

What Makes Us So Special?

Dear Friends,

When people first become familiar with ICM Food & Clothing Bank, a natural question comes to mind: "So, what makes you so special?" I am always happy to explain to our new friends exactly why ICM Food & Clothing Bank is so unique.

- ICM offers help to anyone who needs it. There is no pre-qualifying. Regardless of income, age, race, citizenship, etc., if someone comes to us for help, we try to help them.
- Our clients receive a multitude of services. We provide food boxes, perishable food, clothing, shoes, toiletries and household items like blankets, dishes and small appliances. We also help clients with bus passes, food stamp registration and case management. Daycare is provided for clients while they are receiving our services so they can focus on what they need to do while we keep their little ones busy. In collaboration with Cathedral Health Services and medical volunteers, we are now offering a free on-site medical clinic once a month.
- We are largely volunteer-run. With a staff of fewer than ten people, more than half of whom are part-time, ICM's operations are "volunteer driven."
- We have a long history in the Valley, serving those in need since 1983.
- ICM is seeing a record numbers of clients in 2010, an increase of almost 50%! We provide more food boxes and assorted services than nearly any other human services agency in the state. In 2009, we served 67,000 people. This year we will surpass 90,000 total.



- Our rule is that clients can come to us for food and clothing twice a month - three times if they are desperate. Remember that hunger happens frequently to all of us, and the majority of our client families are "working poor". That means that they may hold two or three

part-time jobs, but have no job security or benefits. If a child gets sick, the parent has to take unpaid time off work. It rent goes up, there is less money for food. Other ICM clients are elderly or disabled, on fixed incomes. You can see how some of our clients need our help more than others.

- The list goes on and on. So, you see, when people ask "What makes you so special?" – it's not long before they are saying "you do that, too?" At ICM, we take pride in doing whatever we can to "provide an immediate response to basic human needs."

Thank you for caring.

Betty Nelson

Betty Nelson
ICM Board President

P.S. With Thanksgiving almost here, we are preparing to serve a thousand families in three days with holiday food boxes. Your support is needed now, more than ever. Please use the enclosed envelope to make a gift today.



Mailing Address:
P.O. Box 2225
Phoenix, AZ 85002

Physical Address:
501 S 9th Avenue
Phoenix, AZ 85007

Service Hours:
9 - 11 a.m. Mon – Sat
(except holidays)

Office Hours:
8 a.m. – 4 p.m. Mon – Fri

In-Kind Donations Accepted:
7:30 a.m. – 2:30 p.m. Mon- Sat

Phone Number:
(602) 254-7450

Website:
www.icmaz.org



Follow Us on Facebook!

Search for ICM Food & Clothing Bank to keep in touch with us!

Sign up for our e-newsletter
Go to www.icmaz.org and sign up to receive timely updates from ICM.

Our Values:

Our services are provided by volunteers.

We treat people with dignity.

We are interfaith;

we do not proselytize.

We recognize & value diversity.

We promote self-sufficiency.

We instill hope.

ICM Teams Up With ASU



Katie West, ASU student, volunteers in the ICM pantry handing out food boxes to clients

This Fall, a group of Arizona State University students from Management 410, Responsible Leadership, are donating their time and talents to help ICM for the entire fall semester. Students are getting hands-on experience as they serve clients, meet with staff and board members and study the organization. The goal of the program is to integrate academic work with practical application. “We’re thrilled to be involved in this program,” said Renea Gentry, ED of ICM. “These future leaders are learning about the complexities of running a non-profit, which will benefit both them and the community for years to come.”

Young Teen Uses Entrepreneurship to Help ICM



Zoe Laskoskie

ICM thanks Zoe Laskoskie, for her generous donation! Over the summer, Zoe, a 13-year-old young philanthropist, and her mom, Daydre, volunteered at ICM. Zoe saw the huge need for things like shampoo, lotion, soap, and other toiletries. These are things rarely available to give to people who come to us in need. Zoe spent part of her summer creating Facebook pages for friends of her family and she used the money she earned to buy much-needed toiletries for ICM. We are so thankful to Zoe for what she has done and were proud to present her with this certificate.

Give the Time of Your Life – Volunteer!

With fewer than ten staff members and around 100 families to serve each day, ICM relies on volunteers to keep our operations going. From January through September of 2010, volunteers gave more than 11,000 hours to ICM and covered nearly 1,800 shifts, saving ICM over \$200,000 in wages! From checking in clients, to working in the food pantry, stocking shelves, or sorting clothes, there is something for everyone at ICM. Volunteers are needed Monday-Saturday, from 8:00 – 11:00 a.m. Contact Vanessa Torres at (602) 254-7450 x2 or vanessa@icmaz.org.



Going Above and Beyond

ICM would like to send a HUGE thank you to the following Congregations: Beth El Congregation, Temple Beth Israel, Temple Kol Ami and Chaparral Christian Church for supporting ICM through food drives during the High Holy Days. Drives from the congregations brought in over 17,500 lbs of food and other necessary supplies.

Success Story

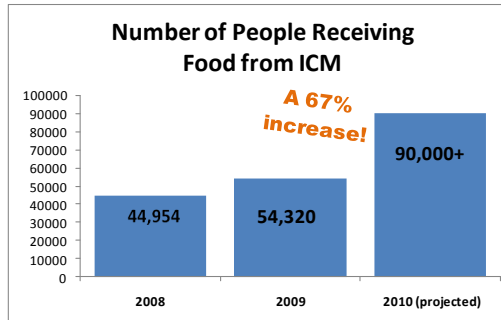
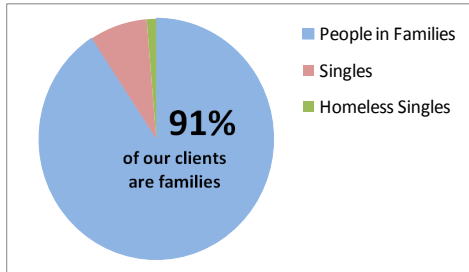


Latasha & her baby, ICM clients

Latasha brought clothing donations to ICM. When asked how she knew us, she said she had been a client a few years ago. The family had no income at that time. Her baby didn’t have any formula or other food, and her older boys were also hungry. Latasha said that ICM volunteers had “blessed her” with food and clothing during her visits to ICM and she hadn’t forgotten us. She recently had her fourth child and is working a steady job to support her family.

