

Annual Report 2020



Immanuel
COMMUNITY SERVICES

From the Board President & Executive Director

To say **2020** has been quite a year, would be a huge understatement. A global pandemic and a reckoning on racial justice that is long overdue. Working from home or working on the frontlines. 2020 was challenging in so many ways, especially for those experiencing hunger & homelessness...but we made it thanks to a wonderful community that lifts us up and helps us maintain hope.

Covid-19 really turned life at ICS upside down. Overnight, the numbers of people coming to ICS for help doubled. Historic job loss and closing of the community made it even harder on folks struggling to survive. Some came needing help putting food on their table and others were just looking for a safe place to wash their hands and a hot meal.

We moved **Food Bank** into another building with a big hall to allow us to stay open and distribute food safely, one person at a time, while maintaining physical distancing and in compliance with all Covid requirements. We also created "To-Go" boxes and built a Home Delivery Program to deliver food to people who could not leave their home.

The number of guests coming to **Hygiene Center** exploded in March. As other programs reduced their services or closed all together, we kept our doors open and expanded our services. We added a second daily meal when our guests reported the food received at ICS was their only meal each day. We also added additional hours of operation on holidays that we would have normally been closed because with all of the public spaces, coffee shops and public restrooms closed, our folks had nowhere else to go.

They also didn't have anywhere to wash their hands after we closed for the day - which is so important during a pandemic! So, we even added a home-made hand washing station outside on the sidewalk, made of a Gatorade thermos. It's still there and we keep it filled with warm water and soap. Such a simple thing but during a pandemic, life-saving.

The residents of the **Recovery Shelter** have been "staying at home" like the rest of the community. They are participating in their treatment virtually, check in with their counselor and hold groups at ICS every day. They help out at Food Bank each week and play a lot of games & watch a lot of movies.

Sadly, due to Covid restrictions, **Community Lunch** had to take a break for a few months. But Janet was determined to make it work. It is back up & running with minimal volunteers, serving To-Go Meals out the door.

None of this would have been possible without the hard work of the amazing staff who showed up day-after-day to make sure people had food, clothing, hygiene services and shelter. Along with Andy, Dave, Janet, Michael & Terrence, we welcomed several new faces. **Heidi Lundquist** joined the ICS team last March as the Development & Program Coordinator; our Seattle Service Corps service member this year is **Kylee Hodil**; United Way HungerCorps volunteer, **Sam Sauerberrie**, served with us to cook meals for Hygiene; and we received a full-time AmeriCorps volunteer, **Finn Gorman**, to facilitate Grocery Rescue and help with the growing home delivery program. Finally, we have been very fortunate to receive support from several service members of the Washington National Guard, who have been invaluable helping us stay on top of our Sanitation & Hygiene requirements, meals and Food Bank!

The racial justice reckoning of 2020 invited us lean into our Diversity Equity & Inclusion work in a whole new way. We supported those who wanted to participate in the BLM protests and are taking a close look at how & when we engage the police as an organization. We started a few new cultural celebrations, better reflecting the diversity of the community at ICS. We created spaces in our programs for guests to remember those lost as a result of police violence or racial injustice, share their stories and make suggestions about our programs. We have a long way to go but it is a start as we continue to learn and work to ensure ICS is an organization grounded in equity and inclusion.

This year was indeed challenging. But thanks to your support, we were ready & able to transform our services immediately to serve and meet the growing need in the midst of the crisis. We are profoundly grateful and looking forward to a brighter 2021!



