

MOVING FORWARD



ANNUAL REPORT

Fiscal Year '23

IVW
INTERFAITH WORKS
IVW

OUR BOARD

(members serving from July 2022-June 2023)

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(Cover photo: IW staff visits Annapolis)



WHO WE ARE

Interfaith Works is a 501(c)(3) nonprofit that provides emergency shelter, supportive housing, essential needs, and employment programs to over 35,000 residents of Montgomery County, MD, every year.

Our mission: to support our neighbors in need by providing vital services and a pathway to greater stability.

Interfaith Works has provided services to Montgomery County residents for over 50 years. Our clients and residents are served by 170 trained, professional staff members and 7,000 volunteers annually.

MAKING ENDS MEET IN MONTGOMERY COUNTY

MORE THAN

68,000 RESIDENTS

LIVE ON INCOMES THAT ARE BELOW THE FEDERAL POVERTY LINE



(SOURCE: "MONTGOMERY COUNTY, MD." DATA USA, 2020. [HTTPS://DATAUSA.IO/PROFILE/GEO/MONTGOMERY-COUNTY-MD.](https://datausa.io/profile/geo/montgomery-county-md))



IT COSTS ABOUT

\$127,179

ANNUALLY FOR A FAMILY WITH TWO WORKING PARENTS AND TWO CHILDREN TO AFFORD BASIC NECESSITIES WITHOUT SUBSIDIES

(SOURCE: LIVING WAGE CALCULATOR. 2023. MASSACHUSETTS INSTITUTE OF TECHNOLOGY.; ROUNDED)

MESSAGE FROM OUR LEADERS

Dear Friend:

At Interfaith Works, we are committed to providing programs that **ensure people have an opportunity to move forward**. Fiscal 2023 was an important year for our organization as we too moved forward in a number of crucial ways.

We opened two new Homeless Services facilities: New Leaf Shelter, a low-barrier, 30-bed emergency shelter serving adults of all genders; and Lon's House, a permanent supportive housing program serving older men with disabilities in a small, home environment. Both programs are **providing safe places to live** for people who have experienced homelessness, with the support of case managers.

And the other big news: **we moved!** Our Vocational Services Program (VSP) and administrative offices moved into space on Rollins Avenue in Rockville. This location provides **places to gather and work together** comfortably, including opportunities for collaboration, brainstorming, teambuilding, and training. Our new space also addresses a pressing need – we now offer a **new VSP computer lab where our clients can work on resumes** and cover letters and look for and apply for jobs.

While we celebrate the strengthening of our programs, we also must acknowledge that demand for our services is growing because **our neighbors are hurting**. There are many complex factors coming into play. The high cost of living, including rents, is taking a toll. Families are **struggling to do more with less** as pandemic assistance programs go away, including those to provide extra resources for basic items, such as food. Many also are coping with un- or underemployment. With your faithful support, we are doing all we can to continue meeting the needs of our neighbors.


At times, we are guided by potent reminders of what – and who – is **at the center of our work**.

At the beginning of 2023, Maryland Governor Wes Moore joined us at the Interfaith Works programs at Progress Place in Silver Spring for a service event. Amidst a whirlwind of activity, he **quietly stepped away** to reconnect one-on-one with a resident he had met on a previous visit. Like the Governor, the resident is a veteran with a keen interest in military history and engineering.


Their animated conversation about shared experiences and interests brought home what is at the center of our vital work: **the person**. Our clients come to us due to a host of factors and often have faced an array of challenges and traumas. **Understanding those complex circumstances is important**. But in the end, we are here to connect with and **serve each person** based on who they are as individual people, not defining them by their experiences. We are dedicated to collaborating with each one of them to **open doors so they move forward** on their own personal pathway to stability.

Thank you for your faithful commitment to opening those doors with us. We are deeply grateful.




Courtney Hall
CEO




Frank White
Board Chair, FY23

EMERGENCY SHELTER

IW provides emergency shelter to clients who are unsheltered or do not have stable housing.

