Annual Report 2011
Service with a Heart
To help seniors, disabled individuals and families in financial crisis achieve stable and independent lives through programs and services supported by staff, volunteers, faith communities and the community-at-large.”
Dear Friend of Interfaith Community Services,

Weathering a financial storm as severe and sustained as this current one is a true test of an organization like ours. In a time of devastating cutbacks and constraints, ICS is being called to assist an unprecedented number of individuals in crisis, families in need and seniors requiring support. And, we must do so while balancing expanding need with limited resources.

Meeting that dual demand is only possible with the support of our loyal donors, volunteers and community partners. With grateful hearts for that real service, we are pleased to share five key highlights of the past very busy and productive year:

- **Completion of a new ICS Food Bank.** To move such a vital program from its cramped 400-square-foot space to a well-designed 2,700-square-foot facility is a blessing. The Wolslager Foundation’s $150,000 grant set the plans in motion, and ICS donors brought the vision to fruition. The building is now open for service!

- **Attainment of our Endowment Funding!** Thanks a million—and more—for helping us exceed the Jenkins’ Endowment Fund Challenge. Having this foundational “nest egg” is vital to a sustainable future for ICS.

- **Expansion of services at ICS Resource Center.** With unemployment rates in Tucson at historic highs, this center is bustling. The all-volunteer staff now provides assistance with résumé writing, networking, job searches and computer skills development.

- **Recognition as a Four-Star Charity.** Charity Navigator, the nation’s leading independent evaluator of charities, awarded ICS its highest rating, saying: “Interfaith Community Services executes its mission in a fiscally responsible way, and outperforms most other charities in America. This ‘exceptional’ designation demonstrates to the public it is worthy of their trust.”

- **Development of a three-year strategic plan.** Current resources and emerging needs come together in this mission-driven blueprint for the future. While growth opportunities are envisioned for all ICS services, there are specific plans we think you’ll find very exciting as outlined on the back cover of this report.

As we enter a new operational year, we wish to thank you for giving your time, resources and spirit so generously.

You keep our mission in motion!

Steve Pollyea  
Board President, 2011

Bonnie Kampa  
Executive Director

Ed Jenkins  
Immediate Past President
ICS Associate Director and Case Manager Terri Patt-Smith counsels a client. “So often we see how the modest, one-time assistance we provide serves as a bridge, helping that individual keep the lights on, buy the bus pass, reach a safer, saner place in life,” she says.

Service with a Heart is . . .

PROVIDING THE FINANCIAL ASSISTANCE THAT SUPPORTS SELF-SUFFICIENCY.

Job losses. Medical emergencies. A stretch of bad luck. As the trying economy challenged, the ICS waiting room was a busy place and our phone lines were jammed with a record number of calls for help from individuals and families just trying to stay afloat. While need exceeded our resources, ICS case managers made every penny of available grant support and our own discretionary Good Samaritan Fund dollars count to assist 3,041 households. Financial aid included help with rent, utilities, emergency prescriptions, work-related expenses and other necessities. With compassionate help from ICS, families at risk were assisted in avoiding homelessness, obtaining critical medications and receiving a hand up along the path to self-reliance and financial stability.

BY THE NUMBERS:

EMERGENCY FINANCIAL ASSISTANCE
- 3,041 households served
- 7,426 individuals served
- $525,639 in emergency financial assistance provided
- 331 children provided with Gifts of Love school supplies
- 82 families provided with Gifts of Love holiday help

RESOURCE CENTER JOB SEARCH ASSISTANCE
- 234 individuals served

VOLUNTEER INCOME TAX ASSISTANCE (VITA)
- 202 recipients
- $293,156 in refunds secured for low-income clients
NEW RESOURCE CENTER OFFERS
FREE JOB SEARCH ASSISTANCE AND FINANCIAL LITERACY DEVELOPMENT.

Unemployment is the leading reason clients seek help through the ICS Food Bank and Emergency Financial Assistance programs. With a seed grant from the Wells Fargo Foundation, ICS opened a new Resource Center at its Ina Road office that’s working to break employment barriers.

Run by volunteers, the Center offers help with résumé writing, skills assessment, online searches and interview preparation to support clients in becoming more confident and competitive in the workplace. The Center is already building a portfolio of success stories. Larry (pictured) is just one person who found a job after getting a little help from Will DeBoer (pictured), a volunteer.

The Center also assists clients in developing financial literacy and money management skills. “I’m thankful to be able to take the steps to rebuild my credit and start again,” said Keisha (pictured) who attended a Center money management seminar presented by Wells Fargo. The program included an incentive program for clients who attended all three classes in the series.

VITA (VOLUNTEER INCOME TAX ASSISTANCE)

Volunteer tax preparers assisted in preparing and filing 202 tax returns, helping people obtain $293,156 in tax refunds.

“Thank all of you. You helped me get a pair of glasses and some gas for my van. I’m 59 and can’t do construction anymore. I’m taking computer classes at One Stop and am confident to find a job now that I can see. I don’t have much time left at the (Shelter), so I’m excited to find work and my own place again. I didn’t know how bad my eyes were until I got these glasses.”

John
Food Bank Volunteer Darryl Landau assists a family in registering for their monthly food box. “We’re seeing many people having to ask for help for the first time,” he says. “The numbers are just staggering.”

Service with a Heart is . . .
ASSURING THE DIGNITY OF EVERY FAMILY WHO COMES TO THE FOOD BANK.

According to a new Food Research and Action Center report, 29% of Arizona households with children experienced food hardship in 2010, defined as not having enough money to buy needed food during the previous twelve months. This ties Arizona with Louisiana for the 7th worst food hardship rate for households with kids. The reality behind these facts hit home at the ICS Food Bank. There was a surge in the number of people seeking help feeding their families, many for the first time. We are now assisting three times as many people as we did four years ago. Our Food Bank was a welcoming place for all served, while community food drives enabled us to keep shelves stocked.

DID YOU KNOW?
A monthly food box lasts the average family just 3 to 4 days? ICS provides recipients with additional supplemental items to help stretch food supplies further.

