Changing the Story

ACROSS PIMA COUNTY

Interfaith Community Services
2016 Annual Report
Dear Friends,

Every life story has a beginning and an end. And throughout the middle, there are many twists and turns along the journey. Each day at Interfaith Community Services, we see so many stories unfold. The family once thriving that has fallen on hard times and is now facing eviction. The lonely, isolated senior dealing with the challenges of aging now that they have outlived their spouse and their children live far away. The family trying to find help and answers for a loved one with a physical or mental health challenge.

And every day at ICS, we have the awesome opportunity to share the help and hope we have to try to positively change those stories by addressing head-on the issues that propel them.

Fiscal year 2015-2016 was another year of growth and challenge at Interfaith Community Services as we worked to do just that.

• ICS received a new Emergency Solutions Grant that allows us to provide up to three months of housing assistance and intensive case management to prevent homelessness and better position families to be self-sufficient.

• We met increasing need for our caregiving services, assisting 1,356 homebound, disabled and low-income adults to maintain independence—a 30% increase over previous years.

• We implemented a new Efforts to Outcomes data tracking system that enables us to more efficiently serve those who turn to us and to better measure the impact of our programs in their lives.

• We piloted a new program, Care Partners, which is showing exciting results in reducing hospital readmissions among highly vulnerable populations.

With your help, ICS worked to prevent homelessness, respond to hunger, and reduce unemployment and isolation. We provided assistance to 39,647 children and adults in our community to equip them to turn a new page toward opportunity, hope and independence.

Thank you for your generous support that continues to improve the outlook for many of our neighbors in need throughout Pima County. As a donor, volunteer, partner or community friend, you write the stories of change that fill these pages and every corner of what we do. Your encouragement and investment in our mission at Interfaith Community Services touches and transforms lives.

Because of you, so many people in our community don’t have to remain in a place of crisis or despair. They are changing their stories, and their lives, for the better.

Serving with you,

Daniel Stoltzfus
Chief Executive Officer

Barry Robinson
Chairman, Board of Directors
28,469 children and adults avoided hunger

+13% INCREASE

Overall self-sufficiency score of our emergency assistance clients based on pre- and post- scores on the Self-Sufficiency Matrix

2,950 households stabilized to meet basic needs

234 households avoided homelessness with rental assistance

86¢ of every dollar donated went directly to our life-changing programs

WRIGLEY FIELD

39,647 CHILDREN AND ADULTS were helped to improve their lives—enough people to fill Wrigley Field at near capacity!

1,356 seniors and disabled adults helped to remain safe and independent

+30% INCREASE

16,872 nutritious Mobile Meals delivered to help homebound senior and disabled adults maintain health and nutrition

756 volunteers gave 53,966 hours of time

valued at $1.2 million

944 received job search assistance

76 reported finding jobs

16,872

53,966

$1.2 million

1,356

+30% INCREASE

86¢

53,966

$1.2 million

16,872

39,647

234

$1.2 million

28,469

2,950

86¢

86¢
“I don’t know how I would get by without them,” says Pattiann as she fondly speaks of ICS caregiving volunteers Dave and Sallie, who come by once a month to help her go through bills and paperwork. Pattiann is recovering from cataract surgery and also has challenges with shopping and meals due to painful rheumatoid arthritis.

A widow on a fixed budget, Pattiann is one of many senior and disabled adults who are able to stay independent with ICS Caregiving Services. From Mobile Meals, transportation and small home repairs to yardwork and business help, caregiving volunteers change stories of isolation to those of connection and improved quality of life.

“All the volunteers are a big help,” she says. “You don’t feel like you are all by yourself. They make me feel safer and more secure,” she adds.

When an intruder tried to invade her home, Pattiann reached out to Dave and Sallie, who called 911 to make sure help was on its way and immediately came over to check on her. “That’s something you don’t find every day,” Pattiann says. “I feel close to them, like they are family.”
Services

IMPROVING SAFETY AND INDEPENDENCE

Door to Door

One of the hardest things about aging is giving up the car keys. ICS volunteers provide free transportation to the grocery store, medical appointments and other errands to help those who can no longer drive meet essential needs. Friendly drivers help recipients get out and about and lift spirits in the process. Our new Efforts to Outcomes data system enhanced our efficiency in ride matching this past year, enabling ICS to meet every ride request in the summer months when less than half of our volunteers are in town.

A Friendly Voice

Check in calls or visits help recipients avoid isolation while ensuring they are connected to needed services. Volunteers alert ICS staff and rescue personnel to any emergencies, such as a recipient who may have fallen, so help can be dispensed.

Home Repairs

ICS Handy Helpers assist with minor repairs such as broken screens and leaky faucets, increasing safety for seniors who can no longer complete repairs themselves.

