



REFLECTIONS

ImmaCare Inc.
Annual Report 2018





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Message from the Board President and Executive Director

As we look back on 2018, it was truly an incredible year in our agency's progress toward our vision of a renovated, modern and safe shelter for those experiencing homelessness and our mission to eliminate homelessness, help build a vibrant community, and assist those that are in housing crisis to have a place to call home.

We are honored to celebrate our successes with those of you who have helped to make this work possible. We are humbled by the generosity of our government partners, community foundations, donors and volunteers. Your support – whether it's time, talent or treasure -- allows ImmaCare to work toward eliminating homelessness in the Hartford region.

ImmaCare is taking significant steps in our journey to better meet the needs of the most vulnerable members of our community. For more than 35 years, ImmaCare has been providing emergency shelter, food, clothing and more. And for nearly 20 years, we have also focused on housing and creating a community for those served by our agency. We are proud to continue to strive to offer the most comprehensive services to those experiencing homelessness by pushing the envelope to be a "change agent" in our field. We understand, at times, that some of the changes we institute may seem uncomfortable for those on the outside looking in. However, if our goal is to assist individuals in getting out of shelter, and ending their homelessness, then sometimes things do need to get a bit uncomfortable.

As we continue to work toward achieving our agency mission vision, and guiding principles, we want you to know that we appreciate all those that have helped along the way, some since the agency's inception in the early 1980s. You are committed to working alongside us to ensure that no member of our community is left without the most basic human needs. Your support, no matter your role, is how it is possible for ImmaCare to continue to break through barriers and believe in the ability of our clients to accomplish better things for their lives. Your generosity is making a real difference for so many who are struggling in our community.

Sincerely,

John Mayo

Board President

Louis Gilbert

Executive Director

Guided Home Again

When ImmaCare Mobile Outreach Case Manager Tony Mack first met “Jane,” she had already been homeless for five years as a result of a family break-up. Jane, who also struggles with mental illness, has a teenage son whom she arranged to live with family members so he did not have to experience what life was like on the streets of Hartford. Though she didn’t like the idea of staying in a shelter, she knew that it would be safer for her, so she made several (unsuccessful) shelter stays, each time returning to the streets. Jane would sleep in various places, such as hallways of buildings, bus stations and emergency rooms. In bad weather, she would go to the library and spend most of her day

there. Tony advised Jane that she could get clothing, take showers and eat meals at various soup kitchens and drop-in centers in Hartford. While working with Jane, Tony helped her to receive entitlement assistance, including food stamps. Tony explained to Jane that with the steps she has taken, she is now eligible for housing. The thought of having her own apartment, where she can finally live with her son, made Jane happy beyond words.

With Tony’s help, Jane was now tasked with securing the proper documentation, including her birth certificate, State ID, Social Security Card and Budget Sheet from the state. Once she had all of the

executed paperwork, including the Homeless Disability Verification Form, Tony worked with Jane on filling out the VI-SPDAT application for housing. Then there was the wait for things to be processed. After four months, (two years working with Tony and seven years since first becoming homeless) Tony couldn’t wait to find Jane to tell her the good news – that was being housed! Tony found her in a soup kitchen that day, and tears of joy welled up in her eyes as he gave her the details of the agency that was going to house her. As she listened, all she kept thinking about was that she will finally be able to live in her own apartment with her son, as a family, once again.

Tony often runs into Jane in the community, and they catch-up on how she is doing. Nearly a year later, Jane feels nothing but gratitude toward Tony and his efforts and support to help her get housed. These are the moments that fill Tony with pride. Seeing the once vulnerable individuals he helped to end their homelessness now doing so well.

CLIENT SPOTLIGHT



Freddie Hayle

I’ve been with what once was known as ‘The Mac’ on and off for nearly 20 years. I was in and out of homelessness, going from shelter to shelter, and sometimes with the help of seasonal employment, I was able to afford my own apartment. In July of 2014, I was lucky to be housed in ImmaCare’s Casa de Francisco. Casa is a little safe haven in the middle of Frog Hollow. I have peace of mind for

the first time in my life. This is my community; I’ve made friends, I participate in some of the activities, like playing bingo and board games, and enjoy field trips, like bowling and to the Basketball Hall of Fame. I give back by volunteering with Tony Mack, helping him with donations, the food pantry and passing out sandwiches to people served on Mobile Outreach. It’s the least I could do for an agency that has given me so much.



