SERVICES PROVIDED IN FY 2009

- 49,708 services provided
- 36,331 individuals served
- $524,380 in financial assistance to clients
- $519,924 value of food distributed

(Percentages reflect increase over previous year.)
Our Mission: To help seniors, disabled individuals and people in financial crisis in Pima County achieve stable and independent lives through support from volunteers, faith communities, and the community at large.

Executive Report

Problems are only opportunities with thorns on them.
Hugh Miller, Snow on the Wind

For ICS, fiscal year 2009 was a year bristling with the thorny opportunities that the Scottish writer Hugh Miller had in mind in the quote above. That is why we have chosen “We Transform Bad News Into Help and Hope” as the title for this Annual Report.

Bad News. First and foremost, there was the economic recession and all the problems that came with it – families hit with job losses, threatened with evictions, foreclosures and utility cutoffs, and facing hunger and health issues.

The bad news brought record numbers of people to us in need of help. Many of those who came to us had never needed help before. The waiting lines for Holiday Food Packages stretched from the Food Bank out into our parking lot. And each morning, we had a flood of phone calls from people in desperate financial trouble.

Help and Hope. Thanks to you and many other ICS supporters, we were able to provide record levels of help and hope last fiscal year to individuals and families needing a wide range of services. Here are some highlights of that level of assistance:

- 49,708 services provided, a 10% increase over FY 2008;
- 36,331 individuals served, 49% more than the year before;
- $524,380 in financial assistance provided, a 30% increase;
- $519,924 worth of food distributed, 25% over FY 2008.

ICS has always been clear about its mission – to provide services for people in need. But this past year, more than any time in our history, the importance of that mission and our role in Tucson and Pima County really hit home.

At a time when assistance from government agencies was being cut back, we were able to serve more clients than ever before. This is because of increased support from private sources – individual donors, faith communities and foundations.

And our more than 600 active volunteers donated 36,439 hours of service last fiscal year and drove 201,748 miles. The nonprofit resource center, Independent Sector, puts the value of that volunteer service at $682,502.

ICS brought help and hope to many clients. And because of donors and volunteers, we are hopeful and excited about the future. Our deepest thanks to all of you.

ICS Board of Directors serving during FY 2009

Officers:
Ed Jenkins, President
Vicky Johnson, Vice President
Kevin Koch, VP of Faith Communities
Lidia Allen, Treasurer
Betsy Sandlin, Secretary

Members:
Richard Backus
Karen Hamar Bittmann
Mac Fiske
Kathy Goff
Doug Haynes
Kathy Kitagawa
Steve Pollyea
Josh Protas
Mike Mumford
Rubin Salter, Jr.

New Members beginning July 2009:
Lois Britton, Treasurer
Kristin Behrens
Janet Grace

ICS Member Faith Communities – 50 strong!

- Ascension Lutheran Church
- Avra Valley Community Church
- Beautiful Savior Lutheran Church
- Canyon del Oro Baptist Church
- Capilla del Sol Christian Church
- Casas Adobes Congregational UCC
- Catalina United Methodist Church
- Christ the King Episcopal Church
- Christ Presbyterian Church
- Church of the Apostles Episcopal Church
- Church of the Painted Hills
- Congregation Anshei Israel
- Congregation Chaverim
- Congregation Or Chadash
- Cortaro Vista Community Church
- Dove of Peace Lutheran Church
- Fountain of Life Lutheran Church
- Grace St. Paul’s Episcopal Church
- Immanuel Presbyterian Church
- La Aldea
- Mountain Shadows Presbyterian Church
- Mountain View Baptist Church
- New Spirit Lutheran Church
- Northminster Presbyterian Church
- Northwest Baptist Church
- Oro Valley Church of the Nazarene
- Oro Valley United Church of Christ
- Our Saviour’s Lutheran Church
- Pusch Ridge Christian Church
- Resurrection Lutheran Church
- Rincon Congregational UCC
- Sanctuary United Methodist Church
- St. Andrew’s Presbyterian Church
- St. Elizabeth Ann Seton Catholic Parish
- St. Francis in the Foothills United Methodist Church
- St. John on the Desert Presbyterian Church
- St. Mark the Evangelist Catholic Parish
- St. Mark’s Presbyterian Church
- St. Mark’s United Methodist Church
- St. Michael and All Angels Episcopal Church
- St. Odilia Catholic Parish
- St. Philip’s in the Hills Episcopal Church
- Temple Emanu-El
- Third Church of Christ, Scientist
- Tortolita Presbyterian Church
- Tucson Community of Christ
- Tucson Young Nak
- Unitarian Universalist Congregation of NW Tucson
- Unitarian Universalist Church of Tucson
12-Month Donor Report for Fiscal Year 2009

Our heartfelt “thank you” to our many contributors during the fiscal year of July 2008 to June 2009. This list includes grants, corporate gifts and individual donors, as well as support for our Endowment Fund and special events. If your name is missing or listed incorrectly, we apologize. Please call us with the correction.