Care-A-Van Builds Community

The ICS passenger van:

- offers group shopping trips for seniors in rural areas with few or no transportation options as well as to recipients in low-income housing facilities
- delivers emergency food boxes to about 20 low-income seniors each week who cannot get to the ICS Food Bank
- promotes safety and saves recipients on limited incomes from having to purchase more expensive public transit

312 SMALL GROUP SHOPPING TRIPS
3,600 RIDES FILLED
135,876 MILES TRAVELED
(That’s equal to 5 times around the earth!)
High quality, nutritious meals are delivered directly to the home for frail, homebound and convalescing seniors and adults who cannot cook for themselves or get to the grocery store. Meals are prepared by area hospitals, food partners and senior centers to meet doctor-prescribed diets such as low-salt, diabetic and gluten-free needs. The meals and the friendly volunteers who deliver them are a lifeline to keep homebound recipients healthy. Nominal meal price is based on the recipient’s ability to pay. Almost 70% of meals are subsidized. ICS is currently working to add another delivery route to serve more seniors in need.

Helen’s health was declining. Her husband Don also had physical challenges that made it difficult for him to prepare food for Helen. For years, Helen received Mobile Meals delivered daily by ICS volunteers that ensured she was eating and maintaining a doctor-prescribed diet. When Helen passed away recently, Don told the ICS Caregiving Team that he credited the Mobile Meals she received with helping Helen live as long as she did and enabling the couple to stay in their home longer than they ever anticipated.

Did You Know?

According to Forbes Magazine, Tucson is the third most rapidly aging city in America. As our community’s senior population grows, the need for ICS Caregiving Services is also rising. In fiscal 2015-2016, ICS served 30% more seniors and disabled adults ages 60 and better.

Health Advocacy

The ICS Healthy at Home program provides more intensive services to adults who are physically and mentally challenged or isolated. Specially trained volunteers meet with individuals one-on-one, offering them the opportunity to connect or learn about community resources in the comfort and security of their own homes, amid familiar surroundings.
"We were drowning. Stressed Out. We were going to be homeless and had a notice of eviction. Our electricity was being turned off. We had no phone. We were completely upside down. We couldn’t afford childcare, and it cost my wife her part-time job. I was in training with no income coming in. Our family life was suffering."

Despite all the difficulties they have faced, James and his family still manage to be optimistic.

Through a special Emergency Solutions grant, ICS was able to help the family with three months’ rent and get their utilities restored. They also received food from the ICS Eastside Food Bank and gas vouchers so James could get to his job training.

Most important was the one-on-one counseling and encouragement from ICS Case Manager Adrianne Williams. “Before there was no light at the end of the tunnel. These days, I see more possibility,” James says.

He is one of 33 selected out of 422 applicants for law enforcement officer training. He graduates in December with a secured job. “You have to keep moving. Trying to get a step ahead. We’re still not out of it yet, but we are working on it. We’re hoping to get out of our cramped two-bedroom apartment and into a rental home, rebuild our credit,” he says.

“Sometimes you just need a hand and a chance,” he says. “ICS and this program saved our lives.”
More than 65% of the families we serve have children in the home and 98% live below the Federal Poverty Level, facing multiple obstacles in meeting daily housing, food and medical requirements.

With new one-year limits on programs such as TANF (Temporary Assistance for Needy Families), requests for our help climbed again in 2015-2016. Small assistance from ICS provided time and relief for recipients to confront the immediate crisis and progress toward stability.

**Gifts of Love School Supply Program**
Serves 1,042 Kids
Supporting vulnerable children in their education helps disrupt the cycle of generational poverty by positioning them for success in school and in life. More than 1,000 kids received new backpacks filled with school supplies, thanks to support from dozens of businesses, community groups, congregations and individuals.

**Gifts of Love Holiday Program**
The holidays were made a little brighter for 287 families facing hard times. Community members adopted families providing toys, clothing, food and other items.

ICS is an affiliated pantry partner of the Community Food Bank of Southern Arizona (CFB)—the source of our monthly emergency food boxes. A study commissioned by the CFB on our Ina Road food bank shows it isn’t just a neighborhood pantry. People are coming from throughout Pima County specifically to get help at the ICS Food Bank.
Did You Know?

Preventing homelessness provides substantial cost savings!

$650 vs. $3,448

Average Cost for One Month’s Rent from ICS to Keep a Family of Four in Their Home vs. Estimated Cost for One Month’s Emergency Shelter for Four Family Members (at an average cost of $862 per person)

Data compiled from the Costs of Chronic Homelessness in Context research study from the Morrison Institute on Public Policy at Arizona State University.

ICS Expands Food Program

To better serve working families, ICS increased hours at our main campus on Ina Road to include Tuesday evenings from 5-7. In addition, ICS assumed operation of the food pantry at New Spirit Lutheran Church to increase capacity to serve hungry neighbors on Tucson’s eastside. Recent reports show that the ICS Food Banks have grown to become the second-largest Food Pantry in Southern Arizona.

"It’s okay for me not to eat, but I can’t let my baby go without food.

Food is often the first thing families struggling to stay afloat cut from their monthly budget, which can have serious repercussions on their employment, schooling and health. Last year, ICS dispensed $1.9 million of food to provide nourishing meals for hungry individuals and families making the hard choices to pay for rent, transportation, clothing or meals. The ICS Food Banks serve people of all ages, including many seniors on fixed incomes. More than 30% of clients are school-age children.