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Board President



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Executive Director

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Food Services Coordinator

Dave Saluskin

Hygiene Center Coordinator

Janet Watness

Community Lunch Coordinator

Terrence Lewis

Recovery Program Shelter Coordinator

Finn Gorman

Grocery Rescue, AmeriCorps

Kylee Hodil

Assistant Program Coordinator, Seattle Service Corps

Samantha Sauerbrei

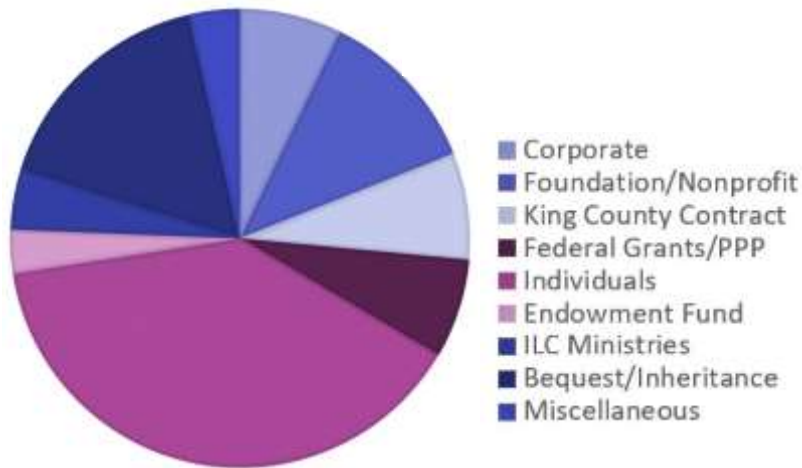
Meal Programs Assistant, United Way Hunger Corps

Michael Dart

Bookkeeper

Financials

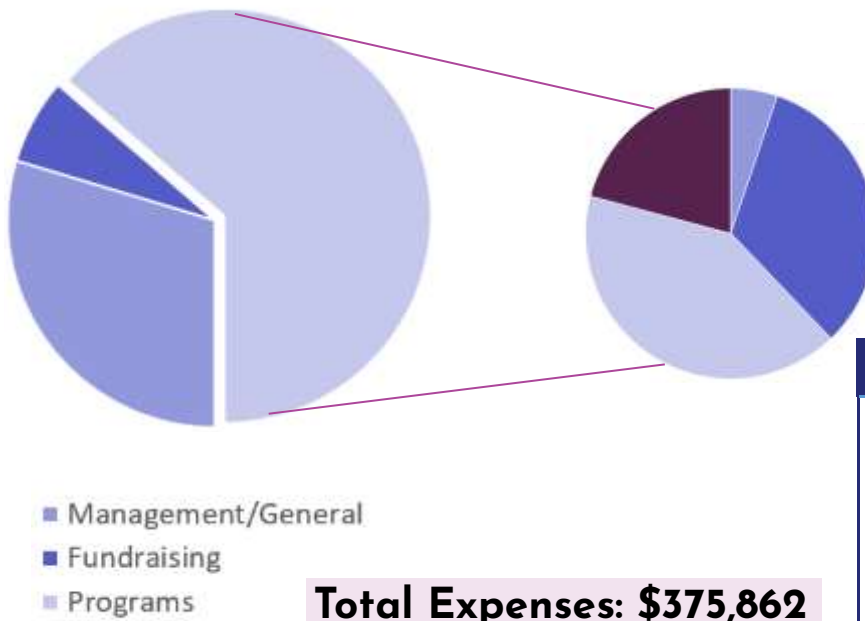
REVENUE



Category	Amount	Percent
Corporate	\$31,687	7%
Foundation/Nonprofit	\$52,117	12%
King County	\$33,232	8%
Federal Grants/PPP	\$30,900	7%
Individuals	\$172,712	39%
Endowment Fund	\$13,512	3%
ILC Ministries	\$19,000	4%
Bequest/Inheritance	\$73,000	17%
Miscellaneous	\$15,818	3%
Total	\$441,978	100%

Total Revenue: \$441,978

EXPENSES



Program Expenses: \$239,260



Category	Amount	Percent
Management/General	\$111,415	29%
Fundraising	\$25,187	7%
Programs		
Community Lunch	12,444	4%
Food Bank	78,142	21%
Hygiene Center	98,754	26%
Recovery Shelter	49,920	13%
Total	375,862	100%

Total Expenses: \$375,862

Covid-related Supplies & Expenses: \$77,593.70

Programs

FOOD for those who are hungry...
HYGIENE for those who are homeless...
RECOVERY for those who are addicted...

