

ICM has a New Logo!

In wanting to better represent “food and clothing bank” in ICM’s name, the Board assigned the Marketing Committee the task of changing the logo. With the help of **Athia Hardt** who put the Marketing committee in touch with **Chris Bohnsack** of **Bohnsack Design**, we are proud to introduce our new logo.

In describing the new logo design Chris says, “the bright colors and rounded corners imply softness and sensitivity. The simple, straight forward letterforms aren’t over stated or over designed implying concern for function, and the letter “i” is subtly stylized to imply a human figure.”

Chris asked us many in-depth questions concerning ICM’s past, present and future. He then went to work designing five amazing, creative logos for us to choose from. As hard as the choice was the Board concluded this was the one!



We would like to express our gratitude to Chris for all that he has done for ICM!

The Marketing Committee

Volunteer Spotlight

ICM is “volunteer driven” – and that’s not just a slogan here. With four full-time and six part-time paid staff, we need each of the 120 regular volunteers that come to ICM each week to serve more than 5,000 client families each month.

For this edition of our newsletter, we feature **Betty Nelson**, incoming Board President and regular volunteer. Betty came to us by way of her home church, **Church of the Beatitudes**, an ICM founding congregation. She works at the ICM intake desk greeting and completing paperwork on incoming clients.

Betty was born and raised in the Kansas City, Missouri area. After graduation from Colorado College in Colorado Springs, Colorado with a bachelor’s degree in psychology, she followed her roommate to Santa Monica, CA. There she and her friend

found an apartment and Betty got a job with the Rand Corporation.



Betty Nelson

Then love entered the picture! Betty began dating a high school friend who was in the Navy in San Diego. As the romance blossomed, Neil said he proposed to Betty because he was tired of the drive between Santa Monica and San Diego on Sunday evenings in foggy weather (no freeways then)!

After his Navy stint, Neil and Betty moved from jobs in Wisconsin, Kansas City

and then finally to Phoenix in 1966 where Neil found work at Goodyear Aerospace. Three children resulted from their marriage: Vicki, who is the Accounts Receivable Manager for United Blood Services; Julie, director of civil rights for the City of Seattle; and Mark, who died in a motorcycle accident in 1994. Eight grandchildren have been added to the family.

Betty was a stay-at-home mom while the children grew up, happily active in PTA, Cub Scouts, Camp Fire and anything the kids did. She began a part-time job while the children were in school, and that developed into a full-time job as Phoenix Urban Forestry Coordinator with Phoenix Parks and Recreation.

Until Neil’s death in 2002, Betty and Neil enjoyed an

Betty Nelson-cont. pg 6

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PRESIDENT'S MESSAGE



ICM is truly volunteer-driven, with more than 100 regular volunteers every week! With a paid staff of four full-time and five part-time, it takes many more people

to serve 80 or so client families each day. What do volunteers actually do? Let me take you through the process:

- At 9:00, our doors open. Clients are waiting outside, some up to two hours.
- They take a number and are called by one of five or six volunteers. ID's are checked and information is collected on our computer system.
- Clients then go into the clothing room and select their desired items. A couple of volunteers count and bag the limited number of items clients are allowed, and help them with other needs (bed linens, make-up, pots and pans, and toiletries .)
- Then the client carries that bag into the pantry where two or three volunteers provide them with one or more food boxes, depend-

ing on the size of the family. Food comes primarily from St. Mary's Food Bank Alliance and also from congregation donations.

- Next is the Children's Corner, where a couple of volunteers help those families with younger kids select the clothing and shoes they need most.
- When clients bring small children with them, the kids can play in "Love Corner," where another volunteer is needed.

Other volunteers have "behind the scene" chores to do. Incoming food must be date checked, sorted, and put in the right place for distribution. Clothing donations usually come in large bags that need sorting by additional volunteers. Some of our volunteers also serve as board members, setting policy and guiding the long-term path of the agency.

Call **Vanessa** at 602-254-7450, ext. 2 if you'd like to volunteer. We also are always looking for additional financial support. We need and greatly appreciate all the help we can get!

