

# 64<sup>th</sup> Annual Report



**INTERFAITH  
SOCIAL SERVICES**

...a multiservice center for  
impoverished South Shore families  
and individuals

**Interfaith Social Services**

**105 Adams St.**

**Quincy MA 02169**

**617-773-6203**

**[InterfaithSocialServices.org](http://InterfaithSocialServices.org)**

# Thank you...

...to all of those who donate their time, talents and treasures to sustaining Interfaith Social Services. We are a privately funded grassroots organization and we passionately believe in the principle of stewardship. We are dedicated to ensuring that every dollar donated to our organization goes towards helping as many clients as possible.

We depend on donations from individuals, houses of worship, businesses, foundations, schools and civic organizations. Interfaith can only fulfill its mission with your support. You are the champions who feed the hungry, comfort those who are suffering, clothe the impoverished, and prevent homelessness for families.

Last year Interfaith Social Services assisted over 25,000 South Shore residents. Those people are our neighbors. Every donation made to Interfaith Social Services is an investment in your community; it is an investment in the future.



## History

Interfaith Social Services is a non-religious organization dedicated to strengthening family life and offering assistance to anyone in need. We were founded in 1947 by Quincy's religious leaders to help at-risk children and struggling families.

In 1957, the organization expanded its area of service to include ten South Shore communities. Over the past six decades Interfaith has constantly evolved and adapted to fit the needs of the communities we serve. For example, for many years in the organization's history, foster care and adoption were a key focus. However, as other local agencies developed to meet these needs, Interfaith shifted its support to focus on other disadvantaged populations.

Today, more than 60 years after its founding, Interfaith Social Services is a private, nonreligious 501(c)(3) organization dedicated to helping those in need of food, shelter, counseling, and clothing. Programs include:

**Pantry Shelf** distributing bags of groceries to impoverished families and individuals.

**New Directions Counseling Center** structured around a sliding fee scale, thus ensuring that anyone who needs help can get it regardless of income.

**HomeSafe** a homelessness prevention and emergency assistance program.

**Career Closet** supplies free professional attire to low income job seekers.

**Bureau Drawer Thrift Shop** offers low cost clothing and household goods to the community

**Quincy Medical Center Interfaith Chaplaincy** provides comfort to hospital patients and grieving families.

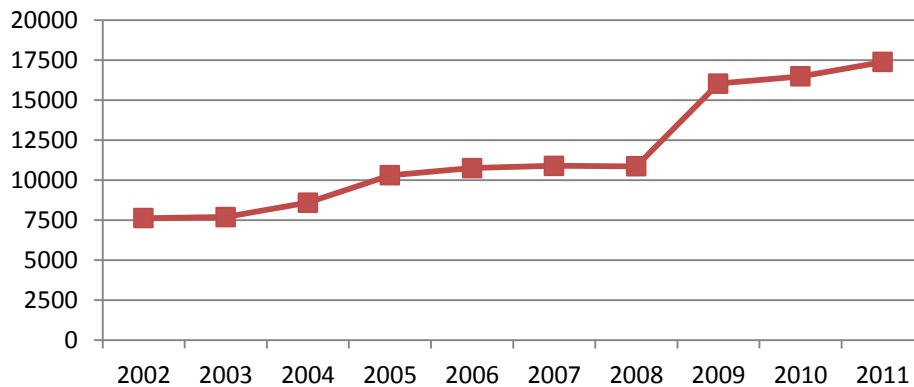
**Learning Pantry** educating food pantry clients about vital life skills such as financial literacy, nutrition, etc.