Keeping food on Tucson tables

The ICS Food Bank distributed $519,924 worth of food in fiscal year 2008-2009, a 25% increase over the year before. All told, we provided food assistance to 27,936 individuals.

Congregation M’kor Hayim
Fountain of Life Lutheran Church
Global Development & Sourcing, Inc.
Heritage Highlands 9-Hole Women Golf
Horace Dawson Foundation
Ladies Night Out
Lord of Grace Lutheran Church
Merrill Lynch
Robins Elem School
Schannep Investment Advisors
St. Mark’s UMC Quilters
Stratton Advisors
Unitarian Universalist Congregation of NW Tucson
Vistoso Village

$100 - $249
Albertsons
Fifty Plus Club
Hair and Skin Studio
Kelsara Custom Builders, LLC
Knights of Columbus
Northern Trust Bank
Oro Dental Medicine PC
Sanctuary United Methodist Church
St. Elizabeth Ann Seton
St. Odilia Catholic Church
Sundancers Square Dance Club
The Kroger Co Foundation
Tucson Center for Spiritual Living
Unitarian Universalist Church of Tucson

Up to $99
Aria Campana del Rio
Carl's Jr.
Casa de la Luz Hospice
Chapel of Country Club of La Cholla
Desert Skies United Methodist
Lilly Endowment
Lutheran Church of the Foothills
Northwest Baptist Church
Our Saviour's Lutheran Church
Pella Rolscreen Foundation
Sierra Pacific Airlines
Spalding (Eliot) Foundation
St. Francis in the Foothills UMC
St. Michael and All Angels
St. Philip's in the Hills Episcopal Church
Temple Foundation, Inc.
The Carl and Mabel Shurtz Family Foundation
Temple Emanu-El
The Glassman Foundation
Temple of Country Club of La Cholla
The Hispanic Society
The Mary Kay Charitable Foundation
The Native American Community Foundation
The Robert and Elizabeth Naeve Foundation
Thrivent Financial for Lutherans
Tucson Electric Power Company

Social Networks
ICS has joined the world of social networking, through Facebook and YouTube. You can find links to our groups on the ICS homepage, www.icstucson.org. See you there!
INDIVIDUALS

$10,000 and more
Anonymous
George and Toni Chardukian
Estate of Betty June Simonson
Edmund and Kathleen Jenkins
Betsy Sandlin
Wendell and Rose Tyson
David and Ellen Vellenga

$5,000 - $9,999
Ann Fallon
Mike and Gwen Parr
John and Margaret Schmidt
Allen Stults
Dorothy Vanek

$1,000 - $4,999
Anonymous
Robert and Helen Acker
John and Diane Alford
Joel and Lidia Allen
John and Barbara Anderson
Nancy Atherton
Richard and Donna Bauman
Bruce and Karen Hamar Bittmann
Ralph and Marilyn Boeker
Tom and Nancy Brock
Julie Bubul
Thomas and Ann Bush
Jack and Peggy Comp
Charles and Nancy Converse
Gary and Carol Cook
Shirley Dailey
Richard and Violet Davis
Ann Day
Will and Linda De Boer
Andrew and Carol Fiore
Mac and Tiena Fiske
Wendell and Pauline Gardner
W. Dwaine and Beverley Greer

$500 - $999
Jerry and Rebecca Ahmann
Clark and Ardith Arnold
Klaus Axen
Richard and Carol Backus
Don Bagwell and Lisa Behr
Bob and Pam Becker
Jim and Yonny Beers
David and Barbara Boyle
David and Suzy Burros
David and Christine Capaccio
Cheryl Capotosto
Phil Cashman
Myra Christenson
Maria Conda
Carol W Craine
Larry and Sue Davis
Wayne and Carol Dawson
Janet M. De Keyser
Lawrence L Desmond
Roy and Mary Ann Eberbach
Theo Fusby
Helen Gallant
William and Kathleen Gardiner
Louis Giovannini
Kathy Goff
Janet Grace
Roger and Joan Grimes
Ron and Shirley Hall
Jeffrey Hamstra
Dale Haralson
Jeff and Anne Harman
Wally and Ann Hassell
June Head
Richard Heisey
Elise Hendricks
Douglas and Elizabeth Holland