RECOVERY PROGRAM SHELTER

The ICS Recovery Program Shelter provides a safe, supportive, clean & sober living environment for men who are working to overcome addiction to drugs and/or alcohol. Up to 15 men stay with us while participating in Intensive Outpatient Treatment at the Matt Talbot Center. Due to Covid-19, the men are on-site 24/7 working on their recovery virtually. ICS offers a place to sleep and hot meals so they can focus on their recovery and life skills to prepare them for permanent independent living.

HYGIENE CENTER

The ICS Hygiene Center is open weekdays from 8am-2pm to anyone experiencing homelessness. We provide a welcoming environment to those who need a safe place to wash clothes, take a shower, enjoy two hot meals and find a few hours of respite from the outdoors. Guests receive toiletries, razors, shampoo, deodorant, toothbrushes, soap, clothes, blankets and survival supplies like socks, rain coats and hand-warmers. These critical survival services allow people the opportunity to work, work on housing and other daily activities with dignity.

FOOD BANK

The ICS Food Bank serves approximately 554 households (828 people) per month. Open each week to anyone who needs help putting food on their table, no matter where they live or financial situation. Many of our visitors are on fixed incomes and while some receive food stamps, it is not enough to provide adequate nutrition through the month.

As a result of Covid-19, we expanded our services to meet the growing need. We launched a Home Delivery Program and began offering pre-packed To-Go Bags in addition to completely transforming our weekly Food Bank to allow for a safe & clean shopping model following all Covid guidelines.

COMMUNITY LUNCH

Once a month, a team of volunteers prepares a warm nutritious meal for anyone who would like to enjoy a hot meal and friendly conversation. For those that are hungry, it is a welcome hot meal. For those that are isolated & live alone, it provides community and conversation with neighbors.

Sadly, as a result of the pandemic, meals are served "To-Go" until it is safe to open our doors to the public and sit together with our neighbors once again.

Recovery Program



New mattresses!



Helping prepare
Thanksgiving Meal



Receiving a new BBQ
gift from the Union



Quarantine naptime



Using the new BBQ



Artwork painted by
quarantined residents



Volunteering at the
Food Bank



Enjoying the sunshine



Quarantine Dominoes



Celebrating Sober Anniversaries—
Since quarantine began, 6 residents
have celebrated a year of sobriety!

By the Numbers:

37 men stayed in our shelter

4,397 bed-nights provided

2,359 combined days sober for
the residents who finished 2020 with
us! (roughly equivalent to 6.5 years!)

20 men moved into stable housing

93% of men exiting to stable
housing, remain sober & housed

Changes Made Due To Covid-19:

- Residents are still staying on-site 24/7.
- AA/NA groups are held virtually.
- Residents facilitate their own groups.
- Case managers come to ICS to meet.
- Residents volunteer their time every Monday at the ICS Food Bank.

Hygiene Center

By the Numbers:

9,062 visitors.

22,210 meals served.

Over **1,500** services provided.

Over **4,000lbs** of clothing, hygiene supplies and other essential items distributed.

79% increase guests in March due to start of Covid-19.

Distributed **thousands** of masks and hundreds of gallons of hand sanitizer.



Serving lunch—Covid style!



Providing dignity through ironed clothing



Flu shot day at ICS!



Saying goodbye to Emily, Seattle Service Corps Member 2019-20



Celebrating Día de los Muertos (Day of the Dead), a Latin American holiday remembering loved ones



The four legged member of our staff visiting guests



Podiatrist volunteer caring for the feet of our unsheltered guests

Changes Made Due To Covid-19:

- Hand washing required & masks provided upon entry.
- Social distancing throughout Center.
- Sanitization of high-touch surfaces every 30 mins.
- Breakfast meal added in addition to lunch.
- Meals are served "to-go".
- Handwashing required before receiving food.
- Air purifiers installed throughout the space.

