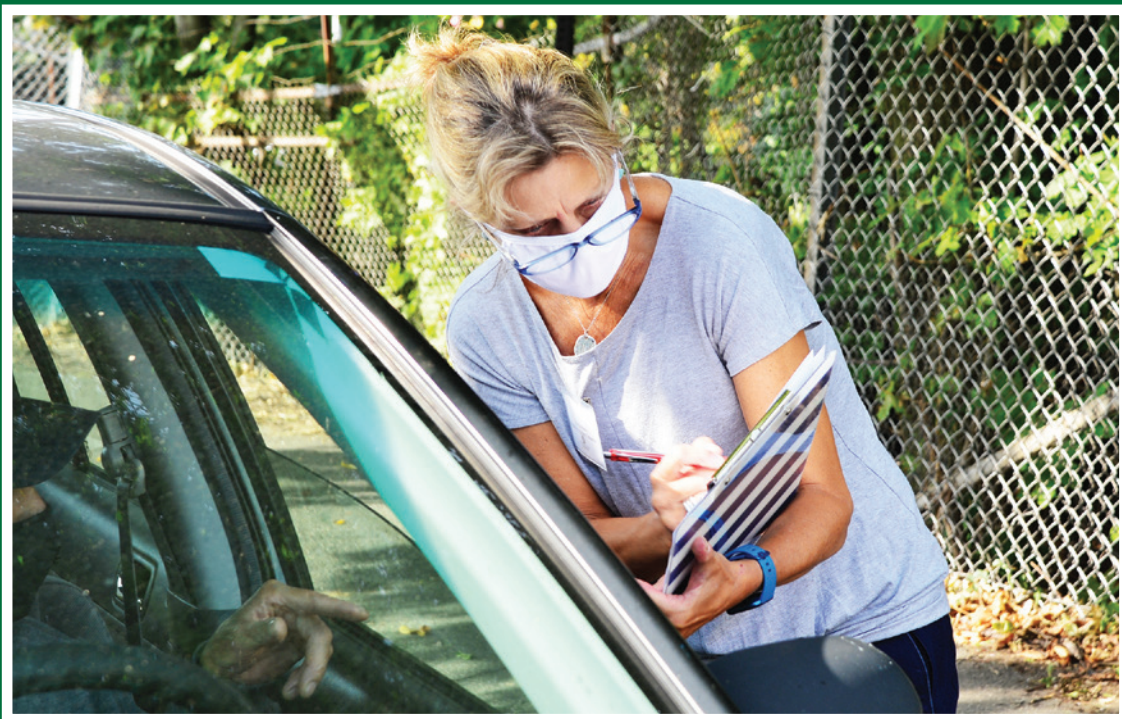




INTERFAITH SOCIAL SERVICES

THE SOUTH SHORE'S MULTISERVICE CENTER FOR FAMILIES IN NEED



2020

ANNUAL REPORT

INTERFAITH SOCIAL SERVICES

A 501(C)(3) NOT-FOR-PROFIT ORGANIZATION
105 ADAMS STREET, QUINCY, MA 02169

617-773-6203

www.InterfaithSocialServices.org

info@InterfaithSocialServices.org

@interfaithsocialservices

@InterfaithSS

OUR MISSION: Interfaith Social Services is dedicated to improving life for South Shore families and individuals in need. Our unique approach relies on a team of volunteers, donors and community partners to deliver compassionate, client-centered programs focused on hunger, mental health and emergency assistance.

OFFICERS

Gabriel Arato, *President*

Jay Marvin, *First Assistant President*

Nancy Powers, *Second Assistant President*

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Paula Daniels, *Director of Development*

Rick Doane, *Executive Director*

Beverly Farrell, *Business and Operations Manager*

Claire Hagan, *New Directions Counseling Coordinator*

Eileen Kelly, *Food Pantry Manager*

John Livingstone, *Homelessness Prevention Coordinator*

Emily Ryan, *Family and Children Program Manager*

Jennifer Sammons, *Communications Manager*

FROM OUR EXECUTIVE DIRECTOR

What a year! For generations to come people will analyze this period in time. When my future grandchildren ask me “what was life like during the 2020 pandemic?,” instead of talking about the turmoil and losses I look forward to telling them about the immeasurable acts of service, generosity and true community spirit that were cultivated in the midst of crisis.

