

Annual Report 2021



Immanuel
COMMUNITY SERVICES

From the Board President & Executive Director

What a year!

We can hardly believe another year has gone by already and our Covid-19 Response continues. We managed to survive 23 months without a single Covid case in our organization. But even the mighty ICS was no match for Omicron and in December, we had our first Covid incident. Thanks to our amazing staff and stringent Covid practices it hasn't been worse.

Throughout the spring & summer, we provided the Covid-19 Vaccine clinics for our residents, guests, visitors, volunteers and neighbors— making sure the life-saving vaccine was accessible to all in the community.

This year we welcomed a second AmeriCorps Service Member to help keep up with the demand for food. **JOE**, Meals Program Assistant, prepares & serves breakfast and lunch daily in our Hygiene Center and for the Recovery Residents. He joins **DENISE**, our Grocery Rescue Lead who runs our Grocery Rescue and Home Delivery programs.

We made over 1,600 deliveries for food bank in 2021. Since we are committed to making sure everyone in our community receives the food they need, we try to answer all calls for help. When a neighboring family homeless shelter had a hard time obtaining food, we started delivering food to each family each week. We also answered the call when a homeless service partner asked us to help a client living in their RV who couldn't find any other food bank that would deliver to them and when the local Tiny Home Village asked for help supplying food for their kitchen. Every week, we visit them to drop off food and hygiene supplies.

2021 also brought us a truly historic scorching heat wave with temperatures of over 108, adding another emergency on top our ongoing Covid Response. We did what we could to help folks stay safe and handed out water. We expanded Hygiene Center hours so our guests had some refuge from the life-threatening temp and for the visitors in the Food Bank line, we supplied umbrellas to provide shade, water and towels soaked in ice water to keep cool while waiting to shop.

Summer brought some relief though. As more people were vaccinated and with the nice weather in the evenings, the residents of the Recovery Shelter were able to resume their monthly dinners with the Supper Club. They set up tables outside and made sure to keep a safe physical distance from the volunteers.

As restrictions continued to ease, other volunteers returned, including board members who came to help register people to vote! It's important to us that everyone who comes to ICS knows that their voice matters.

Back in 2020, we were informed that we would need to start planning some major updates to the walk-in cooler and walk-in freezer. Our system is so old that some piece of the system were no longer available and we needed to replace the condensers and the evaporators both the freezer and the cooler. Luckily, we won a grant from WSDA which covered the \$20,000 project and it was completed last summer.

Now for some great news: over the years, you may have heard about Ignacio, a longtime guest at both Hygiene Center and Community Lunch. After years of working on possible housing options, we were finally able help him move into his very own apartment in December! Ignacio had been on the streets for over 30 years and this winter, health concerns made housing even more critical. After only a few nights sleep, was looking better already! He still comes by the Hygiene Center every day, though, to visit, do laundry and help clean up at closing time!

Finally, we can't talk about 2021 without sharing that we were named the **2020 Non-Profit of the Year** for Shelter & Housing by the SLU Chamber at their awards celebration in April!! The entire community voted and we were up against some really great large nonprofits, so this was a wonderful surprise. We are so honored & very proud to serve the SLU community!

What a year, indeed!

Peace & gratitude,



Curt Archambault
Board President



Shawna McMahon
Executive Director

Board of Directors

Curt Archambault, President

Wayne Hillard, Treasurer

Anders Thomas, Secretary

Jaime Cárdenas, Jr.

Hakme Lee

Jay Pershing

Rev. Priscilla Austin, Ex-Officio

Shawna McMahon, Staff



Staff

Shawna McMahon

Executive Director

Kylee Hodil

Assistant Program Coordinator

Dave Saluskin

Hygiene Center Coordinator

Janet Watness

Community Lunch Coordinator

Terrence Lewis, Sr.

