

INTERFAITH WORKS

ANNUAL REPORT

Innovating Through Covid

20

21



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WHO WE ARE

Interfaith Works, founded in 1972, is a 501(c)(3) nonprofit agency and a non-sectarian interfaith coalition of more than 165 affiliated congregations of diverse faiths working together to meet the needs of those experiencing poverty and homelessness in Montgomery County, Maryland.

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



MESSAGE FROM OUR LEADERS

If there was ever a time to believe in the impact and essential role of Interfaith Works (IW), it was the past year. For five decades, IW has been committed to supporting Montgomery County, MD's most under-resourced residents to address the root causes of poverty and homelessness. The COVID-19 global pandemic exposed fault lines in our community. It dramatically increased the number of people facing economic hardships, putting a strain on County resources, and increasing demand for our services. In FY2020, before COVID became a reality, we served 17,000 Montgomery County residents experiencing economic hardship. In FY2021, during the height of the pandemic, that number ballooned to 35,000 people.

However, IW is more than an organization that leads with numbers. More neighbors than ever needed us, and we responded. We help clients through many supportive activities that sometimes cannot be measured but are critical for individuals and families to find stability and thrive.

We are leading with **innovation** by making critical adjustments for our clients:

- We opened an additional women's emergency shelter to ensure the health and safety of women experiencing homelessness;
- We moved to virtual support for our IW Connections and IW Vocational Services Program clients, working with them to adjust to a new online world;
- We renovated Becky's House, home to senior women with disabilities, to give them a more comfortable place to live and receive care;
- We launched our Rapid Rehousing program in response to a rise in individuals experiencing homelessness due to COVID, providing them with the opportunity to regain stable housing and become gainfully employed;
- We launched a Food Hub to help an average of 500 residents each week receive groceries, including fresh fruits and vegetables.

We are so proud of how our team moved rapidly to deliver critical solutions to Montgomery County residents in need. We have courageously served and advocated for residents with outreach to the community through monthly Community Conversations about crucial topics. In addition, our staff partnered with medical experts to educate and expand vaccine access for our clients.

There are so many things that impress us about Interfaith Works and perhaps the most important one is that when a need arises, you are there. Despite the many challenges our community has endured this year, we are reminded that we live among remarkably caring and generous neighbors who jump at the chance to help others by volunteering time or providing needed financial assistance. You are our greatest asset and we hope you, too, feel great confidence and hope for the year to come.

Thank you for being a part of this community that we are so honored to lead. On behalf of our neighbors who are moving along the pathway to greater stability, you have our appreciation.

With gratitude,


Courtney Hall
CEO


Devang Shah
Chair, Board of Directors



"There are many things that impress us about Interfaith Works and perhaps the most important one is that when a need arises, you are there."

HOUSING

Interfaith Works Women's Center (IWWC) is the only year-round emergency women's shelter in Montgomery County, MD. It serves 70 women each night but due to social distancing guidelines IW reduce the number of beds by half. Therefore, IW opened a temporary overflow shelter at the Gwendolyn E. Coffield Community Center (Coffield) in Silver Spring. Coffield is an example of a pivot in times of challenges whose launch was a direct response to the COVID-19 pandemic to help create adequate distance between women in the centers, which resulted in better living conditions for the clients.

Interfaith Works Women's Center (IWWC)

114 total clients **124,830** total meals provided **9,129** bed nights **1,637** total volunteers **3,441** total volunteer hours **\$69,110** in kind donations



Gwendolyn E. Coffield Community Recreation Center

257 total number of clients **38** clients obtained housing **93** clients obtained, maintained, and/or increased income through employment benefits **16,517** bed nights **276** volunteers **552** total volunteer hours



\$17,272 value of volunteer time **\$20,030** in-kind donations

Becky's House and Priscilla's House

Interfaith Works' Becky's House and Priscilla's House are home to senior women with disabilities and deliver 24-hour care to our most vulnerable aging population. Many of these women experienced homelessness for extended periods. Due to medical and/or behavioral health challenges, these women cannot be served in the larger women's shelter. Thanks to our staff and the help of community volunteers, the women now live in a safe and welcoming environment.

In 2021, Becky's House received an exciting renovation that allows for more private space for women to take medication and meet with their case managers.



THE IMPACT

"A Becky's House resident was extremely sick when she came to IW. She says 'it doesn't matter how I feel I have to come out and visit the garden. When I look at the garden I see hope for myself that I can get back to where I'm trying to get to.' Becky's House has a team of professionals that provides critical support to aging women through a supportive home environment, care in terms of medication supervision, intensive case management, and connecting them to the community to feel a sense of community and purpose."