Food Bank



Delivering food boxes to a nearby apartment complex



National Guard distributing food to shoppers



Shoppers waiting in line physically distant



Volunteer doing a home delivery

By the Numbers:

6,647 households served

9,932 individuals served

303,458 lbs. of food distributed

181 volunteers

1,000 home deliveries

264 new households served



Vegetables from Grocery Rescue

Changes Made Due To Covid-19:

- Moved to larger space with more ventilation & separate entrance/exit.
- Installed air purifiers.
- Shoppers are admitted one at a time to adhere to physical distancing guidelines.
- Masks & temperature check required to shop.
- Hand sanitizer required upon entering.
- Shields installed to protect volunteers & shoppers.
- Pre-packed To-Go bags offered outside for those who don't want to wait in line.
- Created Home Delivery Program.



Waiting for a pre-packed To-Go bag



Taking temperatures at the door

Community Lunch

By the Numbers:

609 meals served

34 volunteers



Janet, Community Lunch Coordinator, at work!!



Washing hands before receiving food



Volunteer handing out meals



Serving lunch in To-Go Boxes



Veggies reporting for duty!



Cooking Turkeys



Janet's Famous Apple Crisp



Volunteer cooking lunch

Changes Made Due To Covid-19:

- Lunch cancelled five times at start of pandemic.
- Dining Room & indoor dining remains closed.
- Only two volunteers in the kitchen at a time.
- Handwashing is required to receive food.
- Meals are served "to-go".

Events

**Give ICS Money!
a night of comedy
improv & music to
benefit ICS
January 2020**



Volunteer, supporter
and actual rockstar,
Bradford King



Spicy Tuna



Improv by *Slap Bracelets!*



Left: Former Board
President Noelle
Smithhart sharing why
ICS matters!

**Community of Hope
Virtual Celebration
November 2020**



Longtime
Food Bank
volunteer,
Lori, shares
her story!



Susannah from Lassi &
Spice shared why she
provides meals for the
Hygiene Center



Naomi Wachira
performed from Kenya!!



At left, L-R:
Former clients Darnell,
Reggie & Peter send in
video updates;
Shawna McMahon,
Executive Director,
gives an ICS 2020
Update

Highlights of 2020

12,032
SHOWERS

2,771
LOADS OF
LAUNDRY

HELPED 44 PEOPLE
RECEIVE THEIR
COVID-RELIEF FUNDS

PROVIDED A
MAILING ADDRESS
FOR OVER 100
PEOPLE

1,616.5 NATIONAL
GUARD HOURS

4,551.5
VOLUNTEER
HOURS



Covid-19 testing at ICS



Staff members participating in Black Lives Matter march



Mirabella residents receiving the 2020 Spirit of Hope Award



Sasha from Seattle/King County Coalition on Homelessness registering Hygiene Center & Food Bank guests to vote!



Martin Luther King Jr. Day volunteers preparing lunch for the Hygiene Center, January 2020 (pre-Covid)



Thanks to Silvercar by Audi for donating a car rental so Andy could get to/from work safely during Phase I of Covid-19.

Highlights of 2020



Food Bank visitor receiving a Thanksgiving turkey



Eddie (left) & Said (right) - Washington National Guard members serving ICS, helping with meals, food & Covid sanitation



Pastor Renée of Union Church delivering burritos, a weekly lunch favorite in the Hygiene Center



Chris (left) & Emily (right), installing new power strips so Hygiene guests can charge their phones and remain socially distant, thanks to a generous Covid grant from the SLU Chamber!



Staff & National Guard members preparing the Thanksgiving meal for our Hygiene Center guests



Hygiene Center guest grateful for a referral to a bed in the emergency smoke shelter

**40,227 MEALS
SERVED**

**OVER 19,000
PEOPLE SERVED**

**2,456 MILES
DRIVEN PICKING
UP FOOD &
MAKING
DELIVERIES**

**25% INCREASE
IN UTILITIES
COSTS**

**PARTNERED
WITH 9 LOCAL
RESTAURANTS**

THANK YOU!

Our mission is to alleviate the effects of poverty, hunger, homelessness and addiction by providing community-based social services to those in need.

Thank you for believing in our mission.

Because of your support and partnership, we provided **FOOD** for those who are Hungry, **HYGIENE** for those who are Homeless and **RECOVERY** for those who are Addicted, even in the midst of a global pandemic.

We continue to carry this mission through 2021 with compassion and kindness. We hope you will join us!

CONNECT with ICS



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