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THE TIME OF CORONA

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ICS Turning Towards Hope Amid Pandemic

In mid-March as the Novel Coronavirus Pandemic came to Southern Arizona and everyday life was suddenly transformed. Interfaith Community Services (ICS) was quick to respond. In the face of unimaginable challenges, efforts were refocused to what we do best; delivering

compassionate services to people in crisis. We re-imagined the delivery of services in order to safely meet the swiftly growing

requests for help. While we had to innovate, learn new technologies and create new processes, we have held fast to our guiding values and mission.

We are all in a completely new landscape, one of social distancing, skyrocketing unemployment, and long lines at food banks and grocery stores alike. These new circumstances make life even more difficult for the most vulnerable and are revealing new challenges. Yet our purpose and mission remain.

We see first-hand the far-reaching economic effects of

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A Word from Tom

Dear Friends of ICS!
Turning toward hope

Every day, we see people with burdens resulting from this pandemic. We are aware that some of these people are our volunteers. They are worried about their health, families and what the future holds for them. Instead of being stifled by this fear, they choose to shoulder the burdens of others. It is unbelievable and inspiring.

Our volunteers are helping people on a journey to hope. This journey from fear to hope is not an easy one, but one made easier when shared. Volunteers are helping our community members envision a better future and at the same time being part of the solution. A definition for hope is “is an optimistic state of mind that is based on an expectation of positive outcomes with respect to events and circumstances in one’s life or the world at large”. The ICS definition of hope is “Volunteers”! Thanks for all you do. Thanks for leading us to hope.




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Turning Towards Hope

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the pandemic. We see how far these effects reach in a single household. A grandmother came to us for help when she suddenly became the only wage earner for her family of three children and three grandchildren. When her son was laid off due to the coronavirus and the daycare her grandchildren attended closed so her daughter could no longer work, she was left to support them all. There are so many homes where this is the story.

While we have had to make changes in the way we deliver services, the results are the same: we are helping those most in need. We continue to reach people through our volunteer network and in collaboration with our faith partners. In many cases we are helping more directly and more immediately than ever before. This shifting landscape is forcing us to innovate, think of new solutions to old problems and to grow our capacity for compassion and service.

Faith community partners have once again stepped up to help meet needs. ICS volunteers are bagging hundreds of food bags each week. Volunteers from our faith partners then pick up the bagged food and deliver it to families who are going through difficult times.

Even though none of us could have imagined or wished for a global pandemic, there have been bright spots among the challenges. In some ways these challenges have come at just the right time. We were just beginning the process of refreshing our strategic plan and we had already begun work around our organization culture and living our values. This work has served us well. To focus our efforts and stay true to our mission in this rapidly changing environment. The pandemic has, reawakened our sense of purpose. It has reminded so many of us why we do what we do.



Photo courtesy of Aurora by Chris Leon Art and Photography

Aurora came to us for help when her work in the food industry was cut due to COVID-19. We were able to help her pay some bills until her unemployment benefits came through.

Celebrating Our Volunteer Family

Connect

Venture

HELP

Support

Grow

ENGAGE

Learn

GIVE

Service

Volunteer

Caring volunteers are the very heart of Interfaith Community Services (ICS). Since our early days 35 years ago, our volunteer program has grown exponentially. The community impact made by our volunteers has been transformational for thousands of our neighbors in need. What started out as just a handful of volunteers and a good idea has grown into a corps of dedicated, engaged volunteers numbering over 1000 who serve others.



While the number of volunteers may be impressive and we are proud to steward the time and talents of so many compassionate individuals, there is the deeper story to tell. We often hear from our volunteers and those we serve that the true value of the service lies in the making of the caring connection. It is a connection which helps to alleviate a frequently felt sense of emotional isolation and at the same time provide caring support. High value is experienced on both sides of the equation as volunteers themselves are impacted in transformational ways that enrich and fulfill their lives and make our community stronger.

We were proud to be acknowledged in January when ICS was awarded the Volunteer Program of the Year by Southern Arizona Volunteer Management Association (SAVMA). As we look to the future of our award-winning Volunteer Program we are asking how we can deepen and strengthen our program.

ICS is currently pursuing a Service Enterprise Initiative (SEI) certification which will strengthen our robust program into the future. We are pivoting towards becoming ambassadors of volunteer engagement. Through our SEI certification process we have identified 3 key areas for strengthening our program:

- planning and development - including more staff in volunteer management
- effective training - engage more skilled volunteers to mentor and train others
- on-boarding and supervision - online volunteer position descriptions and more frequent feedback collection.

