

FOOD | CLOTHING | TOILETRIES | TOYS | ENCOURAGEMENT | BASIC NEEDS | JOB PROGRAM

## VOLUNTEER SPOTLIGHT - AS THE SNOWBIRD FLIES

by **Abby Loza**  
ICM Office Manager

ICM has long been the beneficiary of “snowbird” voluntarism. We appreciate the fact that they come to Arizona to thaw out in the sun, and still find it important to help others while they are in the Valley. One couple stands out because they volunteer at ICM as a couple and are snowbirds from Canada. We salute **Pat and Cecil (“Cec”) Duncan**.

Pat and Cec are from Winnipeg, a 2,200 mile, three day drive from Phoenix. They began volunteering at ICM about nine years ago while attending winter services at **Valley Presbyterian Church**. A group of friends from church decided that ICM



*Pat and Cec Duncan*

was in “disaster mode” because of a lack of volunteers. They joined the group and began a weekly trek to ICM in the church van each Tuesday.

Of course Pat and Cec go home in the spring, as all the snowbirds do. But while they are here, they are at ICM. One of the kindest things this couple did was to switch volunteering from Tuesdays to Mondays when the need on Monday became greater, even though their friends still come to the food bank on Tuesdays.

Cecil Duncan is a retired land surveyor. Pat feels fortunate to have been able to be a stay-at-home mother to their two boys, now 33 and 35. The family has been giving and serving for many years - one son is now a nurse in Winnipeg, and the other, who lives in Montreal, is a chef. Cec also volunteers for Habitat for Humanity while in Arizona, and makes the Valley Presbyterian mission trips to Mexico. He

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## CONGREGATION SPOTLIGHT - TRINITY EPISCOPAL CATHEDRAL

by **Byron Sampson**, Board Member and **Jennifer Sprague**, Volunteer/Past Board Member

**Trinity Episcopal Cathedral**, located in downtown Phoenix on the corner of First Avenue and Roosevelt has been a presence in the community of Phoenix since the founding of the Diocese in 1889. To this day, **Trinity Cathedral** continues to be a vital center for community enrichment not only in central Phoenix, but in the larger community as a whole. As the Diocese lives into its second century and the new millennium, Trinity Cathedral will continue to expand its role as a presence in the community for service and outreach, as well as the arts, and provide an elegant

space for offering to God what is beautiful and good to the broader community. In being a bridge between the sacred and the secular, The Cathedral will take its place among all of the Cathedrals of the world as a lynch pin of the community.

Trinity Cathedral was one of these founding churches of a community outreach partnership that began during the 1970's. Several downtown churches and Jewish congregations came together to discuss a common problem; each congregation was seeing an increase of people coming to them in need of food and clothing. Rather than each group doing a little, it was decided to have one location with support



*Trinity Episcopal Cathedral*

*Continued pg 3- Trinity*

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**Phil Nienstedt**

The board has elected me as the new President and I will try my very best to continue to help lead ICM in a positive direction. We've added 7 new high quality members to an already fine board and I'm excited about our capability to successfully address the challenges that lay ahead.

Did I say challenges? It's no secret what we are faced with this year. The grim economic picture in the Phoenix area, with greater numbers of unemployed and underemployed, means more

*“...I'm excited about our capability to successfully address the challenges that lay ahead.”*

of volunteers are working harder than ever to provide the needed assistance. Meanwhile our ability to raise money for food and clothing from grants and dona-

people in desperate need of help from us. As our clients increase, so does our workload and our limited numbers

tions has become increasingly difficult. Our finance, marketing, and fund raising committees are hard at work trying to address these needs, but our board and small staff can only do so much. WE NEED YOUR HELP.

We need additional volunteers, larger donations of non-perishable food, more men's and children's clothes and especially we need greater financial support.

We thank you for all you've done in the past and we urgently request your continued help in this challenging year ahead.

**Phil Nienstedt**  
President, ICM

**EXECUTIVE DIRECTOR'S MESSAGE**



**Renea Gentry**

We all know the story today - job losses, business closings, homes foreclosed on, people losing healthcare benefits. It seems to be a very dire and depressing world.

What's interesting to me is how resilient the ICM client families are through all of this.