BY THE NUMBERS:
• $868,449 worth of food distributed
• 930 new households served
• 3,758 households served
• 12,325 individuals served
• 13,907 services – 13% annual increase
In the fall of 2010, it became obvious that our tiny 400-square-foot Food Bank was inadequate for storing and distributing the volume of food required to meet demand. With a $150,000 challenge grant from The Wolslager Foundation and the generous support of more than 200 donors and partners, ICS was able to construct a new 2,700-square-foot facility. The new space enables us to serve more people and to enhance the nutritional content of provided food with fresh and frozen items. The building is now open to the public with a full dedication planned for spring 2012.

Stephen Wolslager (left photo) of The Wolslager Foundation speaks during the groundbreaking ceremony. The Wolslager Foundation’s $150,000 challenge grant provided the impetus for the capital campaign to build the new ICS Food Bank. Other lead gifts included a Pima County Community Development Block Grant (Ann Day, Supervisor, District 1, pictured above right).

Bye-Bye Old Storage Shed: The construction begins July 2nd.

A Busy Worksite – the new building starts to take shape inside and out.

New building is ready to serve! A walkway canopy will be added January 2012 for added comfort for recipients.
I know that the time I spend with many of the recipients I see is the only one-to-one conversation they may have that day.” – an ICS volunteer driver

Service with a Heart is . . .
HELPING SENIORS AND DISABLED INDIVIDUALS STAY SAFE AND INDEPENDENT.

From a ride to the doctor’s office, to shopping assistance. From handy home help, to friendly phoning and visiting. Last year, ICS Caregiving Services provided the essential support to enable hundreds of elderly and disabled adults to remain in their own homes. Staff and volunteers put the care in caregiving for each and every client. In the words of one appreciative recipient, “My days are getting pretty dark since I experienced macular degeneration. My ICS driver is so kind and friendly taking me to medical appointments and errands. It really brightens my world.”

BY THE NUMBERS:

CAREGIVING SERVICES:
• 386 individuals served
• 10,376 services rendered – an 18% increase in transportation
• 215,800 miles driven by volunteers (includes Mobile Meals) with an in-kind value of $111,001

New TeleCHAT Program Keeps Seniors Connected
Isolation can be a real danger for frail or elderly folks living alone. In the spring of 2010, a new TeleCHAT program was added to our TeleCARE assurance call programs to help Caregiving recipients stay connected. Volunteers bring a little sunshine into the lives of homebound seniors through friendly afternoon check-up calls.
Mobile Meals

Special relationships are forged every day between ICS volunteer drivers and our recipients. John and Ruth are just one example. The two enjoy sitting and talking a few minutes when John delivers meals. Says Ruth, "Living alone as I do, some days the ICS Mobile Meals drivers are the only people I see one day to the next. Because of the nutritious and tasty food I receive, my health has improved and according to my doctor I no longer have to take medication to manage my blood pressure. I’ve even lost weight…and believe me, a girl’s gotta look good!"

By the Numbers:

MOBILE MEALS
178 recipients served
19,577 deliveries made

STORIES FROM THE ROAD

"It is so gratifying to see a pleasant face and hear a cheerful word when the food is delivered. The visit from ICS is the highlight of my day." – an ICS Mobile Meals recipient
Maricela Reynaert, an ICS Health Advocacy specialist, visits with a client at home. “Keeping up with the tide of changing health care options and procedures is confusing to so many people. We get calls ranging from “what is this medication I've been prescribed?” to “where can I find a particular piece of medical equipment?”

Service with a Heart is . . .

BEING A RESOURCE FOR SORTING OUT HEALTH CARE QUESTIONS.

The ICS Health Advocacy program provides assistance in navigating the health care system through home interviews, as well as education and advocacy for seniors and disabled individuals. Volunteer nurses, doctors and social workers are a lifeline to ICS and our clients through in-home assessments and one-on-one contact with each individual coming in to our Caregiving Services.

With changes and constraints in the health care system, health advocacy staff and volunteers actively address questions and provide referrals to health care resources. Health Advocacy staff also work closely with the ICS faith engagement team on implementing health-related seminars and programs for local congregations.

**By the Numbers:**

<table>
<thead>
<tr>
<th>HEALTH ADVOCACY</th>
<th>637 individuals served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>737 services provided</td>
</tr>
</tbody>
</table>

“Knowing where to turn for answers to an insurance question or a medical need can be confusing. The folks in ICS’s health advocacy department always point me where I need to go.”

Dan
GOING THE EXTRA MILE -  
When we asked Marty, an ICS volunteer, why she gives her time freely, she replied: “Because I know every hour improves someone’s life.”

Service with a Heart is . . .  
SEEING THE POWER OF VOLUNTEERS AT WORK.

The value of our volunteers goes beyond cost savings. Volunteers touch and improve thousands of lives each year through their dedication and service in all ICS departments and programs. More than 600 volunteers invested over 41,000 hours valued at nearly $800,000 for ICS last year, as determined by the Independent Sector of Arizona.

ICS hosts an annual appreciation event to honor our valued volunteers for their selfless efforts. During the spring 2011 luncheon, special volunteer recognition was given to the following: Barbara Burt, Frank Hayes, Daryl Landau, ICS Food Bank Volunteers – Founder’s Award; Bruce and Karen Hamar Bittmann, Wendell and Rose Tyson – Director’s Award; New Spirit Lutheran Church, Christ the King Episcopal Church – Champion Award. Thanks to all of our volunteers. We couldn’t do it without you!