**Harvest Helpers** organizes backyard gardeners and community groups who donate fresh local produce to food pantries.

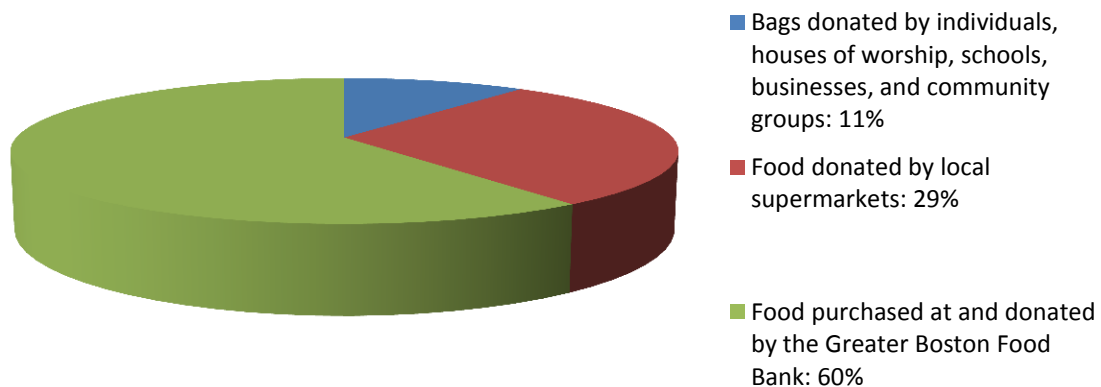
# The Pantry Shelf

The Pantry Shelf was created in 1975 as a food program to help impoverished South Shore families. It was intended to fill a temporary need ... 36 years later it has become one of the largest emergency food distribution sites in the state. The Pantry is open every weekday morning, as well as one Saturday morning and one Tuesday evening each month. Clients are allowed to get food once every 30 days. The need for this program has never been greater. More and more clients are coming to us for the first time. Since the recession hit in 2008 our food pantry has gone from serving 10,000 people a year to over 17,000 last year.

## Individuals Served through the food pantry 2002-2011



## Sources of Food Distributed by the Pantry Shelf FY2011: 387,056 lbs.



Last year the food pantry received 5,171 bags of groceries donated from houses of worship, schools, business and individuals. These donations are integral in keeping our shelves stocked.

## **Special Food Pantry Initiatives**

When Interfaith was founded in 1947 our mission was to help children and families. Six decades later, that mission still motivates many of our efforts. With the help of Cradles to Crayons, the children of our food pantry clients receive backpacks and school supplies at the beginning of each school year.

Last December almost 500 children received presents thanks to generous “adoptive” families. Each year some of our food pantry clients with children under the age of 16, register with pantry volunteers to receive help with Christmas gifts for their children. Each year this program continues to grow and we are always looking for community partners to adopt these families for the holidays.

On one Saturday each spring volunteers gather in our offices to assemble hundreds of Easter baskets for the young children served through our food pantry.

Interfaith has become the United Way turkey distribution site for the city of Quincy. All of the registered food pantries in the city can send their clients to our office on a specific day to receive a turkey voucher and the fixings all supplied by the United Way. Due to some limitations not all households can participate in this program, but they do not go hungry. Thanks to food drives and donations from houses of worship, individuals, schools and businesses, Interfaith provides meal packages to these individuals so that they have a meal to put on their table Thanksgiving Day.

## **Harvest Helpers**

Harvest Helpers is a sustainable community based endeavor that uses locally grown food to alleviate the hunger that exists within our community. The program is a partnership between Interfaith Social Services and Keohane Funeral Home. Each spring Keohane Funeral Home purchases seedlings which are given away to anyone who will agree to raise them and donate the produce to Interfaith’s food pantry. Fresh produce is always desperately needed for distribution to food pantry clients, especially the thousands of young children served by our program each year.

Since 2009, Interfaith has planted a garden in an alleyway at their office in Quincy Center to show that healthy food can be grown virtually anywhere. The Harvest Helpers program encourages everyone to plant an extra row for the hungry and donate it to the food pantry.