~ Cathy
Building Self-Sufficiency

Assisting clients with diverse backgrounds and capabilities is all in a day’s work at the ICS Resource Centers, but Rich had one of the most unusual backgrounds we’ve seen. He had been a Chaplain for many years, but was now out of work and wanting very much to use his specialized talents and interpersonal skills in a job where he could nurture and encourage others.

Rich came into the ICS Eastside Job Resource Center for a number of weeks, working with coordinator Val Clewley to revamp his résumé and showcase his transferrable skills in interpersonal communication and counseling.

After several interviews, Rich stopped in to the office again to tell us he found a job as a social worker. “It’s given me new hope and I am looking forward to helping others find hope in their lives, too.”

~ Rich

While our food banks or emergency financial assistance programs are often the first link neighbors in need have with ICS, they are quickly connected to a network of services that address the root causes of crisis and help them take the steps to regain control of their lives.

Case Management
ICS case managers work one-on-one with clients to identify barriers to sustainability and set goals to get beyond them. Personalized support makes the difference in helping individuals and families lift themselves out of poverty and realize longer-term self-reliance.

Over 80% of Those Served are Able to Stabilize and Make Progress on the Self-Sufficiency Matrix

In FY 2015-2016, overall self-sufficiency scores of our emergency financial assistance clients rose 13% based on pre- and post- scores on the Self-Sufficiency Matrix.

Job Help, Money Management and Financial Literacy Resource Centers

At the ICS Job Resource Centers, individuals are assisted to tap skills and resources they need to increase their employability. Services cover job searching, résumé writing, interview coaching, and interfacing with potential employers. The Centers also provide classes to build computer capability and expand financial literacy to manage household budgets, repair credit and build savings.

944 Improved Their Employment Readiness
76 Reported Getting Jobs Over the Last 12 Months – Over 500 People Have Found Jobs Since the Centers Opened in 2010
48 Households Increased Their Money Management Skills by Attending Financial Seminars at the Centers
Volunteer Income Tax Assistance (VITA) Program

Volunteer tax preparers completed state and federal returns for 382 low- and moderate-income clients helping them hang on to more of their hard-earned money and claim eligible tax benefits.

Presented in partnership with the United Way of Tucson and Southern Arizona, the ICS VITA site is one of the area’s largest, receiving special recognition from both the United Way and the IRS.

The efforts of our VITA volunteers brought:
$482,998 in refunds back to the community, including $205,648 in Earned Income Credits.

Youth Enrichment Program Opens Possibilities

ICS’s Youth Enrichment Activities (YEA) Program ensures children from families in need don’t miss out on positive extracurricular activities that foster character and skill-building to support their academic and life success. The program helps children see beyond limited resources and reach for their dreams.

Alfredo Calzadillas, 18, excited to begin college life.

Alfredo Calzadillas is just one example of how the ICS Youth Enrichment Activities program (YEA) opens possibilities for youth. YEA paid for Alfredo to take part in a national wrestling competition when his family asked for help, and he won. Alfredo is now at ASU where he is on the wrestling team and has a full ride with scholarships and financial aid. He majors in psychology with a minor in Global Politics. “I love competition. It’s taught me a lot,” he says.

18 Children Were Able to Build Life Skills Through Youth Enrichment Activities
Care Partners Reduces Hospital Readmissions

According to the U.S. Department of Health and Human Services, “one in five patients who leave the hospital will be readmitted within 30 days.” Leading reasons are missed follow-up appointments with primary care physicians or difficulty meeting basic needs and following discharge instructions without a local support system in place. The ICS Care Partners Program brings together high-risk patients, trained volunteers and medical facilities to provide nonmedical aftercare for vulnerable patients to heal at home. In 2015-2016, we completed the first year of the pilot project with exciting results:

24 patients were served in the Care Partners pilot with Banner University Medical Center. Within this patient population, readmission rates dropped from a typical 22% to 11%.

The Care Partners Program is funded in part by a major grant from The David and Lura Lovell Foundation. As we enter year three of the project in 2017, ICS is working to expand the program to additional medical facilities and care programs, as well as to engage more volunteers.

Care Partners Provides Vital Support

Alone. Sick. Physically challenged. Coming home from the hospital not knowing how you are going to take care of yourself, all by yourself. That was the challenge for Belinda, a 70-year-old widow who was discharged after treatment for pulmonary embolism and lung cancer. Her nearest relative, a sister, lives in Tulsa, Oklahoma.

Through the ICS Care Partners Program, she was connected with a volunteer who was able to transport Belinda to her medical appointments and take her to the pharmacy and grocery store. The volunteer stayed in touch with home visits and calls to discuss Belinda’s discharge summary with her and ensure she was taking care of herself. “I’m blessed to be looked after so well,” says Belinda. “They made sure I got to my appointments and was able to get groceries and medication.”