$250 - $499
Anonymous
Wally Allen
Irene Allman
Larry and Marty Amend
Cliff and Phala Andressen
George and Mignon Applegate
David and Shila Armstead
Jeff and Martha Atwater
Gary and Jeanne Baluta
Mary Brandt
Jeannette Brown
Archie and Gloria Burke
Patrick and Sharlene Cauley
Skip and Connie Chase
John and Lou Cheek
John and Kathryn Ciechoski
Louise Clarkin
Carol Constan
Thomas and Barbara Conway
Creighton Cornell
Dale and Betty Crawford
Charles and Diane Creed
Steve and Katie Dawson
Kathy Dirkschneider
Darryl and Mary Ann Dobras
Michael and Gail Drake
Debra Drysdale
Michael and Linda Duddreck
David and Carol Duncan
Marjorie Duncan
John and Bonnie English
John and Theresa Forsythe
Melvin and Melissa Franklin
Jenny and Barbara Frislie
Bob and Sylvia Gergen
Lawrence Gibbons
Richard and Carol Goeman
Floy Grabner
Thomas and Ruth Ann Gribb
Jerry and Valetta Griffin
Frank and Sue Hayes
James and Sarah Hobart
Reed and Barbara Holaday
Jay and Betty Huijtsing
Alan and Donna Hull
Charles and Virginia Johnson
Lezlie Kelly
Ed and Peggy Kilby
Carl and Lillian King
Philip and Tihua Kinney
Robert and Patricia Kittrell
Helen Knoche
John and Barbara Kotlaba
Fred and Marie Lane
Larry and Susan Lane
Marcia Larrson
Pat Long
Mike and Rena Lude
Earl and Lolita Lynch
Anastasha Lynn
Bob and Helen Mack
Betty Maluf-Tver
James and Judy Marvel
Arthur and Janice McDonald
Bruce and Estelle McDoniel
Tony and Judy McFarland
Brian McPherson
James and Mary Jo McRae
Wayne Meijer
Killian Metcalf
Jim and Wilda Metzdorf
William and Vivian Meyer
Margaret Moore and Hannah Blue
Heron
Richard and Audrey Mueller
Walter Muente
Michael and Rhonda Mumford
Ronald Mumford
Joseph and Lois Odenweller

A place of help and hope

Our waiting room is a busy place these days, filled with clients needing help on rent, utilities and other necessities.

We provided emergency assistance to 3,060 households. Our “Gifts of Love” program helped with school supplies, holiday gifts, and special enrichment activities.

Jerry and Rebecca Ahmann
Clark and Ardith Arnold
Klaus Axen
Richard and Carol Backus
Don Bagwell and Lisa Behr
Bob and Pam Becker
Jim and Yonny Beers
Francis and Barbara Boyle
David and Suzy Burros
David and Christine Capaccio
Cheryl Capotosto
Phil Cashman
Myra Christenson
Maria Conda
Carol W Craine
Larry and Sue Davis
Wayne and Carol Dawson
Janet M. De Keyser
Lawrence L Desmond
Roy and Mary Ann Eberbach
Theo Fusby
Helen Gallant
William and Kathleen Gardiner
Louis Giovannini
Kathy Goff
Janet Grace
Roger and Joan Grimes
Ron and Shirley Hall
Jeffrey Hamstra
Dale Haralson
Jeff and Anne Harman
Wally and Ann Hassell
June Head
Richard Heisey
Elise Hendricks
Douglas and Elizabeth Holland

Our “Gifts of Love” program helped with school supplies, holiday gifts, and special enrichment activities.
Building self-sufficiency

Financial Assistance clients come from many walks of life and meet with compassionate staff and volunteers who provide case management and assistance in developing a plan for long-term solutions.

