INTERFAITH SOCIAL SERVICES
THE SOUTH SHORE’S MULTISERVICE CENTER FOR FAMILIES IN NEED

2020 ANNUAL REPORT
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
**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

**INDIVIDUALS SERVED 2010–2020**

**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 HomesaF safe 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

**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**

**INTERFAITH SOCIAL SERVICES 2020 Impact Report**
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.

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.

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%
Bureau Drawer Thrift Shop

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.

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
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:

- AbbVie
- 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
- Bay State Federal Savings Charitable Foundation
- Bay State Milling
- Beacon Trust Insurance
- Beth Israel Deaconess Hospital
- Beth Israel Senior Citizens Housing, Inc.
- Black Rock Cares
- Blue Cross Blue Shield of Massachusetts
- BMC HealthNet Plan
- Boston Evening Clinic Foundation
- Boston Foundation
- Braintree Council Knights of Columbus
- Braintree Rotary Club
- Braintree Women’s Club Bowling League
- Bridgewater Credit Union
- Burgin Platner & Hurley Insurance Agency
- BWA Architecture
- C Power Masonry
- Cahill Landscaping
- Cambridge Savings Bank
- Campbell, DeVasto & Associates
- Cape-Way Clothes Recycling Inc.
- Carpenters Union Local 346 Cigna
- City of Quincy Mayor’s Office Climate Engineering, LLC
- Coastal Heritage Bank Cohasset Insurance
- Colonial Federal Savings Bank
- Commit 2B Fit Studio
- Committee to Elect Michael Morrissey
- Copeland Family Foundation, Inc.
- Cosgrove, Eisenberg & Kiley, P.C.
- Costa Fruit & Produce Company
- Crocker Electrical Co., Inc.
- Curry Hardware, Inc.
- David J. Donaghue Insurance Agency
- Davis Law Group
- Eastern Bank
- Charitable Foundation
- Envision Bank
- Ermont, Inc
- Fallon Health
- The Flatley Foundation
- Flavin & Flavin Realty, Inc.
- Flynn Wirkus Young Foundation M
- Foxcroft Real Estate Management
- FoxRock Properties
- Frederick E. Weber Charities
- Friends of the Scituate Dog Park
- Friends of the Unborn
- Friends of Wollaston Beach
- Fruit Center Marketplace
- Gannon Family Charitable Trust
- George H. Mifflin and Jane A. Mifflin Memorial Fund
- The GoodCoin Foundation
- Good Health Natural Foods
- Greater Boston Food Bank
- Hamel-Lydon Chapel & Cremation Service
- Hanson Family Trust
- HarborOne Bank
- Harold Brooks Foundation
- Harvard Pilgrim Health Care Foundation
- Heritage Management Company Inc.
- Highland Surgical Associates LLC
- Holmes & Edwards
- Houghs Neck Congregational Church M.O.T.H.E.R.S. Club
- Income Research and Management Inc.
- Insource Services, Inc.
- IntelyCare
- Iron Workers Union Local 7
- J. Calnan & Associates
- John C. Morrison and Eunice B. Morrison Charitable Foundation
- Joy in Childhood Foundation
- JPMorgan Chase & Co.
- Keohane Funeral Home

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
Thank you to the following individuals who donated during the past year...

Sara Abbott
Blanche and Charles Abernathy
Auriza Abreu Mett
Vin and Jean Accorsini
Sarah Adamson
Natalie Ahern
Cindy Aiguier Milford
Melissa and Oalekan Alao
Kimberley Albanese
Scott and Sarah Alessandro
Alice Alexander
The Alibrandi Family
Bill Allen
Kimberly Allen
Thomas and Nora Allen
Sandy Alty
Gerald and Nicole Alves
Thomas Anderson and Helen Samuels
Anne and Daniel Andrea
Irene Andrews
Holly and Joseph Andrus
Chelsea and Tom Angelone
Anna Maria Anthony
Georgette and Gabriel Arato
Elizabeth and Joshua Archambault
Louis Arienti
Marie Arienti
Thomas Arnott
Rosemary and Thomas Arthur
Jon Aufiero
Donna Austin
Irene Bagdoian
Carolyn Bailey
The Bailey Family
Mary Bailey
Walter and Alexandra Baker
James Baker

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
Starbucks Foundation
State Street Global Services
Stephco Cleaning Systems
Stop & Shop Supermarket Company LLC
Summit Energy
TXJ Foundation, Inc.