\$608

Average monthly cost to operate the Mobile Outreach Vehicle

35-45

Age group most served by Mobile Outreach

327

Unique individuals served in Mobile Outreach

A Hand Up Goes a Long Way



95%
of housing clients remained housed

The story of Arlene Clark is one of overcoming adversity. She has come a long way to give her young son a safe and joyous life. With a degree in nursing, Arlene was working at times seven days a week as a home health aide when she began experiencing excruciating stomach pain in November 2012. The pain prevented her from working, and she subsequently lost her job and then her apartment. Arlene moved in with her dad, all while going to countless doctor appointments for her pain. She was diagnosed with depression, but still lacked answers regarding her stomach pain.

Arlene's dad didn't believe her pain was real. They would get into heated arguments, her dad accusing her of being lazy. In April 2016, after 2 ½ years, he told her she had to move out. With no place to go, Arlene called 2-1-1 and landed in a Hartford shelter. Continuing to go to the doctor for her constant pain, Arlene was finally diagnosed with Irritable Bowel Syndrome (IBS) in June 2016.

She now receives treatment for both IBS and depression.

After being in the shelter for nearly 18 months, she received a voucher for rental assistance and was housed with ImmaCare in October 2017. Shortly after moving into her apartment, Arlene learned she was pregnant. This was especially exciting as she thought she couldn't have children. With her son, Mel, in her life, she is looking forward to providing for him. Having not worked in the nursing field for some time, Arlene had to take a test to qualify for the eight-week Certified Home Health Aide course to get her license back. She passed the test and is now looking into financial assistance for school and affordable childcare for Mel during the weeks she'll take the course.

Arlene is very grateful for the help she has received, especially from the staff at

ImmaCare. Arlene said, "Knowing that my case manager, Paula, is just a call away if I need any help, or just an ear, is a relief to me. It makes me feel stable and safe, which is very comforting." Arlene likes that Paula checks on her and Mel, just like family, and encourages her to take that extra step and not to let her illness get her down. Arlene refers to ImmaCare as her "community."

Due to her circumstances, Arlene was invited to benefit from Aetna's Making Ends Meet (MEM) program. Denise Zachman coordinates this amazing philanthropic effort which provides Arlene and other beneficiaries with monthly donations of groceries for a year from very generous Aetna employees. When asked how MEM helped her, Arlene said, "MEM is a blessing! It's challenging to go food shopping, buying detergents and other items, on a bus with a baby. Receiving this monthly donation -- everything from diapers to dish soap to food -- is a great help!"

One thing is clear, Arlene greatly appreciates all the support she has received from the many caring people who have helped her and her son. She acknowledges that it's because of the kindness of others that she has made such progress from when she first experienced homelessness to now.

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

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

Consolidated Statements of Activities for the Year Ended September 30, 2018

SUPPORT AND REVENUE

Grants and contracts (note 1)	\$ 2,691,204
Contributions (note 1)	60,829
Contributed goods and services (note 1)	164,950
Special events	160,467
Program service revenue	741
Casa de Francisco tenant rental payments (note 1)	120,282
Interest and dividend income	7,722
Miscellaneous income	18,078
Total support and revenue	3,224,273

EXPENSES (note 1):

Program services:	
Supportive housing programs	1,235,645
Emergency shelter services	811,917
Casa de Francisco	732,933
Total program services	2,780,495
Management and general	265,270
Fundraising	162,076
Total expenses	3,207,841

Change in unrestricted net assets
before other changes..... 16,432

Other changes:

Gain/(Loss) on the sale of assets (31,275)

Change in unrestricted net assets.....(14,843)

Changes in temporarily restricted net assets:

Net assets released from restriction (note 6)..... -

Change in temporarily restricted net assets -

Change in net assets.....(14,843)