Evelyn Parker
Terri Patt-Smith
June Paulsen
Annette Perlmutter
James and Jane Peterson
Wayne and Merylann Pierré
Ray and Peggy Plumeel
William and Jeanne Porter
Barry and Patti Robinson
Elmer and Audrey Robison
Richard and Lois Safran
Hal and Jane Sager
Jeff and Linda Salfen
William and Lu Salisbury
Ernest Schwam
Donald and Joy Semo
Paul and Margaret Simmons
Emmett and Carol Smelser
Robert and Kathleen Soerens
Gene and Anna Spino
Robert and Jane Sterritt
Gene and Anna Spino
Robert and Kathleen Soerens
Gene and Anna Spino
Robert and Jane Sterritt
Keith and Martha Thorson
Gilmore and Blanche Tostengard
Burt and Mary Turner
Gene and Corky Wardle
Burt and Mary Turner
Gilmore and Blanche Tostengard
Burt and Mary Turner
Gene and Corky Wardle
Natalie Weissenborn
Pat and Lorene White
Wayne and Mae Want
Bill and Judy Wickham
John and Helen Wilcox
Evan and Diane Wise
Nancy Brock
Barbara Brokaw
Bradley and Marilyn Browning
Robert and Denise Brubaker
Ward and Muriel Budzien
Douglas and Judith Caine
Richard and Phyllis Cameron
David and Shirley Camp
Neil Carlson
Barbara Chadwick
Elizabeth Cherry
Frances Cline
Ted and Naomi Colburn
James and Carole Easley
Richard and Virginia Eisenstaedt
Spencer and Lee Elliott
Bud and Cleo Elve
Jean Emrick
Charles and Jennifer Engle
Jane Erikson
Arthur and Gay Evans
William and Madge Evans
Lawrence Farnum
Thomas and Mary Feldsien
Sidney Felker
Katharine Ferguson
Aleena Haldane
Ruth Hamilton
Glenn and Isla Hamstra
Jack and Cathy Hareland
Bobbi and Buzz Harrleroad
Richard and Cherry Harper
Marvin Harris
Monica and Jim Hart
Ben and Jane Hawkins
Joseph and Janet Hayek
Frederick and Beth Hayes
June Helderle
Elaine Hernandez
Mike and Diane Hession
Morris and Linda Hicks
Jay and Della Hilton
Jeff and JoAnne Hites
William and Ann Horst
Barbara House
Michael and Maureen Hrabar
Brian and Linda Hudgel
Todd and Patsy Huff
Glen and Charlotte Huffman
Dick Hughes
Morgan and Sharon Hunter
Corinne Hyatt
Richard and Sue Irwin
John and Mary Janiecz
James and Loretta Jankowski
Richard and Barbara Janney
Alice Jewett
Jackie Johnson
James Johnson
James and Bonnie Johnson
Richard and Judith Johnson
Tom Johnson
Jerry H. and Marianne Jones
Larry and Lisa Kaimer
Raymond and Sharon Kanalos
Leonard and Marilyn Karlberg
Allen Kayser
John Keller
Louis and Lynda Keller
Joe and Sarah Kennedy
Charles Kieffer
Patricia Kinsman
John and Kathleen Kitagawa
Danny and Heather Knee
Lorraine Knight
Jack and Florence Koch
Carl and Terri Kominsky
Eugene Kreibich
William and Bonnie Lafferty
Michael and Lucinda Lange
Dennis and Cheryl Larson
Kay Lehman
Joel and Janett Lemmer
Archie Lenzi
Wayne and Doris Leiquie
Chandler and Cheryl Lewis
Paul and Anne Lewis
Betty Liberty
David and Margaret Likness
Clara Lind
John and Judith Linde
Lesia and Preston Linzy
Carla Livak
Bette Logefeld
Anita Lohr
Richard and Carol Longenbaugh
Marilyn Ludwig
Charles and Cynthia Luhtala
Cordelia Lundquist
Charles and Janet Lynn
Jack and Delores Lytle
Scott MacDonald
Roger and Sally Majak
Ken and Sue Martin
Russell and Ann Martin
Steve and Mary Mashek
Eleanor May