Phil Nienstedt
President, ICM

DIRECTOR'S MESSAGE



You don't need me to tell you that this has been a very difficult year in the nation's economic history.

We see it in our clients' faces, in their drooping

shoulders, and hear it in their words. Some have lost a job, then a home, and now the family lives with another relative who's in the same boat. We've heard from one client who lives with a group of 16 individuals in a two-bedroom apartment. We've heard from an elderly grandmother who has invited just about everyone she knows who needs a place to stay, to move in.

Our client numbers have jumped 25% since the first of June. We saw 3,800 new clients between January and September 30. We have served a total of 47,000 individuals, including

family members as of September 30. We anticipate that the numbers will continue to rise in the last quarter of the year as the holidays approach and families worry about keeping a job, feeding their children and providing gifts.

This is not a cheery note. I can't think of much that's cheery on the part of our clients.

But ICM continues to stand in service to all those who need help – we do it for all our donors, congregations, school groups and others who feel that this is the right thing to do.

Thanks so much for being among those who care.

Renea Gentry, MC, CFRE
Executive Director

MOBILE HEALTH CLINIC

ICM has started a much-needed free medical clinic onsite for individuals and families who are uninsured. Thanks to a collaboration with **Cathedral Health Services'** mobile health clinic, volunteer medical personnel and translators came to ICM on three Saturdays during 2009.

Since May, more than 200 individuals have been screened and tested for a variety of illnesses. Each clinic has concentrated on screening for major medical disease, including diabetes, heart, HIV, glaucoma, well-woman, pediatrics, and other areas.

When lab results indicate disease, the CHS team goes to the individual's home to discuss results and refer the individual to more services at a facility near their home. In clinics thus far, about a dozen cases of diabetes have been diagnosed, as well as other serious health conditions.

In 2010, clinics will be held monthly during the



Above:
Having blood
work done



Right:
Glacoma
testing

year. The volunteer medical team can see up to 100 individuals at each clinic. The waiting room and exam rooms are held in the upstairs portion of ICM, previously used for board meetings and storage only.

Client quote -

“Thanks for the help you all give, when me and my famiy are in need for your services. That is what keeps a community, a family, and an individual mentally and phsyically strong.”

HIGH HOLY FOOD DRIVE



The Jewish High Holiday food drive for ICM was another success in 2009! Two Jewish congregations, **Temple Beth Israel** and **Congregation Beth El** each encouraged members to bring food for ICM's families. One Christian congregation, **Chapparral Christian**, which houses large services for Temple Beth Israel, also contributed to the fall drive.

A total of nearly 12,000 pounds of food was donated, and just in the nick of time! With larger crowds of needy families this year, ICM's stockpile of food was almost gone.

SPECIAL THANKS TO OUR DONORS

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Unity Church of Practical Christianity
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In Honor of Howard Hooks
Ahearn, Irene

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In Memory of Cecil Estes
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In Memory of Sister Mary Thompson
Ahearn, Irene

In Memory of Greta Woods
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Kepes, Mr. & Mrs. Ronald
Kuty, Jolene
O'Brien, Mr. & Mrs. William
Vineberg, Mr. & Mrs. Scott

*We apologize if we
have inadvertently
omitted or misspelled
your name.
Please let us know.
Thank You!*

ICM GETS NEW TRUCK THROUGH PULLIAM TRUST

During this year of economic difficulty, we are more grateful than ever to the **Nina Mason Pulliam Charitable Trust** for granting funds to ICM to purchase a new pickup truck.

The truck, a gently used F350 pickup, is used to supplement ICM's big box truck, and can be taken to donor's homes to pick up their donations much more easily than the box truck. It also is used when the box truck is out as another vehicle to do ICM business.

Thanks, Pulliam Trust, for your ongoing support of our work!



Willy D. Loon of the Tim and Willy Show on KMLE 108 visited ICM's Love Corner during Thanksgiving.



Willy's show donates the funds necessary to staff Love Corner, and pay for toys and supplies to entertain the children while parents collect their food and clothing.