Words will never adequately express the profound gratitude that I have felt this year from seeing the incredible generosity of so many people. Your financial and tangible donations make it possible for us to keep up with the increased demand for our services.

With each challenge of this past year has come opportunities. Interfaith Social Services depends on more than 100 volunteers each week to operate our programs. When the pandemic began, more than half of our weekly volunteers had to step back. This was compounded by virtually all of our corporate partners who could no longer send volunteer teams. But the community rallied, and many, many new volunteers stepped forward to ensure that our food pantry could remain open at a time when it was needed most.

Since the pandemic began, we overhauled our food distribution model to create a more efficient, contactless system. We transitioned our mental health counseling center to a telemedicine model ensuring that clients would not have lapses in treatment. We’ve doubled the budget of our HomeSafe homelessness prevention program to keep up with demand. We witnessed a miraculous outpouring of support for our Thanksgiving and Help for the Holidays assistance programs. It has been humbling to watch our community rise to the occasion and meet the need of challenge after challenge. THANK YOU SO MUCH!

I wish I could be writing this letter to say “mission accomplished,” but this pandemic is not yet over. We know that we will see the ramifications for years to come; but I’m not disheartened. I know that whatever challenges arise we can meet them together. Thank you so much for your partnership and investment in Interfaith Social Services.

Sincerely,

Rick Doane

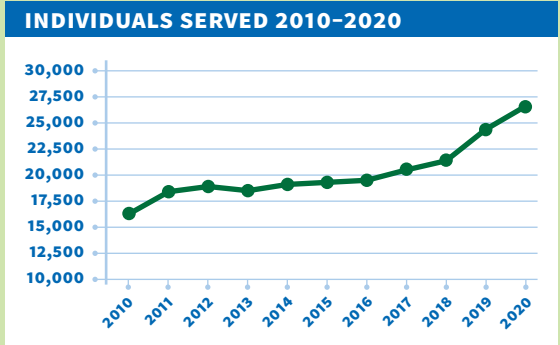
Executive Director



Impact Report

FEEDING OUR NEIGHBORS IN NEED

The COVID crisis caused a major spike in food insecurity and visits to our food pantry, one of the largest emergency food programs in Greater Boston. Due to the pandemic, we've distributed an additional 1,000 bags of food pantry assistance each month.



873 HOUSEHOLDS USED OUR FOOD PANTRY FOR THE FIRST TIME IN 2020

68,005 BAGS OF GROCERIES DISTRIBUTED



2020 SEASONAL INITIATIVES

Interfaith's mission is to provide not only food, but also joy to the children we serve. Our 2020 seasonal initiatives allowed us to provide:

500+ BUNNY BASKETS

1,000 BACKPACKS FULL OF SCHOOL SUPPLIES

450 HALLOWEEN BOO BUCKETS

4,000 HOLIDAY GIFTS

1,000+ THANKSGIVING MEAL PACKAGES



HYGIENE IS NOT A LUXURY

We consider hygiene to be a basic need, not a luxury, but many of our clients cannot afford these critical products. We offer hygiene items as well as food when clients visit our program.

65,000 DIAPERS DISTRIBUTED DURING 2020

64,420 PADS AND TAMPONS DISTRIBUTED

3,221 BAGS OF PERSONAL HYGIENE ITEMS DISTRIBUTED

HOMELESSNESS PREVENTION

HomeSafe's goal is to keep families "safe at home." We accomplish this by providing emergency financial assistance to prevent eviction and utility shut-offs. And we help our clients, some of them homeless, move into safer, more affordable housing.

447 INDIVIDUALS RECEIVED HOMESAFE ASSISTANCE DURING 2020

MENTAL HEALTH AND ADDICTION TREATMENT

Interfaith's New Directions Counseling Center, which provides compassionate and skilled counseling services, quickly pivoted to a telehealth model at the onset of the pandemic. A sliding fee scale ensures that anyone in need of counseling can get the help they need.