$100 - $249
Anonymous
Gary and Marianne Abbott
Ray and Elaine Adkins
John and Paula Alden
John and Laura Alquist
Joe and Luchi Alvarez
Filomena Alvinggi
Archie and Janice Anderson
Kurt and Peggy Anderson
Lloyd and Suzanne Anderson
Roger and Debra Anderson
John and Patricia Angiulo
Harvey and Eleanor Armstrong
William and Priscilla Armstrong
Mary Baenzer
John Baird
Eugene and Janet Baker
Ralph and Tracia Balancio
Arthur and Patty Balbier
Curt Balko and Edna Balko
Anthony Barnosky and Elizabeth Hadly
Jim and Kathie Barrett
Hazel Battiste
Lorraine Baum
Theodore and Louise Bayer
Cynthia Bean
Robert and Beverly Bechtel
Gary Beck
Trevor and Maxine Beecham
June Behan
Lance and Phyllis Bement
Stanmore and Carolyn Bennett
Jerry and Shirley Berweger
Alberta Bickerdike
Sandra Biestek
Michael and Lori Block
Jack and Beatrice Boire
Louis Bonavità
Alice Bostrom
Henrietta Bourgeois
Barbara Bourne
Duane and Evalyn Bowen
ellen Bowly
Henry and Julie Brandt
Ken and Jane Brandt
Vic and Marilyn Braun
Jim and Rosemary Brice
Charles and Sandra Brickley
Sue Cultrin
Ted and Kathryn Conner
Michael and Cindy Conroy
David and Christine Cox
Hershel and Elizabeth Craig
Jane Crawford
Jan Crebbs
Donna Crowell and Sharon Anderson
Lindford Cumings
Richard Darling
Charles Davis
Marilyn Day
Joe and Barbara De Arrieta
Terry and Peggy De Wald
Kathryn Deason
Patricia DeFe
Paul and Marlene Den Herder
Kevin Dennis
Ted Denomme
Jim and Marilyn Dickelman
Ray and lisa Dissinger
Marjorie Donovan
Sarah Dundas-Osterbaan
Ed and Michelle Dunlap
Mary Dunn
Thomas Duplein
Manuel and Mary Ferris
Larry and Janis Festian
Mark and Cynthia Flannery
Tracy and Linda Floyd
Gloria Forte
Jordan and Jeanette Frazier
Billie French
Arnold Funcies
Roy and Margaret Gaskin
Terry and Judy Gauthes
Theodore and Judy Gayok
Eugene and Sandra Gerner
Richard and Glenda Gillespie
George and Peggy Gluski
Jill Gomery
Robert Gorsk and Michael Gorschki
Thomas and Mary Gauld
Helen Grant
Linda Gray
Anthony Greco
James and Marie Green
Ray and Kathleen Green
Keith and Mary Groty
Dallas and Carol Guiley
Gary and Barbara Guthrie
Kenneth and Ethel Haber
Bob and Marianne Hadden
Aileen Haldane
Ruth Hamilton
Glenn and Isla Hamstra
Jack and Cathy Hareland
Bobbi and Buzz Harrleroad
Richard and Cherry Harper
Marvin Harris
Monica and Jim Hart
Ben and Jane Hawkins
Joseph and Janet Hayek
Frederick and Beth Hayes
June Helderle
Elaine Hernandez
Mike and Diane Hession
Morris and Linda Hicks
Jay and Della Hilton
Jeff and JoAnne Hites
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Barbara House
Michael and Maureen Hrabar
Brian and Linda Hudgel
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Glen and Charlotte Huffman
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Charles Kieffer
Patricia Kinsman
John and Kathleen Kitagawa
Danny and Heather Knee
Lorraine Knight
Jack and Florence Koch
Carl and Terri Kominsky
Eugene Kreibich
William and Bonnie Lafferty
Michael and Lucinda Lange
Dennis and Cheryl Larson
Kay Lehman
Joel and Janett Lemmer
Archie Lenzi
Wayne and Doris Leiquie
Chandler and Cheryl Lewis
Paul and Anne Lewis
Betty Liberty
David and Margaret Likness
Clara Lind
John and Judith Linde
Lesia and Preston Linzy
Carla Livak
Bette Logefeld
Anita Lohr
Richard and Carol Longenbaugh
Marilyn Ludwig
Charles and Cynthia Luhtala
Cordelia Lundquist
Charles and Janet Lynn
Jack and Delores Lytle
Scott MacDonald
Roger and Sally Majak
Ken and Sue Martin
Russell and Ann Martin
Steve and Mary Mashek
Eleanor May
33% increase over the previous year!

Caregiving Services volunteers provided nearly 11,000 services in FY 2009. Transportation to medical appointments and shopping increased 33% increase over the previous year!
ICS Mobile Meals volunteers provided nutritious dinners and social contact for 176 recipients last fiscal year.

Mobile Meals…it’s more than food.
Volunteers—the heart of ICS

Dena and Stanley Merr
Audrey Merriman
William and Jan Olsen
Dorothy Olson
Edmund and Adriana Meyer
Lawrence and Maxine Olson
John and Ida Michael
Jack and Naomi Osgood
Lee and Linda Mickey
Harley and Sally Ostergaard
Allan Mida and Theresa Griffith
John and Jennifer Overall
Isabel Mikelaitis
Alex and Marie Pallagi
Mildred Miller
Larry E. and Carlene Parker
Robert and Barbara Miller
Ruth Parker
Betty Mingus
Ronald and Laurie Partridge
Terry and Joyce Minks
Kaye Patchett
George and Doris Mitchell
James and Barbara Patrick
William and Carol Mitchell
James and Cynthia Patterson
Jeanie Moga
Maureen Patsson
Dick and Rose Molin
Cathy Pauley
Jose and Grace Montano
Harry and Eileen Paulus
Earl and Dorothy Montgomery
Ronald and Ethel Payne
Lynn Mooney
Sue Pearsay

Over 600 ICS volunteers serve as Health Advocacy interviewers, operating the Food Bank, delivering meals and dozens of other ways.

