

THE SOUTH SHORE'S MULTISERVICE CENTER FOR FAMILIES IN NEED









2021

ANNUAL REPORT



MISSION STATEMENT ▶

Interfaith Social Services provides South Shore residents with the resources necessary to support a healthy and fulfilling life. Our team of clinicians, staff and volunteers deliver programs focused on alleviating hunger, providing mental health counseling, preventing homelessness, and bringing joy to children.

VISION STATEMENT ▶

An empowered community where everyone's fundamental human needs are met.

INTERFAITH VALUES/ **GOVERNING PRINCIPLES** ▶

- Foster **COMMUNITY** involvement through volunteerism
- Create a culture of **COMPASSION** and inclusion where clients, donors, volunteers and community partners are treated with the utmost dignity and respect
- **COLLABORATE** with other local organizations to form partnerships and decrease duplicated services
- Act as conscientious **STEWARDS** of all donations that we receive

FROM THE EXECUTIVE DIRECTOR

o many people have tragically lost loved ones throughout this pandemic. There has been so much suffering and upheaval. But there have also been countless moments of true community spirit and neighborly love. Here at Interfaith Social Services we have been humbled to witness that community spirit in action.

As we reflect on the two-year anniversary of this global pandemic, I wanted to thank our amazing army of supporters who have sustained our programs during this challenging time.

- More than 100 volunteers serve within Interfaith's programs each week; they are vital to keeping operations running smoothly. Throughout the pandemic, hundreds of **first-time volunteers** stepped up and began selflessly serving within our programs.
- As supply chain issues have affected our ability to source some food items, many local residents, congregations and businesses have organized food drives to keep our shelves full. When Interfaith's food pantry was in desperate need of diapers for the young children that we serve or feminine hygiene products for the women who depend on our services; we would put a call out on social media. By the next morning Amazon boxes were being delivered and donations were being dropped off.
- · Over these past two years, many individuals and businesses have made monetary donations to Interfaith for the first time. Many long time donors have increased the amount of their donations to help us keep up with the demand for services. This support has made it possible for us to keep our doors open. We can't thank you enough for your investment in our mission and in our community.
- · We have seen many new and long-term shoppers coming into our Bureau **Drawer Thrift Shop** to donate items and make purchases because they know that all of the funds generated go right back to helping South Shore residents in need.

Our community has spoken with their actions these past two years. They have said loud and clear "we care for those in need, and we are going to do something about it." Thank you for showing the true meaning of the word community. Thank you for making me proud to call the South Shore my home.

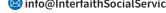
Sincerely,

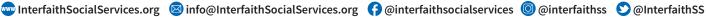
Rick Doane Executive Director

INTERFAITH SOCIAL SERVICES

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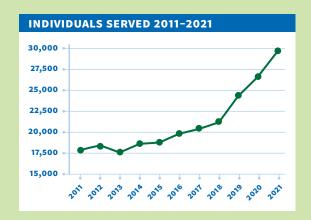




Impact Report

FEEDING OUR NEIGHBORS IN NEED

Interfaith operates one of the largest emergency food programs in Greater Boston. In the last decade, we've kept 3.7 million pounds of food out of the waste stream through our food rescue program. In 2021, we distributed **82,000** bags of groceries to nearly 11,000 families, providing them with close to 873,000 meals.



82,000 BAGS OF GROCERIES DELIVERED TO FAMILIES IN 2021



2,800+ COUNSELING SESSIONS PROVIDED IN 2021

MENTAL HEALTH AND ADDICTION TREATMENT

Interfaith's New Directions **Counseling Center** has provided compassionate and skilled counseling services for more than 70 years. A sliding fee scale is available to ensure that anyone in need of counseling can get the help they need. In 2021, our therapists provided more than 2,800 sessions.

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, as well as budget counseling. In 2021, we assisted 444 individuals through our Homesafe program.

INDIVIDUALS ASSISTED **THROUGH HOMESAFE IN 2021**





JOY FOR CHILDREN

Interfaith aims to provide not only food, but also joy to the children we serve. Our 2021 seasonal initiatives allowed us to distribute:

500 +

BUNNY BASKETS

650 +

BACKPACKS FULL OF **SCHOOL SUPPLIES**

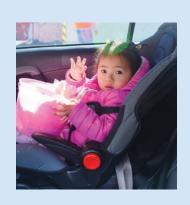
350 +

HALLOWEEN BOO BUCKETS

4.000HOLIDAY GIFTS

1,300

THANKSGIVING MEAL PACKAGES



New Directions Counseling Center



BREAKING DOWN BARRIERS

Interfaith's New Directions Counseling Center serves anyone seeking counseling but prides itself on being a safety net for the uninsured and underinsured members of our community by offering services on a sliding scale fee system.