Recovery Shelter Coordinator

Denise Blike

Grocery Rescue, AmeriCorps

Joe Dybwad

Meal Programs Assistant, AmeriCorps

Michael Dart

Bookkeeper

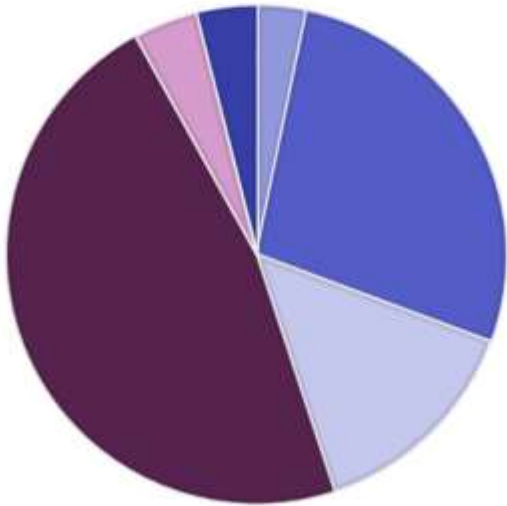


IMMANUEL
COMMUNITY SERVICES!!
2020 Non-Profit of the Year
Shelter & Housing



Financials

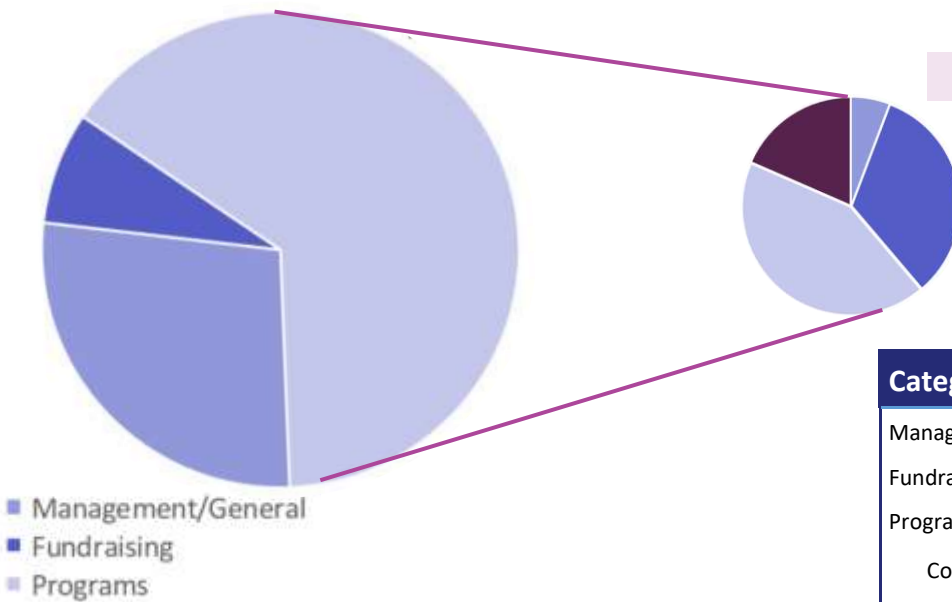
REVENUE



Category	Amount	Percent
Corporate	\$15,289	3%
Foundation/Nonprofit	\$129,658	27%
Government	\$67,438	14%
Individuals	\$222,147	47%
Endowment Fund	0	0%
ILC Ministries	\$19,745	4%
Miscellaneous	\$18,306	4%
Total	\$472,583	100%

Total Revenue: \$472,583

EXPENSES



Program Expenses:

- Community Lunch
- Food Bank
- Hygiene Center
- Recovery Shelter

Category	Amount	Percent
Management/General	\$117,543	27%
Fundraising	\$32,732	8%
Programs	\$277,880	65%
Community Lunch	\$15,550	6%
Food Bank	\$89,306	33%
Hygiene Center	\$115,539	43%
Recovery Shelter	\$49,860	18%
Total	\$428,155	100%

Total Expenses: \$428,155

Programs

FOOD for those who are hungry...
HYGIENE for those who are homeless...
RECOVERY for those who are addicted...

RECOVERY PROGRAM SHELTER

The ICS Recovery Program Shelter provides a safe, supportive, clean & sober living environment for men who are working to overcome addiction to drugs and/or alcohol. Up to 15 men stay with us while participating in Intensive Outpatient Treatment at the Matt Talbot Center. Due to Covid-19, the men are on-site 24/7 working on their recovery virtually. ICS offers a place to sleep and hot meals so they can focus on their recovery and life skills to prepare them for permanent independent living.

HYGIENE CENTER

The ICS Hygiene Center is open weekdays from 8am-2pm to anyone experiencing homelessness. We provide a welcoming environment to those who need a safe place to wash clothes, take a shower, enjoy two hot meals and find a few hours of respite from the outdoors. Guests receive toiletries, razors, shampoo, deodorant, toothbrushes, soap, clothes, blankets and survival supplies like socks, rain coats and hand-warmers. These critical survival services allow people the opportunity to work, work on housing and other daily activities with dignity.