2,545 COUNSELING SESSIONS PROVIDED IN 2020

VALUED VOLUNTEERS

Interfaith Social Services' programs are predominately staffed by volunteers. Each week, more than 100 volunteers help keep the food pantry and Bureau Drawer Thrift Shop running smoothly.

771 COMMUNITY VOLUNTEERS IN 2020

16,000+ HOURS OF SERVICE PROVIDED BY OUR VOLUNTEERS

Food Rescue

MAKING AN IMPACT ►

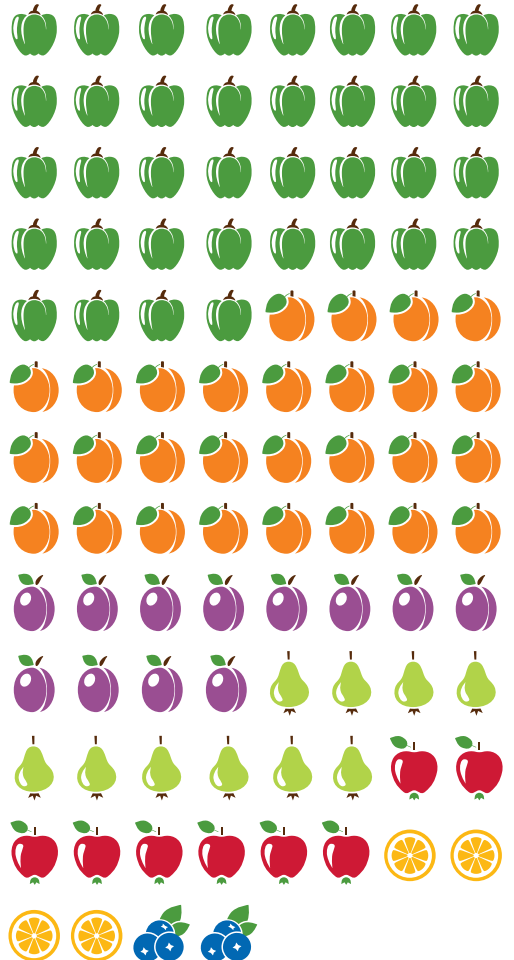
With your help, in 2019 we were able to acquire a larger, higher-capacity food rescue vehicle. The dock-height truck, which is also refrigerated, **HAS ALLOWED US TO RESCUE MORE FOOD AND MAKE MORE EFFICIENT RUNS**. Because of these efficiencies, in 2020, we were able to add three additional supermarkets to our list of partners.



SUPERMARKET PARTNERS ►

Interfaith received **17,326** boxes of donated food from local supermarkets in 2020... that's more than **430,000 POUNDS** kept out of the waste stream!

	AMAZON	36%
	STOP & SHOP, MULTIPLE LOCATIONS	28%
	TARGET, BRAINTREE	12%
	ROCHE BROS., QUINCY	10%
	TRADER JOE'S, HINGHAM	8%
	BJ'S, QUINCY	4%
	LOVIN' SPOONFULS	2%



PARTNER OF THE YEAR

In early 2020 we were honored to receive the **COMMUNITY PARTNER OF THE YEAR AWARD** from the Greater Boston Food Bank. The award, held here by Food Pantry Manager **Eileen Kelly**, is given annually to a partner agency that has made invaluable contributions to helping create a Hunger Free Massachusetts. Interfaith was selected for consistently exceeding expectations in food distribution, nutrition education, community advocacy and leadership.

Bureau Drawer Thrift Shop

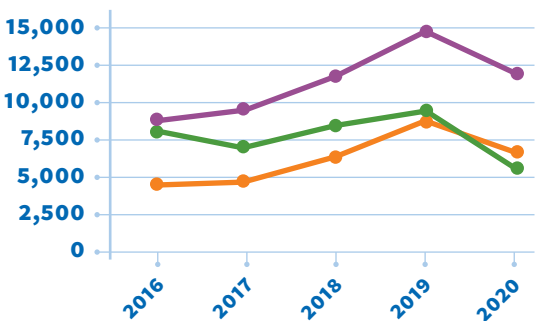
the
**Bureau
Drawer**
THRIFT SHOP
ALL PROCEEDS BENEFITTING
INTERFAITH SOCIAL SERVICES

THE BUREAU DRAWER is a boutique-style thrift shop, housed at the rear of our building at 105 Adams Street in Quincy, and staffed entirely by volunteers. One hundred percent of proceeds from the Shop support Interfaith Social Services’ food pantry, mental health counseling center and homelessness prevention program.