To further break down barriers to receiving treatment, new clients receive their first four sessions free of charge.

1,843

LOGGED BY OUR COUNSELING **CENTER IN 2021**

NEW THERAPISTS

The New Directions Counseling Center added two new therapists this year to our team of mental health and addiction recovery professionals. With the addition of Diane Crouse and Donna Williams, we're now able to serve even more of our

neighbors in need of mental health services, including the growing population of children and teens seeking services.

Diane Crouse has spent more than 30 years in the field of social work and has worked in a variety of settings, including Hospice Social Work and Bereavement Counseling. She is communicative in ASL and has expertise working with Deaf children and their families, and parents of children with other special needs.

With years of experience working with clients going through individual, relationship, and family issues, therapist **Donna** Williams has provided therapeutic services to clients as young as 5 years old to individuals in adulthood.



DIANE CROUSE



DONNA WILLIAMS







STOP THE STIGMA 5K

INTERFAITH SOCIAL SERVICES

Interfaith's **Stop the Stigma 5K** encourages awareness and acceptance of mental health and addiction issues while raising funds for New Directions. This year's race, held in person in North Quincy on April 30, and virtually April 30-May 6, raised record funds for the Center, as well as drawing the largest slate of participants in the 48-year history of the race.





The Bureau Drawer Thrift Shop



The Bureau Drawer is a boutique-style thrift shop, housed in the rear of our building at 105 Adams Street in Quincy. The Shop is the second largest fundraiser for Interfaith's social services programs.



CHARLENE MANNING

NEW MANAGER

In July, Charlene Manning was hired as the Bureau Drawer's Thrift Shop Manager. A long-time volunteer in the Shop, Charlene dove headfirst into her new role, with delightful results. With her sharp eye for aesthetics and retail

know-how, monthly sales income has skyrocketed.



Despite being closed for two months during a COVID spike early in the year, the Shop brought in more than \$160,000 in sales in 2021, a record. Proceeds from the Shop support Interfaith's food pantry, mental health counseling center and homelessness prevention program.

REDUCE, REUSE, RECYCLE ▶

In 2021, 12,888 bags of clothing and household goods were donated to the Bureau Drawer Thrift Shop. Donated textiles that are unable to be resold in the Shop are recycled, keeping even more out of the waste stream!



SHOP MAKEOVER ▶

While the Bureau Drawer was closed in the Spring of 2020 during the thick of the pandemic, the organization took advantage of the down time to give the space a fresh look with new floors and a flexible new shelving system.

BUY A DRESS, MAKE A DIFFERENCE

Upon the closure of Quincy's longstanding Grandasia Bridal, Prom & Fashion Emporium, the owners gifted the Bureau Drawer an extremely generous donation of wedding gowns, accessories, and formal wear. With dozens of gowns in hand, we put together the Bureau Drawer's first ever **Bridal Sale**.

After weeks of advertising, on Saturday, October 2, we opened our doors to brides and their families to shop for deeply discounted wedding dresses, bridesmaid dresses, and formalwear accessories. All proceeds benefited Interfaith's programs, and the dresses left over at the end of the day were sent to local consignment stores. It was a fun, unique experience for all involved!



Food Pantry

Interfaith's food pantry served 10,971 households in 2021, accounting for close to 30,000 individuals. Continuing the efficient car-service model that we adapted during the pandemic, we were able to distribute nearly 82,000 bags of groceries to households in need.







FOOD RESCUE ▶

In fiscal year 2021, Interfaith rescued 18,714 boxes of donated food from our local supermarket partners. That's more than **364,000** pounds kept out of the waste stream!