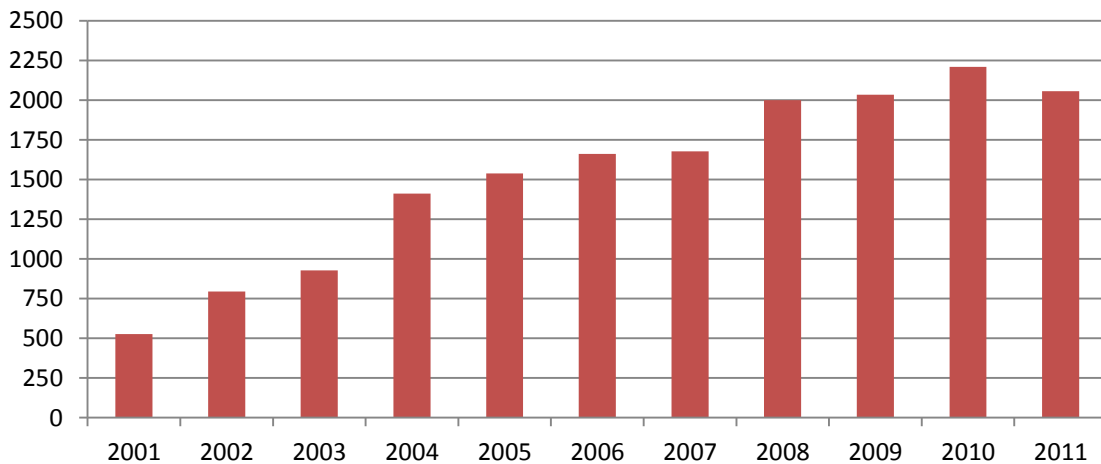
# New Directions Counseling Center

New Directions Counseling Center was one of the first programs created when Interfaith Social Services was founded in 1947. Our professionally trained clinicians help people of all ages identify and work through a myriad of life issues including: stress, abuse, depression, alcohol or drug dependency, anxiety, PTSD, anger, and school or family problems. The center offers individual, couples and family counseling.

A special program of New Directions provides mental health counseling to low-income people without health insurance, or those who lack adequate coverage. Emotional and mental health obstacles prevent many people from establishing healthy relationships; it can impede or prevent ongoing employment, amongst many other debilitating aftereffects. Interfaith views counseling as a principal component in our strategy to help people break the cycle of poverty.

The services of the New Directions counseling center are not limited to the impoverished and those in need. Fees are determined according to an income based sliding fee payment scale; the center also accepts various forms of health insurance.

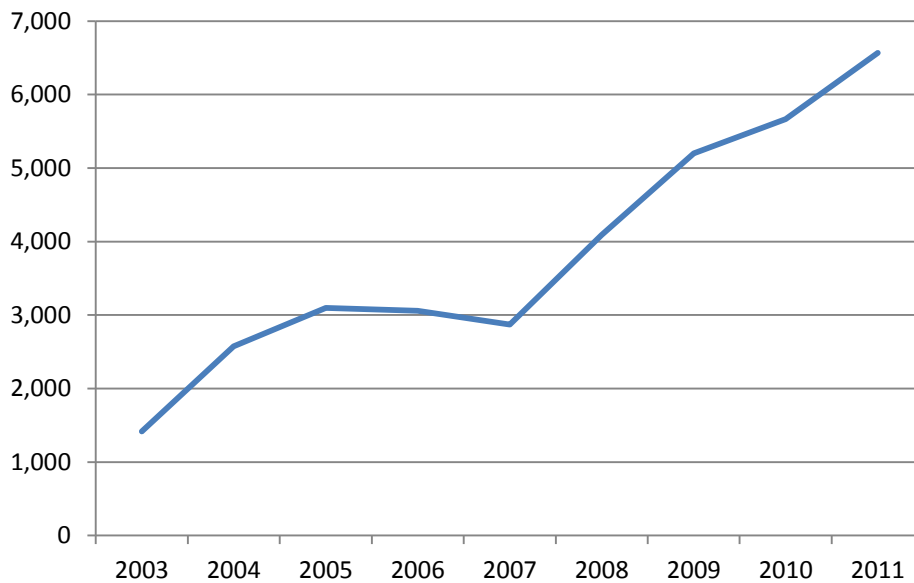
**Counseling Hours annually from 2001 -2011**



# **The Bureau Drawer Thrift Shop**

This friendly, busy and exciting shop is operated entirely by volunteers. All proceeds support the programs of Interfaith Social Services. Last year over 6,500 bags and boxes of donations were dropped off by generous and environmental conscious South Shore residents. All donations are examined for quality, sorted, sized, priced and displayed for purchase. Some of our donations require a larger audience of interest; therefore, in addition to our mortar and brick shop at Interfaith's offices in Quincy we also have an online presence through eBay. This has allowed us to sell donated items to locales all over the world. Don't hesitate to donate your high quality treasures to the shop. Last year almost 6,000 visitors enjoyed the bargains. The shop is open for business 18 hours each week.