Because of Belinda’s ongoing medical concerns, she was referred to the ICS Caregiving Services department and continues to receive transportation and friendly visits from other volunteers.
ICS End-of-Life Care Forums break the silence and fear of talking about death and provide hope to enhance living during later life transitions.

3 End-of-Life Care Forums attended by 185 people were presented by ICS in Green Valley, Tucson and Sierra Vista covering topics such as advance care directives, planning ahead and communicating one’s wishes. The forums are funded by the Shaaron Kent Endowment Fund at the Community Foundation for Southern Arizona.

Mental Health Safe Space educates the community about mental illness to build bridges of compassion and understanding. The program aims to promote healthier community response to mental health and to reduce the fear and stigma that surrounds mental illness—a barrier to individuals who need to seek treatment.

16 Mental Health Safe Space Trainings were delivered to 386 attendees at businesses, schools, faith communities and other community groups. Mental Health Safe Space is funded by the Fund for Civility, Respect and Understanding, Community Partners, Inc. and The David and Lura Lovell Foundation.

Well-Being Conference
Dr. Anne Borik gets the crowd moving during the ICS April 2016 Faith Communities and Well-Being: Mind, Body, Spirit Conference. More than 350 faith leaders, health advocates and interested citizens attended to explore integrative health and the relationships between connecting mental, physical, spiritual and social aspects of well-being. The conference, sponsored by The David and Lura Lovell Foundation, Cenpatico Integrated Care and Community Partners, Inc. featured keynote speakers Dr. Anne Borik, M.D., and Dr. Esther Sternberg, M.D.
Volunteers

"I’ve been privileged over the years to be a volunteer in many areas in my adult life and now in retirement. I find that volunteering is very satisfying. There is an old saying that when you volunteer you get back what you give, maybe more. That has certainly been my experience.

“I’ve been volunteering at ICS on the front desk for more than 13 years helping clients who come in or call. It’s rewarding to assist families, especially those with children, who arrive stressed or fearful of being evicted from their homes or on the verge of losing their air conditioning in the summer months.

“Being on the front desk gives me a unique vantage point to see this community’s needs and to witness day-by-day the impact of the ICS network of volunteers, donors and partners in the lives of our clients. I am proud to be able to give in such a meaningful way. I don’t know what I would do in retirement without that opportunity.”

~ Ed Jenkins

Anywhere Driver Program Results in All Rides Filled

The Anywhere Driver Program, begun in summer 2016, is increasing our capacity to meet ride requests not just in the summer but throughout the year. Anytime Drivers take recipients to appointments in any needed zip code.

Caring volunteers come to give back each day at Interfaith Community Services, but they often say they gain new purpose and meaning in their own lives in the process. Volunteers use their skills in new ways or develop new skills. Last year, volunteers again served in all areas of ICS programs and operations. By lending their time and talents, they enabled ICS to leverage resources and expand our reach, while touching and transforming lives throughout the community.
ICS volunteers comprise many different ages, ethnicities, faiths and backgrounds. Vincent, 18, came all the way from Germany to learn about social services and to assist in our Caregiving Services department in summer 2016.

“I enjoyed it so much and was treated so well. My mom is interested in coming to Tucson next summer to volunteer,” Vincent reported.

ICS volunteers were also honored at our annual Holiday Open House event. For a complete listing of volunteer awards, please see our website at www.icstucson.org.

Engaging All Ages

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New Bonnie Kampa Award

Nine volunteers serving as liaisons in the ICS Care Partners Program received the inaugural “Bonnie Kampa Faith and Community Health Volunteer” awards established in her honor. Bonnie’s commitment to volunteerism and recruitment of volunteers helped to dramatically expand our volunteer corps during her tenure as CEO at ICS.

Engaging All Ages

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Above, from left to right are, Bob Stanton and Chuck Jones, St. Philip’s In The Hills Episcopal; Quentin Peterson and Kathy DeVinney, Our Saviour’s Lutheran; Nancy Cohen, Congregation Or Chadash; Mirelle Bearden, Mt. Calvary Baptist; Diana Gertz, First United Methodist; and Art Aldag, St. Francis in the Foothills United Methodist. Not pictured is Jessie Hansen, First United Methodist.
Our mission is to help seniors, disabled individuals and people in financial crisis achieve stable, healthy and independent lives.

Health Education & Awareness
- Mental Health First Aid & Safe Space
- End of Life care workshops & forums
- Bi-annual conference & Lunch/Learns
- Congregational health training

ICS Care Partners
- Non-medical support services after hospital discharge by faith communities & their volunteers
- Banner UMC --1st pilot hospital
- Specialized volunteer training

Self-Sufficiency Programs
- ICS staff & volunteers create case plans focused on self-sufficiency
- Job Resource Centers on NW & eastside
- Financial education & free tax preparation
Caregiving & Senior Services
- Transportation to medical appointments & grocery store
- Friendly visiting/phonning & companion sitting
- Mobile Meals
- Health advocacy & resources

Emergency Assistance
- Rent & utility assistance
- Food Bank on both NW & eastside
- Emergency funds for IDs, bus passes & emergency needs
- Gifts of Love programs

Our Volunteers & Faith Communities

Caregiving and Senior Services
Congregations of all sizes and creeds live out their faith and take their compassion to help distressed neighbors outside their own walls through their partnership and support of Interfaith Community Services. This incredible grassroots network, which today has grown to nearly 100 faith communities throughout Pima County, is part of the unique story of ICS and our mission. We are grateful to our faith community partners for joining us in service to improve the lives of so many.