We offer customized case management, as needed. Each year we provide shelter to more than 580 individuals. The Emergency Shelter program includes:

- IW Shelter at Progress Place / Drop-In Center**
- IW Women's Center at Taft**
- IW Women's Center at Crabbs Branch**
- IW New Leaf Shelter**

These programs provide our neighbors with short-term emergency shelter and holistic case management services. Our teams connect clients with community resources such as primary medical care, legal services, psychiatric services, permanent housing services, and vocational services.

Highlights



In FY23, IW opened New Leaf Shelter, an inclusive shelter that welcomes people of all genders.



IW Drop-In Center at Progress Place is a day program that hosts free laundry, showers, case management, computer lab, and therapeutic and recreational groups. The program served 161 clients in FY23.

IMPACT

5,000+
VOLUNTEER
HOURS
DONATED

587
PEOPLE
SHELTERED

39,329
BEDNIGHTS
PROVIDED

\$359,186
VALUE OF
IN-KIND
DONATIONS



Staff of New Leaf Shelter

"I was so surprised by the Panes con Pollo! I just wanted to thank you. I even told my mom about them and she says you all are angels."

- A New Leaf resident who was touched to receive a traditional Salvadoran sandwich served at holiday time, thanks to a generous donor

SUPPORTIVE HOUSING

Community Supportive Housing

Shared Supportive Housing

(Becky's House, Priscilla's House, Lon's House)

IW Residences

Rapid Rehousing

These programs provide case management services to clients who are living in apartments or housing throughout the county. Clients are connected to other community resources, such as primary medical care, psychiatric services, legal assistance, housing programs, and vocational services.

Highlights



In June 2023, we were proud to launch IW Lon's House, a supportive housing program for adult and senior men with disabilities who previously experienced homelessness. The first program of its kind for men, Lon's House provides eight men with a place of stability, safety, and community in a more intimate, residential setting.



IW's Rapid Rehousing program was recognized as the most successful in Montgomery County, with a 93% success rate! The program helps individuals maintain apartments, increase their income, and attain greater housing independence.

IMPACT

5,000+
VOLUNTEER
HOURS
DONATED

80%
OF IW
RESIDENCES
CLIENTS HAVE
DISABILITIES

248
SERVED BY
THE CSH
PROGRAM

5,365
BEDNIGHTS
PROVIDED
AT
PH & BH



The opening of Lon's House, a unique community supportive housing program for senior men, was celebrated by community leaders, including Montgomery County Executive Marc Elrich.

VOCATIONAL SERVICES

The IW Vocational Services Program provides comprehensive, individualized employment support for people who have limited incomes and who may have experienced homelessness. The program helps people who are un- and underemployed find sustainable employment. Support includes resume preparation, job searches, employment applications, and interview preparation. Our staff remain in contact with clients for a year following employment to support their success.

Highlights



VSP's Paid Training Program, supported by generous grants, provides clients with stipends to help offset expenses incurred while they are participating in training programs to help them find better jobs, such as ESOL classes.



VSP built new relationships with 74 employers; 46 clients obtained jobs with those employers.

IMPACT

83
CLIENTS
OBTAINED
EMPLOYMENT

\$16.67
AVERAGE
HOURLY
WAGE

114
CLIENTS TOOK
PART IN PAID
TRAINING
PROGRAMS

\$2.4
MILLION
TOTAL WAGES
EARNED

Meet Amir



Amir (a pseudonym) and his family immigrated to the US in 2019 from Afghanistan and have been living in Montgomery County since. Amir's father is the sole provider for their family of seven. Amir's strong commitment to helping support his family brought him to the Vocational Services Program (VSP) at Interfaith Works through a job fair.

Amir expressed his passion for computers and a goal to graduate with a degree in computer science. But he was unable to participate fully in classes and training options without a reliable computer. Through VSP he was able to attend cybersecurity training and, with financial help from IW, he was able to purchase a computer with enough processing power and memory for the software he would need to complete his studies. Amir currently is a full-time student, and we are looking forward to his graduation from Montgomery College at Takoma Park!

Amir also gives back to VSP by helping clients with computer repairs and volunteering as a translator for other Afghan immigrants.