FOOD BANK

The ICS Food Bank serves approximately 554 households (828 people) per month. Open each week to anyone who needs help putting food on their table, no matter where they live or financial situation. Many of our visitors are on fixed incomes and while some receive food stamps, it is not enough to provide adequate nutrition through the month. As a result of Covid-19, we expanded our services to meet the growing need. We launched a Home Delivery Program and began offering pre-packed To-Go Bags in addition to completely transforming our weekly Food Bank to allow for a safe & clean shopping model following all Covid guidelines.

COMMUNITY LUNCH

Once a month, a team of volunteers prepares a warm nutritious meal for anyone who would like to enjoy a hot meal and friendly conversation. For those that are hungry, it is a welcome hot meal. For those that are isolated & live alone, it provides community and conversation with neighbors. Sadly, as a result of the pandemic, meals are served "To-Go" until it is safe to open our doors to the public and sit together with our neighbors once again.

Recovery Program



Helping out around the building



Enjoying a Spring picnic in our Covid patio while still in quarantine, April 2021



On Water Duty—Handing out bottled water to Food Bank guests during the heat wave, June 2021



Playing hacky sack - enjoying the last burst of summer, Sept 2021



Terrence, Recovery Shelter Coordinator, facilitating weekly House Meeting

Shelter is important to the men because it is hard to deal with what's going on in your head, without a roof over your head!

Terrence Lewis, Sr. (Recovery Shelter Coord)

By the Numbers:

35 men stayed in our shelter

4,252 bed-nights provided

12 men moved into stable housing

1,884 combined days sober for the residents who finished 2021 with us! (equivalent to more than 5 years!)

0 Covid-19 outbreaks in Shelter!!!



The return of Union Church Supper Club's monthly meal with the residents, July 2021



Shelter residents receiving new knitted hats from a thoughtful donor

Hygiene Center

By the Numbers:

8,615 visits

8,364 showers

1,476 loads of laundry

14,445 meals served

752 pairs of socks distributed

1,392 people received clothing

25,830 cups of coffee



Hygiene Center guest showing off his Post-Vaccine Care Kit Backpack after his Covid Vaccine. The kits were packed with items to help unsheltered guests deal with side-effects of Covid vaccine.



Drawing names for raffle during the Holiday Celebration



Joe, Meals Program Assistant with AmeriCorps, serving Hygiene Center lunch



Celebrating Birthdays in the Hygiene Center



Voter Registration Days with ICS Board Members



The Hygiene Center Dynamic Duo
L: Dave Saluskin, Hygiene Center Coord
R: Kylee Hodil, Assistant Program Coord

Client Services & Connections

- 29 people helped to replace ID
- 28 guest helped applying Covid relief/DSHS disaster assistance
- 15 people helped filling out taxes (required to be eligible for Covid Relief)
- 12 people moved into stable shelter
- 10 people helped obtaining a phone
- 4 people assisted getting housing
- 1 person assisted with renewing green card

Food Bank



Food Bank Volunteer ready to serve health fruits & veggies!



Food Bank Volunteer behind plexiglass checking-in visitors to shop!



Food Bank Volunteer assembling Home Delivery Boxes

By the Numbers:
6,009 households served
8,827 individuals served
233,995 lbs. of food distributed
99 volunteers
1,601 home deliveries
373 new households served

Due to Covid, we moved Food Bank food distribution into the big hall that used to serve as our waiting area. This provides more room to ensure physical distancing and better ventilation!



BEING COMMUNITY & ENSURING FOOD EQUITY THROUGH HOME DELIVERIES



This year, our **Home Delivery Program** continued to grow. Started in the early days of Covid, it began as a way to get food to our regular Food Bank visitors who were unable to leave their homes. However, it has become a vibrant part of our program to *ensure equal access to food in our community*.

One of our partners in homeless service called because they couldn't find any food banks willing to deliver to their client who *lives in an RV*. They can't go to food banks because of medical issues. So, we visit weekly with food & hygiene supplies.

When a neighboring shelter that *serves homeless families* mentioned that their families were having a hard time obtaining food, we started delivering food each week for each family.

This is what community looks like—when *we step up to fill in gaps of services* and make sure people have access to healthy food.



Community Lunch

By the Numbers:

797 meals served

33 volunteers



Janet, Community Lunch Coordinator, at work!!