### BY THE NUMBERS:

<table>
<thead>
<tr>
<th>Department</th>
<th>Number of Volunteers</th>
<th>Hours Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Advocacy</td>
<td>44</td>
<td>852</td>
</tr>
<tr>
<td>Caregiving Services</td>
<td>259</td>
<td>16,452</td>
</tr>
<tr>
<td>Mobile Meals</td>
<td>55</td>
<td>10,743</td>
</tr>
<tr>
<td>Food Bank</td>
<td>80</td>
<td>4,940</td>
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<tr>
<td>Emergency Financial Assistance</td>
<td>12</td>
<td>609</td>
</tr>
<tr>
<td>Volunteer Income Tax Assistance (VITA)</td>
<td>15</td>
<td>743</td>
</tr>
<tr>
<td>Resource Center</td>
<td>8</td>
<td>444</td>
</tr>
<tr>
<td>General Office Volunteers</td>
<td>27</td>
<td>2,167</td>
</tr>
<tr>
<td>Board, Council, Events, Committees</td>
<td>189</td>
<td>4,456</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>617</strong></td>
<td><strong>41,406</strong></td>
</tr>
</tbody>
</table>

- Dollar Value of Volunteer Hours: $797,066
- Number of Miles Driven by Volunteers: 215,800
- Miles with an in-kind value of $111,001

*an 8% annual increase*
Faith Community Engagement

Representatives from ICS's member faith communities meet bi-monthly to share ideas, discuss challenges and opportunities. “ICS helps us do what we cannot do on our own.” - Michelle Petty, Resurrection Lutheran

Service with a Heart is . . .
PUTTING FAITH INTO ACTION.

As the saying goes, “There is strength in numbers.” ICS is strengthened by the collective support – financial, volunteer and moral – of our nearly 60 faith community partners. Together, we bring help and hope to people when they need a compassionate place to turn. This cooperative relationship ensures that more people can be assisted in meeting their basic needs.

ICS THANKS OUR FAITH COMMUNITY PARTNERS:

- Aldea Spiritual Community
- Ascension Lutheran
- Avra Valley Community Church
- Beautiful Savior Lutheran
- Canyon del Oro Baptist
- Capilla del Sol Christian
- Casas Adobes Congregational UCC
- Catalina United Methodist
- Christ the King Episcopal
- Christ Presbyterian
- Church of the Apostles Episcopal
- Church of the Painted Hills UCC
- Congregation Anshei Israel
- Congregation Chaverim
- Congregation Or Chadas
- Congregation M’kor Hayim
- Cortaro Vista Community Church
- Desert Skies United Methodist
- Dove of Peace Lutheran
- Faith Christian Fellowship of Tucson
- Fountain of Life Lutheran
- Grace St. Paul’s Episcopal
- Immanuel Presbyterian
- Local Spiritual Assembly of Bahá’ís of Oro Valley
- Mountain Shadows Presbyterian
- Mountain View Baptist
- New Spirit Lutheran
- Northminster Presbyterian
- Northwest Baptist
- Northwest Heights Seventh Day Adventist
- Oro Valley Church of the Nazarene
- Oro Valley United Church of Christ
- Our Savior’s Lutheran
- Pusch Ridge Christian Church
- Resurrection Lutheran
- Rincon Congregational UCC
- Sanctuary United Methodist
- Southside Presbyterian
- St. Andrew’s Presbyterian
- St. Elizabeth Ann Seton Catholic
- St. Francis in the Foothills United Methodist
- St. John on the Desert Presbyterian
- St. Mark the Evangelist Catholic
- St. Mark’s Presbyterian
- St. Mark’s United Methodist
- St. Matthew’s Episcopal
- St. Michael & All Angels Episcopal
- St. Odilia Catholic
- St. Philip’s in the Hills Episcopal
- Streams in the Desert Lutheran
- Temple Emanu-El
- Third Church of Christ, Scientist
- Tortolita Presbyterian
- Tucson Community of Christ
- Unity of Tucson
- U.U. Congregation of NW Tucson
- U.U. Church of Tucson
- Vida Nueva/New Life Church of God

BRIDGING FAITH AND HEALTH

ICS works with congregations to develop whole person health programs addressing the spiritual, physical and mental health of congregants and neighbors. Quarterly trainings like the one pictured above for congregational health leaders provide information and inspiration for implementing congregation-based health programs.
THANKS TO OUR MANY COMMUNITY PARTNERS

Partnerships and collaborations enable ICS to leverage resources in bringing important services to our recipients. A few of these groups are listed below:

MAJOR COMMUNITY PARTNERS:

Pima County Community Action Agency, Pima County Community Development and Neighborhood Conservation Department, City of Tucson Human Services Department, Community Food Bank of Southern Arizona, United Way of Tucson and Southern Arizona, Pima Council on Aging, and Regional Transportation Authority (RTA)

ICS MOBILE MEALS PARTNERS:

Amber Lights, Atria Compana Del Rio, Emeritus, HealthSouth Rehabilitation Hospital, Northwest Medical Center, Oro Valley Hospital, and Santa Catalina Villas

OTHER PARTNERS:


ICS COMMUNITY ADVISORY BOARD

Kristin Almquist, Marketing Consultant
Betsy Bolding, Director of Consumer Affairs, Corporate Relations, Tucson Electric Power
Jerry Bustamante, Business Development Officer, Canyon Bank
Jannine Cox, former CEO, Carondelet Foundation
Lori Carroll, Interior Designer
Diane Frisch, President, Frisch and Associates
Greg Gadarian, Estate Planning Attorney
Bill Holmes, Associate Director, Tucson Chamber of Commerce
Tom Hunt, Vice President and Wealth Strategist, Northern Trust
Ann Lovell, Executive Director, The David and Lura Lovell Foundation
Lea Marquez Peterson, President, Tucson Hispanic Chamber of Commerce
Frank Williams, Director of Social Services, Casa de la Luz
Steve Rosenberg, Publisher, BizTucson

PLANNED GIVING ADVISORY COUNCIL

George Chardukian, Financial Advisor, RBC Wealth Management
Doug Haynes, Financial Advisor, Merrill Lynch
Ed Jenkins, Retired, CPA
Eileen Lamse, CPA, Hammel, Beal & Lauer, PC
Jim Marvel, Slosser, Struse, Fickbohm, Marvel & Fletcher, PLC
Larry Schloss, CLU, Schloss and Company, Insurance and Investments
Linda Stratton, Stratton Advisors
Jane Nugent, VP Senior Personal Banker, Northern Trust

Interfaith Legacy Society

The Interfaith Legacy Society recognizes supporters who have made a planned gift of any amount, or a current gift of $10,000 or more to the endowment. If you have made such a provision, or expect to in the near future, thank you. We would like to recognize those who have already become members of the Interfaith Legacy Society.