As we move forward our volunteer program reframes the impact of volunteers. It is more than services delivered. The impact lies in transformational relationships built by our volunteers as they bridge the divide created by need and make a more compassionate community for us all.



Volunteering in the time of Corona

By an ICS Volunteer

The way in which our committed volunteers continue to serve may be slightly different for some, but their dedication is steadfast and such an inspiration. One such volunteer and long-time ICS supporter who has transitioned from answering phones at the front desk to doing intakes from the safety of her home shared this reflection with us.

I smile each day thinking about how Tori calls the Food Bank volunteers "the missionaries," and how John worries about doggies and cats all the time, and picturing Maureen running around the office with a bottle of Lysol in her hand. Thank you for showing up each day; it shows more than a little courage to do that.

I know you are all there in the trenches, but I wanted to give you a little perspective from those of us on the home front. For the last three weeks, I have had the pleasure of speaking with our clients. I say "pleasure" because I can safely say I haven't had a cranky one in the mix, even though I have spoken with the substitute school teacher who probably won't have a gig for a long time, and doesn't have the money for an internet connection to apply for food stamps or unemployment. I talked to the young mother of four who has the virus but was sent home from the hospital without a test to a small house because she was told they are only testing first responders now. Her husband is now quarantined with no paycheck, all together in a small house. There was also the man who loved his yard work job, but nobody wants anybody in their yards anymore. I am used to sad stories doing intakes, but the virus added more than a tinge of hopelessness to these stories.

And yet... The humor. Remember that young mother of four who was sent home? As she was rattling off all the birthdates and social security numbers, I could hear her husband tease her in the background, saying things like, "Why can't you remember his birthday?" She finally said to him, "This is a lot of numbers! You want to talk to this nice lady?" He declined. My favorite? When I asked her what her age was, she hesitated. She finally said, "I am so used to lying about my age I had to think about it for a minute." Loved it.

It's not just the humor, but the realization that these people are sitting in small houses with a virus, or losing jobs they love with no relief in sight. Many don't have internet access to resources. So, I'm grateful for the people in the trenches, the dog whisperer, the Subaru driver, and the lady with the Lysol. Thanks for all you are doing.



Faith Community Engagement News

Since the start of the pandemic, our faith community partners have mobilized in unprecedented ways to support struggling families that we serve. Living out one's faith has never been so challenging, but people all over our community are doing so in creative and novel ways:



Casas Church, St. Mark's Catholic Church, St. Mark's UMC, Desert Valley SDA, St. Odilia Catholic Church, Church of the Painted Hills, Faith Christian Fellowship and Lutheran Church of the Foothills held mobile food donation days to collect food and donations for the food bank. Numerous others have reached out to check in on staff, and ask about specific needs. We are truly feeling the deep, heartfelt love from our faith community neighbors.

ICS welcomes our newest faith partners! **Rincon Baptist Church** led by **Pastor Trei Watters**, **Islamic Center of Tucson** represented by **Lynn Hourani**, and **St. Christopher Catholic Parish** led by **Fr. Edson Elizarraras** are thrilled to be partnering in service with ICS.

Here is just a sampling of other ICS faith community partners in action:

A special thank you to **Our Lady of the Desert, Community of Christ, Lord of Grace Lutheran, Christ Presbyterian Church, The Journey Church, Bahai's of Oro Valley, Jewish Community Foundation, Jewish Federation of Southern Arizona**, and **St. Francis in the Foothills** for

adopting families for the December Gifts of Love program. A huge thank you to **Casas Church** for adopting almost half of all the children served - 255 kids and their families!

- **Resurrection Lutheran Church** Fall Festival to collect food for the ICS Food Bank.
- **The Church of Jesus Christ of Latter Day Saints** donated 4,003 pounds

of food from the Bishop's storehouse since December.

- **Temple Emanu-El** youth group volunteered at the ICS Food Bank.
- **Unitarian Universalist Church of Tucson** and **Mount Calvary Missionary Baptist Church** hosted a Mental Health First Aid workshop for congregants.
- **St. Philip's in the Hills Episcopal Church, St. Francis in the Foothills United Methodist Church** and **Christ the King Episcopal Church** hosted End of Life workshops.
- **St. Odilia Knights of Columbus** held a food drive, collecting over 3500 pounds of food and \$1000 in monetary donations for the ICS Food Banks.
- **Unleashed Christian Church** hosted our most recent ICS Faith Council Meeting for advocates from each partnering faith community.