SRP volunteers



APS volunteers working in the food pantry



FM Solutions volunteers during the Thanksgiving holiday



Volunteer groups working in the food pantry, check out, and clothing room

MAKING A DIFFERENCE
VOLUNTEER GROUPS

WE APPRECIATE THE DEDICATION OF OUR VOLUNTEERS

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Thank you to our Volunteer Groups

All Saints Episcopal Day School - Builders Club
 All Saints Episcopal Day School - National Junior Honor Society
 AFS Intercultural Programs
 APS Renewable Energy
 Autism Center
 Chaparral High School Interact Club
 Christ Church of the Ascension
 Gompers
 Luke Air Force Base
 Joy Christian High School
 National Charity League-Camelback Chapter
 National Charity League-Phoenix Chapter
 New Covenant Church Men's Group
 Scottsdale Airpark Kiwanis Club
 South Pointe Junior High
 Valley Lutheran High School
 Valley Presbyterian Church-Children's Sunday School

Volunteer Betty Nelson - continued from pg. 1

active life of hiking, camping and backpacking in Arizona, Utah and Hawaii. They traveled extensively together, and Betty continues to explore the world as time and funds permit.

Betty retired from the City in 2005 and has become involved in many volunteer activities, including ICM, usher at the Herberger Theater and Phoenix Theater, Navigator at Sky Harbor Airport, facilitator of a group of The Compassionate Friends (a support group for parents who have lost a child), and pilot person for the Young Adult Service Community program at Church of the Beatitudes. This program has brought an intern to ICM to handle case management duties (see this related story on page 8 of this newsletter).

"I have been so fortunate to have such wonderful family and friends who have always been supportive of me through all the ups and downs of my life," says Betty. We think ICM is fortunate to have Betty as a dedicated and willing volunteer!

New Supporters of ICM



A new retail operation has become a major ICM supporter. Mother/ daughter duo, **Donna Noel** and **Shannon Erickson**, along with son and brother,

Peter Noel, have opened a consignment store named **Smarty Pants** at 3142 E. Indian School Road. It is a fun and pleasant place to shop for men's, women's and children's clothing as well as maternity wear. They also carry a great selection of shoes, baby gear, toys and books. Their dedication to the community is evident in the donation to ICM of clothing not suitable for sale. They also provide their customers an opportunity to donate. Since opening in June, Smarty Pants has given us countless bags of wonderful clean, usable clothing, shoes, books, toys, stuffed animals and car seats. Our need for these items

is never ending, so it is a wonderful match and a boon for our clients.

By the end of this year, Smarty Pants will be expanding to another storefront in the same plaza to also carry home furnishings. The store has been important in the revitalization of the plaza at 32nd Street and Indian School. Shannon's longtime friend, Beth Goldwater, has moved her growing restaurant, Bertha's Cafe, next door and the two businesses complement each other. Stop in at the shop, their inventory changes daily, do some shopping and thank these wonderful donors.

CORPORATION AND FOUNDATION GRANTS

November 2008 – November 2009

Thank you to all of these grantors for bringing better services to ICM clients.

| | | | |
|---------------------------------------|----------|-------------------------------------|----------|
| Alice Turner Trust | \$42,000 | Lincoln Gives | \$3,500 |
| American Express | \$5,000 | Medtronic Foundation | \$10,000 |
| Applied Materials | \$12,500 | Nina Mason Pulliam Charitable Trust | \$10,000 |
| Arizona Diamondbacks | \$4,000 | Nina Mason Pulliam Charitable Trust | \$25,000 |
| Arizona Republic's Season for Sharing | \$5,000 | Pendleton Memorial Trust | \$5,000 |
| Avnet | \$1,000 | Phoenix Suns Charities | \$5,000 |
| BHHS Legacy Foundation | \$20,000 | Shamrock Foods | \$1,500 |
| Community Funding Collaborative | \$15,000 | SRP Corporate Contributions | \$7,500 |
| C.W. & Modene Neely Foundation | \$5,000 | TJX Foundation | \$3,500 |
| Dorrance Family Foundation | \$12,000 | Virginia B. Piper Charitable Trust | \$5,000 |
| First Things First | \$22,124 | Wells Fargo Foundation | \$4,000 |
| John F. Long Foundation | \$3,500 | | |

Special Child Nutrition Grant Helps ICM's Youngest Clients

Early childhood development depends on good nutrition. So many of the young children coming to ICM may have periods of time that they are not able to eat well, or at all.