Washing hands before receiving food



Volunteer handing out meals



Serving lunch in To-Go Boxes



Veggies reporting for duty!



It's Quiche Day!



Janet's Famous Apple Crisp



I hear from guests that ICS is one of the few places they can get a well-balanced meal, and where they are not limited to how much food they can receive. I love that!

Janet Watness
Community Lunch Coordinator

Highlights of 2021



Staff receiving the first dose of the covid-19 vaccine!



Volunteers packing post-vaccine care kits for our Hygiene Center guests

2021 HEAT WAVE

Extreme weather is never fun or safe for people who live unsheltered. In the winter, we have protocols to help keep people safe when it snows. But this is Seattle and we were not prepared for 108° weather—the *highest temperatures recorded in Seattle history*. So, we had to evaluate all of our programs to make sure people were safe.

For our unsheltered guests who use the **Hygiene Center**, that meant *extending our hours* to give them a safe place to stay inside, making sure they were well hydrated and had enough bottled water to take with them when they left, along with information about Cooling Centers and Emergency Shelters.

For our **Food Bank** visitors, it meant opening Food Bank early and serving pre-packed to-go boxes only. Ensuring that the line moved quickly and *everyone was through the line by the time temperatures reached 101°*. A shelter resident also ran a “cooling cart” (below) with towels soaked in Ice Water, Umbrellas, ice water and Gatorade.

The crisis of hunger & homelessness, the crisis of a global pandemic and the crisis of a historic deadly heatwave. Truly unprecedented times.



18,275
PEOPLE
SERVED

36,582 MEALS
SERVED

12,616
SHOWERS

2,723 LOADS OF
LAUNDRY

4,067 MILES
DRIVEN

1,898 NATIONAL
GUARD HOURS

4,664
VOLUNTEER
HOURS

Highlights of 2021

HOUSING FOR IGNACIO

Signing Lease & Entering Apartment for the 1st Time



Clockwise above: Shelter Residents modeling Christmas gifts; Shelter Resident visiting with Sophie; Finding refuge from the snow; Covid-19 Testing

COVID-19 VACCINES AT ICS



Keeping out of the rain while waiting in line for Food Bank



Farm fresh eggs for Food Bank



Winter clothes donation for Hygiene Center guests from Holy Trinity Mercer Island

Thanksgiving lunch



Events

Virtual Chocolate Tasting June 2021



Snack & Learn: Food Programs



Community of Hope Virtual Celebration October 2021



"As the longest serving social service agency in South Lake Union, Immanuel Community Services (ICS) believes that ALL residents of South Lake Union deserve a safe place to lay their heads each night and food to eat.

When people don't need to worry about where they will sleep, where their next meal will come from and if their belongings are safe, they can start to imagine a different life for themselves and a path out of homelessness."

Shawna McMahon, Executive Director, Speaking at Press Conference with Seattle City Council Members Andrew Lewis & Teresa Mosqueda, September 2021



GET INVOLVED!

ICS is only able to provide the services to the people we do because of our amazing volunteers. There are a lot of opportunities to serve from helping during Grocery Rescue, to Home Deliveries, to Food Bank, to office projects, to event planning and Committee work. Please email volunteers@icsseattle.org for more information.

THANK YOU SAID



Said, National Guard Service Member, served with ICS for almost a year during the emergency Covid Response. When his deployment ended, we wanted to get a little cake and honor him. Instead, he wanted to throw the party and he bought pizzas for Hygiene Center guests. We are so grateful for his service and all those that served with him.



Food Bank Volunteer, Jane, assembles and distributes To-Go boxes every week outside in the parking lot—rain or shine!



Reneé dropping off burritos that the Union Church crew made for Hygiene lunch.



Martin Luther King, Jr. Day volunteers



Sam, United Way Hunger Corps Service Member, serving lunch for Hygiene Center



Paul and Dan helping serve up Thanksgiving lunch!

THANK YOU!

Our mission is to alleviate the effects of poverty, hunger, homelessness and addiction by providing community-based social services to those in need.

Thank you for believing in our mission.

Because of your support and partnership, we provided **FOOD** for those who are Hungry, **HYGIENE** for those who are Homeless and **RECOVERY** for those who are Addicted, even in the midst of a global pandemic.

We continue to carry this mission through 2022 with compassion and kindness. We hope you will join us!

CONNECT with ICS



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