Gina Espila
Program Director at
Priscilla's House and
Becky's House



Christine Hong
Director of Homeless Services

"How we treat and take care of women who are both in need and are aging is a reflection upon us as a community. At Becky's House, we ensure that women who experience homelessness who are aging, who have disabilities have a permanent home where they have all the support they need to feel safe and have a stable home."

Rapid Rehousing (RRH)

As a result of the pandemic, Interfaith Works Rapid Rehousing Program launched to deliver supportive services to 60 women and men experiencing homelessness receiving temporary housing vouchers from Montgomery County Health and Human Services. The program is designed to assist individuals in finding and maintaining housing in scattered sites across the County with the goal of increasing income and achieving complete housing independence.



Rapid Rehousing Outcomes

100%

of clients
maintained housing

12

vulnerable people
housed

5

people found jobs and
increased their income
(*Does not represent a full year of
data)

Progress Place

IW Empowerment Center (IWEC) is located at Progress Place in downtown Silver Spring. Prior to the pandemic, IWEC shelter was open for overnight guests only during the winter months (November – March). Now, IWEC serves guests year-round due to demand, shifting day services to the parking lot with shower trailers (provided by the County) and providing gift cards to a nearby local laundromat.

The IWEC team works with street outreach workers who canvass the community to house insecure individuals who are sleeping outdoors and historically have not agreed to come into shelter.

2,325

of showers taken
by client

1,345

of laundry loads
completed in a year

\$27,365

in-kind donations

Interfaith Works Residences (IWR) provides permanent supportive housing to 21 men and women who have experienced chronic homelessness. The program helps clients maintain housing by providing private living quarters and 24-hour staff support on the top floor at Progress Place.

FAMILY SERVICES



Food HUB

The Food HUB launched as a direct result of the pandemic supported by Montgomery County and provides families and individuals with food essentials once a week with no eligibility requirements.

"We were able to see how we can make a positive contribution to our community...We also got to see each other in new ways, building our team spirit in the process."

-Jim, a Food HUB Volunteer

- 71,446 total clients served
- 444,145 pounds of groceries distributed
- 50,400 diapers delivered
- 585 total volunteers



Interfaith Works Clothing Center

IW Clothing Center provides families with clothing and home goods free of charge, allowing them to use more of their resources on food, rent, utilities, medicine, and other basic needs. Also, IW Clothing Center provides free backpacks to families so that children are ready and prepared for the first day of school. Montgomery County families and individuals are eligible to shop for free based on an income level that is less than or equal to twice the Federal Poverty Level. Due to the pandemic, IW Clothing Center switched to an appointment system and clients have welcomed this approach as a more private and better shopping experience.

6,698

total clients

\$2,556,315

goods distributed to
clients

1,539

students receiving new
backpacks

13,751

of volunteer hours



Interfaith Works Connections

IW Connections is powered by our Resource Coordinators who are bilingual in English and Spanish and connect residents of Montgomery County to essential resources. Referrals are made to a variety of services including food, vocational services, English/literacy classes, and behavioral health. Counselors connect clients to over 100 partners that provide complementary client services throughout the county.

Due to the initial impact of COVID-19, IW Connections' offices shifted program delivery virtually to connect families to long term support. Our Resource Coordinators performed all resource counseling via phone and delivered 888 phone counseling sessions, a 143% increase from the prior year, and delivered 424 in-person counseling sessions. Also, IW Connections team provided financial assistance to 292 households: \$113,600 in rental assistance and \$134,932 in utility assistance to families. This represents a 69% and 51% increase from FY20, respectively.



1,770

total # of clients

602

families received
resource counseling

1,312

of clients referred to
available resources

MONICA'S STORY



Fearing for her safety and the safety of her three sons, Monica came to the U.S. in search of a better life for her family. However, when the economic downturn from COVID-19 caused Monica to lose her job, she feared that she and her sons were going to have to live on the street. Thanks to a referral directing her to Interfaith Works, Monica worked with the Interfaith Works Connections Program which was able to connect her to vital resources that provided rental and utility assistance, and the Interfaith Works Food HUB which provides groceries at no cost. Monica stated, "When I get a call from Valerie (Connections resource counselor) it is like a ray of sunshine."

VOCATIONAL SERVICES

IW's Vocational Services Program (VSP) provides job training, coaching, employment assistance, and support upon employment with bilingual vocational counselors who work one-on-one with clients. By the end of our last fiscal year, IW helped 57% of our clients gain employment averaging \$15.60 per hour – resulting in almost \$2 million in wages earned by those who received IW's vocational services.