Anonymous (2)
Robert and Helen Acker
Bruce Bittmann
Karen Hamar Bittmann
Francis and Barbara Boyle
George and Toni Chardukian
Peggy and Jack Comp
Wayne and Carol Dawson
In Honor and Memory of Lenore Seymour Fiske
Jay and Betty Huitsing
Ed and Kay Jenkins
Richard and Bonnie Kampa
The Estate of Dwight Lang
Lura Lovell
The Estate of Bette Newton
The Estate of April Peck
Steve and Ruth Pollyea
Maude Shingler
The Diamond Foundation
Allen Stults
The Estate of Gertrude Schwab
Bob and Sheri Siesennop
The Estate of Betty June Simonson
The Estate of Myrtle Thorne
Wendell and Rose Tyson
Mrs. Dorothy Dyer Vanek
David and Ellen Vellenga
The Estate of Loraine Weldon
The Estate of John Wickland
William A. Wilson

Corporate & Community Partners
Our Heartfelt Thanks... to the many contributors who made our work possible during the fiscal year July 2010 through June 2011. This list includes grants, corporate gifts and individual donors, as well as support for our Endowment Fund, special events, automobile donations and in-kind contributions. Every attempt has been made to ensure accuracy of listings; however, if your name is missing or listed incorrectly, we apologize and hope that you will call us with the correction.

CORPORATIONS, FOUNDATIONS, GOVERNMENT AGENCIES AND FAITH COMMUNITIES

$10,000 and more
- Arizona Community Action Agency
- Arizona Community Foundation
- Calstaff Family Foundation
- Christ The King Episcopal Church
- City of Tucson Human Services Dept.
- Commerce Bank of Arizona
- Community Food Bank (in-kind)
- The Eugene and Willella Denton Family Foundation
- Diamond Foundation
- David and Lara Lovell Foundation
- Northwest Medical Center
- New Spirit Lutheran Church
- Oro Valley Church of the Nazarene
- Oro Valley Hospital
- Pima County Community Action Agency
- Pima County Community Development & Neighborhood Conservation Dept.
- Rincon Congregational United Church of Christ
- St. Andrew's Presbyterian Church
- St. Mark, the Evangelist Catholic Church
- Tucson Electric Power Co.
- United Way of Tucson & So AZ
- University Medical Center
- Wells Fargo Foundation
- The Wolslager Foundation

$5,000 - $9,999
- Balschek Filey Marketing (in-kind)
- Comcast (in-kind)
- The Employees Community Fund of Boeing Mesa
- Lon D. and Lucille Barton Charitable Foundation
- Northminster Presbyterian Church
- The Phillips Family Foundation
- Resurrection Lutheran Church
- William E. Schmidt Charitable Foundation
- Southwest Gas Corporation
- St. Mark's United Methodist Church
- Sun City Vistoso Community Foundation

$1,000 - $4,999
- Anonymous Donor
- Alcoa Fastening Systems
- Ascension Lutheran Church and School Bank of America Foundation
- Beautiful Savior Lutheran Church
- Canyon del Oro Baptist Church
- Capilla del Sol Christian Church
- Catalina Adobes Congregational Church
- Catalina United Methodist Church
- CBIZ
- Chapel at the Country Club of La Cholla
- Christ Presbyterian Church
- Church of the Painted Hills United Church of Christ
- Congregation Anshei Israel
- Congregation Or Chadash
- Cortaro Vista Community Church
- Desert Skies United Methodist Church
- Dove of Peace Lutheran Church
- Edward D. Jones and Co. Foundation
- Elizabeth Read Taylor Foundation
- Faith Christian Fellowship of Tucson
- Jewish Community Foundation of Southern Arizona
- Jewish Federation of Southern Arizona
- Jim Click Nissan
- Knights of Columbus
- Lilly Endowment
- Mountain View Baptist Church
- Oro Valley Community Foundation
- Oro Valley United Church of Christ
- Our Saviour's Lutheran Church
- Pella Retroscreen Foundation
- Pusch Ridge Christian Church
- Roadrunners Alumnae Welcome Wagon
- Rob Johnson Photography (in-kind)
- San Tan-Avantis US Inc
- The Carl and Mabel Shurtz Foundation
- St. Francis in the Foothills United Methodist Church
- St. Philip's in the Hills Episcopal Church
- Sundt Foundation
- Sunrise Senior Living
- Third Church of Christ, Scientist
- Trico Electric Charitable Trust
- Tucson Electric Power, RMT Department
- Tucson Newspaper's Charitable Fund

$500 - $999
- Anonymous Donor
- Avra Valley Community Church
- Blue Cross Blue Shield of Arizona
- Church of the Painted Hills United Church of Christ
- Congregation M’kor Hayim
- Fifty Plus Club
- HBM Consulting
- Hughes Federal Credit Union
- Hundred Palms Tucson
- Immanuel Presbyterian Church
- Kissed By An Italian
- Kohl’s
- Ladies Night Out
- Lewis Hertz Foundation
- Lord of Grace Lutheran Church
- Mountain View Retirement Village
- Northern Trust Bank
- Northwest Baptist Church
- PICOIR Charitable Foundation
- Pima Area Labor Federation, AFL-CIO
- Rincon Kiwanis Club
- Rotary Club of Dove Mountain
- St. Mark’s Presbyterian Church
- St. Michael and All Angels Episcopal Church
- Stratton Advisors
- Temple Emanuel
- Thrivent Financial for Lutherans
- Tucson City Center for Spiritual Living
- Tucson Community of Christ
- Unitarian Universalist Church of Tucson
- Unitarian Universalist Congregation of NW Tucson
- Unity of Tucson
- Valley Animal Hospital P.C.
- World Food Services

$250 - $499
- 3M Foundation
- Adair Funeral Home Dodge Chapel
- Bryan Fouk and Michael Manelis, PC
- Church of the Apostles
- Fountain of Life Lutheran Church
- Fountains Non-Denominational Church
- Hammel, Beal & Lauer, PC
- La Aldea Spiritual Community
- Mountain Shadows Presbyterian
- Mountain View Baptist Church
- No Pima Co Chamber of Commerce
- Northern Trust Bank
- Omni Tucson National Chill Cook Off
- Oro Valley Optimist Club
- Orthodontic Specialists
- Pima Council on Aging
- Sheffield’s Diamonds
- Slosser, Struze, Fickbohm, Marvel & Fletcher, PLC
- Southside Presbyterian Church
- St. Matthew’s Episcopal Church
- St. Odilia Catholic Church
- Thrivent Financial, Saguaro Chapter
- Wells Fargo