ESSENTIAL NEEDS

IW Clothing Center * IW Food Pantry * IW Connections

IW CLOTHING CENTER

The IW Clothing Center provides access to free clothing and home goods to residents with limited incomes. Shoppers come to the center to select what they need once a month. This enables them to preserve their resources for food, rent, utilities, medicine, and other basic needs. The IW Clothing Center is the only free, large-scale clothing distribution center in Montgomery County.

Highlights



In FY23, the IW Clothing Center distributed brand-new backpacks filled with school supplies to 2,430 school-aged youth.



The IWCC responds to many aspects of families' needs. In FY23, we distributed baby layettes to 65 expecting mothers.

IMPACT

7,000+
PEOPLE
SERVED

\$4M
VALUE OF
DONATIONS
DISTRIBUTED

2,463
VOLUNTEERS

24,000+
VOLUNTEER
HOURS
DONATED

A Special Birthday Celebration

Teen Lauren Winn wanted to hold a special birthday party at the IW Clothing Center. Lauren invited a group of her friends to sort and pack more than 1,400 pencil boxes filled with crayons, scissors, glue sticks, and notebooks to contribute to IW's annual back-to-school drive that gives young learners the tools they need to learn. "It was such a fun afternoon that we did not even notice the time. My friends and I were happy working and chatting the day away," Lauren said. "The little things that we do may seem small but they are ripples. When added together, they can create waves of change."



ESSENTIAL NEEDS *(continued)*

IW FOOD PANTRY

The Interfaith Works Food Pantry addresses our neighbors' food security challenges by providing families with shelf-stable items, produce, and diapers at no cost to them. IW staff interact with shoppers and explore whether they need help with other parts of their lives, such as finding employment.

IW CONNECTIONS

The Connections Program links Montgomery County residents to emergency assistance and many types of services, guided by resource counselors, including: emergency rental & utility assistance; food; English/ literacy classes; furniture; and behavioral health services.

Highlights



The Food Pantry underwent renovations that closed the facility but also provided an opportunity to build our communications networks with clients via phone and email to keep them updated. Once the pantry reopened, bridges to our clients were already built. This is especially helpful when quick action is required, like a large delivery of perishable produce. In addition, the renovations significantly upgraded electrical systems to accommodate commercial refrigeration and freezers.



Connections provided 358 households with rental assistance and 229 with utility assistance.

IMPACT

6,000+
VOLUNTEER
HOURS
DONATED AT
FOOD PANTRY

\$254K
ASSISTANCE
PROVIDED BY
CONNECTIONS

676K
POUNDS OF
FOOD
DISTRIBUTED

164K+
DIAPERS
DISTRIBUTED

Mr. Johnson's Story

Mr. Johnson (*not his real name*), a Rockville resident since the 90s, is a kind-hearted senior who found himself struggling to make ends meet. He contacted Interfaith Works Connections after being connected with the IW Food Pantry. He reached out for utility assistance, as the burden of bills was becoming too overwhelming. A Resource Coordinator assessed his situation and determined that he qualified to receive a grant towards his past due balance. With the support of IW Connections, Mr. Johnson has peace of mind knowing that his utilities have been taken care of.



FAITH & COMMUNITY PARTNERSHIPS

IW's Faith and Community Partnerships (FCP) collaborates with faith communities, grassroots groups, government agencies, and nonprofits to address poverty in Montgomery County. Among FCP's regular events are bimonthly Community Conversations featuring experts who engage on important issues challenging our community. While these events began during the pandemic as remote meetings, they now are in person and live-streamed on Facebook.

FCP also coordinates the Emergency Assistance Coalition, a compassionate network of nonprofit, faith-based, government, and community advocates organized to support a coordinated approach to providing safety net services for vulnerable neighbors. In addition to hosting regular training and update sessions for EAC members, FCP administers a small-grants program to help members build capacity and better serve their communities.



We convened our first-ever Faith Community Volunteer Fair at the Islamic Center of Maryland in Gaithersburg. The event brought together a rich community of nonprofits and service providers to provide an opportunity to connect with volunteers. A diverse cross-section of organizations attended, reflecting the many partnerships in our welcoming community. We look forward to hosting similar events that reflect our commitment to collaboration and draw the many facets of our community together.