IW Vocational Services Program delivers a number of “unseen” activities to help clients gain self-sufficiency:

- Drop off groceries for several clients who need food and basic supplies.
- Identify places close to clients' homes where they could get free food and clothing.
- Help clients with public transportation schedules and bus routes to get to and from work.
- Help clients pick out appropriate interview outfits at the Clothing Center.
- Serve as a translator/interpreter in job interviews.

84
clients obtained
employment

50
new FY21 employer
relationships

35
clients obtaining jobs
at new FY21
employers

Challenges due to the pandemic

"The challenges faced due to the pandemic are that half of the jobs clients would qualify for are no longer available. However, VSP is on the front line to disrupt inequities in the system with innovative measures to deliver critical job training and/or certifications to low-income Montgomery County residents."

Gerard Etienne, Director of VSP

A HELPFUL PROGRAM

Abdoulaye is a 61-year-old client who was referred to IW Vocational Services Program in December 2020 from IW Empowerment Center. Abdoulaye was unable to earn a level of income to support independent living and cited his age as a significant barrier to obtaining employment. The IW vocational services counselor found that Abdoulaye had previous work experience as a sous chef and assisted him by revising his resume, coaching on interview skills, and sourcing jobs that would provide the best opportunity for interviews and hire. Abdoulaye maintained a positive attitude and within two months of working with the vocational services counselor, he obtained a regular full-time position in his chosen field. In May 2021, he was hired by a local restaurant for a full-time position which included a signing bonus!



Kokouvi, who emigrated from Togo, was referred to Interfaith Works from his church. He started his education process online two days a week for three hours a day to obtain certification to receive a high wage job. The Director of the Vocational Services Program stated that even though he faced a number of challenges, including very limited English skills and little to no family support, Kokouvi is very driven to succeed. Kokouvi now works at Children's National Hospital. He stated he could not have been able to get this job without the help of IW. He told his wife when she comes to this country he wants to bring her to tell the people at IW "thank you!" He plans to give to others what IW gave him. He wants to help people who need assistance.