Edith Moore
Maxine and William Pearson
Georgine Moore
Jack and Shirley Peat
Jason and Courtney Moore
Sally Penner
James Morales
Bryaton and Helen Perkins
Jane Morgan
Earline Perkins
Pamela Morrow
Francesca Perrette
Sydney and Shirley Morrow
Edward and Jean Perry
Theresa Mosman
Darla Petering
Debora Mulbery
Bill and Judy Peterson
Carol Munro
Susan Phillips and Catherine Phillips
John and Judith Murphy
Nadine Pickett
Sharilyn Murphy
Roger and Wanda Pierce
Jim and Nancy Murtagh
Guy and Shirley Pinkerton
Eugene and Irene Naegle
Jerry and Janet Pipes
Ken and Judy Nakari
Christine Pietkova
August and Nancy Nasser
Joseph and Janet Pochter
Karen Negronida
Elizabeth Polcar
Otto and Betty Nelsby
Albin and Frances Polonyi
Donald Nevin
Ken and Judy Nakari
Kerry Patchett
Donald Nevin
Deestaing and Joyce Newton
Nancy Smallhouse
Ann Nichols
Joseph and Janet Pochter
Roger and Marilyn Nichols
Elizabeth Polcar
Susan Nicholson
Barbara Ruiter
Phyllis Noble
Josephine Price
Thomas and Joanne Nolan
Don and Bobbie Prochazka
Beverly North
Josh Protas and Abigail Foss
Mary Nunn
Ruth Protas
Stan and Peggy O'Kane
Otto and Beatrice Putz
Sarah Raizes
James and Linda Obenauf
Mel and Charlotte Queen
David and Linda Offner
Lloyd and Mary Quick
Frank and Rebecca Oliveri
Derek and Carolyn Redmore

ICS ANNUAL REPORT 2009 www.icstucson.org PAGE 8
In-Kind Donations

The following organizations provided in-kind support. We also thank the many individuals who contributed food, Gifts of Love and other forms of support during the year.

Access Tucson
AFNI
AmeriPsych
Ann Klick Trust
Antique Clock Club
Arizona Dept. of Environment & Quality Control
Awakenings Massage
Awana Club Mountain View Baptist
Beta Sigma Phi
Boy Scout Troop 339
Brownstone Reading Group
Casa de La Luz Hospice
Casas Adobe Neighborhood
Casas Adobes Salon & Spa
CDEX
Chapel—Country Club of La Cholla
Circle K — Ina/Shannon Roads
Comanche Wells Mobile Home Park
Cross Middle School Nat Jr Honor Society
Desert Foothills Baptist Church
Desert Valley Baptist Church
Edward Jones
Einstein Bros. Bagels
Epic Productions LLC
Frye Food & Drug
GAP Ministries
Girl Scout Troop 1023
Greek Orthodox Women
Green Fields Country Day School
Guglielmo & Associates
Hair & Skin Studio
Hammel, Beal & Lauer
Ike's Grocery
Journal Broadcast Group
Keller Williams Realty
La Canada Village HOA
Lady Quails Golf
Linda Vista Estates
Lord of Grace Lutheran Church
M & I Bank
Mesa Verde Elementary School
Morgan Stanley & Company
Northern Trust Bank
Omni Tucson Nat. Women's Golf Preceptor Gamma Delta
Pusch Ridge Christian School
Pusch Ridge Preschool
Quail Run Elementary School
Run Los Amigos
Robbin Chiropractic
Ronald McDonald House
Rotary Club of Oro Valley
Sabino High School Honor Society
Saddlebrook Women's Christian Connection
Splendido at Rancho Vistoso
St. Elizabeth Ann Seton— Fifty Plus Club
Sundancers Square Dance Club
Sunset Ridge
The Sewing Room
Tierra Vida Apartments
Tucson Quilt Guild
Vistoso Village
Welcome Club - Northwest
Westward Look Adult Team
Xi Gamma Veda

Special events and faith communities aid ICS

Special events such as the Christmas Concert at Oro Valley Church of the Nazarene, top left, the Music for the Soul Series, top right, and the Edward Jones Food Drive, right, generate important resources for ICS.