We are deeply grateful for the contributions of our 118 Partner Faith Communities! Together we're impacting many lives for the better.

Interfaith Community Services was founded in 1985 by six faith communities and is proud to work with 118 partnering faith communities today.

Abiding in Christ Fellowship · Abiding Savior Free Lutheran · Agape Christian Church International · Aldea Spiritual Community · Alive Church · Alive in Christ Lutheran · Arizona Yage Spiritual Assembly · Ascension Lutheran · Baha'i Faith - Oro Valley · Beautiful Savior Lutheran · Canyon del Oro Baptist · Capilla del Sol Christian · Casas Adobes Congregational UCC · Casas Church · Catalina United Methodist · Christ Church United Methodist · Christ Presbyterian · Christ the King Episcopal · Church of the Apostles Episcopal · Church of the Everlasting Gospel · Church of the Painted Hills UCC · Community Christian Church Marana · Congregation Anshei Israel · Congregation Bet Shalom · Congregation Chaverim · Congregation Or Chadash · Congregation M'kor Hayim · ConnectionPointe Church · Connections Vineyard · C.O.R.E. Life Ministries · Cortaro Vista Community Church · Desert Dove Christian Church · Desert Skies United Methodist · Desert Valley Adventist Church · Dove of Peace Lutheran · Ebenezer All Nations Seventh Day Adventist · Faith Christian Fellowship of Tucson · First Christian Church · First United Methodist Church · Fountain of Life Lutheran · Good News Community Church · Grace Community Church · Grace St. Paul's Episcopal · Grace Temple Missionary Baptist Church · Grace to the Nations · Holy Way Presbyterian Church · Hope City Church · Immanuel Presbyterian · Islamic Center, Tucson · Living Grace Ekklesia · Lord of Grace Lutheran · LifeBridge Church · Lutheran Church of the Foothills · Maranatha Seventh Day Adventist · Midvale Park Seventh Day Adventist · Ministerios Manantial De Amor · Mount Calvary Missionary Baptist Church · Mountain Shadows Presbyterian · Mountain View Baptist · Mountain Vista U.U. Congregation · New Hope/Nueva Esperanza United Methodist Church · New Life Bible Fellowship · New Life Community Church of the Nazarene · New Spirit Lutheran · Northminster Presbyterian · North Tucson Stake of The Church of Jesus Christ of Latter-Day Saints · Northwest Baptist · Northwest Community Friends Church · Oro Valley Church of the Nazarene · Oro Valley United Church of Christ · Our Lady of the Desert Catholic Church · Our Saviour's Lutheran · Pantano Christian Church · Resurrection Lutheran · Rincon Baptist Church · Rincon Congregational UCC · Rising Star Baptist Church · Saguaro Christian Church · Sanctuary United Methodist · Santa Catalina Catholic · Shalom Mennonite Fellowship · Southside Presbyterian · St. Alban's Episcopal Church · St. Andrew's Episcopal Church · St. Andrew's Presbyterian · St. Christopher Catholic Parish · St. Elizabeth Ann Seton Catholic · St. Francis in the Foothills United Methodist · St. James United Methodist · St. John's United Methodist Church · St. John on the Desert Presbyterian · St. Mark the Evangelist Catholic · St. Mark's Presbyterian · St. Mark's United Methodist · St. Matthew's Episcopal · St. Michael and All Angels Episcopal · St. Michael the Archangel Ecumenical Catholic Church · St. Odilia Catholic · St. Paul's United Methodist Church · St. Philip's In The Hills Episcopal · Streams in the Desert Lutheran · Summit Ridge Community Church · Tanque Verde Lutheran · Temple Emanu-El · Templo La Uncion · The Journey Church · Third Church of Christ, Scientist · Tortolita Presbyterian · Trinity Presbyterian Church · Tucson Central Church of the Nazarene · Tucson Church International · Tucson Community of Christ · Unity of Tucson · Unity Spiritual Center of Peace · Unleashed Church · U.U. Church of Tucson · Vida Nueva/New Life Church of God · The Village Church · Water of Life Metropolitan Community Church

Y.E.S.



Say YES to Youth!
Say YES to Enrichment!
Say YES to Support!

Interfaith Community Services (ICS) is raising funds to help families in need cover the costs for enrichment programs or supplies that may be out of reach for many. School supplies, Instrument rental, enrichment course fees, lab fees, Science Fair supplies, technology or other educational support that are cost prohibitive.