ADVOCACY / OUTREACH

IW leadership, board members, and staff engage in advocacy and outreach to share information about our vital programs. This includes going to Annapolis to meet with lawmakers, and opening the doors to our programs for tours that deepen policymakers' understanding of what it takes to successfully deliver services. We also have welcomed several elected officials who donated their time as volunteers at our programs, a great way to enhance understanding of and connection to our work.



CONSOLIDATED STATEMENT OF ACTIVITIES & FINANCIAL POSITION

JULY 1, 2022 - JUNE 30, 2023

SEE BELOW FOR THE HIGHLIGHTS OF OUR FINANCIAL YEAR.
FULL AUDITED FINANCIAL STATEMENTS ARE AVAILABLE UPON REQUEST

Assets	2023	2022
Cash and cash equivalents	1,106,286	2,941,538
Investments	2,809,985	242,861
Contributions receivable	1,695,770	1,600,664
Prepaid expenses and other assets	117,214	28,398
Property and equipment, net	882,155	625,160
Right-of-use assets, net	2,715,708	0
Total assets	9,236,518	5,438,621
Liabilities		
Accounts payable and accrued liabilities	503,951	170,668
Accrued salaries and related benefits	664,215	530,413
Refundable advances	10,000	100,507
Other liabilities	34,780	12,487
Notes payable	6,732	8,631
Forgivable note payable	588,470	588,470
Operating lease liabilities	2,832,148	0
Total liabilities	4,640,295	1,411,176
Total net assets	4,596,222	4,027,445
Total liabilities and net assets	9,236,518	5,438,621
Activities		
Support and revenue		
Federal, state, county grants	9,598,251	7,208,671
Contributed nonfinancial assets	6,711,164	6,098,038
Contributions	2,235,216	1,944,020
Program Income	92,377	107,552
Income from tenant leases	15,799	67,003
Total revenue and support	18,652,807	15,425,284

**CONSOLIDATED STATEMENT OF ACTIVITIES
& FINANCIAL POSITION
JULY 1, 2022 - JUNE 30, 2023**

(continued)

Expenses	2023	2022
Program Services		
Homeless Services	9,154,682	7,277,719
Interfaith Clothing Center	6,183,211	5,650,419
Vocational Services	551,277	297,533
Connections	480,616	435,946
Emergency Action Coalition	201,750	221,059
Interfaith Housing Coalition	115,265	282,806
Friends in Action	0	71,353
Total program services	16,686,801	14,236,835
Supporting Services		
General and Administrative	1,377,688	918,609
Development	780,533	667,866
Total supporting services	2,158,221	1,586,475
Total expenses	18,845,022	15,823,310
Other Items		
Net investment return	33,181	(39,111)
Gain on sales of property	729,729	1,183,217
Loss on disposal of equipment	(1,918)	0
Change in net assets	568,777	746,080
Net assets at beginning of year	4,027,445	3,281,365
NET ASSETS AT END OF YEAR	4,596,222	4,027,445



We ♥ our volunteers!

More than 7,000 of you help IW deliver on our mission each year. Thank you!



OUR STAFF

IW is committed to creating a workplace that encourages the well-being of our compassionate, dedicated staff. We regularly convene events to respond to these needs. This included a staff Wellness Day to give our team a chance to relax and refresh through self-care activities including yoga. We also convene purely recreational events, such as a fall visit to an apple orchard and a joyous winter holiday celebration. *(See photos below.)* These events help our team bond and recharge outside of the workplace.

To meet our staff's needs and concerns, we created a Diversity, Equity and Inclusion committee, which included establishment of a Safe Space Ambassador team. These ambassadors serve as contact points for staff who are seeking support and understanding when facing challenges or conflicts. We also created a Trauma-Informed Care subcommittee, which meets regularly to train and support staff. The training covers what trauma is, how it manifests in our clients, how it manifests in ourselves, and ways to counter it reactively and proactively. This is crucial in workplace environments that often are high-stress.



The IW team enjoyed yoga and other wellness and self-care activities.



IW staff had a fun day of apple-picking and teambuilding at Butler's Orchard.



Our holiday celebration included dancing, music, and crafts.

OUR VALUES



Thank you to Arts on the Block for creating this mosaic for IW's new office space!



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iworksmc.org