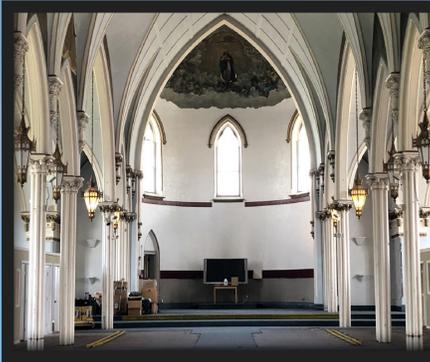


# REFLECTIONS

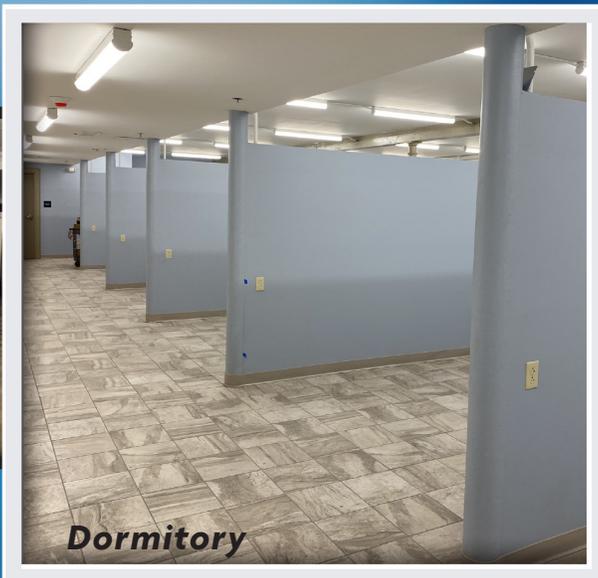
IMMACARE INC. ANNUAL REPORT 2019



**Kitchen**



**Main Level**



**Dormitory**





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# Message from the Board President and Executive Director

Dear Friends,

As we reflect on a unique and challenging year, we do so with pride in our perseverance and appreciation to our supporters. The joy of handing off the keys of the shelter to Montagno Construction was met with some sadness as it also meant that during the renovations we would not be providing emergency shelter services within our founding home.

On these pages, you will read the stories of three individuals, each served in a different program. You will follow the story of a shelter client who, despite being transferred to another agency due to shelter renovations, was supported and assisted by our case management team as he waited to be housed. You will read about an outreach client who, as a result of his struggles with drug addiction, experienced a path to housing that was not the least bit easy. Finally, you will read about a housing client who is a prime example of why we do what we do.

While we continued to provide services to individuals experiencing homelessness during the renovation, we watched the construction across the street in our agency's founding home. The transformation is breathtaking. In addition to the beauty restored to this 125-year-old Gothic structure, upon completion, we will have a facility that's up-to-date with building codes and has increased functionality to better serve those experiencing homelessness.

We took this time to look at our processes and programming, studying best practices from across the nation. Soon, in addition to a fully renovated building, we will have some exciting new programming and collaborations to share with you that will benefit those we serve and the wider community. We will also announce how we will once again bring some forward-thinking concepts to how we will guide clients on ending their homelessness and then remain housed.

As we continue to provide life-saving services to those experiencing homelessness, we know that our work cannot be done without you -- our funders, donors, volunteers and supporters -- by our side. We are grateful to all of you for your generosity, your passion and your commitment as we strive to make a difference in the lives of those we serve.

Sincerely,

John Mayo

Board President

Louis Gilbert

Executive Director

To view the photographic timeline of the Shelter Renovations, visit [ImmaCare.org](http://ImmaCare.org)

If you haven't already done so, sign-up for our bimonthly e-newsletter, ImmaComm, and keep an eye on your inboxes for some exciting news sure to make you proud to be a supporter of ImmaCare Inc.



# The Winding Road to Housing



Those working to overcome homelessness do not all take the same path to rehabilitation. Some must first recover from substance abuse, others work to identify and treat mental health issues, and many struggle to maintain employment. It can take several attempts to overcome these demons. When ImmaCare's Mobile Outreach Case Manager Tony Mack first met Miguel Cassiano, Miguel had been living under a bridge overpass for nearly nine years.