Marilyn Van Roekel
Ethel Vanice
Ernestina Vasconcelos
Wesley Veach
Armando and Jan Venegas
Katherine Victor
Marianne Vivirito and Ross Iwamoto
Dorie Voigt
Mary Vollmer
Norman and Donna Wagner
Lance and Mary Wald
Marilyn Walters
Paul and Edna Walton
Elia Waltz
Mary Ware
Dan and Caroline Warren
John and Jeannie Weaver
Kolleen Weber
Kenneth Webster
Jeanne Weight
Carol Weinstein
Lorie Weisman
Barry Weissenborn

Mollie Weitzner
Walter G. Wentzel
Charles and Sarah West
Carol Weston
Ray and Bonnie Whaley
Helen White
Michael Whitney and Susan Stevens
Vernon and Marilu Wieberdink
John and Sylvia Wiedenbauer
Ron and Cheryl Wiener
David and Kathryn Wilkinson
Caryl Willand
Deon Williams
Nedra Williams
Dale and Sandra Williamson
Rodney Wilmoth
Joanne Wilson
Robert and Gladys Wilson
William Wilson
Sharon Wimmer
Paul and Eloide Winger
Gerry Winters
Charles and Marjorie Wippermann
Mark Wittels
Gary and Cindy Womack
Joyce and Richard Wood
Lester and Rachel Wortzel
Marlyce Wright
Marjorie Wyatt
Alien and Vera Yager
Michi Yamasaki and Ana Ortiz
Ann Yeager
Patricia Yenerich
Gail Yohe
Bernard and Ellen Yost
Richard and Eva Ann Young
Patrick and Rachel Yurczyk
Jessie Zander
Jeffrey and Julie Zero
Angela Zerdivas
Frank Zimmer
Marie Zimmerman
Loretta Zucker
Jim and Virginia Zuelow
Alexander Zwart
FROM THE TREASURER

Despite difficult economic times, ICS ended its fiscal year as of June 30th with positive financial results. While the nation’s economic downturn has reduced revenues and curtailed operating expenditures across many nonprofits, ICS overcame the issue by reducing expenses and increasing efforts to generate cash and in-kind donations.

As you will see from the program statistics presented in this report, we provided 10% more in operation services when compared to the prior year. In managing for operating efficiencies and cost effectiveness, ICS’s administrative and fundraising costs came to 15%, well below the national average. This means that 85 cents of every resource dollar goes directly to provide services throughout the year to those in need.

The accompanying charts provide a visual comparative of where ICS resources came from, how they were used, and measures of administrative and fundraising costs. Resource income increased by 17% and surpassed the prior year’s record setting best. Comparatively, contributions from sponsoring faith communities grew by 6%, general contributions by 9%, in-kind gifts by 26%, and Assistance Thru Casework by 75%. The increases in resource income were critical in helping fund the growing need for emergency financial assistance and food that accounted for 58% of our total services to the community.

“Assistance Thru Casework” reflects the many low or fixed income households that obtained cost relief through ICS in utilities and rent expense paid directly by a government entity or utility company.

Requests for services to seniors, the disabled, and people in financial crisis continue to increase and ICS welcomes your sponsorship, contributions, and voluntary effort to help clients achieve stable and independent lives.

Audited financial statements are available through our website and I would be most pleased to meet with you to discuss our financial results.

Audited financial statements by T. R. LaVoie, P.C. Public Accountants.
**Where ICS Serves**

![Map of ICS Services](image)

Special thanks to our many partners

Throughout this report, many community partners are mentioned. We particularly want to thank the following:

**Pima Council on Aging (PCOA).** Since July 2008, ICS has hosted PCOA’s northwest outreach office. This new arrangement helps both of our agencies to better serve the needs of seniors.

**Christ the King Episcopal (Ina Road) and New Spirit Lutheran (East Side)** provide space for our offices. We are grateful to Christ the King for a new lease for 20 years at $1 per year, renewable for another 20 years.

**Regional Transportation Authority (RTA).** Through RTA funding, ICS volunteer drivers received nearly $70,000 in mileage reimbursement for transporting vulnerable homebound adults to medical appointments, shopping and other needs.

**Mobile Meals Partners during FY 2009:** Amber Lights; Campana Del Rio; Health South Rehabilitation Hospital; La Canada Care Center; Mountain View Care Center; Northwest Medical Center; Oro Valley Hospital; and Santa Catalina Villas.

**ICS welcomes vehicle donations**

Vehicle donations were a major help to ICS, bringing in $7,000 last fiscal year. They can also be a help to you, at tax time. For more information, please contact Bonnie Kampa at 297-2738 ext. 212, or bkampa@icstucson.org. If the vehicle is not in Tucson, call toll free, 1-877-537-5277 or email donations@charitableautoresources.com.