Spreading Help and Comfort

Faith communities provide volunteers, hold food drives and host events and fundraisers for ICS. In summer 2016, St. Paul’s United Methodist Church collected 1,200 jars of peanut butter, a key staple for the children and families we serve at the ICS Food Bank.

Clergy Roundtables

More than two dozen clergy turned out to ask questions and gain insights during a special forum focused on changes to state programs affecting the needy. In June 2016, a representative from the Department of Economic Security helped lead the discussion which included information on community resources and strategies for helping those in need gain longer-term self-sufficiency.
### Thanks to Our Faith Community Partners - 95 Strong and Growing!

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</table>

*(Current Partners as of 11-4-16)*
Fiscal year 2015-2016 was a season which challenged our resources at Interfaith Community Services. We weathered the loss of a major federal grant on which we were a sub-contractor for our Job Resource Centers and, overall, we saw a decline in foundation grants. In large measure, this was due to several longtime grant funders of our programs ceasing operation. We also saw a tumultuous year in the stock market with deep fluctuations throughout the first two quarters of the year which affected our investment income. These declines were offset by a 10% increase from donations from individuals. The ICS Permanent Endowment Fund provided investment earnings which minimized the effects of our grant shortfalls, allowing ICS to keep vital programs in motion.

With strong community support and prudent fiscal management, we were able to hold administrative and fundraising expenses to 14%, well below the national average for nonprofit organizations, while still growing our emergency financial assistance by 9% and sustaining a 30% jump in services to seniors and disabled adults. ICS continues to maintain a strong financial position with no outstanding debt and net assets in excess of $5.7 million. Our financial statements are audited by HBL CPAs, P.C. and are available on our website. I would be pleased to meet with you to discuss our financial results.

For over 30 years at ICS, we have seen donors, large and small, rise above trying times to ensure that people most in need in our community are compassionately cared for and empowered. We extend our deepest thanks to those who make our work possible and who enable ICS to continue to thrive.

ICS earned Charity Navigator’s highest rating of four stars for fiscal and operational effectiveness for the seventh straight year with the highest overall score of any local nonprofit. ICS values the trust of our donors. We are faithful stewards of every donation received, and we are committed to the highest standards of transparency, accountability and outcomes reporting. Receiving four out of a possible four stars indicates that ICS consistently executes our mission in a fiscally responsive way.

Charity Navigator CEO Michael Thatcher notes, “Only 2% of the charities we evaluate have received at least 7 consecutive 4-star evaluations, indicating that Interfaith Community Services outperforms most other charities in America. This exceptional designation from Charity Navigator sets Interfaith Community Services apart from its peers and demonstrates to the public its trustworthiness.”
**STATEMENTS OF FINANCIAL POSITION**

As of June 30

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>$734,583</td>
<td>$1,118,526</td>
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<tr>
<td>Endowment Funds</td>
<td>3,572,575</td>
<td>3,681,387</td>
</tr>
<tr>
<td>Property &amp; Equipment</td>
<td>1,460,347</td>
<td>1,488,811</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>$5,767,505</strong></td>
<td><strong>$6,288,724</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES &amp; NET ASSETS</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td>$62,870</td>
<td>$92,082</td>
</tr>
<tr>
<td>Net Assets</td>
<td>5,704,635</td>
<td>6,196,642</td>
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<tr>
<td><strong>TOTAL LIABILITIES and NET ASSETS</strong></td>
<td><strong>$5,767,505</strong></td>
<td><strong>$6,288,724</strong></td>
</tr>
</tbody>
</table>

**OPERATIONS RESOURCES**

<table>
<thead>
<tr>
<th>In-Kind</th>
<th>$2,065,518</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance thru Casework</td>
<td>358,932</td>
</tr>
<tr>
<td>Individuals</td>
<td>697,149</td>
</tr>
<tr>
<td>Government Grants</td>
<td>595,234</td>
</tr>
<tr>
<td>Faith Communities</td>
<td>224,177</td>
</tr>
<tr>
<td>Foundations</td>
<td>199,173</td>
</tr>
<tr>
<td>Mobile Meals</td>
<td>72,709</td>
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<tr>
<td>Events, Corporate, Other</td>
<td>196,091</td>
</tr>
<tr>
<td><strong>TOTAL RESOURCES</strong></td>
<td><strong>$4,408,983</strong></td>
</tr>
</tbody>
</table>

*This chart does not include $414K in funding from temporarily restricted assets and cash distribution from our Endowment.