The bridge overpass was his home. Miguel used scrap materials to build a bedroom, which even included a hatch door. For years, Tony regularly visited Miguel and supplied him with food and basic necessities. It was during these visits that Tony earned Miguel's trust and learned of Miguel's struggle with substance abuse. Because Miguel did not have money for a place of his own, Tony offered to help him with the paperwork that would place him on the waitlist for housing. Getting his documents in order was a lengthy

process, however, after a year, Miguel was comfortably housed. Unfortunately, he had not yet won his battle against substance abuse and found himself going down the wrong path once again.

Miguel continued to struggle with drug addiction and was arrested after one year of living in his apartment. As a result, he spent 14 months in prison. During this time, Miguel lost his apartment due to 90 days of vacancy and, upon being released from prison, found that law enforcement had torn down the bedroom he built under the overpass, meaning he even lost his home under the bridge. Miguel was once again homeless, but he wasn't discouraged.

Miguel had been living at a campsite across the street from a soup kitchen in Hartford. Fortunately, Tony found him there, helped him to update his paperwork, and he went back on the waitlist for housing. One year later, Miguel was connected with a housing case manager from another agency. He insisted on finding his

own apartment, rather than having his case manager do the work. In August 2019, Miguel moved into his new apartment and told Tony, "I'm excited about the new apartment and I'm going to keep this one!" When Miguel invited Tony over to see the place, Tony arrived with a care package of household items donated from ImmaCare donors. Miguel is thrilled to once again have a place of his own.

**439**  
Number of  
unique  
individuals  
served

Here at ImmaCare we understand that combatting chronic homelessness takes patience and perseverance. Miguel's story is a perfect example of that and stands as a reminder to others that you can overcome your demons and find health, safety and happiness. Miguel's path to secure housing was a whirlwind trip, but it was well worth it.

**67%**  
of most vulnerable  
provided housing-  
related activities  
were housed

**35-45**  
Age group most  
served by  
Mobile Outreach

# The Power of Perseverance

Nathaniel McCoy has faced adversity much of his adult life. He lived through a broken engagement, losing his home in a fire and his mother dying prior to Tony Mack, ImmaCare's Mobile Outreach Case Manager, finding him after living in his car for nearly two years. Tony guided Nate to contact 2-1-1 and, by August of 2018, Nate was assigned to ImmaCare's emergency shelter.

His goal as soon as he stepped foot in the shelter was to get housed. Nate said, "I knew I had to put PRIDE in my POCKET" and focus on the prize – ending his homelessness and securing housing. Nate went to work right away. His case manager, Janievette (Jay) Correa, helped Nate through the maze of securing entitlements in order to assess the housing programs for which he might be eligible.

Nate had been living in the shelter for nine months when ImmaCare announced it would be closing for renovations. Nate was worried. What would he do? He knew returning to the streets was not an option. Jay continued to encourage Nate to keep his head up and continue to work



human," he said. "I was always treated like a man, with respect and dignity, and I was constantly reminded to have hope."

In July of 2019, Nate was transferred to another agency to continue working toward housing. He wanted to stay away from the drug scene, so it was very important to him to find an apartment in a good neighborhood. Though technically a client of another agency, Nate continued to hear from Jay as she helped him not only on his path to housing, but also in keeping his spirits up.

Today, Nate is housed. Much to his delight, he was placed in ImmaCare's housing program, which to him, is a dream come true. His new housing case manager, Paula Terry, helped

him execute the final paperwork needed to get the keys to his very own apartment. Nate is grateful to everyone at ImmaCare for being such a positive influence on him and a guiding light as he realized his goal of housing.

**\*188**  
Unique individuals  
served in  
emergency shelter

toward his prized goal of securing an apartment. Nate said it was the constant words of encouragement that kept him motivated to keep going. "ImmaCare's staff reminded me that, no matter what, I am

## Number of Shelter Exits

**30 to permanent destinations**

**35 to temporary situations**

**3 to institutions**

## Consolidated Statements of Activities for the Year Ended September 30, 2019

### Changes in net assets without donor restrictions:

#### SUPPORT AND REVENUE:

Grants and Contracts	\$ 2,616,180
Contributions	61,573
Contributed goods and services	122,462
Special events	99,165
Program service revenue	905
Casa de Francisco tenant rental payments	129,747
Interest and dividend income	16,493
Miscellaneous income	21,601
Net assets released from restriction	-
<b>Total support and revenue</b>	<b>3,068,126</b>

#### EXPENSES:

Program services:	
Supportive housing programs	1,261,845
Emergency shelter services	594,485
Casa de Francisco	815,925
<b>Total program services</b>	<b>2,672,255</b>
Management and general	271,028
Fundraising	156,036
<b>Total expenses</b>	<b>3,099,319</b>