New England Medical Fitting
Norfolk Country Central Labor Council
NorthEast Community Bank
OCD Tech
Old World Gutters
Oppenheim Family Charitable Fund
Pfizer Foundation
Pinnacle Health Management
Planter Hill Properties
Plumbers & Gasfitters Local Union #12
Plymouth Quarries
Purdue Pharma LP
Quincy Foundation
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

L. Knife and Son, Inc.
Law Office of Francis X. Collins
Law Offices of George G. Burke
Liberty Bay Credit Union
Liberty Mutual Insurance
The Lombardo Companies
Loomis, Sayles & Company, LP
LPL Financial Foundation
Maddie’s Promise
Manet Contracting LLC
Maplewood Property Care
Maria Droste Counseling Services
Marilyn & Mike Grossman Foundation
Massachusetts AFL-CIO
Massachusetts Bankers Association Charitable Foundation
Massachusetts Convention Center Authority
Massachusetts Medical Society and Alliance Charitable Foundation
Massachusetts Nurses Association
MountainOne Bank
Nankin Dental Associates
Neponset Valley Survey Associates, Inc.
New England Medical Fitting
Norfolk Country Central Labor Council
NorthEast Community Bank
OCD Tech
Old World Gutters
Oppenheim Family Charitable Fund
Pfizer Foundation
Pinnacle Health Management
Planter Hill Properties
Plumbers & Gasfitters Local Union #12
Plymouth Quarries
Purdue Pharma LP
Quincy Foundation
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.
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.
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.
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
Christine Kelleheer
Sonja Kelly
Bill and Cathy Kennedy
Donnacha and Denis Kennedy
Jean Kenney and
Uncle Sam Rounseville
Thomas Kiley
Mary Ann Killgoar
Gail Kimmell
John King
Andrea Kinnealey
Libby Kinnealey
Caroline Kinsella
Bill Kinsherf and Lynn Parker
Laura and Robert Kintz
Joan M. Kirby
William Klingler
Tyler and Courtney Knowlton
Jeanette Kogler
Eleanor Koplovsky
Kara Kosmerl
Theodore Kramer and
Luann Richardson
Diane Kuhn
Joan and Albert Kuhn
Beth Kunert
Matt Lagan
Mary A. Lally
Henry Lamb
Hilary Lambert
Monica Landi
Catherine Lane
Elizabeth Lane
Frances Langille
Nancy and John LaPann
Derek LaPlaca
Linda Large
Robert LaRocca
Sharon and Kris Larsen
Lisa Lattanzio
Roberto and Nora Laver
Marshall Lazaro
Edward Leahy
Kathleen Leahy
Luca Ledonne
Rita Ledonne
Kenneth Ledwak
Gene Lee
Lily Lee
Yuchun Lee
Barbara Leonard
Kathy and Tom Lesko
Mary Ellen Lewis
Lucy Leyland
Nina Liang
Charles Lindgren
Jan Lindsey
Robert and Sandra Lindsey
Yitao Liron
Laura Liscum
Susan Little
Sarah and Kurt Livermore
Nichole Livingston
John Livingstone
Paula Lombardo
Joao and Maria Lopes
Cynthia and Marcia Loughlin
Carol Lowd
Virginia Lucier
Siu Ming Luie
Joanne Lund
Peter Lung
Sharon Luoma
Janet Lydon
Michelle Lydon and
Charles Phelan
Kathleen Lynch
Alda M. Lyons
Joseph Lyons
Linda and Robert Macintosh
Gayle and James MacKay
Linda MacKay
Shirley A. MacKay
Jean and Robert Mackey
Carrie MacLean
Taylor MacLean and
Peter Collins
Jane MacLeod-O’Rourke
Priscilla and David MacPhee
Kayla and Chris MacRae
Kathy MacVarish
Tom and Jessica Maher
Michael Maiorana
Wesley Mak
Mary Maker
Joyce Malaguti
Ruth Ann Malone
Richard Maloney and
Mary Ellen Erlstand
Dorothy and Alan Manganaro
Bonnie Mann
Charlene Manning
Judy and Brian Manning
Bette Manter and
Alan Revering
Faith and Steven Manzer
Richard D. Marden
Estelle Margarones
Mary Mariano
Eileen Marshall
Karen Martins
Janet and John Martland
Nancy and Carl Martland
Jay and Gail Marvin
Barbara Maskell
Kevin and Paula Masterson
Jennifer Mathien
Monica B. Matthews
Nancy Maule McNally
Maryellen Maurer
Stan and Donna Mavromates
Barbara Maxey
Jody Maxwell
Nancy and Keith Maxwell
Maura and Jim Mayo
Michael and Maureen
Mazrimas
Trish McAlleer
Marjorie McAllister
Lisa McBinney
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
Barbara Mcdonough
David McDonough
Nancy Monahan
Kathleen McElaney
Thomas McGinnis
Josaphine McGonagle
Marguerite Mcgonagle
Michael McGonagle
Barry and Janet McGonigle
Kevin McGrath
Brian and Liz McGuire

Continued on next page
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.
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.
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

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.

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

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.
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.

April 26–May 2 • Anywhere, USA
stopthestigma5k.org