



# ICMessenger

**“Sometimes those who give the most are the ones with the least to spare.” - Mike McIntyre**

ICM serves customers Monday – Saturday, giving out the last ticket at 11:00 a.m. By the end of service time, we are out of food. If a few individuals show up late to get food, it’s heartening for all of us to see families who have received food already giving to those who came late.

A recent study at the University of California at Berkeley looked at the altruism displayed by those with lower incomes versus those with higher incomes. In a series of experiments, a team of researchers found that people of lower socioeconomic status are actually more altruistic than those higher on the economic ladder.

Researchers argue that the poor may feel more compassion because they are more connected to those around them, psychologically and socially. They are dependent on other people to get by, and prior research has found that perhaps because of that dependency they display more empathy and are more attuned to body language than those at higher incomes.

There are many lessons to learn at ICM.



## Statistics

- **135,209 - Individuals served with emergency food boxes.**
- **26,618 families with 118,776 family members given clothing & household items.**
- **22,359 - children given clothing & shoes.**
- **3,296 volunteers donated 29,195 hours of their time to ICM.**
- **3,330,444 - pounds of food donations sorted and distributed by volunteers at ICM.**
- **522 homeless individuals received help with clothing, bags, shoes and toiletries.**
- **More than 1,000 individuals were screened for medical problems in collaboration with Cathedral Health Services and Native Health.**

Statistics shown represent services from 10/1/2016 - 8/31/2017



## Impact of Our Services



Thanks to your generosity, in FY 2016 ICM served a record 135,037 individuals with emergency food boxes. As of September 1, 2017 the total number of emergency food boxes provided is 135,209 with one month to go before our fiscal year end. With an average of 11,500 people served at ICM each month, we are poised to surpass our 2016 totals by at least 10,000.

## Summer Wrap Up

**Summer Feeding Program** - During May 30th to July 31<sup>st</sup> 1,522 healthy lunches were provided to children in need at ICM. Schools are closed for lunch programs in the summer.

**Backpack Drive** - Thanks to generous donations from all of you, we set a new record of helping 1,089 children with new backpacks filled with school supplies!

**Volunteer Groups** – Many of our individual volunteers take a much needed break in the summer, and we depend heavily on volunteer groups during that time. A special thanks to **National Charity League – Camelback Chapter, Boys Team Charity, Madison Meads NJHS, All Saints Church and School, FM Solutions, APS Renewables and Orangewood Presbyterian Youth Group** for helping ICM repeatedly through the busy summer months.

## Holidays



The holidays are quickly approaching and with your help ICM can be prepared. The main focus of our services revolve around basic needs: food, clothing and medical care. But during the holiday months we like to offer extra provisions such as holiday meats, toiletries and gifts for children. Please contact [abby@icmaz.org](mailto:abby@icmaz.org) for more information.

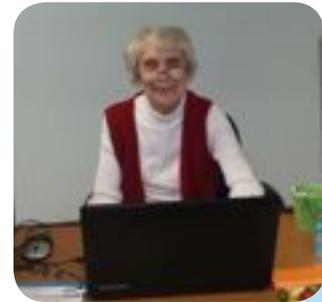
*Pictured left: NCL volunteer sorting gifts for children.*

## Food Drives

Families are allowed to visit ICM two times per month, the 1st visit is food and clothing, the 2nd is food only. Roughly 12% of our customers utilize the 2nd visit, about 13,000 people each year. ICM depends on the generosity of several churches and congregations to help provide the food needed to build the 2nd bags. Thanks to **Valley Presbyterian, All Saints' Episcopal Church, Shepherd of the Hills United Congregational Church and Orangewood Presbyterian** for hosting Easter drives benefitting ICM.

**Beth Israel Congregation, Congregation Beth El & Congregation Merkaz Ha-Iyr** are hosting food drives in honor of the High Holy Days that will also benefit the 2nd bag program at ICM. Sustaining this program is essential for so many families in need. A donation of \$20 feeds 15 families for 3-4 days, \$50 feeds 30 families for 3-4 days and \$100 feeds 60 families for 3-4 days.

## Volunteer of the Year



Each year one volunteer is nominated by staff to receive the **Arnold J. Peterson Volunteer Of The Year Award**. This year's recipient is **Ms. Joan Hill**. Joan has generously donated her time to ICM for 30+ years as a front desk volunteer.

Her family has come to volunteer with her as she has made it known that ICM has a special place in her heart. Joan also donates her time to All Saint's Episcopal Church. When asked why she volunteers at ICM Joan replied, "It feels good to know I helped someone keep trying, to just keep going."

Thanks for your support, Joan.