**Bags Donated to the Thrift Shop  
annually 2003-2011**



# **Quincy Medical Center Interfaith Chaplaincy**

One of the critical places where Interfaith's mission can be seen in action is through the Quincy Medical Center Interfaith Chaplaincy. Last year, Interfaith's Chaplain Clara Sparks made 1,322 visits to hospital patients and grieving families. Due to reduced donations for this program, Clara is only able to visit a portion of the patients that she used to. Please help support this program. Make a donation to the Chaplaincy and help to comfort the sick and console the grief-stricken.

## HomeSafe

The HomeSafe program provides emergency financial assistance to individuals and families at risk for homelessness. This past fiscal year we received a record number of calls from desperate clients.

- **2,363** phone calls were received
- **878** households were screened
- **247** households received assistance
- **556** individuals benefited from this assistance
- Individuals served included **236** children

Almost 50% of the calls were for help with rent. As clients run out of unemployment benefits and still cannot find a job, the risk for homelessness becomes acute.

A major achievement during the year was the launch of the Assistance Agencies Collaborative. Interfaith hosts a monthly meeting of local agencies that provide emergency financial assistance. The sharing of information and best practices has been invaluable, but the greatest benefit has been in our increased capacity to serve clients. Through this collaboration, agencies have been able to pool resources and help households that might not otherwise have received adequate assistance.

## Learning Pantry

For over thirty years Interfaith Social Services has operated a food pantry. Each day the pantry serves 20-60 households, over 17,000 individuals each year. These clients register at the front desk and then sit in the pantry waiting room until their grocery order is prepared by a volunteer. The purpose of our Learning Pantry program is to educate these individuals while they wait. We want to expose them to as many educational, uplifting our supportive programs and ideas as possible. We recognize the fact that many of our clients may need help in a certain area of their lives but they lack the information necessary to diagnose and/or resolve these problems. Interfaith Social Services is actively looking for partners for this program. We welcome any business, education, civic or community organizations that might have a life skill to teach or a public program which they can share about in our learning pantry.



# The Career Closet

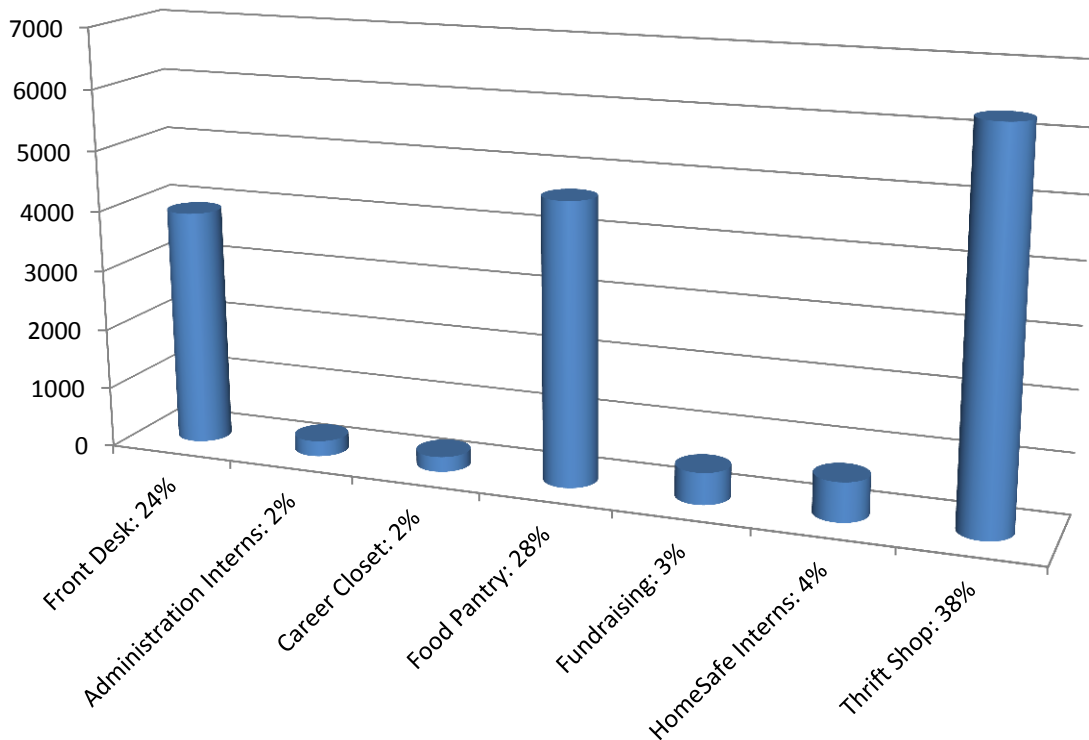
The highly competitive job market is increasing the need for our Career Closet. Rightly or wrongly, many people make judgments about a person they are meeting for the first time based on his or her appearance. Although clothes will never win a job, inappropriate clothes can lose a job. At a minimum, if job seekers feel appropriately dressed, it helps them sell themselves. This past year the Career Closet outfitted fifty-seven men and women with professional attire for job interviews. Depending on size and availability volunteers give a week's worth of outfits to each client. When available, they also provide shoes, pocket books, neck ties, and belts. We are always looking for donations, especially small and large sizes for women.