**OPERATIONS SERVICES**

<table>
<thead>
<tr>
<th>Emergency Assistance</th>
<th>$1,006,936</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Resource Centers</td>
<td>93,067</td>
</tr>
<tr>
<td>Food Bank</td>
<td>2,081,769</td>
</tr>
<tr>
<td>Community Engagement</td>
<td>191,953</td>
</tr>
<tr>
<td>Fundraising</td>
<td>356,309</td>
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<tr>
<td>Administrative</td>
<td>336,926</td>
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<tr>
<td>Caregiving Services</td>
<td>508,131</td>
</tr>
<tr>
<td>Whole Health Initiatives</td>
<td>357,845</td>
</tr>
<tr>
<td><strong>TOTAL SERVICES</strong></td>
<td><strong>$4,932,936</strong></td>
</tr>
</tbody>
</table>

**TOTAL RESOURCES** 4.4 million

**TOTAL SERVICES** 4.9 million

13.5% Government Grants

15.8% Individuals

8.1% Assistance thru Casework

5.1% Faith Communities

4.5% Foundations

1.7% Mobile Meals

4.5% Events, Corporate, Other

42.2% Food Bank

46.8% In-Kind

6.8% Administrative

7.2% Fundraising

10.3% Caregiving Services

7.3% Whole Health Initiative

3.9% Community Engagement

20.4% Emergency Assistance

1.9% Job Resource Centers
Our Donors

We are thankful for the generous supporters who made our work possible during the fiscal year July 1, 2015 – June 30, 2016. This list includes grants, corporate gifts and individual donors, as well as support for the ICS Endowment Fund, special events and automobile donations. 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. We are grateful for every gift, but due to space limitations we can only list gifts of $100 and above. For full listings, see the annual report on our website at www.icstucson.org.

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St. John on the Desert
Presbyterian Church
St. Michael and All Angels
Episcopal Church
Stratton Advisors
Tortolita Presbyterian Church
Tucson Dance Academy
Unitarian Universalist Church of Tucson
Unity of Tucson

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3M Foundation
Aetna Foundation Inc
Albertsons
Beautiful Savior Lutheran Church
Beta Sigma Phi Preceptor
Gamma Delta
Church of the Apostles
Church World Service
Congregation Chaverim
El Conquistador Women’s Golf Association
Fifty Plus Club – SEAS
First United Methodist Church
Ironwood Ridge High School
Lewis Hertz Foundation
Mountain View Christian Church
Northwest Community Friends Church
Oro Valley Optimist Club
Pleasurebent Tours Inc
Quails Ladies Golf
Tanque Verde Lutheran Church
The Coalition for African-American Health & Wellness
Third Church of Christ, Scientist
Tucson Alumnae Chapter of Delta Sigma Theta
Tucson Embedded Systems
Waters Corporation, Susan Bird

$100 - $249
AmazonSmile Foundation
Assured Life Association
California Pizza Kitchen, Inc.
Catalina In-Home Services
Christ Presbyterian Church
Presbyterian Women
Eldercare Council of Arizona
Flynn Dentistry
HealthSouth
Lord of Grace Lutheran Church

Mt. Zion Lutheran Church
St. Elizabeth Ann Seton Catholic Church
St. Elizabeth Clinic
Streams in the Desert Lutheran Church
SuperCuts
The Vanguard Group
Thrivent Financial for Lutherans Foundation

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Karl Vilausi
Village at the Foothills
Cheryl Viloidei
Angie Ving
Deborah Visbal
Barbara Vogen
Julia Voithoff
Sandra Walker
Richard and Sue Wall
Kathleen Wallace Greer
Yolanda Walsh
Mary Walsh
Nancy Walter
Mary Walters
Betty Walters
Laura and Jack Ward
Rita Ward
Water of Life Metropolitan Community Church
Terry Webb
Mary Weinzirl
Judy Weisenborn
Debbie and Gary Welth
Welcome Club of the Northwest
Robert Welkes
Wells Fargo
Bill Wetterland
Kevin Wetterstrom
Greg Wetzel
Monika Weyer
WGA & Nine Holes at Tucson National
Sheila White
Karen Whitelaw
Susan Whitney
Whole Foods
William Wickham
John Wiedenbauer
Bobbie Wiggins
Lynn and Nancy Wildblood
Nate Wiley
Paige Williams
Rosalie Wilson
Tracey Wilson
Wilson Middle School
John Winter
Women’s Club Oro Valley
Joyce Wood
World Care
Karen Wright
Ember Wright
Iris and William Yost
Youth On Their Own
Melissa Yunger
Justin Zeigler
Denise Zelinski
Denise Zelinska
Marilyn Zimmerman

* Auto Donation
+ Deceased
The Jenkins Family Legacy Society is a special group of friends who have made a gift of any amount in their will or estate plans or a current or planned gift of $10,000 or more to the ICS Permanent Endowment Fund. If you have made such a provision or plan to, thank you. We thankfully honor members of the Legacy Society. They are helping sustain the mission of ICS today and for future generations, while inspiring others to do the same.