ICM clients will still smile at you, and tell you to have a good day. They may have to get groceries at a food bank, and ride a city bus because they don't own

a car, but they are still pretty healthy, or still have their families to depend on.

Our families may have to move in with other family members - maybe there are 10 or 12 in the mobile home or apartment now, but they will tell you how bad things really are for their neighbor.

They might not have full-time work, but “any time now” they will. Optimism is key in how they see the world, and for many of them, it's all they have.

One gentleman in his 50's needed help sorting through the men's trousers in our clothing room. I was happy to help him - his hands were numb, as were his

feet, and he couldn't hold one pair of pants without dropping them. He was happy to get “another pair of pants that fit. I just got out of the hospital. They don't know what's wrong with me, but I think it was another small stroke. I'm glad you guys can help me.”

*“Optimism is key in how they see the world, and for many of them, it's all they have.”*

Volunteers have recently told me how they have given up complaining so much - they can see how much they have to be thankful for.

And thank YOU for helping us give to these thousands of individuals each month.

**Renea Gentry, MC, CFRE**  
Executive Director

## HEALTHCARE IS COMING TO ICM!

Thanks to **Cathedral Health Services** (CHS), a series of medical clinics involving volunteer healthcare providers will begin at ICM on May 2nd.

The ICM-CHS collaboration will occur quarterly throughout 2009, and with more frequency as funding permits in the future. The May 2nd clinic will serve up to 60 individuals who come through ICM's doors. Screenings for a wide variety of diseases, as well as Women's and Pediatric Wellness, will be provided by volunteer nurse practitioners, nurses and other medical personnel.

**John Mather**, Executive Director for CHS, said the clinics will help to identify

illness in individuals and then connect the patient to free or reduced-fee medical services in the Valley.

Currently, CHS provides a mobile health service to reach individuals residing in communities with limited access to health care services and facilities. Clinics exist at St. Michael's Mission in Naco, Arizona and Centro de Salud in Naco, Sonora, Mexico. Other health care clinics sponsored by foundation grants and government funding are conducted each time that host sites and funds are made available.

The CHS personnel also lend their expertise to churches, community organizations and

employers to develop and implement Health and Wellness Fairs.

ICM's connection to CHS is **Trinity Cathedral**, a downtown church with loyal and long support of ICM. Trinity was the springboard for the development of Cathedral Health Services.

CHS was established in 2001 as a not-for-profit organization to "help save lives, and maintain quality of life through education, early detection, and prevention of life-threatening diseases and related risk factors."

## COMPUTER DATABASE BRINGS ICM UP-TO-DATE TECHNOLOGY

ICM is rolling out a computer database for client information the first week in May. Until now, thousands of client files from 2008 remained on paper and in huge file drawers. Frustration was expressed by volunteers looking for an old client file, clients waiting to be served, and staff who realized the situation was nearing the breaking point.

A grant from the **Southern Arizona United Way** in 2008 provided funds for

the purchase of six laptop computers that will be used by volunteers to interview clients and record information.

And a gift from **Tim Sprague**, whose wife **Jennifer** was ICM Board President during 2006 - 2007, provided funding to hire a computer programmer to write the database software.

Because of our close relationship with **St. Mary's Food Bank Alliance** all

old data must be entered into the database first, since client visits are tracked by SMFBA. That process began a couple of months ago and is being done primarily by volunteers.

The new system will be more efficient, quicker and easier to use. Thanks to our donors for bringing ICM into the 21st Century!

## A CLIENT STORY

*A middle class family came to ICM after the husband lost his construction management job and the wife's hours were cut at the Maricopa County Prosecutor's Office. They had never had to seek help, and were embarrassed to be asking for food and toiletries. The husband expressed fear about finding another job, since the family had three children to support. "This has really taught me a hard lesson about being grateful," he said.*

*Renea*

- **Trinity** - continued from page 1
- from each congregation and the **North Phoenix Cooperate Ministries** was formed. Trinity Cathedral hosted the Social Work office for one year in 1981.
- The next year a permanent location was found and ICM was off and running.
- Trinity was involved at the beginning and still has a hand in the continuing operation of ICM. Donations of clothing, toiletries, and empty prescription bottles are ongoing, and a special Lenten food drive provided food for many of our clients. There are several volunteers that work once a week every week and currently **Byron Sampson**, a long time Trinity parishioner is on the Board.