$100 - $249
- Albertsons
- Arizona Party Rental (in-kind)
- Bashful Bandit
- Bingham, Osborn & Scarborough LLC
- Care More
- Casa de la Luz Foundation
- Casa de la Luz Hospice
- Casas Adobes Oral & Maxillofacial Surgery
- Desert Dialysis Center
- Epic Productions
- Honeywell Homestay Solutions
- Marana Rotary Foundation
- Matching Gift Center
- McEvoy, Daniels & Darcy, PC
- Morgan Stanley
- Pinnacle Component Sales Inc
- Pleasuretours Inc
- Presbyterian Women of Christ
- Presbyterian Church
- Sanctuary United Methodist Church
- Scarlet O’Hatters of Red Hat Society
- Silverbell Womens Golf Association
- Spiritual Assembly of the Bahai’s
- St. Andrew’s Presbyterian Women’s Coordinating Team
- St. Elizabeth Ann Seton
- St. John on the Desert Presbyterian Church
- St. Mark’s UMC Quilters
- Sunlife Home Health Care
- The Qualis
- Thrivent Financial for Lutherans
- Thrivent Financial for Lutherans Foundation
- Villa La Estela HOA

$0.01 - $99
- Abracadabra Art Portraits
- At Your Service Bookkeeping LLC
- Bahá’ís of Oro Valley
- Brownstone Reading Group
- El Con Patio Home Association
- G & L Welcome Home Residential Svc
- Genieve Gilman
- Headquarters West LTD
- Heritage Highlands 9-Hole Women Golf
- La Canada Magee Neighborhood Assoc
- Laureate Beta Upsilon
- Northwest Community Friends Church
- Quails Ladies Golf
- R. E. Darling Co., Inc.
- Southern Arizona Symphony Orchestra
- St. Mark Catholic Church Social Services
- Streams in the Desert Lutheran Church
- Tucson National Women’s Golf Association
- Vistoso Village Breakfast Group
- Vistoso Village Social Committee

A YEAR IN REVIEW
FISCAL 2011

July
- Freedom from Hunger Drive yields 5 tons of food and ends with an ice cream social and concert at Christ Presbyterian Church featuring Splendidio’s “Gestures of Joy” and a student quartet from the Tucson Jazz Institute.

August
- August 2: ICS receives over 400 items of financial assistance – a single-day record!
- IC9 receives the 2010 Nonprofit of the Year Pinnacle Award from the Northern Pima County Chamber of Commerce.

September
- Gifts of Love help 331 young people from low-income families start school prepared with new school supplies.
Our 25th Anniversary Celebration culminates with a sold-out concert by renowned flutist R. Carlos Nakai and classical guitarist Gabriel Ayala. Thanks to St. Andrew’s Presbyterian, which lent its music hall and support.

ICS and Carondelet Health Network team up to provide health advocacy outreach to area congregations. The program expands ICS’s existing health advocacy program funded by the David and Lura Lovell Foundation with a series of health-related seminars.

November

Our 25th Anniversary Celebration culminates with a sold-out concert by renowned flutist R. Carlos Nakai and classical guitarist Gabriel Ayala. Thanks to St. Andrew’s Presbyterian, which lent its music hall and support.

ICS and Carondelet Health Network team up to provide health advocacy outreach to area congregations. The program expands ICS’s existing health advocacy program funded by the David and Lura Lovell Foundation with a series of health-related seminars.

The ICS Resource Center gets a boost from the Wells Fargo Foundation through a grant to purchase computer stations for job searchers to offer financial literacy training and incentive programs for clients.

ICS is a recipient of a Tucson Electric Power “Grants that Make a Difference” to enhance our volunteer recipient management program.

ICS announces plans for a new 2,700-square-foot food bank to meet exploding community need and to add refrigeration for fresh and frozen foods. The Wells Fargo Foundation issues a $150,000 challenge grant for the new building, if ICS can raise a matching $200,000.
Dorothy Vanek, right, ICS’s nominee and a longtime donor, is honored as the Association of Fundraising Professionals’s “Philanthropist of the Year.”

“We Care” Golf Classic at Omni Tucson National is a success with 160 players and $30,000 raised for ICS programs.

The 4th Annual Edward Jones Bag-A-Thon collects 25,461 pounds of food for ICS.

ICS distributes 1,552 holiday food boxes between November 22nd and December 22nd—a new record and 20% more than the previous year. An estimated 250 donors, volunteers and community friends enjoy food and good cheer during the annual Holiday Open House.

**INDIVIDUALS continued**

Karen Gilbert
Philip and Dorothy Gehr格局
Robert Gorski and Michael Gorski
Judy Gould and Meredith Gould
Jerry and Wajeta Griffin
Marjorie Grubb
Dorothy Gruber
Gary and Barbara Guthrie
Herberto and Ruby Gutierrez
Herman and Judith Haerem
Phil and Martha Hail
Glenn and Ila Hamstra
Brian and Misty Hansen
Jeff and Anne Haman
Richard and Cherry Harper
Jim and Monica Hart
Emile Haug
Pam Henderson
Morris and Linda Hicks
JoAnne Hiles
James and Sarah Hobart
Don and Pat Holladay
John Hurby
Dan Hughes
Morgan and Sharon Hunter
Robert and Margaret Hurst
Judith Ippolito
Daisy Jacobs
Connie Jahne
James and Bonnie Johnson
John and Constance Johnson
Roger and Pat Kaltenberger
Ed and Peggy Kilby
Bruce and Leslie Killips
Mark Kimble and Jennifer Boice
Carl King
Philip and Titha Kinney
Carl and Terri Kominsky
Jeffrey Kraus and Martha Berg
Frederick and Frances Krause
William Krauss
Wesley and Joyce Krebill
Timothy and Janet Kreski
Dennis and Joan Kroccek
Margaret Kuhn
Marcia Larson
Donald Lasher and Helen Gallant
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Nelda Lofgreen
Pat Long
Diane Luber
Bruce and Anastasha Lynn
Richard and Barbara Mafecki
Charles and Evelyn Malone
Craig Marken and Wanda Wynne
Ken and Sue Martin
Patricia McClure
John and Janice McDavitt
Elaine McEwan-Adkins
Robin and Linda McGeorge