For more information contact Karen Latendresse
klatendresse@icstucson.org 520-526-9310

ICS Staff Updates

Welcome



Lynn Manis, Accounting Assistant Lynn has extensive experience with book-keeping for a variety of organizations including the Invisible Theater, MPC Automotive Services and the Rincon Country Mobile Home Park to name just a few. Lynn is a graduate of Chaparral College/Brown Mackie College. Her primary role will be working with donations and the Bloomerang system.

Fun Fact: Lynn is a certified bartender.



Rikki Mioduski, Accounting Assistant Rikki has served in a variety of finance and operation roles in her career. She has worked with Club Cactus Juniors Volleyball, Southern Arizona Mechanical and the Sporting Chance Center. She is a graduate of the University of Arizona. Her role will be to help with the day to day accounting needs and the Mobile Meals financial duties.

Fun Fact: Rikki worked on Antiques Roadshow.



Monique Johnson, Case Manager

Monique served as a Emergency Services and Benefits Counselor with the Tucson Urban League since 2016. She also had extensive experience with Goodwill of Southern AZ prior to the Tucson Urban League Monique will be able to get up to speed quickly as she has already experienced interviewing and counseling low income and disadvantaged clients regarding services that are available to them for assistance. She also is well aware of the majority of our funding sources available for our clients.

Fun Fact: Monique loves nature.



Maria Brown, Volunteer Assistant

Maria comes to us with excellent volunteer experience managing 3 volunteer teams at New Life Bible Fellowship. She serves in their children's ministry providing scheduling, curriculum, crafts and activities. She has served in this capacity since 2014.

Fun Fact: Maria checked an item off her bucket list by going to Israel.

Empty Bowls & Strut 4 Success



The 2020 Empty Bowls fundraiser was enjoyed by all, with near perfect weather, toe-tapping tunes generously provided by The Renegades all of the delicious soups and, of course, beautiful hand-made bowls. This year's event raised more than **\$108,000** for the ICS Food Banks and services. Your support makes it possible to feed more families in need.

We're grateful to sponsors, restaurant partners, potters, attendees, and the many hardworking volunteers including a dedicated event committee who made this year's event a tremendous success! A big thank you to presenting sponsors Richard and Judy Weill.



Thank you to all who helped make our 2020 **Strut 4 Success** event a success and supporting our **Single Mom Scholars** program at Interfaith Community Services.

What an incredible afternoon filled with inspiring stories and amazing, accomplished women and their children! We were so moved by the incredible Tucson community who showed their support of this life changing program. You were able to raise more than **\$50,000** dollars to support Single Moms and their children in their pursuit of their dreams.



Memorials and Tributes: 1/1/20-4/30/20

Memorials and gifts of honor are a special way to remember friends and loved ones, as well as make a tax-deductible donation to ICS. An acknowledgment is sent to both donor and honoree. Thank you!

In Memory Of: Given By

Alfred and Joanne Jones: Michael and Jeanne Pfander
Annie Grunwald: Sheila and George Lindsay
Annie Grunwald: Steve and Ruth Pollyea
Barbara Keegan: Vicki Bergesen
Bernie Boomgarden: Claudine Boomgarden
Carol Backus: Richard Backus
Continue Love: Bill Gross
Dad/Papa: James and Bonnie Johnson
Debbie Bouchard: Richard and Violet Davis
Don Kraemer: Dorothy Hess
Dorothy Booker: Jeanais Brodie
Dorothy Vanek: Gretchen Anne and Jon Cleghorn, Tom McKinney and Dee Dee Connel, Edmund and Kathleen Jenkins, Robert and Joyce Lyons, Barry and Patti Robinson
Edward and Judith Thum: Gabriel Thum
Emmalee Mosby: Jim and Dorothy Lewis
Floyd & Elma Davis: Cynthia Duell
Francine Singer and Lawrence Boyd: Alan Singer
Frank Rinaldi: Sharon S. Thomas
Frederick Russell Burnham III: Timothy and Laurel Kromer
Gerald Cooke: Leon and Julia Sagalewicz
Harold Rode: Michael Matz
Harry Rode: Lance and Mary Wald
Jan Colbe: Edward Nicewander
John Boydston: Lois Boydston
Kevin Koch: Gigi Boyack
Linda Ray Mills: Pinnacle Plan Design
Magdi Nafeh: Cheryl Palmer, Katherine C Prewitt
Martha Dutcher: Melva D Morrow
Michael J. DePietro: Darlene Depietro
My dad, Thomas B. Steffen, DVM: Denise Steffen
My Pap who would give anyone the shirt off his back: Sara Wolfe Vaughan
Paul Prazak - A Great Man: Timothy Kalthoff
Peter Lipera: Beverly Greenburg
Phylsey Bergeson: Jim and Lora Pirzynski
Punch Woods: Judith Weiser
Robert and Marie Brauer: Lawrence Brauer
Robert Hurst: Margaret Hurst
Stephen Andre: Ray and Sandra Brisbine
Terrence McManus: Jacqueline Jones
Theodore E (Ted) Reed: Sharon Reed