*(left/right) Volunteers sorting donated holiday toys into age appropriate groupings (center)*

## HOLIDAYS

ICM broke service records by more than 100 families for each of the 2008 Thanksgiving and Christmas holidays. Keep in mind that the economy had started to decline rapidly at this point.

On the three days before Thanksgiving, ICM served 701 client families with turkeys, food boxes and lots of smiles. Each family might have between 4 - 6 members, so the numbers multiply quickly. Volunteers came to help us from **FM Solutions, Schaller Anderson, M & I Bank, Bon Appetit**, and several Valley congregations.



*Toiletry purchases*

On the three days prior to Christmas, more than 710 client families were served with turkeys, food boxes, a bag of toiletries (thanks to a generous gift from the **Nina M. Pulliam Charitable Trust**), and toys for children in the family. Volunteers included groups from **Schaller Anderson, Bon Appetit, and American Express** and **ASU**. Young adults (kids from board members' and staff's families) who were home for the holidays also spent time giving back at ICM.

We appreciate every single effort!



*Clients lined up waiting to enter ICM during the holiday season*



*The lines continue to grow at ICM*

*Every dollar donated to ICM is used to serve our clients. Come and see how giving makes a difference.*



*ICM food pantry before the food drives*



*...after the food drives (above and below)*



### *Our Sincerest Thanks*

**All Saints' Episcopal Church  
Church of the Beatitudes  
Valley Presbyterian Church  
Unitarian Universalist  
Orangewood Presbyterian Church**

*held Easter food drives and donated over  
16,000 pounds of food to ICM,  
helping to fill our empty shelves*



### **Volunteers** - continued from page 1

enjoys building relationships with the people of Mexico. These two wonderful volunteers have their reasons for coming to ICM. "It's become routine, and I feel good about coming here. If I'm not here, I feel guilty about it," says Cec, who spends his morning in the food pantry, assembling food boxes for hungry clients. He likes the fact that he can winter in Arizona and still "give back."

Pat loves to interact with the clients. She feels that if she can have one good moment of helping somebody personally, her day is good. Pat works in the ICM clothing area, and does "personal shopping" for clients in need. "I feel for the guys coming out of prison, or in wheelchairs. They have such a hard time," said Pat.

We know there are plenty of volunteer opportunities in the Valley, and we extend a big "thank you" to Pat and Cec Duncan for choosing ICM!

## WAYS YOU CAN HELP

**Some agencies have Wish Lists.**

**At ICM, our wish is for all of our clients to have their basic needs met.  
The items listed below are greatly needed. We appreciate your donation.**

### Toiletries:

Shampoo, Conditioner, Soap or Liquid Body Wash,  
Lotion, Laundry Detergent, Toothpaste, Toothbrushes,  
Deodorant, Razors  
Hotel samples make great donations!  
(Also, items from local dollar and discount stores are  
welcomed.)

### Clothing:

Most needed are Men's and Children's Clothing  
(all sizes and types)  
Baby Clothes  
Shoes, Socks and Underwear for ALL ages and sizes

### Baby Needs:

Diapers (all sizes, including pull ups)  
Wet Wipes  
Formula  
Baby Food/Cereal

### Food:

Peanut Butter  
Tuna or other canned meats  
Any non-perishable food items, such as rice, beans,  
cereal, etc.

### Household Items:

Pots, pans, plates, bowls, drinking glasses, flatware

### Linens:

Sheets for all bed sizes, pillows, blankets  
Bath towels and washcloths

### Other:

Zip Loc Bags (to distribute laundry detergent, rice,  
beans, etc.)  
Feminine Hygiene Products  
13-gallon trash bags with draw strings (for client  
clothing)

## Volunteer Positions Available

Volunteers are welcome any day of the week, but below is a list of  
the days and positions that are most needed RIGHT NOW:

**Mondays** - Food Pantry; Front Desk Intake/Interviewer;  
Clothing Sorter

**Tuesdays** - Front Desk Intake/Interviewer; Clothing Counter Checkout

**Wednesdays** - Clothing Counter Checkout; Clothing Sorter

**Thursdays** - Clothing Sorter

**Fridays** - Food Pantry; Clothing Sorter

**\*\*\*Saturdays** - ALL POSITIONS (except child care)

Please call Vanessa at 602-819-3350 if you are interested, or send an  
email to [vanessa@icmaz.org](mailto:vanessa@icmaz.org) to receive an application and information  
through your email.