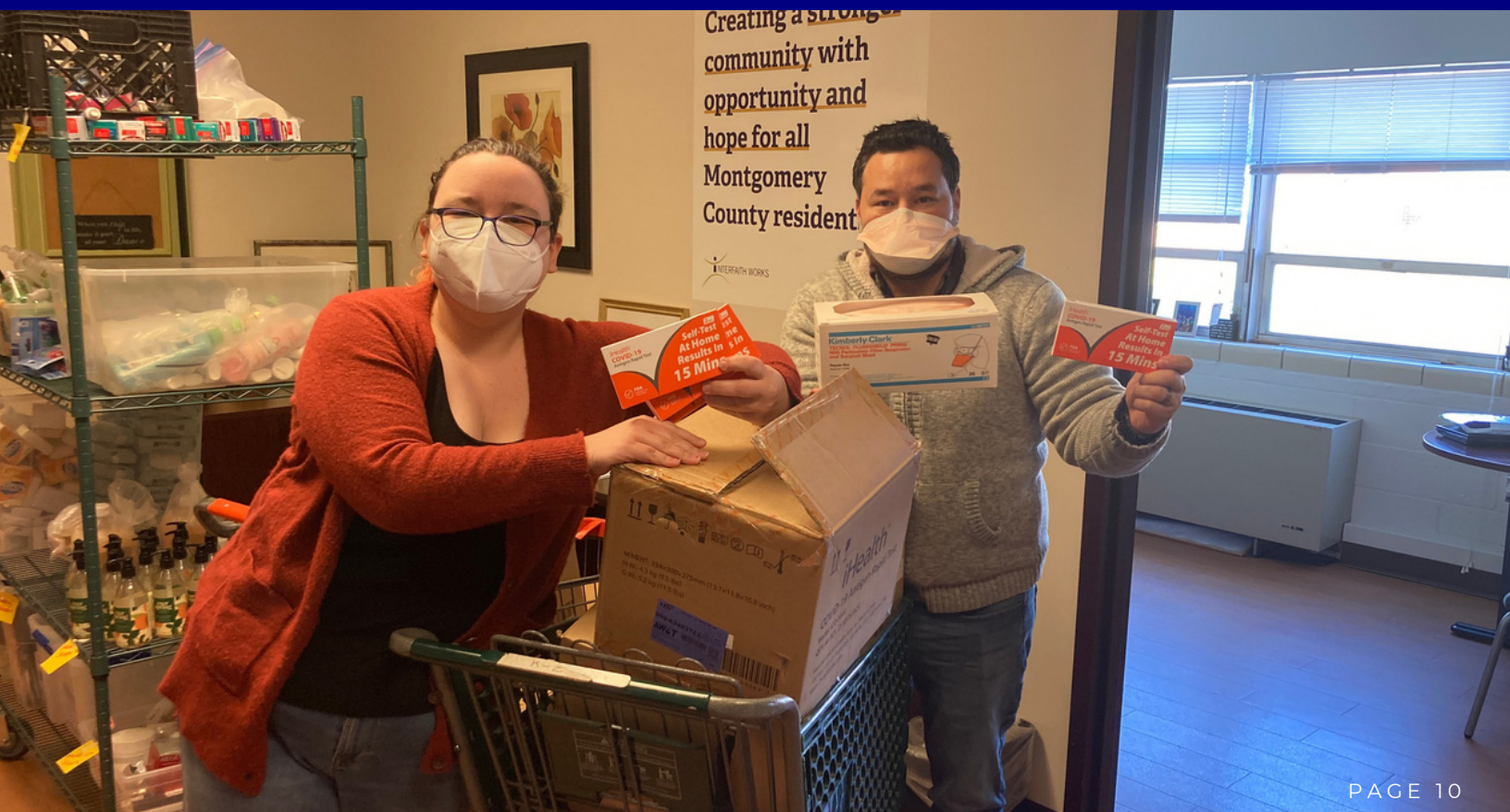
SINCERELY, MIRANDA



I first learned about Interfaith Works in 2019, helping my church, St. Luke's Episcopal in Bethesda, donate meals to the Women's Center. What really drew me was later that year, when the IW director of homeless services and our director of development came and spoke about Interfaith Works at my church. Hearing about the way this organization worked with clients, and the impact they had on people's lives was deeply moving. It inspired me to apply for a job with them. I started in our Community Supportive Housing program in October 2019, working to house chronically homeless clients with disabling conditions. I currently work at our Clothing Center as the volunteer coordinator.

Along with the obvious benefits of employment, working here lets me live out my faith more fully. In my denomination, one of the promises we make at baptism is to respect the dignity of every human being. It's a promise I take seriously; I applied to work at Interfaith Works to live out this promise, and I carry it with me always. What I love about Interfaith Works and our faith supporters is that while we might not all use the exact same language, we all recognize that every person we encounter is sacred by virtue of being who they are. We're all here because we share a commitment to supporting those in need however we can. What a blessing that is!

I've worked with clients who lived in tents or on the streets, clients who came to this county as refugees without documentation, clients who were literally almost naked. Every single one has made an indelible impression on my life. The circumstances that led them to needing services from us are often heartbreaking. While we can address a lot of their needs, we cannot undo the traumas they have experienced. There are times when this work can feel overwhelming. But then I remember the ways that people, especially our faith communities, have stepped up without hesitation to meet the needs of our clients. It's not only the work that my colleagues do, but the support of people like you, that Interfaith Works can have the impact that it does. I am deeply grateful to be a part of it.



FY2021 FINANCIAL OUTCOMES

CONSOLIDATED STATEMENT OF ACTIVITIES & FINANCIAL POSITION JULY 1, 2020 - JUNE 30, 2021

See below for the highlights of our financial year. Full audited financial statements are available upon request.

Assets	2021	2020
Cash and cash equivalents	\$ 2,496,665	\$ 1,924,939
Investments	253,731	200,735
Accounts receivable	777,412	534,749
Property and equipment	897,916	910,209
Other	37,342	56,985
Total assets	\$ 4,463,066	\$ 3,627,617
Liabilities and Net Assets		
	2021	2020
Liabilities	\$ 1,181,701	\$ 2,403,321
Net assets	3,281,365	1,224,296
Total liabilities and net assets	\$ 4,463,066	\$ 3,627,617

Activities	2021	2020
Revenue and support		
Donated goods, facilities, and services	\$ 7,777,547	\$ 7,624,252
Government contracts	7,430,770	5,211,974
Contributions	1,512,371	1,369,179
Rental income	218,281	241,632
Program income	113,950	99,570
Investment income	53,182	(2,576)
Gain on sale of property	361,578	483,249
Other revenue	-	10,000
Net assets released from restriction	-	-
Total revenue and support	\$ 17,467,679	\$ 15,037,280

Expense	2021	2020
Program Services		
Interfaith Works Clothing Center	\$ 6,612,264	\$ 6,051,387
Homeless Services	7,334,373	6,109,149
Interfaith Housing Coalition	289,638	294,837
Vocational Services	264,597	275,813
Connections	422,172	237,881
Emergency Assistance Coalition	157,109	187,091
Friends in Action	67,255	108,377
Network	67,748	101,899
Program Services Subtotal	\$ 15,215,156	\$ 13,366,434
Supporting Services		
General and Administrative	576,480	628,650
Development	430,774	402,209
Total supporting services	1,007,254	1,030,859
Total expenses	\$ 16,222,410	\$ 14,397,293



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