Denis and Barbara McGeough
Catherine and Frank Mcinty
William and Karen Merril
Jim and Wilda Metzdorf
William and Vivian Meyer
Naomi Miller
Yash Mittal
Carl Monroe and Deborah
Buck-Monroe
William and Deborah Montgomery
Lynn McOney and Paula Noel
Margaret Moore and
Hannah Blue Heron
David and Virginia Morthland
Mary Mullins
Ronald Mumford
Jack and Helen Munger
Terry and Donna Mysak
Rosemary Nabozny
Paul and Jane Nakazato
Lawrence and Elaine Norrie
Dave and Jane Nott
Robert N’iel
Pat Owens
Steve and Colleen Page
Stephen and Sally Pagnucco
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Michael and Ann Pastirk
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Terri Patt-Smith
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William and Susan Pearsay
Peter and Gayle Perona
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Debi and Robert Raterink
Sandra Rausch
Howard and Dorothy Reeve
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Deborah Steed
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William and Kathleen Thomas
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Laurin Tomer and Joyce Bolinger
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Ray Trexell
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John and Mary Turner
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$100-$249
Anonymous Donors (6)
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Charles Davis
Terry and Peggy De Wald
Robert and Lucy Deaney
James and Sherri Denny
Elaine Dertien
Caleb and Carol Deupree
Concert, "Wonders of Christmas" performances of its Nazarene packs the house Oro Valley Church of the for ICS. $23,000 in free-will offerings

Richard Hannah Ruth Hamilton
Jim and Barbara Hansen Richard Harrington
Anne Harrison Marjorie Hartsock
June Head George Herget, Jr.
Dorothy Hess Larry and Geralenide Hester
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May Lopuszanski
Helen Loveless
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Marilyn Ludwig
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Kathy Lupori
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Carl and Katherine Maasa
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Karen MacDonald
Susan Maki
Betty Malaf-Tver
Lesley Mansur
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Jim Mueller
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Walter Muente
Patrick Mulligan
James and Constance Murphy
Pat and Jane Murphy
Donna Murray
Patricia Murray
Irene Naegle
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David and Janice Nelson
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Doug Newton and Darlene Sisson
Dennis and Susan Norred
Susan Nuhn
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Larry and Linda Schloss
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Donna Rae Schlott
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Karen Schwabacher
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Beth Scott
Ned and Nancy Selinsky
Mary Shank
Fred and Sue Sheffie
Ernest Shorts
Richard Shriver
Dale and Sandi Sikkenga
Kenneth Silvam
Jack and Marie Smart
Claud Smith

Oro Valley Church of the Nazarene packs the house during 10 spectacular performances of its "Wonders of Christmas Concert," collecting over $23,000 in free-will offerings for ICS.

Holiday “Gifts of Love” program puts gifts and clothes under the tree for 82 individuals and families in need.

More Arizonans learn they can receive credit on their state tax obligation by donating to ICS as an approved charity serving the working poor. ICS joins 12 other non-profit organizations to promote the Arizona Tax Credit Program.

ICS is a beneficiary of a popular concert by the world-renowned Harlem Gospel Choir at the Fox Theatre generating $5,000 for our programs.

January
The ICS Planned Giving Advisory Council hosts a friend raiser for estate and wealth management professionals at the Steinway Piano Gallery.

**A YEAR IN REVIEW**

**FISCAL 2011**

**January continued**

**The WolsLAGer Foundation Challenge Grant is achieved as ICS raises $200,000 for its new Food Bank. Stephen WolsLAGer, pictured.**

**February**

**Southside Presbyterian Church of Tucson become our 57th and 58th faith community partners.**

**March**

**ICS is a site for Volunteer Income Tax Assistance (VITA). Fifteen volunteer tax preparers complete 202 tax returns, putting $293,156 of earned income tax credit into the hands of low-income individuals.**

**ICS becomes one of only 9 local charities to receive Charity Navigator's highest 4-star rating for fiscal responsibility. CN President and CEO Ken Berger says the rating demonstrates... “to the public that (ICS) is worthy of their trust.”**
Hundreds learn will preparation basics as ICS hosts 7 free "Write A Will" workshops presented by experienced, volunteer tax attorneys and certified financial planners.

Phase II Fundraising Campaign to furnish the new Food Bank kicks off with a goal to raise an additional $150,000 needed to equip the facility.

Mayors Satish Hiremath of Oro Valley and Ed Honea, pictured, of Marana ride along with ICS volunteers to deliver Mobile Meals to seniors and the disabled during Mayors for Meals Month.

Over 200 ICS volunteers lasso a day of western fun, food and heartfelt appreciation during the annual Volunteer Recognition Lunch.