COVID IMPACTS

The Bureau Drawer Thrift Shop operates as Interfaith’s second-largest fundraiser, bringing in **UP TO \$15,000 EACH MONTH**. As the pandemic bore down in Spring, we shuttered the Shop, awaiting guidance from the CDC and City on how to operate safely. With temperature checks, reduced shopper capacity and amped up cleaning protocols, we were thankfully able to reopen in mid-June. The COVID-related closures certainly affected the annual number of shoppers and income, but **STRONG SALES AND LOYAL CUSTOMERS** aided in an overall successful year.

● SHOPPERS ● BAGS DONATED ● BAGS RECYCLED



DONATIONS

Doing some Spring cleaning? **DONATE YOUR GENTLY USED ITEMS TO THE BUREAU DRAWER!** We are able to resell your “like new” items, such as clothing, shoes, jewelry and housewares in the Shop with all proceeds benefitting Interfaith’s programs. We can also salvage your well-worn clothing and textiles by sorting and sending them to a textile recycler who pays Interfaith by the pound. Make a donation appointment at <http://bit.ly/BDdonation>



DID YOU KNOW? The Bureau Drawer has an ebay shop! We often receive donated items such as sneakers, designer handbags and collectibles with very specific markets. **BY POSTING THEM FOR SALE ON EBAY WE GREATLY EXPAND OUR CUSTOMER BASE** allowing us to maximize profits, all of which go directly back to Interfaith’s programs. A dedicated longtime volunteer generously gives her time each week to maintain our ebay shop and ship out items. Browse our ebay shop at: www.ebay.com/usr/interfaithsocialservices



Thank you... TO OUR GENEROUS DONORS

Interfaith Social Services is a privately funded organization. Support from our community makes it possible for us to serve thousands of local residents every year. Whether you contributed food, clothing, time or money, we are sincerely grateful for every donation received. This donor list covers monetary donations of \$100 or more from January 1 through December 31, 2020. If you donated to Interfaith this past year but don't see your name on this list, please let us know so that we can recognize your generosity. Thank you!

THANK YOU TO THE FOLLOWING BUSINESSES, FOUNDATIONS AND OTHER ORGANIZATIONS WHO DONATED DURING THE PAST YEAR...

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Ada Bacon Trust
Aegon Transamerica Foundation
Allure Spa, Inc.
Anodyne Homemaker Services
Arbella Insurance Foundation
Auto Craft, Inc.
Bank of America
Bank of America Merrill Lynch
Bank of Canton
The Baupost Group, LLC
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Bay State Milling
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Black Rock Cares

Blue Cross Blue Shield of Massachusetts
BMC HealthNet Plan
Boston Evening Clinic Foundation
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Braintree Women's Club
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BWA Architecture
C Power Masonry
Cahill Landscaping
Cambridge Savings Bank
Campbell, DeVasto & Associates

Cape-Way Clothes Recycling Inc.
Carpenters Union Local 346
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Colonial Federal Savings Bank
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Committee to Elect Michael Morrissey
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Curry Hardware, Inc.
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Davis Law Group
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The Flatley Foundation
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FoxRock Properties
Frederick E. Weber Charities

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Friends of the Unborn
Friends of Wollaston Beach
Fruit Center Marketplace
Gannon Family Charitable Trust
George H. Mifflin and Jane A. Mifflin Memorial Fund
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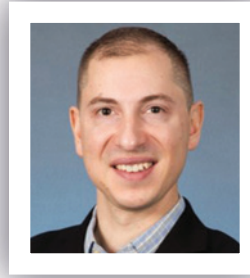


Amazon Smile ▶

You can **SUPPORT US AS YOU SHOP FROM YOUR SOFA** by naming Interfaith the beneficiary of your **AMAZON SMILE** purchases. To get started, visit smile.amazon.com. Shop our Amazon Wish List while you're there: <http://bit.ly/ISSwishlist>

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 Massachusetts Convention Center Authority
 Massachusetts Medical Society and Alliance Charitable Foundation
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 Neponset Valley Survey Associates, Inc.