Net assets, beginning of year 9,304,800

Net assets, end of year 9,289,957

Statement Of Financial Position for the Year Ended September 30, 2018

ASSETS

Current assets:	
Cash (note 2)	\$ 672,464
Grants receivable (note 2)	36,253
Accounts receivable (note 1)	11,873
Prepaid expenses	1,153
Security deposits	6,746
Total current assets	728,489

NONCURRENT ASSETS

Property and equipment (note 1):	
Land	206,612
Buildings	8,920,622
Building improvements	118,589
Assets held for sale	-
Equipment	290,048
Vehicles	88,010
Construction in progress	188,674
	9,812,555
Less: accumulated depreciation	(1,886,069)
Property and equipment, net	7,926,486
Cash, restricted (note 3)	798,884
Total noncurrent assets	8,725,370
Total assets	\$9,453,859

LIABILITIES AND NET ASSETS

Current liabilities:

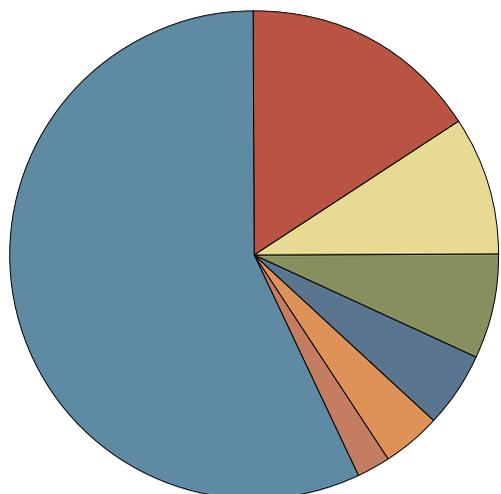
Accounts payable	\$ 27,657
Accrued salaries and benefits	47,119
Client funds	5,789
Refundable advances (note 1)	83,337
Total current liabilities	163,902

Unrestricted net assets (deficit):

Undesignated	415,780
Accumulated depreciation related to temporarily restricted	
Net assets not yet released (note 6)	(1,402,726)
Total unrestricted net assets (deficit)	(986,946)
Temporarily restricted net assets (notes 6)	10,276,903
Total net assets	9,289,957
Total liabilities and net assets	9,453,859

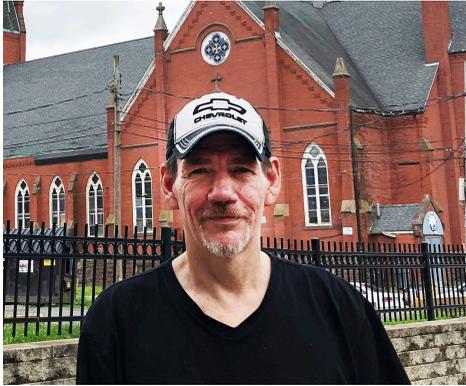
Income Summary

October 1, 2017 to September 30, 2018



- 57% **Government Grants & Contracts**
- 16% **Casa de Francisco Building**
- 9% **Private Grants**
- 7% **Churches/Individuals/Mail Appeals/Special Events**
- 5% **Donated Goods & Services**
- 4% **Program Income- Client**
- 2% **Miscellaneous Income**

Desire to Live



Sometimes the success of a client is that they are still alive. Paul LaChance was first-time homeless and in our shelter a little more than a year. He spent 25 years as a painter and, up until he became homeless, he lived with his Mom and paying rent.

257
Unique individuals served in the Emergency Shelter

Paul has faced some problems throughout his life due to his addiction to alcohol. Having been previously married, his wife eventually asked for a divorce, and he has since lost touch with the

young girl he loved and raised as his own daughter. When his Mom downsized her living situation, she didn't want Paul to continue to live with her because of what the drinking did to him. He hasn't seen her much since moving out; her terms were that he only goes to visit her with his sister, perhaps as a buffer for his aging Mom. His sister loves him very much. She has kept in touch with his case manager while at ImmaCare to make sure he is doing well and she sends him care packages. However, she works full time, is married with two daughters, and doesn't have as much time as she would like to share with him.

