"This place has a heartbeat. It has a soul."
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WHO WE ARE

Interfaith Works is a 501(c)(3) nonprofit that provides emergency shelter, supportive housing, essential needs, and employment programs to over 35,000 residents of Montgomery County, MD, every year.

Our mission: to support our neighbors in need by providing vital services and a pathway to greater stability.

Interfaith Works has provided services to Montgomery County residents for over 50 years. Our clients and residents are served by 170 trained, professional staff members and 7,000 volunteers annually.

CORE VALUES

- Social Justice
- Inclusion
- Compassion
- Respect
- Empowerment
During 2022, IW was proud to celebrate 50 years of service to the Montgomery County community. Community leaders came together to honor our organization’s contributions and commitments, declaring it “IW Day.” We also gathered our many supporters in celebration at an elegant gala event at the Bolger Center.
Dear Friend:

In 2022, we marked 50 years of service to the Montgomery County community. We are proud of our foundation, with its deep roots in social justice, collective action, and the anti-poverty movement. As we look forward, we are ready to meet the evolving needs of our community in the years ahead through innovative solutions that are informed by compassion and commitment.

This important milestone brought moments of celebration, and also inspired reflection.

A very special IW Day was declared in Montgomery County. We were grateful for the supportive words of many partners and community leaders. At that event, then-County Council President Gabe Albornoz said something that deeply touched many of us and underscored what IW is all about.

He invited people to look around the IW Essential Needs Center and take in what makes it – and all IW programs – so very special. He said:

“This place has a heartbeat. It has a soul.”

And he is right. The work we do has an impact that is deep and wide; it can be measured in numbers (as you will see throughout this annual report): how many meals, how many pounds of food, how many clothing donations, how many jobs, how many clients. But measuring our impact must go beyond numbers.

It is measured in the relief on the face of the single mom who knows she can now pay her utility bill and keep the lights on, thanks to IW Connections. It is measured in the pride felt by the man moving from a shelter to his own apartment, thanks to interventions and persistent support from IW’s Rapid Rehousing team. It is measured in the aspirations of the woman who found a better job thanks to ESOL classes she took through the support of IW’s Vocational Services Program. It is measured in the comfort of a grandmother who now feels safely at home at Becky’s House. It is measured in the joyful smile on the five-year-old’s face because he now has a brand-new backpack thanks to the school supplies program at the IW Clothing Center.

In the end, people are the heartbeat of Interfaith Works. That includes our deeply committed staff; our more than 7,000 volunteers; our board; and you, our supporters. Thank you for keeping the heart of IW beating as we face the challenges ahead.

As we write this, the demands on our programs, particularly those serving people experiencing homelessness, are higher than ever as post-pandemic pressures affect the economy and the affordability of housing. The only way we will be able to deliver fully on the promise of our mission will be through collaboration and partnership.

We look forward to working alongside you to ensure our clients can experience those feelings that we all seek in life: more relief; more pride; more aspiration; more comfort; and, of course, more joy.

With great gratitude,

Courtney Hall
CEO

Devang Shah
Board Chair, FY22
EMERGENCY SHELTER

IW provides emergency shelter to clients who are unsheltered or do not have stable housing. We offer customized case management, if needed. Each year we provide shelter to more than 580 individuals. The Emergency Shelter program includes:

IW Shelter at Progress Place
IW Women's Center at Taft
IW Women's Center at Crabbs Branch
IW New Leaf Shelter (opened in Fiscal 2023)

These programs provide our neighbors with short-term emergency shelter and holistic case management services. Our teams connect clients with community resources such as primary medical care, legal services, psychiatric services, permanent housing services, and vocational services.

Highlights

The IW Women’s Center at Crabbs Branch opened in March 2022, moving from a temporary space at the Coffield Recreation Center that was created to comply with pandemic distancing requirements.

Volunteers donated more than 164,000 meals to the shelters during FY22, as the community continued to recover from the pandemic.

IMPACT

5,000+ volunteer hours donated
587 people sheltered
39,329 bednights provided
$229,516 value of in-kind donations

“I have been homeless for six years and of all the shelters I have been to, this one gave me my joy back. Superheroes work here.”

- A resident of the IW Women’s Center at Taft Court
SUPPORTIVE HOUSING

Community Supportive Housing
Shared Supportive Housing
(Becky's House, Priscilla's House)

IW Residences
Rapid Rehousing

These programs provide case management services to clients who are living in apartments or housing throughout the county. Clients are connected to other community resources, such as primary medical care, psychiatric services, legal assistance, housing programs, and vocational services.

Highlights

IW’s Rapid Rehousing program was recognized as the most successful in Montgomery County with a 94% success rate.