New England Medical Fitting
 Norfolk Country Central Labor Council
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 Plumbers & Gasfitters Local Union #12
 Plymouth Quarries
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 Quincy Lions Club
 Quincy Lodge of Elks No. 943
 Quincy Mutual Group
 Quincy Pride
 Quincy Rotary Club
 Robert Wood Johnson Foundation President's Grant
 Fund of the Princeton Area Community Foundation
 Rockland Trust Charitable Foundation
 Roofers Union Local #33
 Rural Masonic Lodge of Quincy



New Leadership ►

GABE ARATO was elected to a two-year term as **PRESIDENT** of Interfaith's **BOARD OF DIRECTORS**. Arato, Strategy and Business Development

Manager at Boston Children's Hospital Simulator Program, has served on the board since 2013.

SandBox Medical LLC
 Seattle Foundation
 Sheet Metal Workers, Local 17
 Signet Electronic Systems, Inc.
 South Coast Dermatology
 South Congregational Church Missions Committee
 South Shore Bank
 South Shore Health
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 Wellington Management Company
 Weymouth Rotary Club Inc.
 Williams Coal & Oil
 Wollaston Beach Clean-Up Fund
 Wollaston Garden Club
 Wollaston School PTO
 Yale Appliance and Lighting
 Yawkey Foundation

THANK YOU TO THE FOLLOWING INDIVIDUALS WHO DONATED DURING THE PAST YEAR...

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 Vin and Jean Accorsini
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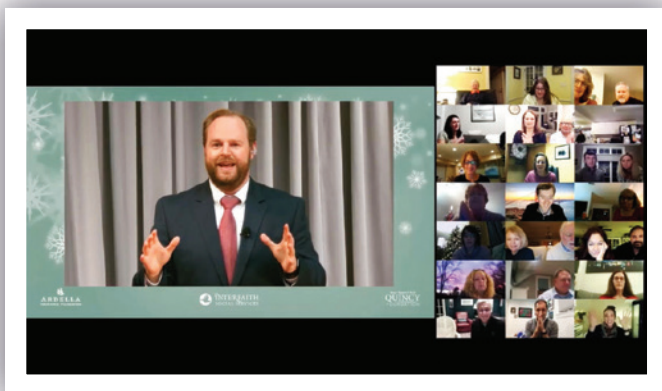
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 Audry Cummings
 The Curley Family



Record donation ► In 2020, we were gifted the **LARGEST ONE-TIME DONATION** in our history! **THE FLATLEY FOUNDATION** surprised Interfaith with a **\$100,000 DONATION** and Executive Director Rick Doane was overjoyed to announce it during the virtual Feed the Hungry Gala.

Sally Curley
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 Nancy Emmons
 Sally and James English
 Amy Entler
 Richard and Judith Erickson
 Robert Ernst



White gold ► **TOILET PAPER** was a hot commodity in the Spring. Local Quincy business **CURRY ACE PAINT & HARDWARE** graciously **DONATED EIGHT CASES** of “white gold” for our food pantry clients.

Beth Eromin
 Stephanie Ettinger De Cuba
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Ruth Kaplan
Linda Karaian
Kevin Kavanaugh