When Paul hit rock bottom, he entered himself into a three-month detox program in Stonington. As a result, he's been sober ever since. He hoped that everyone would miraculously forget the trying times he put his loved ones through but, understandably, they are hesitant. Also, due to the many years of constant drinking, his health has deteriorated. Paul needs a liver transplant, is diabetic and was

\$4,135

Average monthly utility cost

88%

Indicate "Shelter staff care about me."

recently diagnosed with early onset dementia.

Since becoming a client at ImmaCare, Paul keeps busy by sweeping, mopping and cleaning up wherever help is needed. He figures he is living there, after all. He hopes that his doctor will clear him so that he can at least work part-time, but that doesn't seem promising. In addition to waiting for a liver transplant, Paul is waiting for his disability application to be accepted, and whatever other programs he qualifies for, so that he has enough income to rent a room. He says he doesn't have much, nor does he need much. Paul just wants a small and modest place that he can keep up with and begin repairing the relationships that are important to him. He hopes a liver donor is found soon and simply said, "I just want to live."

Community/Corporate Support

Advanced Benefit Strategies, Inc.
Advanced Scaffold Services of New England, LLC
Aetna Foundation, Inc.
AmazonSmile Foundation
Asylum Hill Congregational Church
Avon High School
Avon High School Cheerleading
Avon High School Music Service Society
Avon Middle School
Avon Super Cellar
Bank of America
Beatrice Fox Auerbach Foundation Fund
Bob's Discount Furniture Charitable Foundation
Briggs Industries
Brown Rudnick LLP
Bruyette Family Foundation
Budget Printers & Embroiderers
Carmon Community Funeral Homes, Inc.
Charles Nelson Robinson Fund
Charter Oak Federal Credit Union

Charter Oak Health Center
Connecticut Carpentry Corporation
Dominion Energy Charitable Foundation
Ebenefits Group of Unionville, Inc.
Ensworth Charitable Trust
Eversource Energy Foundation
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Golden Opportunities Jewelers
Goodwin College
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Harry E. Goldfarb Family Foundation
Hartford Foundation for Public Giving
Hartford Yard Goats
Harvard Pilgrim Health Care
Henkel Corporation
Hillside Automotive Center, Inc.
Honorable Order of the Blue Goose - Hartford Pond
Imperial Oil Company, Inc.

J. Walton Bissell Foundation, Inc.
Lawrence Bock Living Trust
Lucian B. & Katherine E. Price Foundation
Marzano Plumbing & Heating Co.
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Reynolds Charitable Foundation
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RYAN Business Systems, Inc.
Shipman & Goodwin, LLP

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Siracusa Moving & Storage Co., Inc.
SINA
The Hanover Insurance Group Foundation
The Rita B. & Walter M. Murphy Foundation
The Schiro Fund
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Travelers Community Connections
Trinity College
United Technologies
United Technologies Charity Trust
USA Hauling & Recycling
Waterford Group Charitable Foundation
Webster Bank
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Whittlesey
Workers' Compensation Trust
Workplace Success Group LLC

Communities of Faith

Archdiocese of Hartford
Asylum Hill Congregational Church
Christ the King Parish Social Action Committee
Church of Saint Ann
Church of the Incarnation

East Granby Congregational Church
First Church in Windsor, UCC
First Congregational Church in Bloomfield
Holy Family Passionist Retreat Center
Mary, Gate of Heaven Parish
Our Lady of Sorrows Church

Pilgrim Way Baptist Church
Saint George Church
Saint Josephine Bakhita Parish
Saint Junipero Serra Parish Corporation
Seedtime & Harvest Ministries
St. John Fisher Roman Catholic Church

St. Joseph Secular Franciscan Fraternity
St. Timothy Roman Catholic Church
The Congregational Church of South Glastonbury
The Roman Catholic Community of Saints Isadore and Maria

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

Individual Donors

We gratefully acknowledge those donors who made a contribution to ImmaCare Inc. between October 1, 2017 and September 30, 2018.

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.
Improving lives since 1981

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.