	AMAZON
	STOP & SHOP23%
	ROCHE BROS. / QUINCY 17%
	TARGET / BRAINTREE 15%
	TRADER JOE'S / HINGHAM6%
•	MISCELLANEOUS 6%
•	BJ'S / QUINCY5%
•	LOVIN' SPOONFULS2%



HYGIENE IS NOT A LUXURY

Emergency food programs inherently fill an unmet need in the community, a gap between what people can provide for themselves and the limited assistance that they might receive from government benefits. However, no federal or state programs cover assistance for hygiene items. We believe hygiene is not a luxury, it's a basic human necessity. Last year Interfaith's food pantry clients received 75,620 pads and tampons, 63,750 diapers, and 5,916 bags of personal hygiene products including soap, shampoo, toothpaste, deodorant, toilet paper, toothbrushes, laundry detergent, razors, etc.



Volunteers

Volunteers are the heart and soul of Interfaith's programs. Nearly **400 volunteers** selflessly gave close to 22,000 hours of service last year!

VOLUNTEER APPRECIATION ▶

Forty-one South Shore residents were inducted into Interfaith Social Services' Matti Lang Hall of Fame in 2021. The volunteers were honored at a virtual Volunteer Appreciation Night on August 12. At the



event, volunteers picked up dinner from a food truck parked at Interfaith's building and then headed home to join a virtual meeting and trivia game.

HALL OF FAME ▶

The Matti Lang Hall of Fame recognizes those who have served at Interfaith regularly for at least one year. The Hall of Fame is named after one of Interfaith's most dedicated volunteers, who gave decades of his life selflessly serving Interfaith's clients.



2021'S HONOREES INCLUDE:

Natalie Ahern **Amy Beitler** Rich Brandi Eric Brown Cat Bryant Jennifer Carter Anna Marie Conneely Marie Connell Amanda Crabb Gayle Davidson Theresa DelGuidice Kim Donohue Julie Driscoll

Roberta Ferguson-Gregg

Caitlin FitzGerald Maddy Gabor Jody Heaton Christine Jaehnig Patrick Jaehnig Kathleen Kellv Donna Larkin Joe Leason Jennifer Matkin Jane Murtagh-Smeglin Bill O'Neill Amie Peloquin **Nancy Powers** Rhonda Prokos

Kathy Rust Walter Rust Jory Schwartz Michael Smeglin **Amy Sorensen** Carrie Sylvester Cindy Urmston Britni Verrocchio Nancy Walty Anna Wilson Peter Wilson Barbara Wrav Silvana Zakrzewski



PARTNER OF THE YEAR

IntelyCare, an on-demand healthcare staffing company based in Quincy, was named Interfaith's 2021 Partner of the Year. This award honors businesses or organizations that have demonstrated an outstanding commitment to volunteerism.

IntelyCare has been a partner of Interfaith since December of 2019. Since then, their volunteers have donated more than 250 volunteer hours to Interfaith. They had a significant role in the 2021 Stop the Stigma Virtual 5K event, both sponsoring the event and putting together a team of 23 employees to take part in the virtual race. IntelyCare has donated food to the Thanksgiving program as well as toys and holiday gifts for the children Interfaith serves. They continue to go above and beyond to help with whatever challenges Interfaith is faced with.



Thank you...

TO OUR GENEROUS DONORS

nterfaith 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 Jan. 1 through Dec. 31, 2021. 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...

A Storage Solution AbbVie Action Medicine Ada Bacon Trust Adelard A. Rov and Valdea Lea **Roy Foundation** Aegon Transamerica Foundation **AIR Graphics** Ameriprise Financial (Matching gifts) Anodyne Homemaker Services Arbella Insurance Foundation Arthur J. Gallagher & Co. Balducci's House of Pizza **BAML Matching Gift** Bank of America Matching Gift Program Bank of Canton **Bay State Federal Savings** Charitable Foundation **Bay State Milling**

Beacon Trust Insurance Beth Israel Deaconess Hospital - Milton **Black Rock Cares** Blue Cross Blue Shield of Massachusetts **BMC HealthNet Plan Bob's Discount Furniture** Charitable Foundation **Boston Evening Clinic Foundation Boston Scientific** Foundation Inc. **Braintree Rotary Club** Burgin Platner & Co LLC C Power Masonry Cagney's Pub Cahill Landscaping Cambridge Savings Bank Campbell, DeVasto & Associates Cape-Way Clothes Recycling Inc. Cengage Learning City of Quincy Mayor's Office

Climate Engineering, LLC Cohasset Insurance Colonial Federal Savings Bank Committee to Elect Michael Morrissey **Context Architecture** Copeland Family Foundation, Inc. Cosgrove, Eisenberg & Kiley, P.C. Crocker Electrical Co., Inc. Curry Hardware, Inc. David J Donaghue Insurance Agency Dependable Cleaners DOVE, Inc DPS Insurance Group, Inc. Eagle Stainless Tube & Fabrication, Inc.