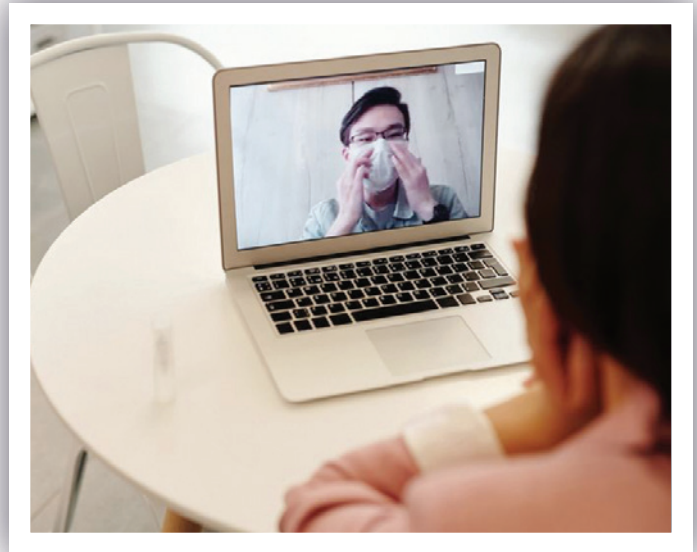


Mask up ▶

Many local individuals and groups helped out with **DONATIONS OF MASKS** to protect our staff, volunteers and clients. Anna at **ONE PRICE DRY CLEANING** in Quincy sewed **HUNDREDS OF CUSTOM REUSABLE MASKS** for us, which featured the Interfaith logo.

Mary Kay
 Karen and Ron Kearns
 Gregory and Fatemeh Kechejian
 John and Jeanne Keenan
 Patricia Keenan-Byrne
 Gail Keene
 Donna M. Kelble
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 Dorothy and Alan Manganaro



New Directions ► Anxiety, isolation, stress, depression and substance misuse skyrocketed as the pandemic wore on. **OUR THERAPISTS** at the **NEW DIRECTIONS COUNSELING CENTER** quickly pivoted to a **TELEHEALTH MODEL** in order to continue seeing clients.

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 Maura and Jim Mayo
 Michael and Maureen Mazrimas
 Trish McAleer

Marjorie McAllister
 Lisa McBirney
 Ryan and Ariana McBride
 Katie McBrine
 Michael McCabe
 Kelsey McCarthy
 Patricia McCarthy and John Signoriello
 Sarah McCarty
 David and Nora McCormack
 Kevin McCormick
 Robert McCrystal
 Daniel McDevitt
 Johanna McDonald
 Karen McDonald
 Rosemarie McDonald
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 David McDonough
 Nancy McDonough
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 Josephine McGonagle
 Marguerite Mcgonagle
 Michael McGonagle
 Barry and Janet McGonigle
 Kevin McGrath
 Brian and Liz McGuire

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Dignity matters ▶ In 2020 we started a partnership with **DIGNITY MATTERS**, a Massachusetts nonprofit that distributes feminine hygiene products to **DISADVANTAGED WOMEN AND GIRLS**. We believe that **HYGIENE IS A BASIC NEED**, not a luxury.

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 Water and Kathleen Rust
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 The Ryan Family
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 Maurice Ryan
 Theresa Ryan
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 Sarah Sacuto and
 David Jones
 Abdullah Safar and
 Dorothea Nelson
 Linda Sahagian
 Wendie Salisbury



Diaper drive ► **DIAPERS**, which are not covered by federal assistance programs, remain one of our **MOST-REQUESTED FOOD PANTRY ITEMS**, as many of our clients struggle with the high cost of these items. **HOSTING A DIAPER DRIVE** is a great way for youth to get involved with Interfaith.

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 Dr. Gursewak Sandhu
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 Cathleen Santon
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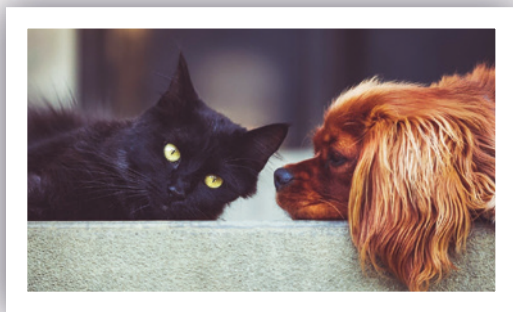
Jamie and Tess Wallace
Lauren Wallberg
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Kassandra Walsh
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Jimmy Wan
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Yean Young
Amanda Yuan
Silvana and William Zakrzewski
Mathijs Zandbergen
Katherine Zanis
Nancy Zappolo
Jennifer Zaslow
Naomi Zottoli



Meal bags ► **BLUE CROSS BLUE SHIELD OF MASSACHUSETTS** brought back furloughed cafeteria staff to prepare **1,000 MEALS PER DAY** for their **COMMUNITY MEAL PROGRAM** for community members in need, which we were fortunate to be included in.