This year the Career Closet partnered with Allure Spa in Quincy. The Spa provides a voucher for a free haircut or styling to each Closet client. This in-kind sponsorship gives a much needed boost of self-esteem to our low income clients who are seeking employment. That increase of self-confidence is what many people need to secure a job, which in turn can help to lift their family out of poverty.

# Interfaith's Volunteers

Volunteers are the heart and soul of Interfaith Social Services, Each year over 500 people volunteer at Interfaith. Approximately 90 dedicated individuals fulfill weekly assignments to staff our programs. The front desk and Bureau Drawer Thrift Shop are all run by volunteers. Last year, Pantry Shelf volunteers distributed over 28,000 bags of groceries to hungry South Shore residents. Volunteers outfit job seekers in the Career Closet, coordinate numerous fundraising events, answer phones, stuff envelopes, transport food, take care of building repairs, paint walls, organize food, sort clothes, wrap presents, pack Easter Baskets, grow vegetables, write grants, serve on committees, as well as hundreds of other tasks that all contribute to the fulfilling of Interfaith's mission.

## Hours of Volunteer Support by Program for FY2011: 16,532 hours



The incredible support that the organization receives from our volunteers, as well as the camaraderie that exists amongst all of them is one of the things that make Interfaith such a special place to serve. That spirit of community and selfless service is what has sustained Interfaith for the past 64 years.

# Matti Lang Volunteer Hall of Fame

Each year, the organization chooses to honor some of our supporters who have regularly volunteered within the organization for at least one year. These dedicated individuals are inducted into the Matti Lang Volunteer Hall of Fame and their names are inscribed on a plaque which hangs in Interfaith's foyer. The following are this year's inductees:

Edythe Blowers  
Helen Croft  
Conor Doyle  
Mary Dinneen  
Mary Dunner  
Patrick Dunner  
Anthony Dunner  
Bernie Faria  
Ruth Gordon  
Agnes Gidley  
Elizabeth Hollidge  
Peter Jensen  
Frank Langille  
Priscilla Little  
Mildred MacAffee  
Diane McCrackin  
Ellen O'Brien  
Kay Richards  
Clayton Simpson  
Gladys Simpson  
June Seabring  
Alpha Story  
Harriet Weaver  
Gail Yaworsky  
Marie Zinkus

Thank you to everyone who freely contributes their time and talents to the programs of Interfaith Social Services.

# Interfaith Social Services' Financial Position for the year ending June 30, 2011

## Assets

Total Long Term Assets 906,772

Total Assets 980,908

## Liabilities

Total Current Liabilities 38,618

## Net Assets

Total Net Assets 942,290

## Support

Total Support 1,014,341

## Revenue

Total Revenue 92,174

Total Support & Revenue 1,106,515

## Expenditures

Total Program Services 979,177

Total Supporting Services 159,452

Total Expenditures 1,138,629

Increase in Unrestricted Net Assets  
(32,114)

## Changes in Temporarily Restricted Net Assets

Grants and Contributions for Future  
Activities 68,231

Net Assets Released from Restrictions  
(33,429)