INDIVIDUALS continued

Stephen McCommon
Stephen McCotter and Linda Zello McCotter
Cheryl McCurry
Myrna McCutchen
Charles and Janet McGary
Gerald and Ellie McGowan
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Ann Park
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Deanen Parks
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Sue Peel
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Grace Peterman
Margaret Peterman
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Nadine Pickett
Wayne Pierri
Janet Pipes
Angelo and Joyce Pisciotta
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Brainard and Leslie Ann Platt
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Joseph and Janet Pochter
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Elizabeth Polcar
Tom and Marcia Polley
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Lonnie Pomeroy
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Ivian Rayford
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Don and Joan Rietz
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Michele Romoro
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Laurel Rountree
Laverna Ruberg
Karen Ruhrland
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Audrey Ruprecht
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Rosa Sandwell-Weiss
Anne Sapp
Thomas and Sally Saunders
Elizabeth Saxby
Ray and Calista Schafer
Joan Schapp
Elizabeth Schauer
William and Kathleen Scherzinger
Gordon and Dorinne Schifman
Jeff and Tracey Schildberg
Kathleen Schlecter
Vera Schlesinger
Arthur and Jean Schmid
Thomas and Karen Schnee
Michael and Suzanne Schober
Michael and Deanna Schroer
Teresa Schultz
Eugene Scott
Audrey Sears
William and Betty Sebert
Timothy Scomberg
Carl and Elizabeth Segerstrom
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Leonard and Elsie Sevick
Joanne Sexton
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Linda Stratton
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Haron and Ruthann Stults
Sungwon and Ligia Suh
Jane Swicegood
John and Nancy Swinford
Debra Sykes
Freeman and Rebecca Taber
Patricia Tapke
Pete Taufen
Julie Taylor
Ron and Beverly Taylor
Art and Denise Tellez
Faith Thesingh
Dorotho Thomas
Maxine Thomas
William Thomas
Margaret Thompson
Than Thum
Jesse and Jennifer Todd
Kay Torch
Evangeline Torres
Gilmore and Blanche Tostgaard
Beaure Toth
James and Janice Tress
Kevin and Pearl Tread
Betty Trimm
Jack and Carol Ulrich
William and Carol Ulrich
Jim and Hideko Uomoto

ICS Caregiving Department launches a new TeleChat program. Volunteers bring some sunshine into the lives of homebound seniors with friendly afternoon calls.

ICS meets the Ed and Kay Jenkins $1 Million Endowment Challenge. Endowment contributions grow to $2.4 million laying the foundation for a solid financial future for ICS.

Demand at the ICS Food Bank continues to escalate: 1,000 emergency food boxes and 12,000 supplemental items distributed to hungry families monthly.

Ed Jenkins ends a successful 4-year term as President of the ICS Board of Directors. Vice President Steve Pohyra pictured left becomes new President.

Christ the King Episcopal Church amends our lease agreement, paving the way for construction of the new Food Bank Building.
July begins in Construction of the new public in October 2011, early July. The facility is

*Denotes Auto Donation

Peter and Cindy Zwick
Teresiana Zurita
Cindy Zokhrouf
Joseph and Suzanne Zimbardo
Pamela Xeele
Dick and Kay Wrolsen
Daniel and Ember Wright
Lester and Rachel Wortzel
Kenneth and Sandra Wortzel
Helen Wong
Carol Wolfe
Carol Winter
Mary Winter
Mary Wolken
Helen Wonk
Kenneth and Sandra Wortzel
Lester and Rachel Wortzel
Daniel and Ember Wright
Dick and Kay Wrolsen
Pamela Xeele
Joseph and Suzanne Zimbardo
Frank Zimmer
Cindy Zokhrouf
Loretta Zucker
Teresiana Zurita
Peter and Cindy Zwick

*Denotes Auto Donation

**IN-KIND DONATIONS continued**

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Bahah's of Oro Valley
Bank of America
Mary Bauer
Beautiful Savior Lutheran Church
Beta Sigma Phi
Beyond Bread
Kathy Black
Bruce and Karen Hamar Bittmann
Shawn Barber
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Ken Boerner
BO PEO
Marilyn Browning
Brownstone Reading Group
R. and P. Cameron
California Design Center
Capilla del Sol Christian Church
Terrence Carden
Cindy Carfi
Casa de la Luz Social Services
Casas Adobes Congregational Church
Catalina Foothills High School Choir
CDD Band Boosters
Canyon del Oro Baptist Church
Vi Chemas
Christ Presbyterian Church
Christ the King Episcopal Church
Church of Latterday-Saints
Church of the Apostles
Church of the Painted Hills
Circle K
Comcast
Community of Christ Church
Congregation M’kor Hayim
Congregation Or Chadash
John Corr
Alice Cook
Jann Cox
Copper Creek Home Owners Association
Cortaro Farms Pet Hospital
Cortaro Vista Community Church
Crooked Tree Golf
Larry and Sue Davis
Jim and Pat DeAnda
Elizabeth Dempree
Dee and Ede Durst
Desert Skies United Methodist Church
Dove Mountain Seniors
Dove of Peace Lutheran Church
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Father Dick Tomasek
Andy and Carol Fiore
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First Hope Christian Fellowship
Beth Gorena
Denise Gelines
Girl Scout Troop #1676
Sam Goodwin
Ruth Ann Gribb
Carlene Henry

Nancy Haaker
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Wendy Hackett
Beth Hagel
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Shawna Henderson
Sue Henshaw
Joanne Hites
Home Instead
Linda Hood
Larry Hubka
Hughes Federal Credit Union
Richard Hughes
Hundred Pals Assisted Living
Carol Imler
Ironwood Ridge National Honor Society
Kelly Irwin
Sur Irwin
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Diane Jackson
Connie Jahnke
Jewish Federation
Lori Jordan
Helen Koehler
Ladies Night Out
John and Kathy Lauder
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Clarinda Lind
Lana Lockaby
Kim Lorenz
Lord of Grace Lutheran Church
Anastasia Lynn
Bob Lyons
Jerry Mahle
Rebecca Malone
Joanne McCutcheon
Gene and Alice McHale
John and Kathy McIntyre
Tami Medlen
Peggy Milbrant
Lee Milligan
Christine Miotke
Mesa Verde Kids Helping Kids
Ron Moody
Margaret Mothersed
Mountain Shadows Presbyterian Church
Mountain View Baptist Church
Suzanne Nadig-Wall
Nanini Public Library
Sandy Nelson
Nerters Inc.
Northminster Presbyterian Church
Northwest Baptist Church
Northwest Friends Community Church
Northwest Hospital & Urgent Care
Northwest Medical Center
Oro Valley Church of the Nazarene
Oro Valley Public Library
Oro Valley United Church of Christ
Jeanne Paccheco
Paragon Space Development Corporation
Charlotte Patt
Terry Patt-Smith
Nicole Patton
Jan Paulette
Kirk Pielow

**IN-KIND DONATIONS**

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AFNI Inc
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Aldea Spiritual Community
Alive Fitness
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R. & P. Ameron
Anewco Products, Inc
Ascension Lutheran Church
Nancy Atherton

**IN-KIND DONATIONS continued**

**Construction of the new Food Bank begins in early July. The facility is scheduled to open to the public in October 2011, with official dedication spring 2012.**

ICS receives two cargo vans; the first from **Tucson Electric Power** and the other, a refrigerated van, from the **Calistri Family Foundation** to accelerate its food collection and outreach capabilities.