THANK YOU TO THE FOLLOWING HOUSES OF WORSHIP THAT DONATED DURING THE PAST YEAR...

- Bethany Congregational Church
- Christ Church Quincy
- Church of Our Savior
- East Congregational Church, Milton
- East Weymouth Congregational Church
- Faith Lutheran Church, Quincy
- First Baptist Church of Wollaston
- First Congregational Church of Braintree
- First Congregational Church of Milton
- First Congregational Church, Randolph
- First Parish in Milton, Unitarian Universalist
- First Presbyterian Church, Quincy
- First Trinitarian Congregational Church, Scituate
- Highrock Covenant Church MetroWest
- Highrock Covenant Church of Quincy
- Hingham Congregational Church, United Church of Christ
- Houghs Neck Congregational Church
- Old South Union Church (UCC)
- Parish of St. John the Evangelist
- Quincy Community United Methodist Church
- Quincy Point Congregational Church
- Second Congregational Church of Cohasset
- St. Agatha Parish
- St. Mary of the Hills
- St. Michael's Episcopal Church
- St. Stephen's Episcopal Church
- St. Vincent de Paul Society Sacred Heart
- Union Congregational Church
- United First Parish, Quincy
- Wollaston Congregational Church



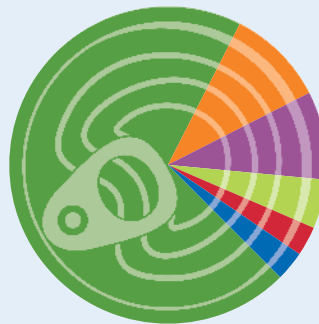
Furry friends ▶ Animals sometimes need emergency food help too! Our partnership with **SOUTH SHORE PET FOOD PANTRY** allows us to provide our food pantry clients with **CAT AND DOG FOOD** (when available) along with their groceries.

FINANCIAL REPORT 2020 ▶

INTERFAITH SOCIAL SERVICES, INC. STATEMENT OF ACTIVITIES FOR THE YEAR ENDED JUNE 30, 2020

Total Support & Revenue	\$2,647,165
Total Expenditures	2,303,359
Increase (Decrease) in Net Assets	343,806
Net Assets at Beginning of the Year	1,199,717
Net Assets at End of the Year	\$1,608,704

PROGRAM AND ADMINISTRATIVE EXPENDITURES 2020



- **FOOD PANTRY AND SEASONAL INITIATIVES: 70%**
- **NEW DIRECTIONS COUNSELING CENTER: 10%**
- **FUNDRAISING: 9%**
- **ADMINISTRATION: 5%**
- **HOMESAFE: HOMELESSNESS PREVENTION: 3%**
- **BUREAU DRAWER THRIFT SHOP AND CAREER CLOSET: 3%**

THE STEWARDSHIP PRINCIPLE ▶ Interfaith's staff and volunteers are committed to the stewardship principle. We are stewards of the donations that we receive. We pledge that the time, money and other goods donated to our organization will go towards helping the most number of people, in the most efficient and caring way possible.



MEMBERS OF OUR CIRCLE OF FRIENDS

Interfaith Social Services' **CIRCLE OF FRIENDS** is a group of sustaining donors who support the organization through monthly donations. These automated monthly gifts make an enormous difference in the lives of hundreds of local families.

How can you join the **CIRCLE OF FRIENDS**? Call Interfaith's Director of Development **Paula Daniels** at 617-773-6203 ext. 28 to set up your recurring donation, or check the box next to "Show my support by making this a monthly donation" when you donate at interfaithsocialservices.org/donate



HELP STOP THE STIGMA SURROUNDING MENTAL ILLNESS AND ADDICTION

APRIL 26-MAY 2 • ANYWHERE, USA

stopthestigma5k.org



Mental health care is critical, and even more so now as we all face the isolation and anxiety of the coronavirus pandemic. Join us as we run or walk to erase stigmas surrounding mental illness and addiction and to support our family, friends and neighbors affected by these issues.

ALL PROCEEDS FROM THIS EVENT BENEFIT INTERFAITH SOCIAL SERVICES' NEW DIRECTIONS COUNSELING CENTER