Increase in Temporarily Restricted Net  
Assets 34,802

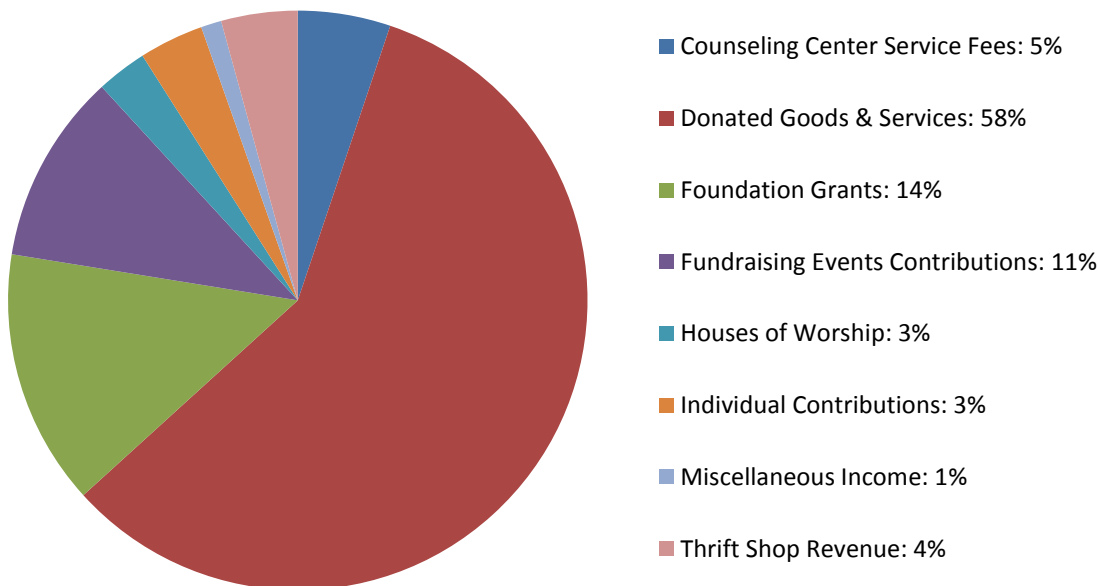
Increase (Decrease) in Net Assets 2,688

Net Assets at Beginning of the Year  
939,602

Net Assets at End of the Year \$ 942,290

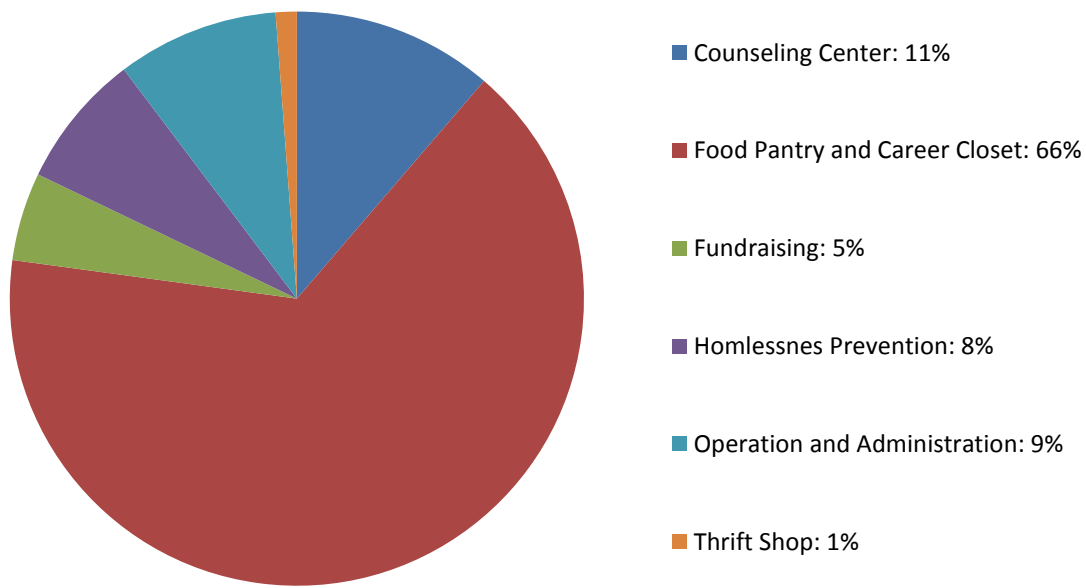
Interfaith Social Services' fiscal year (FY) runs from July 1 - June 30. For more detailed financial information about Interfaith Social Services you can contact Rick Doane at 617-773-6203 to schedule an appointment to review Interfaith's IRS Form 990s and audited financial statements.