*Volunteers working at check-in*

*If you have extra time in  
the summer, we would love to  
plug you into our volunteer ranks  
because we especially need  
volunteers in the summer!*

## *A Special Thank You*

### • • • **ALICE TURNER TRUST** • • •

Last November, not long before Thanksgiving, ICM was blessed to receive an unexpected \$30,000 gift. In our business, we do expect miracles, but this one was especially sweet.

The gift was from an estate of a woman we didn't know! We did a little checking, and it seems that when **Alice Turner** was getting on in years and developing her trust, she asked some women friends for help with naming charities. It was one of Alice's friends who knew of ICM and loved our work.

In January we received another gift from her estate of \$12,000. Thank you, Alice Turner for naming ICM in your will. The timing couldn't have been better, and that money touched a lot of lives at ICM.



*Trinity Cathedral was very supportive in the Rock Support event last fall. This was a collaboration between Habitat for Humanity and ICM. Trinity donated their facility and mews for attendees to give to 2 great causes AND dance the night away to **Crisis**, a local rock band.*

***Trinity will once again host this event on November 14, 2009***

*(Watch for more details!)*

*ICM is grateful to Trinity Cathedral for their recognition and commitment to our neighbors in need and thankful for their continued support.*

## **SIMPLE ESTATE GIFTS FROM FINANCIAL AND BROKERAGE ACCOUNTS**

Mary and Elizabeth were sisters who maintained a joint savings account. After Mary died, Elizabeth became the sole owner of the account. Elizabeth would like to arrange matters so that, when she dies, anything left in the savings account will be used to advance our programs, as a memorial to herself and Mary.

Elizabeth asked the manager of her bank what procedure would be appropriate for making an organization the death beneficiary of her account. Generally speaking, it's possible to pass bank account proceeds to an individual or organization without making or changing a will. So-called P.O.D. (pay on death) accounts allow you to name a beneficiary of almost any financial account: savings, checking, building and loan accounts, credit union savings, certificates of deposit, etc. You can indicate that your deposit will be "payable on death" to any charitable, educational or religious organization and keep the right to change or revoke the arrangement at any time.

Securities that are being held for you in a brokerage account can be transferred for our benefit at death through a "T.O.D" (transfer on death) designation. Your broker can provide you with simple forms. Securities transferred for our benefit avoid all income taxes and death taxes and pass outside probate, as well. Note that we can be named to receive 100% of a P.O.D. or T.O.D. account or a smaller percentage, with the remainder passing to other beneficiaries.

Always check with your tax advisor to make sure this is aligned with your own situation.

Please contact Renea Gentry at 602-254-7450 ext. 3 for more details on how you can leave a legacy to ICM.

**Interfaith Cooperative Ministries**  
501 S. 9th Ave. Phoenix, Arizona

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**WE ARE "PROVIDING AN IMMEDIATE  
RESPONSE TO BASIC HUMAN NEEDS"**

***Our Sincerest Thanks*** go to the following foundations, trusts, and corporations for their support in helping keep ICM's doors open, serving our clients, and for Special Programs such as: opening on Saturdays, providing new clothing for children, and holiday programs.

Donor:	Contribution:	Designated Area:
<b>Alice Turner Trust</b>	\$42,000	General operating
<b>BHHS Legacy Foundation</b>	20,000	Saturday program
<b>The Nina Mason Pulliam Charitable Trust</b>	10,000	Holiday gifts for clients
<b>Season for Sharing</b>	5,000	General operating
<b>Shamrock Foods</b>	1,500	General operating
<b>Wells Fargo Foundation</b>	4,000	General operating

[www.icmaz.org](http://www.icmaz.org)

Please visit us online at  
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