A \$22,124 grant from First Things First, Arizona Early Childhood Development and Health Board, now enables ICM to begin an emphasis on nutrition of our youngest customers!

Beginning in July, our children under 6 have received a bag of nutritious foods in their family food boxes, including yogurt,

string cheese, cheerios and other low sugar, high-nutrition items. The program also asks for staff to survey families, to gain their level of satisfaction with the added food.

Thanks First Things First for allowing us to take part in this wonderful program that will boost brain growth and help keep our little customers healthy.

BETTER FOOD SELECTION FOR CLIENTS

Clients coming to ICM have a better selection of food in their food boxes recently, thanks to **St. Mary's Food Bank Alliance (SMFBA)** and the federal government.

Although ICM warehouse employees go to SMFBA each morning to get our day's worth of food boxes for clients, SMFBA also makes four deliveries each week to ICM: three of the deliveries are dairy and fresh produce, and the fourth is a delivery of TEFAP food products.

TEFAP, The Emergency Food Assistance Program, is what used to be called "commodi-

ties" in older days, packaged from farms all over the United States. The Association of Arizona Food Banks says there has been an increase in the amount of TEFAP in our system this year as part of the federal stimulus package

ICM clients are eligible to come twice a month for food boxes, clothing and other necessities. The first food box they get is a standard food box from SMFBA, supplemented with food from ICM's many partners in our business, including congregations (the Jewish High Holy Days

drive and the Christian Easter drive are two examples), school groups and businesses. The second box is filled with TEFAP products – beans, pasta or rice, vegetables, and other supplements.

If a family expresses need for food the third time in the month, a small bag with rice, beans, tomato sauce and a few other things is available.

ICM is currently SMFBA's largest distributor of food boxes. ICM is open to clients Monday through Saturday, 9 – 11 am.

CASE MANAGEMENT PROGRAM AT ICM

ICM Food and Clothing Bank is pleased to have reinstated its case management program, thanks to the **Church of the Beatitudes**. The Church recently began a **Young Adult Service Program**, where recent college graduates who want a year of experience working in a nonprofit, are matched with agencies in the Valley. ICM was chosen as one of four agencies receiving interns. The others are Beatitudes Campus, Lutheran Social Services and Agelink.

ICM's intern, **Elizabeth Koebel**, hails from Michigan, and has been at ICM since September. She is handling ICM's case management program. She meets with clients who have needs besides food and clothing, discusses the problem with them and then refers them to the appropriate services.

Elizabeth graduated from Olivet College in 2007 with a degree in



Elizabeth Koebel working with a client

art education. For the past few years she has worked for a YMCA Camp teaching 5th graders character development, at a United Church of Christ church camp in Missouri as an activity leader, and was a nanny for five children.

We appreciate Elizabeth and the opportunity to take part in this

project, which certainly extends ICM's staff resources, and also is a great working experience for Elizabeth.

RAFFLE BENEFITS ICM

ICM's first raffle in a couple of years was a big success! Tremendous thanks to Board Members Ed Sanchez and Debbie Tupper, along with the entire fundraising committee. Over \$8,655 was raised through ticket sales, and winners were announced on October 24.