# FY2011 Financial Support and Revenue



\$0.86 of every dollar donated to Interfaith Social Services goes directly to feeding, clothing and comforting our neighbors in need.

# FY2011 Program and Operational Expenditures



# **INTERFAITH SOCIAL SERVICES' 2012 MEETING AND EVENTS CALENDAR**

## **BOARD OF DIRECTORS MEETINGS**

November 2011 – no meeting, December 8, 2011, January 26, 2012, February 23, 2012,  
March 22, 2012, April 26, 2012, May 24, 2012, June 28, 2012, September 27, 2012,  
October 25, 2012 (65<sup>th</sup> Annual Meeting)  
*(Unless otherwise noted all meetings begin at 7:00pm)*

## **QUINCY PRAYER BREAKFAST**

Wednesday November 16, 2011 at 7:00AM  
*The Tirrell Room, Quincy*

## **THANKSGIVING FOOD DRIVE**

Sunday, November 20, 2011: 11:30 A.M. – 2:30 P.M.  
*Interfaith's Offices - 105 Adams Street, Quincy*

## **FEED THE HUNGRY GALA**

Live and Silent Auction, Dancing, Wine and Dessert Tastings, Interactive Raffles, Great Food  
Wednesday, November 30, 2011 – 6:00 P.M.  
*Vincent's Night Club at Lombardo's in Randolph*

## **JOHN HANCOCK BIRTHDAY POLAR PLUNGE**

Saturday January 21, 2012; 10:30 A.M.  
*Wollaston Beach, Quincy MA*

## **SOUTH SHORE WALK**

Saturday April 21, 2012  
*Quincy Council on Aging Kennedy Center - 440 East Squantum St. Quincy*

## **WOMEN'S PRAYER BREAKFAST**

Saturday, June 23, 2012  
*St. Catherine Greek Orthodox Church, Braintree MA*

## **VOLUNTEER APPRECIATION COOKOUT**

August 2011  
*Interfaith's Offices - 105 Adams Street, Quincy*

## **QUINCY OKTOBERFEST**

Friday October 12, 2012; 6:30pm  
*The Tirrell Room, Quincy*



# **Interfaith Social Services, Inc. 64<sup>th</sup> Annual Meeting Agenda**

**October 27, 2011**

**Hosted by:**

**QUINCY CATHOLIC ACADEMY**

370 Hancock Street ♦ Massachusetts 02171 ♦ 617-328-3830

## **- Meeting Agenda -**

- 6:00pm**            **Social Gathering**
- 6:15pm**            **Welcome – *Rick Doane***
- Invocation - *Interfaith's Chaplain Clara Sparks***
- 6:30pm**            **Dinner and Dessert**
- 7:15pm**            **Call to order and President's remarks – *John Martland***
- Executive Director's Report – *Rick Doane***
- Election of Officers and Election of Board Members - *Peg Sandahl***
- Remarks by newly elected President of the Board – *Brian Manning***
- Staff Introduction – *Rick Doane***
- Recognize of Volunteers – *John Martland***
- 8:15pm**            **Benediction – *Rick Doane***

# Celebrate 2011, a historic year of service for **Interfaith Social Services**

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17,381	hungry individuals fed through the Pantry Shelf food program
449	people avoided homelessness thanks to the HomeSafe program
2,363	calls to the Homesafe program
284	clients assisted through the News Directions Counseling Center
7,284	households served by the Pantry Shelf
225	Easter Baskets for the children of food pantry clients
Over 2,000	counseling hours logged by our caring counselors
5,947	shoppers at the Bureau Drawer Thrift Shop
6,567	bags of clothing donated to the Bureau Drawer Thrift Shop
400,000 lbs.	of food distributed by ISS' amazing volunteers
5,171	bags of food donated by churches, local businesses and individuals
28,864	bags of food distributed to hungry South Shore residents
505	households received Thanksgiving meal baskets
477	children who received Christmas gifts through the "adopt-a-family" program

**Interfaith Social Services** (ISS) has been serving impoverished South Shore residents since 1947. We are a multiservice center for local families and individuals in need. For more information about ISS please visit: [www.InterfaithSocialServices.org](http://www.InterfaithSocialServices.org)