Change in net assets without donor restrictions before other changes (31,193)

Other changes:  
Loss on the sale of assets (6,713)

Change in net assets without donor restrictions (37,906)

### Changes in temporarily restricted net assets:

Grants and contributions 7,636  
Net assets released from restriction (note 6) -

Change in net assets with donor restrictions 7,636

Change in net assets (30,270)

Net assets, beginning of year 9,289,957

Net assets, end of year \$ 9,259,687

## Statement Of Financial Position for the Year Ended September 30, 2019

#### ASSETS

##### Current assets:.....

Cash	\$ 644,801
Grants receivable	76,198
Accounts receivable	49,252
Prepaid expenses	28,439
Security deposits	6,746
<b>Total current assets</b>	<b>805,436</b>

##### Noncurrent assets:

##### Property and equipment:

Land	206,612
Buildings	8,920,622
Building improvements	96,649
Equipment	103,199
Vehicles	58,129
Construction in progress	540,973
	9,926,184

Less: accumulated depreciation (1,821,519)  
Property and equipment, net 8,104,665  
Cash, restricted 793,470  
Total noncurrent assets 8,898,135  
Total assets \$ 9,703,571

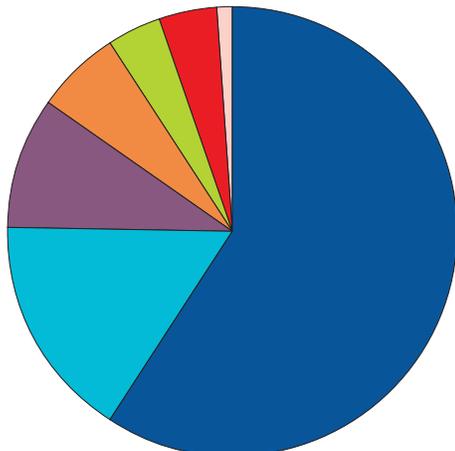
#### LIABILITIES AND NET ASSETS

##### Current liabilities:

Accounts payable	\$ 47,539
Accounts payable - construction	307,375
Accrued salaries and benefits	48,393
Client funds -	
Refundable advances	40,577
<b>Total current liabilities</b>	<b>443,884</b>

Net assets without donor restrictions (1,024,852)  
Net assets with donor restrictions 10,284,539  
Total net assets 9,259,687  
Total liabilities and net assets 9,703,571

## Income Summary



- 59% Government Grants & Contracts
- 16% Casa de Francisco Building
- 9.5% Private Grants
- 6% Churches/ individuals/ mail appeals/ special events
- 4% Donated goods and services
- 4% Program Income- Client
- 1% Miscellaneous Income

October 1, 2018 to September 30, 2019

# Casa de Francisco's Bright Light

For nearly 25 years, until we rebranded in 2015, the phrase "Because housing is a human right," began our agency's mission statement. Anyone who enters through our shelter doors does so with the intention of working toward ending their homelessness and the hope that soon they will have permanent housing of their own.

When Casa de Francisco opened its doors in October of 2010, 25 of the 50 apartments were set aside for individuals experiencing chronic homelessness. At the time, residents came either directly from our agency's shelter or through our agency's mobile outreach efforts.

**99%**  
of housing  
clients remained  
housed

**85%**  
of housing clients  
have been housed  
for three years  
or more

Richard Copeland was one of the original residents when the building opened.

Richard had a tough life, but once he was at Casa de Francisco, that's where his success story began. He worked closely and consistently with his case managers to help him improve his quality of life. For many years, Richard maintained good health in his own safe home.

Richard integrated himself as part of the community. He was the residential jokester. His neighbors became friends. He went on trips to the ballpark, went bowling and played miniature golf. He participated in groups such as bingo and arts and crafts. Each morning, without fail, staff knew that we would be greeted by Richard either in the lobby upon our arrival or waving from the window above as we walked through the parking lot and into the building.

Richard was a positive and pleasant part of the Casa de Francisco community. Studies show that homelessness takes nearly 20 years off one's life expectancy. Sadly, the years caught up with Richard and his health started to go on a downward spiral. One morning, we weren't greeted by Richard and were saddened to learn that he passed away in his apartment the evening before.



Richard's passing was a blow for all who knew him. His presence was a bright light of Casa de Francisco and he is sorely missed. However, we are comforted in knowing that for the past nearly ten years, Richard was living a happy life, housed in his own apartment and an integral part of the Casa de Francisco community.