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**2008-2009 ICS Services and Programs In Review**

<table>
<thead>
<tr>
<th>Program/Activity</th>
<th># of Volunteers</th>
<th>Volunteer hours</th>
<th># of Recipients</th>
<th># of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Advocacy: Home interviews, education and advocacy for seniors and disabled...help in navigating the healthcare system.</td>
<td>45</td>
<td>646</td>
<td>550</td>
<td>728 +8%</td>
</tr>
<tr>
<td>Caregiving Services: Transportation, Shopping, Handy Helper, Telecare, Friendly Visiting, etc.</td>
<td>220</td>
<td>11,698</td>
<td>317</td>
<td>10,919 (33% increase in transportation services)</td>
</tr>
<tr>
<td>Mobile Meals: Delivery of two meals per day, 5 days per week.</td>
<td>193</td>
<td>11,694</td>
<td>178</td>
<td>23,670 daily deliveries</td>
</tr>
<tr>
<td>Food Bank: Operate Food Bank, pack and hand out holiday boxes.</td>
<td>50</td>
<td>3,178</td>
<td>27,936 +55%</td>
<td>10,458 +35%</td>
</tr>
<tr>
<td>Emergency Financial Assistance: Case management, financial aid, Gifts of Love. Two offices (Ina Road and East Side).</td>
<td>8</td>
<td>1,221</td>
<td>3,060 households+31% 7,736 Individuals 34%</td>
<td>3,822 +55%</td>
</tr>
<tr>
<td>NEW PROGRAM - Volunteer Income Tax Assistance (VITA)</td>
<td>12</td>
<td>513</td>
<td>111</td>
<td>111</td>
</tr>
<tr>
<td>General Office Volunteers: Front desk, receptionists, client intake, filing, etc.</td>
<td>12</td>
<td>1,871</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Board, Council, Events, Committees: Governance, strategic planning, liaisons to faith communities, fund-raising, etc.</td>
<td>150</td>
<td>5,618</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>600 plus</strong></td>
<td><strong>36,439 + 17%</strong></td>
<td><strong>36,331 + 49%</strong></td>
<td><strong>49,708 + 10%</strong></td>
</tr>
</tbody>
</table>

* Volunteers often provide services in more than one area.  
+ % = % increase over previous year.
ICS CORPORATE PARTNERS
JULY ‘08 - OCTOBER ‘09

PLATINUM LEVEL

UMC

GOLD LEVEL

Commerce Bank of Arizona

COPPER LEVEL

Thrivent Financial for Lutherans
Tucson and Green Valley Team

MacCourt Fund

CORE PRINTING

INTERFAITH COMMUNITY SERVICES

Two very exciting efforts are underway to help ensure ICS’s financial stability into the future.

ICS Endowment Fund – Through the generous gift of a very special donor, our Endowment Fund is becoming a major resource for our future. Included in the donor’s support is a promise to match other gifts to the Endowment on a one-to-one basis! We will publicly announce this program during ICS’s 25th anniversary year in 2010.

Interfaith Legacy Society™ – This is ICS’s recognition of supporters who have included ICS in a bequest, made a major gift to support the ICS Endowment, or made other planned gifts for ICS. Currently there are fifteen individuals or trusts included in the Interfaith Legacy Society™ which will also be announced in 2010.

The dedication of the new Caregiving Services Wing in October 2008 was a highlight of last fiscal year.

If you have already taken action to include ICS in your will, create a living trust, Charitable Remainder Trust, or other planned gift on behalf of ICS or the ICS Endowment Fund, won’t you please let us know so that we can thank you now? Your gift will leave a legacy for future generations.

For more information, please contact Bonnie Kampa at the ICS office.

2009 Volunteer Appreciation Event

ICS volunteers are driven by dedication, compassion and a desire to serve the community rather than a desire for special recognition. Still, we want to include in this report the names of those persons and organizations that were recognized in the spring of 2009 at our annual Volunteer Recognition Event for their special service to ICS. They are:

Participants in the Oro Valley Church of the Nazarene Christmas Concert, and Ken Blanchard and his staff at Edward Jones, Director’s Awards; Phil Cashman, Joyce Lyons and John Stuhlmuller, Founder’s Awards; and Bobby Rich of 94.9 MIX-FM, ICS Champion Award. To these and all volunteers, thank you, thank you, thank you!

Interfaith Community Services
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East Side Office: 8701 E. Old Spanish Trail, Tucson, AZ 85710 • 520-731-3076
www.icstucson.org