Thorie Rode: Karen Rode

To my father Magdi who volunteered with ICS: Sharif Nafeh
Vonda and George: Stephen Dennett
William Souders: Armida Souders

In Honor Of: Given By

Ali Rustempasic, James Garretson
All people who are struggling right now: Marilyn Browning
Bertha Wolfe: Janet M DeKeyser
Cheryl Reif: Nancy Lacika
Christine Thompson: Sam and Janet Riechers
David and Gypsy Lyle: Stephen and Marilyn Weleck
Devon Sloan: Diane Loving
Dolly Kromer: Steve and Debi Kromer
Essential Workers: Stephen and Marilyn Weleck
Generosity Love Health: Alondra Bojorquez
Greg Foraker: Thomas and Yvonne Cockrell
Greg Lantz: Elizabeth Jury
Harvey Balpole: Michael & Aline Lysak
Health care workers and first responders: John and Nancy Callicotte
ICS Staff and Volunteers: Celena and Skylar Robles
ICS Volunteer Drivers: Steve and Nancy Lipson
Joanie Kroeckel, Jo Ann Daly, Virgie Coen, Carole & Michael Clark: Margaret Gaines
John A. Roberts: Unknown Donors
Kathy and Gil Parrish: Linda Walker
Louise Gwaltney Craig: Unknown Donors
Mary Laurie Siebert: Kathryn Prideaux
Mountain Vista Unitarian Universalist: Philip J Troyer
My sister Betsy!: Nancy Blase
Nancy Peterson: Claudia Kelp-Lenane
Selfless healthcare workers: John and Nancy Callicotte
Stratton Advisor Clients: Linda Stratton
Terri Patt-Smith: Betsy Bolding, Dennis and Barbara McLean
The staff and volunteers of your agency. It's a small donation, but given with immense gratitude: Hannah Daniels
Tom McKinney: Carol Des Cognets
UUC: Philip J Troyer

Remembering Punch Woods

Interfaith Community Services (ICS) mourns the passing of Punch Woods, who in April following a horseback riding accident at the age of 82. Punch was instrumental in the formative days of the ICS Food Pantry. While Executive Director of the Community Food Bank of Southern Arizona he signed the original agreement for ICS to become a Food Pantry. Back then, ICS's pantry was just a "room". He continued to support ICS's growth. Part of that growth included our first Expansion project, which provided ICS an additional storage area for food. This allowed ICS to serve more people in our food bank. He knew the need was great in our community, and knew that ICS was in a good place to support our community. Former ICS CEO Bonnie Kampa shared, "Punch always appreciated ICS's unique partnership with the faith communities as well as the focus on volunteers working directly with people we all served". He had a tremendous impact on the community and his loss will be greatly felt. Punch will be missed by ICS and the entire Tucson community.



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Remembering Dorothy Vanek

Interfaith Community Services mourns the recent passing of Dorothy Vanek - who has been a faithful, long-time supporter and champion for ICS. Below is remembrance from CEO, Tom McKinney.

Dorothy Vanek was one of the first people I met when I moved to Tucson, AZ in 2015. While we were introduced because of her passion to support classical music in our community, by way of the TSO, we became fast friends as I was blessed to learn more about her life, goals and accomplishments. When I began my work with Interfaith Community Services (ICS), I realized Dorothy had a much larger impact on the Tucson community, beyond her musical efforts. Her support of ICS and other social service organizations was hugely significant; she truly was a transformational figure in every life she touched.



The impact Dorothy had on ICS will be felt for many years to come. She has helped create a place where people gather and can ask for help, without judgement, and are treated with respect and dignity. She led this effort by leading an exemplary life and her very generous support. Myself and many others will miss her every day, but the life lessons instilled in us by Dorothy will live on forever. Rest in peace Dorothy.

Thanks to our Corporate and Foundation Partners

