliff, RCI Insurance Group, Reasor's, Richard Rich, Barbar Robins, Susan Rogers, the Charles and Lynn Schusterman Family Foundation, Barbara Scott, Paul Seikel, Joan Sherwood, Kenny Smith, Donna Spielman, Doris Spielman, Tommy C Stout, Madaline Teel, the David and Cassie Temple Foundation, Joe Thompson, Mark Thurston, Michael Tiner, Mindy Tiner, Sara Tiner, Monetta Trepp, the Tulsa Community Foundation, Ed and Marjean Van Eman, Ralph Veatch, Dixie Walker, Steven and Jana Waller, Terri Wall, James Wallace, Warehouse Market, Mary Jo Watkins, the Charles and Marion Weber Foundation, Bruce Wenger, Clark Wiens, Williams, Glenn Williams, Janetta Williamson, the Anne and Henry Zarrow Foundation, and the Maxine and Jack Zarrow Foundation

Volunteers

Katherine Barbour, Gina Billbe, Dr. Mindy Bull, M. Margaret Burton, Benjamin Carnett, D. Thomas Carrell, Peggy Caudle, Dr. Kurt Coggins, Pat and Ted Cowan, Randi Cowan, Gladys and Junior Crambrink, Clark Crapster, Jan Curth, Terry Ely, Juan Escareno, Dr. Kent Farish, Erin Foster, Dr. Lynn Frame, Nancy and John Gammie, Norma and Joe Green, Susan Green, Beverly Hamilton, Scott Hamilton, Heather Hernandez, Larry Hinkle, Daniel Isaacs, Sarah Martien, Cristi Martin, Felicia Martins, Emily Miller, Dr. John Minielly, Deronda Moore, Dr. Robert Morton, Dr. Wade McClain, Brian McCumber, Taron McKowen, Leona McLain, Guy Nightingale, Dr. Thomas Nunn, Amber Peak, Cindy Perkins, Vesta and Richard Rich, Susan Rogers, Adrian Rolle, Jeanne Rolle, Paul Seikel, Andrew Shannon, Ellen and Charles Shannon, Joan Sherwood, Bailey Smith, Donna Spielman, Pete Tiner, Randilyn Thompson, Terra Waldrup, Terri Wall, Veronica Wells, and Betsy Westbrook

Board of Directors

2009 Board of Directors

Debbie Coleman, Ted Cowan, John Gammie, Scott Hamilton, Larry Hinkle, Robert Morton, M.D., Taron McKowen, Richard Rich, Susan Rogers, Paul Seikel, and Donna Spielman

2009 Advisory Board

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Staff

2009

Program Director: Shannon Chambers
Development Director: Terry Ely
Literacy Director: Isaac Farley / Gideon Addington
Janitorial: Charles Freeman
Community Activities Director: Iva Hilburn
Executive Director: Mindy Tiner

Client Comments

“I want to say thank you for all you do at NATL. You all go above and beyond just doing a job. You listen, you care, you do everything you can for my family and this community. You are at the heart of this community and you are like family. You have made my family quality of life so much better in many ways. I think I’ve used a majority of your services. Food, medical (we wouldn’t have known my husband was a Type 2 diabetic without your clinic) and many others. My son loves your youth programs. He loved the Summer Reading Program, and the Halloween Festival (fall festival). He looks forward to it every year. I think everyone can tell his eyes light up and you have to put in so much extra work, making this festival a success. I can only imagine how long it took cleaning up afterward. There are many more programs I’ve used, and I’m very grateful for all you do.”

“My girls and I will have food until I get paid. Sometimes my check isn’t enough. Nice people - they don’t make you feel bad for needing help.”

“So blessed to be able to come here. You saved my life in finding cancer and early treatment. Thanks!”

“People in charge are very kind & caring, genuinely interested in helping in every way.”

“If not for you guys I couldn’t get any medical treatment. Thanks to you all!”

“Your pantry gives us the essentials to make it through the month.”

“Clean, the employees were polite. I wasn’t treated like I was poor. I’ve been to different clinics and they treat you rudely because you need their help.”

“Helps make our day look like someone cares. Everyone was friendly (I) did not feel embarrassed.”

“It helps me not go hungry. Dont take this food pantry away from us.”

“The Doctor treats you like a person not like a dollar. The staff is wonderful.”

“They are very good people to everybody, the Doctor helps you and hears you, the medicines are very good and they help completely when I need it.”

“Very friendly. Smiling & caring people seem to be the rule here.”

“I only get paid at the first of the month. Tha pantry helps because once the bills are paid there’s not a lot left over. The people are nice and caring.”

“I really like the way they take so much time to explain and show you how to handle a medical problem. I like the way they care.”

“Thank God for this clinic it has saved my life. I can’t afford my diabetic medication.”

“My daughter is here getting her GED. So you help people in so many ways. God bless you all.”

“The people are so nice and they truly care.”

“Thanks for understanding and talking to me about my problems.”

I appreciate the opportunity to see the doctor, as a single parent of 4 with NO assistance, times get hard.”

“Thank you for your clinic. Without this clinic I wouldn’t be able to be treated unless I drove 20 or more miles away.”

“You’ve assisted me in preparing to go back to college.”

“Best clinic in town.”

“I feel they really care what my general health is & they want to see me healed.”

“Very glad to have people to give me help in time of need.”

“My health depends on the clinic.”

“This place is truly a blessing. I thank God for you all.”

“I love the friendliness of the staff and doctor, they make me feel welcome.”

Visit us at

www.neighborsalongtheline.org

on

Facebook

or in person at

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