A Big Thank You to our Raffle Donors:

Sara & Alvan Adams
Arizona Theater Company
Babbo Italian Eatery
Ballet Arizona
Roger Benson
Judy & Bo Bohannon
The Capital Grille, Phoenix
City of Phoenix Police Department
Cole Wealth Management
Cookies in Bloom & Hannah's Caramel Apples
Emma Cameron Crary
Golf Club of Estrella by Newland Communities
Cindy & Chris Gort
Don Hughes
Lenny Katzenstein
Barry & Randi Kipnis
Deborah Lavinsky
Lowe's of Tempe
M & I Bank Arizona
Miller Lasota & Peters PLC
Liz & Dan Mullen
Betty Nelson
Phil Nienstedt
NOCA Restaurant

PF Chang
The Phoenix Suns
Phoenix Symphony
The Phoenix Theater & Cookie Company
Janelle Rossignol
RxSkin, Robert Mazurek
Ed Sanchez
Southwest Gardener
Jennifer & Tim Sprague
Debbie & Todd Tupper
U-Haul International
Clint Wasser
Renea Gentry & Bill Wiley
Sara Ziskin PC

Congratulations to our Raffle Winners:

Roberta Benson: \$1000 prize
Sarah Davis: \$1000 prize
Kitty & Drew Langmade: Around Town Dine Around
Liz Mullen: Police Ride Along
Cindy Gort: Dessert of the Month
Jose Torres: Phoenix Suns Suite
Roberta Benson: Financial Planning Services
Roni Naylor: Entertainment Package

Gratitude is a quality similar to electricity: it must be produced and discharged and used up in order to exist at all.

William Faulkner

Ways to Make a Meaningful Charitable Gift to ICM

There are ways, in which life insurance can enable a donor to make a significant charitable gift.

Using life insurance for wealth-replacement. Evelyn and Edward Harris, both ages 60, want to contribute \$100,000 to ICM without diminishing their legacy to their children. Assuming a tax deduction of 40 percent, they realize tax savings of approximately \$40,000 over several years by making the gift, so they plan to use a portion of these savings to purchase a "second-to-die" policy that will add \$100,000 to their estate when the surviving spouse dies.

Using annuity income to make a life insurance gift. Michael Smith, 68 years old and in the 40 percent combined tax bracket, has \$100,000 in bonds and CDs from which he

receives after-tax income of \$350 per month. He uses this asset to purchase an immediate annuity that provides him after-tax payments of \$530 per month. He then allocates \$300 of this increased cash flow each month to pay the premiums on a \$100,000 life insurance policy that he purchases in the name of ICM. He receives a gift receipt for every premium paid, and at his death, the insurance proceeds will be his gift to the ICM.

These are but some of the ways in which life insurance can help you achieve your personal and philanthropic goals. If you would like to explore a life insurance gift to ICM tailored to your circumstances and interests, please contact **Renea Gentry, MC, CFRE, ICM Executive Director** at 602-254-7450 ext. 3 or renea@icmaz.org.



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***WE ARE “PROVIDING AN IMMEDIATE
RESPONSE TO BASIC HUMAN NEEDS”***

Help ICM Food and Clothing Bank Feed the Hungry!

Your Donation Makes A Difference! Thank you!

ICM is doing something a little different this year for food requests. We want to offer our clients more “meal friendly” food boxes. For example, if we give a family tuna, we also give them mayonnaise; with peanut butter, jelly; with spaghetti noodles, sauce. We appreciate your efforts to help feed our families the best way we can!

- 1) Food
 - Dried or canned Beans
 - Rice, Noodles, Cereal, Baking Mixes
 - Peanut Butter and Jelly
 - Tuna or other canned meats, Mayonnaise, Mustard and Ketchup
 - Any non-perishable food items including Fruits, Vegetables, and Tomato Sauce
 - Bread and Tortillas
- 2) Baby Needs
 - Diapers (all sizes, including pull ups)
 - Wet Wipes
 - Formula (Enfamil is the most popular)
- 3) Toiletries
 - Shampoo, Conditioner, Soap or Liquid Body Wash, Lotion, Feminine products
 - Laundry Detergent, Toothpaste, Toothbrushes, Deodorant, Razors
- 4) Other:
 - Empty prescription/vitamin pill bottles with screw-on lids
 - Plastic or paper grocery bags (for clients to carry items home)
 - 13-gallon drawstring garbage bags (for client clothing)
 - Bottled Water

Please visit us online at www.icmaz.org for donating and volunteer opportunities