He did not die alone.

**79%**  
of clients say  
their quality of  
life improved  
since housed  
in our program

## Community/Corporate Support

Advanced Benefit Strategies, Inc.  
Aetna Foundation, Inc.  
AL & AGB LLC  
Allen Family Fund  
AmazonSmile Foundation  
Avon High School  
Avon High School Music Service Society  
Beatrice Fox Auerbach Foundation Fund  
Bob's Discount Furniture Charitable Foundation  
Bonaiuto Family Charitable Fund  
Carmon Community Funeral Homes, Inc.  
Charles Nelson Robinson Fund  
Charter Oak Health Center  
Claire Murphy Trust  
Composite Lodge No. 22  
East Farms Elementary School  
Ensworth Charitable Trust  
Eversource Energy Foundation

Harry E. Goldfarb Family Foundation  
Hartford Foundation for Public Giving  
Hillside Automotive Center, Inc.  
Kipdo LLC  
Liberty Bank Foundation  
Lucian B. & Katherine E. Price Foundation  
Marzano Plumbing & Heating Co.  
McDonald Family Trust  
Microsoft Matching Gifts Program  
Morgan Stanley Wealth Management  
Network for Good  
Park Broad Investments  
Perfectemp Inc. Heating & Air Conditioning  
Radiology Associates of Hartford  
Reid & Riege Foundation  
Restaurant Equipment Paradise Inc.  
Reynolds Charitable Foundation  
Roncari Express Valet Parking

RYAN Business Systems, Inc.  
The Hanover Insurance Group Foundation  
The Hartford County Bar Foundation, Inc.  
The Levere Family Fund  
The O'Brien STEM Academy Student Council  
The Rita B. & Walter M. Murphy Foundation  
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Trinity College  
United Technologies Charity Trust  
USA Hauling & Recycling  
Vernon D. and Florence E. Roosa Family Foundation  
Memorial Fund  
West Side Marketplace

# Government Contractors

City of Hartford Department of Health & Human Services  
Federal Department of Housing and Urban Development  
Federal Emergency Management Agency

State Department of Housing  
State Department of Mental Health & Addiction Services

# Communities of Faith

Archdiocese of Hartford  
Christ the King Parish Social Action Committee  
Church of Saint Ann, Avon  
Church of the Incarnation  
East Granby Congregational Church

First Congregational Church in Bloomfield  
Holy Trinity Roman Catholic Church  
Mary, Gate of Heaven Parish  
Our Lady of Sorrows Church  
Saint George Church, On the Green  
Saint Josephine Bakhita Parish

Roman Catholic Community of Saints Isidore and Maria  
St. Joseph Secular Franciscan Fraternity  
St. Mary's Church, Simsbury  
St. Peter Claver Church  
St. Timothy Roman Catholic Church

The Congregational Church of South Glastonbury

# Individual Donors

*We gratefully acknowledge those donors who made a contribution to ImmaCare Inc. between October 1, 2018 and September 30, 2019. If we have inadvertently omitted or misspelled your name, please accept our apologies and notify the Development Office at extension 103.*

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**ImmaCare Inc.**  
*Linking people and housing together*

## About ImmaCare

Since 1981, ImmaCare, formerly Immaculate Conception Shelter and Housing Corporation has been providing emergency housing and shelter services to thousands of homeless individuals. We focus on men who are most vulnerable, including those with debilitating illnesses, such as heart/lung disease, kidney/liver failure, HIV/AIDS or other health issues, such as alcohol or drug abuse problems, and mental health issues.

## Mission

ImmaCare Inc. strives to eliminate homelessness in the Hartford region, while building a more vibrant community, by creating safe and affordable housing options and increasing the skills, income and hope of those who struggle with housing crisis.

ImmaCare's service delivery is based on a Housing First model informed by a public health, harm reduction framework. Home is seen as a right and a foundation upon which fragile, broken and vulnerable individuals can, with proper supports, focus on improving their quality of life.

## Programs

Mobile Outreach, Emergency Shelter and Permanent Supportive Housing.

Within these components, ImmaCare offers emergency shelter, food, clothing, referrals for medical and mental health services, case management, entitlement assistance, housing services and referrals for addiction services, as well as referrals to education and job training.

***For more information about ImmaCare or to find out how you can invest in the programs we provide, call Teresa Wierbicki, Director of Strategic Development at (860) 724-4823 ext. 103.***