*Pictured above: Joan Hill*

Sign up for our e-newsletter  
Go to [www.icmaz.org](http://www.icmaz.org)  
and sign up to receive timely updates from ICM.

## Basic Needs List

The items listed below are always needed at ICM. Please help us keep expenses down by donating your gently used items.

### Food

Peanut butter  
Jelly  
Rice  
Beans  
Soup  
Pasta  
Canned Meat  
Canned Veggies  
Canned Fruit

### Clothing

Clothing  
Blue Jeans  
Shoes (*any type/size*)  
Underwear  
Socks  
Bras/Underwear  
Hats & Belts  
Purses & Backpacks

### Toiletries

Shampoo  
Conditioner  
Lotion  
Soap & Body Wash  
Laundry Soap  
Deodorant  
Toothpaste  
Toothbrushes  
Razors  
Feminine Items  
Toilet Paper  
Paper Towels

### Baby Items

Diapers (*sizes 1-5*)  
Baby Wipes  
Formula  
Baby Food  
Cereal

### Other

Household Items  
Bedding & Pillows  
Ziploc Bags  
Plastic/Paper Bags  
Trash Bags

**Empty Prescription Bottles**  
*(we use these to decant toiletries!)*



*Pictured: BTC Camelback senior project volunteers*

## Growing Hope Celebration

**You won't want to miss the event of the Fall season!**

Join ICM supporters at Young's Market Co., as we celebrate our mission to alleviate hunger in our community. Funds from this event, combined with food and clothing, will enable ICM to provide assistance to more than 150,000 individuals.

*Save the Date*

**Date: November 3, 2017**

**Time: 6:00 -7:30 pm**

**Tickets: \$100 per person (\$75 now through 9/30!)**

**Location: 402 S 54th Pl, Phoenix, AZ 85034**

*Heavy appetizers, beer, wine and beverages*

Purchase tickets online at [www.icmaz.org](http://www.icmaz.org) under the "Growing Hope Celebration" event or mail checks to:  
ICM Food & Clothing Bank  
PO Box 2225  
Phoenix, AZ 85002

For event information or to join our committee, please contact Brandie at [brandie@icmaz.org](mailto:brandie@icmaz.org).

## BTC Senior Project at ICM

Each year the senior members of **Boys Team Charity** are required to take on a large project that will benefit their community. Recently more than 60 members and parents designed, cleaned, painted, rearranged and organized over a two-day weekend. The redesigned room allows for more volunteers to work, a better flow, cleaner work spaces and better storage. **BTC - Camelback Chapter** volunteers at ICM all year long. Thank you **Boys Team Charities**, for truly making a difference at ICM.

## Client Story

Eric is a veteran that suffers from PTSD and is wheelchair bound. He receives benefits from the VA but during the summer months his electric bill is higher and he has trouble making ends meet. Eric comes to ICM for help with food. A new neighbor moved into Eric’s complex, Donna, a single mother with two children. Donna & Eric became friends. She shared her struggles to make ends meet each month. Eric asked Donna to come to ICM with him. She was able to get a backpack filled with school supplies for her children, clothing and food for the next few days. Eric shared his story with a front desk volunteer at ICM, saying, “I know it’s not me personally helping her, it’s you. But it felt so good to get involved.”



## ICM Board

### BOARD OF DIRECTORS

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## Thoughts from our President



ICM will be here for hungry individuals and families as long as we can provide help. Politics aside, the board of directors and staff at ICM are committed to helping the hungry: a food box, a kind word, a coat that fits a child, help finding a job. These are our values and we are proud to serve. - Myra Kingsley



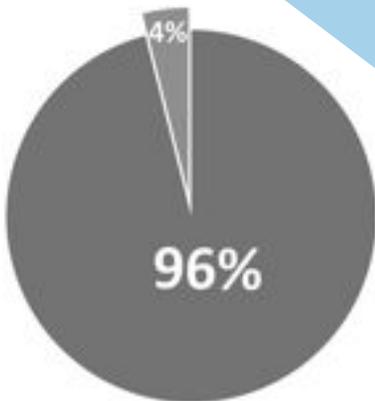
Irene T., ICM board volunteer

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*The names of customers mentioned in this newsletter have been changed for confidentiality purposes.*

## Your Donations at Work

ICM used 96 cents of every donated dollar in 2016 to serve more than 135,000 individuals. Thanks to donated food, clothing and other basic essentials, plus the labor of hundreds of volunteers, ICM spends only 4 cents on a dollar for overhead expenses, according to our financial audit for FY2016.



Total revenue: \$5.9 million, including material donations  
Cash budget for day-to-day: approximately \$550,000.