ICS adopts a new, aggressive three-year strategic plan laying a course for the future.

**Freedom from Hunger Drive** collects 15,000 pounds of food and $2,800. Thanks Hughes Federal Credit Unions, Egeee's, Alive Fitness, Paragon Space Development Corp., Oro Valley Library, Albionmedia’s Ina/La Cholla, Bank of Tucson, and Comcast.

Led by ICS friend and former recipient **Terri Ashbaugh**, the **Southern Arizona Women's Chorus** performs aousing mixed summer concert, collecting over $1,400 and 900 pounds of food for ICS.
ICS and Our Clients faced another year of tough economic times in fiscal year 2011. Nevertheless, through careful management of our expenses and a successful year of fund raising, we were able to increase our operations and the services we provided by $250,000, an increase of 10.6%. At the same time ICS held its administrative and fund raising costs to just 16.5%, well below the national average.

ICS also improved its financial position during fiscal year 2011. With no outstanding debt and an increasing endowment, ICS ended the year with net assets in excess of $2 million.

Our financial statements are audited by DeVries CPAs of Arizona and are available on our website. I would be pleased to meet with you to discuss our financial results.
Growth in Services Through Trying Times

Thanks to the wonderful support of our volunteers, donors and community friends, ICS has grown its services to meet escalating need – even through a lingering recession.

ICS BOARD OF DIRECTORS

Steve Pollyea, President, Retired, Marketing Executive
Ed Jenkins, Immediate Past President, Retired, Accounting Executive
Janet Grace, Vice President, Community Leader
Kevin Koch, VP of Faith Communities, Attorney and Educator
Scott Summerford, Treasurer, Wells Fargo
Betsy Sandlin, Community Leader
Ken Blanchard, Edward Jones
Art McDonald, Tucson Electric Power
Kristin Behrens, Oro Valley Hospital
Mary Ann Brody, Owner, Kissed by an Italian
Mac Fiske, Retired, Business Executive
Doug Haynes, Merrill Lynch
Kathy Goff, University of AZ Medical Center
Vicky Johnson, Dentist
Mike Mumford, Oro Valley Hospital
Barry Robinson, Retired, Corporate Communications

ICS STAFF

Bonnie Kampa, Executive Director
Terri Patt-Smith, Associate Director
Deborah Carr, Development Director
Nick Aman, Mobile Meals Coordinator
Cheryl Andersen, Caregiving Services Manager
Cathy Anderson, Caregiving Services Assistant
Curt Balko, Food Bank Coordinator
Sandi Brickley, Volunteer Resources Manager/NW Faith Engagement Manager
Shar Caulley, Development Assistant
Mary Elethorp, Health Advocacy Administrative Assistant
Karen MacDonald, Faith Engagement Manager
Maureen Pattison, Mobile Meals Assistant
Marcela Reynaert, Health Advocacy Specialist
Josè Rivera, Financial Assistance Senior Coordinator
Andrea Rogers, Health Advocacy Coordinator
Jacque Shaffer, Accounting Assistant
Maude Shingler, Business Manager
Barbara Souter, Administrative Assistant
Chuck Waldron, Eastside Coordinator

<table>
<thead>
<tr>
<th>FIVE YEARS OF GROWTH</th>
<th>2007</th>
<th>2011</th>
<th>% Percentage Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td># of services provided by ICS</td>
<td>39,976</td>
<td>49,113</td>
<td>23%</td>
</tr>
<tr>
<td>Unduplicated # of individuals</td>
<td>9,695</td>
<td>20,824</td>
<td>115%</td>
</tr>
<tr>
<td># of member faith communities</td>
<td>40</td>
<td>58</td>
<td>45%</td>
</tr>
<tr>
<td>Value of services from audited reports</td>
<td>$1,407,000</td>
<td>$2,656,062</td>
<td>89%</td>
</tr>
<tr>
<td># of volunteer hours</td>
<td>30,510</td>
<td>41,406</td>
<td>36%</td>
</tr>
<tr>
<td>Unduplicated individuals served by food bank</td>
<td>4,161</td>
<td>12,325</td>
<td>196%</td>
</tr>
<tr>
<td>Value of food distributed through the food bank</td>
<td>$246,481</td>
<td>$912,883</td>
<td>270%</td>
</tr>
</tbody>
</table>
**A Look Ahead**

Our new three-year strategic plan is helping us to stay true to our mission while expanding services for our neighbors in need. Here is what is coming in the 2012 fiscal year.

- The new and expanded ICS Food Bank will be in full operation to help us serve more hungry families. This long-awaited—and much larger—facility makes it possible to provide fresh produce and dairy items for healthier meals. It will also enable ICS to provide programs on budget-friendly meals and nutrition education for recipients.

- ICS Resource Centers will be growing to help with job assistance. Our center on Ina Road will be expanded and a second center will open at our Eastside office. Together, they will help more families move toward self-sufficiency and economic security.

- Our discretionary Good Samaritan Fund will be bolstered to $150,000. Increased support through grants and other funding over the next few years will enable ICS to assist a growing number of clients battling economic stresses exacerbated by long-term unemployment.

- ICS will respond to rising concerns among our faith communities about mental health issues. ICS, with support from the David and Lura Lovell Foundation, will host a spring 2012 conference to provide faith and community leaders with current information about mental health needs and to help them create welcoming places for families affected by mental illness.

- Senior Services will be increased. We will grow our health advocacy, transportation, caregiving relief, Mobile Meals and other support services to help elderly and disabled clients remain independent.

- ICS will continue to engage the community through new partnerships. Forging new relationships with faith communities, community and government agencies, our donors and volunteers will help us leverage resources to meet rising need.

For information on our progress and how you can help, please contact the ICS office. Your support will ensure that ICS is there for those who are counting on us. Thank You!