Eastern Bank Charitable

Foundation

EMD Serono, Inc.

Shelter Program

Emergency Food and

Emergent BioSolutions Emma Lisa's Breakfast & Lunch Ermont, Inc Fontbonne Academy Foundation M Fowler House Foxcroft Real Estate Management FoxRock Properties Franklin Street Finds Frederick E. Weber Charities Friends for Children Friends of the Unborn Fruit Center Marketplace **Gannett Foundation** George H. Mifflin and Jane A. Mifflin Memorial Fund

Granite City Electric Supply Company Grant Landscaping Greater Boston Council On Alcoholism Greater Boston Food Bank **Greenwood Family Fund** HarborOne Bank Harold Brooks Foundation Harvard Pilgrim Health Care Foundation Heritage Management Company Inc Highland Surgical Associates LLC **Historical Costume Services** Hollis Elementary School PTO Holmes & Edwards, Inc. IntelyCare **Ipsos** Iron Workers Union Local 7 J. Calnan & Associates Janice and Sean Fahy Charitable Gift Fund Jewelers & Loan Co John C. Morrison and Eunice B.

Morrison Charitable Foundation

John Hancock Financial Services

Joy in Childhood Foundation

Law Office of Francis X. Collins

Law Offices of George G. Burke

Loomis, Sayles & Company, L.P.

Manet Community Health Center

Liberty Mutual Insurance

Marilyn & Mike Grossman

Foundation

Law Office of Joseph T. Desmond

Matching Gifts Program

Keohane Funeral Home

Ladybug Pest Control

JP Fuji Group



children's

We aim to nourish the mind as well as the body! Just the mere presence of BOOKS IN THE HOME impacts children's academic success,

vocabulary development and future job attainment. In 2021, we distributed MORE THAN 7,500 DONATED **BOOKS** to the children served by our food pantry.

Marsh & McLennan Companies Mass Mutual

Massachusetts Charitable Society **Massachusetts Convention**

Center Authority

Massachusetts Medical Society and Alliance Charitable

Foundation

Massachusetts Nurses

Association

MountainOne Bank Nannkin Dental

Nasdaq (matching gift) NeighborWorks Housing

Solutions

New England Medical Fitting Nova Chemical Sales Inc

O'Connor & Drew, P.C.

One Price Dry Cleaning

Pfizer Foundation

Matching Gifts Program

Pinnacle Health Management

Players Philanthropy Fund Plumbers & Gasfitters

Local Union #12

Plymouth Bristol Labor

Plymouth Quarries

PMA Consultants

Point32Health

Purefections Chocolate

Quincy Bald Eagles

Quincy College Quincy Lions Club Quincy Mutual Group Quincy Sons of Italy Lodge

Raytheon Technologies Roche Bros./Sudbury Farms

Rockland Trust Charitable

Foundation

#1295

Roofers Union Local #33 Rural Masonic Lodge of Quincy

SandBox Medical LLC

Second Sight SharkNinja

Signet Electronic Systems, Inc.

South Shore Bank

South Shore Elder Services

South Shore Health

South West Middle School

Sprague Operating Resources LLC

Square Restaurant Group

State Street Global Services State Street Matching Gift

Program

Stephen J. Wessling

Architects, Inc.

Stoeckel Insurance Agency, LLC Stop & Shop Supermarket

Company

Takeda

Interpreters >

More than 35 PERCENT OF OUR **FOOD PANTRY CLIENTS** do not speak English. As the number of Asian language speaking clients has increased, it has become critical to have interpreters on hand. Through grants and partnerships, WE NOW HAVE



ASIAN INTERPRETERS available during all food pantry hours, vastly improving the level of service we can provide.

The Balckbaud Giving Fund The Lagassé Group, LLC The Lombardo Companies The Shiner Group The Townshend **Thomson Reuters** Tiles by Perfection TJX Foundation, Inc. Twin Rivers Technologies

United Healthcare United Way Of Massachusetts Bay and Merrimack Valley

ViacomCBS Walmart Stores, Inc.