Jenkins Family Legacy Society members are featured on a donor wall in the ICS lobby. For information on joining the Society and adding your name to the wall, call the Development Office at 520-297-6049 ext. 222. Since 2008, the ICS Endowment Fund has gained $985,000 in interest from earnings. As needs increase, so does our necessity to grow the ICS Endowment Fund. Our new goal is to raise $600,000 for the ICS Endowment Fund by the end of 2017.
Socially-conscious businesses large and small have partnered with Interfaith Community Services to address important issues of hunger, homelessness, poverty and aging. In the process, they improve the lives of vulnerable children and adults throughout Pima County. We gratefully acknowledge the following annual corporate partners who support our work through their financial contributions, as well as providing volunteers and major in-kind and event assistance.

**MAJOR COMMUNITY PARTNERS**
- Arizona Community Action Agency, Arizona Youth Partnership, City of Tucson Human Services Department, Community Food Bank of Southern Arizona, Community Partners, Inc., GAP Ministries, Pima Council on Aging, Pima County Community Action Agency, Pima County Community Development and Neighborhood Conservation Department, Regional Transportation Authority (RTA), and United Way of Tucson and Southern Arizona
- **ICS MOBILE MEALS PARTNERS**
  - Amber Lights Retirement Community, Atria Amber Lights Retirement Community, Atria Campana Del Rio, Brookdale Senior Living, Copper Café at the Marana Health Center (MHC Healthcare), Emeritus, HealthSouth Rehabilitation Hospital, Mountain View Retirement Village, Northeastern Medical Center, Oro Valley Hospital, and Santa Catalina Villas
- **OTHER PARTNERS**
  - Arizona Center on Aging, Alzheimer’s Association, Banner University Medical Center, Catalina In-Home Services, Inc., Neighbors Care Alliance, CareOneHealth Network, Community Foundation for Southern Arizona, Emergency Services Network agencies, Faith Community Nurse Network, Iskashitaa Refugee Network, Jewish Community Foundation, Jewish Family and Children’s Services, Lutheran Social Services, Mobile Meals of Tucson, Tucson Interfaith HIV/AIDS Network, and many more

**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:

- The MVP Team at V.I.P. Mortgage came through in a big way for the ICS school supply and holiday Gifts of Love programs to assist area families.
- In addition to corporate sponsorship, Splendidio at Rancho Vistoso annually hosts and coordinates several events and supply drives for ICS. Staff also frequently give volunteer time.

**PLANNED GIVING ADVISORY COUNCIL LEADERSHIP COMMITTEE**

**PLATINUM LEVEL**
- Northwest Medical Center
- Enpatico Integrated Care

**SILVER LEVEL**
- Splendidio
- Mercy Care Plan

**GOLD LEVEL**
- Tucson Medical Center
- Banner University Medical Center

**COPPER LEVEL**
- Omni Resorts
- Whole Foods
- Lewis Rocc Self Storage

ICS is thankful to have an extended group of professionals from a variety of estate planning and wealth management fields on our Planned Giving Advisory Council General Membership. For a complete listing, visit our website at www.icstucson.org and download the ICS Planned Giving Advisory Council Membership Directory and Guide to Legacy Giving.
Impactful Events (2015-2016)

A Bountiful Bag-A-Thon
Tucson-area Edward Jones offices mobilized their clients as well as local schools, scouting groups, the Town of Oro Valley and compassionate people throughout the community for their 2015 Bag-A-Thon to fill holiday food bags at the ICS Food Bank. With a matching grant of $8,000 from the Sun City Vistoso Community Foundation and a generous $20,000 donation from the Sun City Vistoso Cyclists, it added up to over 70,000 pounds of food collected to enable hungry neighbors to have a nice holiday meal and help keep the food bank shelves stocked into the winter months.

Golf Tournament Scores Friends and Funds
Beautiful weather and enthusiastic golfers combined to make the 2015 ICS “We Care” Golf Classic one of our biggest yet, with 120 players and nearly $30,000 netted to support essential ICS programs. Thanks to our hard-working event committee, Presenting Sponsors Chardukian-Goldstein-Cox Team/RBC Wealth Management and Dorothy D. Vanek and all of our sponsors, raffle and auction donors, golfers and contributors who made this event a big success.

Crowds Fill Empty Bowls
Our fifth annual Empty Bowls in March 2016 was one for the record books netting $76,000 for the ICS Food Bank. Attendees selected from beautiful bowls handcrafted and donated by the Southern Arizona Clay Artists and talented potters from many local studios with clay provided by Marjon’s and Laguna Clay. They also sampled soups, breads and desserts donated by local eateries, shopped a spectacular raffle and auction, and enjoyed music by Ocotillo Rain and Thunder. We are grateful to our wonderful event committee, to Presenting Sponsors Precision Toyota of Tucson, Dorothy D. Vanek and Wendell and Rose Tyson, and to all the sponsors and supporters too numerous to list who made this event possible.