Record-Number of People Served at ICM!

ICM is serving a record-number of people this year! So far in 2010, we have already surpassed the number of clients we served all last year, and our busiest months are still ahead of us! Take a look at the number of people that received *just food* from us in the last three years.



Children Make Up Over 1/2 of our Clients!
While we serve anyone who comes to us needing assistance children make up more than half of the clients we help each year.



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ICM Reports Efficient Use of Your Money



**A "TON"
of Donations...
Literally!**

So far in 2010, donors like you have given 1,200 pounds of donated food and 2,200 pounds (more than a TON) of donated clothing! Thanks a "TON"!



**ICM is Stretching
YOUR Dollars!**

ICM is proud to report that, of the \$300,000 in cash and more than \$1.2 million received in in-kind (material) donation, only 6% is spent on administrative and fundraising costs. This amount is well below the acceptable 25% range as stated by organizations like Charity Navigator. We work hard to keep expenses as low as possible, stretching every dollar, while helping thousands upon thousands of people each month.

Letters from our Friends

Dear ICM,

I chose to volunteer at ICM and I am so impressed with its mission. I know that every can of food, every piece of clothing, every item that is donated goes directly to those in need. There is a minimum of administration fees, & a volunteer staffed energized by & appreciative of their opportunity to help others.

I work in the Love Corner & see the joy & excitement on the faces of the children when they walk in & are thrilled with the toys & books. I would like to think that rocking a crying baby, getting clothes for a child who has outgrown their own, or reading a book has or will make a small, incremental, but special difference in their lives.

Sincerely, Janelle

*The Customer Service here for me at ICM was nothing less than superb from all I had contact with Vanessa, Cindy a woman who walked me to the front door.
C. Maruselli*

This Client came to ICM to sign up for Food stamps

Meet the People We Serve



Clara, ICM client

Meet Clara. She is on dialysis three times a week and is unable to drive herself to ICM for services. She told a volunteer that she was having a hard time finding rides and had no money to offer for gas. Our front desk volunteer gave Clara the \$2 she had in her pocket. Clara was so thankful for the help that she cried. She left ICM with a food box, a few dresses, toiletries and a new stable walker. These situations happen every day at ICM. Thankfully, with the huge hearts of our volunteers and the help of donors, we were able to meet Clara's needs.

Ways to Support ICM!

Cash Donations

ICM is appreciative of every donation received. We know that some people like to volunteer their time, while others like to shop for toiletries and diapers, and others donate gently-used clothes. But for most people, the easiest way to help is to just send a check. Monetary donations give us the freedom to use the donation where it's needed most. We have negotiated great discounts on toiletries, for example, and can buy things in bulk straight from the distributors. Cash donations also allow us to keep the lights on and keep the air going. Whatever your preferred method of supporting (we hope you pick two or three!) please know that your help is both appreciated and desperately needed.

Host a "Drive" for ICM this Holiday Season!



Many companies and groups select a worthy charitable organization to help during the holidays. This year, please encourage your church, synagogue, school, neighborhood or group to help ICM Food & Clothing Bank. Some groups like to "theme" their drives, while others collect any needed items. Possible themes and most-needed items are:

Food: Any non-perishable food items

Toiletries: Shampoo, lotion, toothpaste, deodorant, razors, laundry detergent, etc.

Children: New toys, diapers, wipes, baby formula, food and clothing

Please help! We can drop off collection boxes and pick up donated items. Your group is also welcome to visit ICM for a tour of the facility. Please contact Abby at (602) 254-7450 or email abby@icmaz.org if you can help.

Leave Your Legacy Through a Bequest



Friends who have made provisions to support ICM Food & Clothing Bank when they pass on are leaving a legacy by helping ICM provide for people in need for years to come.

Unsure where to start? We have partnered with a local planned giving attorney to provide a **free** seminar to help give you the tools you need to write or modify your will. Join us on December 6th or 10th at 11:30a.m. at ICM for this free, informational session. Call (602) 254-7450, ext 3 to sign up.

Monthly Giving Opportunity



Joining our monthly giving program is a wonderful way to support ICM Food and Clothing Bank on a regular basis without having to think about it. Simply call us to set up your automatic monthly donation.

There is no minimum amount to donate and you can stop your donations at any time. You can even select if you'd prefer your donation to come to ICM on the 1st or the 15th of the month. Everyone who signs up for our monthly giving program before the end of the year will be entered in a drawing to win a \$100 gift certificate to Babbo Italian Eatery. Call Abby at (602) 254-7450 to sign up today!



ICM Wish List

Help us keep expenses down by donating these much-needed items.

Donations are accepted Monday through Saturday from 7:30 a.m. – 2:30 p.m. Tax-deduction receipts given with each donation.

Food

Peanut Butter
Rice
Beans
Soup

Toiletries

Shampoo
Conditioner
Lotion
Soap
Body Wash
Laundry Detergent
Deodorant
Toothpaste
Toothbrushes

Clothing

Jackets
New or gently used clothing
Shoes
New underwear and socks

Baby Items

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

Office Supplies

Copy paper
Sticky notes
Pens and highlighters
Gift cards to anywhere (*to thank volunteers for their hard work*)