Ward 4 Neighborhood

Association

Weymouth Rotary Club Inc.

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Williams Energy

Wollaston Beach Clean-Up Fund

Wollaston Garden Club

Yale Appliance and Lighting

Yawkey Foundation

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

Blanche and Charles Abernathy

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USAA

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Kevin Driscoll Diane Drobia Odile Ducatez Sharon Dudelson Louise Duffy

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Power jack ► We received an \$18,000 **GRANT** this year from THE GREATER BOSTON FOOD **BANK** to purchase a power jack for our food rescue program and make other food pantry improvements. The jack allows us to load and unload pallets of food much more quickly, saving time and energy.

Gabriel Dumont Shirley Dunlap Margaret Dunn

Jennifer and Michael Dupill Elaine Dupuis-Lane

Anne Durgin Colin Dutton

Dane and Kimberly Dwyer Tracy Dyke-Redmond and Mark Redmond

Gail Eagan Robyn Eastwood

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Plant.Grow.Share

The **QUINCY GIRL SCOUTS** prepared and maintained Interfaith's alleyway garden last season, growing AN **ABUNDANCE OF GREENS AND FRESH VEGGIES which** they then harvested for our food pantry.

Thomas and Leslie Gouthro

Nancy Graham Annette Green Art and Kathy Green

Kerry Green

Terri and Ray Greene Richard Greenwood

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Loretta and Roy Hansen

Richard and Deborah Hanson Pete and Shawn Hanson

Amy Happ

Shevawn Hardesty

Andrew and Amy Harmon

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Johnina and Leo Hart

Susan S. Hart Patricia Hartnett Alexander Hasha **Brooke Hasson** Andrea Hatziyannis John and Marilyn Hayes

Dave Heaney

Jody and Jared Heaton Kathleen and Larry Hefner

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New office manager >

MARIANNE SCHEPICI joined our staff in November as our **NEW OFFICE MANAGER AND BOOKKEEPER.** She brings more than 25 years of

accounting, marketing, and business management experience to her new role at Interfaith.

Jan Minich and Thomas Connelly Daniel and Sarah Minton

Karen E. Minyard

Maureen and Jon Miranda

Cheryl Mitchell Linda Mitchell

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Jean Murphy Marcia J. Murphy Mary Patricia Murphy Maureen Murphy Patrice Murphy The Murphy Family

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Michael Smeglin Daniel Myers and Jessica Davis-Myers **Sharon Napier** Mandi Nash

Charlene Naumann Andrew Nazzaro Carol Negus

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Joseph Polefka Christopher Pomilio Diane and Donald Porter

Susan Porter Donna Pound Mary Pound Peter Poutre Joan F. Powers



Annual meeting ▶ AFTER 18

MONTHS OF VIRTUAL MEETINGS, our staff and board of directors were again able to meet in person during **INTERFAITH'S ANNUAL MEETING** at Granite Links in October. It was a time to reflect on the whirlwind year, thank staff for their tireless work, and re-energize for another season of helping our neighbors in need.

Lynne and Gerard Powers Nancy Powers and Ruth Davis Kathleen Powers-Gyrisco

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Prendergast Alexander Preston

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Jennifer and Richard Reale

Nancy Reed

Janet and Thomas Reeves

Brenda Regan

David Reich and Martha Plotkin

Jan Reynolds Julio Ricardo Varela Melissa Ricci Nancy M Riccio George Rice John Rice

John Richards Alberta Richmond

Anita Riley Kathleen Riley **Donna Rines** Kathleen Ring

Colin Rios Raela Ripaldi Joseph Rizzo

Cynthia and Wayne Robbins

Kristen Robshaw Marilyn Rodes **Beverly Roffo** Kathleen Rogantino Rebecca Rogers

Kathy Rogers Suzanne Romeo

Doug Rose

Carl and Ann Ross

Emily Ross John Rossi Steve Rowley Teresa Rusconi

Daniel Russell and Kelly Murphy

Roseann Russell

Walter and Kathleen Rust

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Helen Samuels and **Thomas Anderson** CONTINUED ON NEXT PAGE

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Flowers > JESSICA MCPHERSON, a neighbor of Interfaith, is a dentist by day and zealous urban flower grower by night. SHE DONATED GORGEOUS BOUQUETS (@dds_blooms) for our clients several times last season!

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

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Interfaith's **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**.

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