2015-2016 BOARD OF DIRECTORS (AS OF NOVEMBER 2016)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barry Robinson</td>
<td>Corporate Public Affairs (retired), Board Chair</td>
</tr>
<tr>
<td>Scott Summerford</td>
<td>Senior Vice President, Wells Fargo Wealth Management, Board Vice-Chair</td>
</tr>
<tr>
<td>Mike Lange</td>
<td>Attorney (retired), Board Vice-Chair, Faith Communities</td>
</tr>
<tr>
<td>Rhonda Fure</td>
<td>Senior Manager/CPA, BeachFleischman PC, Board Treasurer</td>
</tr>
<tr>
<td>Jeffrey Sklar</td>
<td>Attorney, Lewis Roca Rothgerber, Christie LLP, Board Secretary</td>
</tr>
<tr>
<td>Lidia Allen</td>
<td>Corporate Controller/Finance Specialist (retired)</td>
</tr>
<tr>
<td>Janet R. Grace</td>
<td>Community Leader (retired)</td>
</tr>
<tr>
<td>Roger Grimes</td>
<td>Orthopedic Surgeon (retired)</td>
</tr>
<tr>
<td>Patricia Harrison-Monroe</td>
<td>Dir. Community Outreach/ Clinical Development, U of A College of Medicine</td>
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<tr>
<td>J. Robert Hendricks</td>
<td>Professor/School Superintendent, (retired)</td>
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<tr>
<td>Darryl Landau</td>
<td>Insurance (retired)</td>
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<tr>
<td>Art McDonald</td>
<td>Dir. of Economic Development, Unisource Energy/TEP</td>
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<tr>
<td>Karen Mlawsky</td>
<td>COO Tucson Medical Center</td>
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<tr>
<td>Jim Pirzynski</td>
<td>Human Resources (retired)</td>
</tr>
<tr>
<td>Steve Pollyea</td>
<td>Marketing Executive (retired), Immediate Past Board Chair</td>
</tr>
<tr>
<td>Karen Schumacher</td>
<td>Information Technology Professional</td>
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<tr>
<td>Reverend Jim Toole</td>
<td>Pastor, St. Andrew’s Presbyterian Church</td>
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<tr>
<td>Marti Vargas</td>
<td>Chief Administrative Officer, PPEP Inc</td>
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<tr>
<td>Reverend Anita Slovak</td>
<td>Rector, Christ the King Episcopal Church, Ex-Officio Member</td>
</tr>
<tr>
<td>Ed Jenkins</td>
<td>CPA (retired), Chair Emeritus</td>
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STAFF (AS OF OCTOBER 2016)

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Terry Alexander</td>
<td>Office and Events Manager</td>
</tr>
<tr>
<td>Cathy Anderson</td>
<td>Caregiving Services Assistant</td>
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<tr>
<td>Curt Balco</td>
<td>Food Bank Coordinator</td>
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<tr>
<td>Lori Block</td>
<td>Eastside Coordinator</td>
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<tr>
<td>Norma Cable</td>
<td>Communications/Mktg. Coord.</td>
</tr>
<tr>
<td>Tori Carlson-Foscz</td>
<td>Volunteer Resources Mgr.</td>
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<tr>
<td>Shar Caulley</td>
<td>Development Assistant</td>
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<tr>
<td>Val Clewley</td>
<td>Eastside Resources Assistant</td>
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<tr>
<td>Tracy Cooper</td>
<td>Mental Health Safe Space Mgr.</td>
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<tr>
<td>Chris DeGraf</td>
<td>Resource Center Coordinator</td>
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<tr>
<td>Margie Derrick</td>
<td>Transportation Assistant</td>
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<tr>
<td>Mary Eliethorp</td>
<td>Registration Coordinator</td>
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<tr>
<td>Mollee Fitzgerald</td>
<td>Events and Mktg. Assistant</td>
</tr>
<tr>
<td>Krista Flannery</td>
<td>Accounting Assistant</td>
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<tr>
<td>Linda Kayden</td>
<td>Front Office Administrative Asst.</td>
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<tr>
<td>Tandaia Kidd</td>
<td>Care Partners and Education Coord.</td>
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<tr>
<td>Mara Levin, MSW</td>
<td>Health Advocacy Spec.</td>
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<tr>
<td>Karen MacDonald</td>
<td>Health Education Mgr.</td>
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<tr>
<td>Kathleen Masterson</td>
<td>Caregiving Services Assist.</td>
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<tr>
<td>Maureen Pattison</td>
<td>Mobile Meals Assistant</td>
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<tr>
<td>Jose Rivera</td>
<td>Case Manager</td>
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<tr>
<td>Jacque Shaffer</td>
<td>Accounting Coordinator</td>
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<tr>
<td>Jan Willkom</td>
<td>Mobile Meals Coordinator</td>
</tr>
<tr>
<td>Adrianne Williams</td>
<td>ESG Case Manager</td>
</tr>
<tr>
<td>Pam Xelee</td>
<td>Caregiving Services Manager</td>
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</tbody>
</table>
Helping seniors, disabled individuals and people in financial crisis achieve stable, healthy and independent lives.