Volunteers provided almost 16,000 meals to residents of Becky’s House and Priscilla’s House in FY22, as the community continued to recover from the pandemic.

“I want to take the time to thank you for working with me. I figured you were so thorough and responded to my request because you were new and I was your only client, but that turned out not to be the case.... You helped remind me that there are people who are selfless and caring. .. It’s been a long time since I have had somewhere to call home, and that I could say was legally mine. I am going to pay it forward and try my hardest to keep moving forward.”

-“Robert,” an IW Rapid Rehousing Program client who was placed in housing after 12 days, sent this note to thank his IW case manager

“Interfaith Works Residences (IWR) lost three residents last year. These included our youngest resident, who passed away due to cardiac arrest at the age of 33. This resident’s life was very difficult, but he lived it on his own terms, using poetry as an outlet and making friends around the community with his great sense of humor.

IWR staff and residents were devastated but honored to be the family he trusted. His life reminds us that what we do best at IWR is show our extremely vulnerable residents how to feel safe and trust others, most of them for the first time in their lives.”

-Liz Krueger
IW Director of Homeless Services
ESSENTIAL NEEDS

IW Clothing Center * IW Food Pantry * IW Connections

IW CLOTHING CENTER

The IW Clothing Center provides access to free clothing and home goods to residents with limited incomes. Shoppers come to the center to select what they need once a month. This enables them to preserve their resources for food, rent, utilities, medicine, and other basic needs. The IW Clothing Center is the only free, large-scale clothing center in Montgomery County.

Highlights

In FY22, the IW Clothing Center distributed brand-new backpacks filled with school supplies to 2,500 school-aged youth.

The IWCC responds to many aspects of families’ needs. In FY22, we distributed birthday toys to 116 children and provided expecting mothers with 72 baby layettes.

IMPACT

7,500+ PEOPLE SERVED
$3M VALUE OF DONATIONS DISTRIBUTED
1,997 VOLUNTEERS
17,000+ VOLUNTEER HOURS DONATED

“Going to Interfaith to shop monthly is really saving my family money on clothes, shoes, and household items, just to mention a few. I really appreciate all that my family does receive from Interfaith.”

- A parent who shops at the IW Clothing Center
ESSENTIAL NEEDS (continued)

IW FOOD PANTRY

The Interfaith Works Food Pantry addresses our neighbors’ food security challenges by providing families with shelf-stable items, produce, and diapers at no cost to them. IW staff interact with shoppers and explore whether they need help with other parts of their lives, such as finding employment.

Silvia’s Story

Silvia (not her real name) is a mother of four. She comes to the IW Food Pantry each week so that she can feed her family with fresh produce and shelf-stable items. They have experienced their fair share of challenges. One of her children is unable to walk and has limited ability to communicate. Her two teenaged children have struggled with substance abuse. On top of these challenges, Silvia had a health breakdown that put her in the hospital. When she resumed weekly visits to the IW Food Pantry, she mentioned she had fallen behind on rent payments and feared their family would be evicted soon. Our staff responded by helping Silvia get rental assistance to prevent her from losing her home. She gives thanks to the IW team for being there for her when she felt like she had nowhere else to turn.

Highlights

The Food Pantry program was originally launched as a pandemic-era, drive-through operation. It evolved to be more responsive and respectful of the needs of shoppers, who now can select what they need from the shelves of the pantry.

Connections provided 218 households with rental assistance and 247 with utility assistance.

IMPACT

- 6,000+ Volunteer hours donated at Food Pantry
- $221K Assistance provided by Connections
- 1.1M Pounds of food distributed
- 179K+ Diapers distributed

IW CONNECTIONS

The Connections Program links Montgomery County residents to emergency assistance and many types of services, guided by resource counselors, including: emergency rental & utility assistance; food; English/ literacy classes; furniture; and behavioral health services.
The IW Vocational Services Program provides comprehensive, individualized employment support for people who have limited incomes and who may have experienced homelessness. The program helps people who are un- and underemployed find sustainable employment. Support can include resume preparation, job searches, employment applications, and interview preparation.

**Highlights**

- VSP hired more bilingual counselors to help address a backlog of clients.
- VSP partners with the Service Workers Training and Education Partnership (STEP) to help members of the community access training opportunities to secure living-wage jobs. This partnership allows VSP clients to enroll for free in ServSafe Food Handler Certification trainings among other culinary trainings.

**IMPACT**

- 101 clients obtained employment
- $16.39 average hourly wage
- 65 new employer relationships
- $3 million total wages earned

“I highly commend the program and the amazing work done by the vocational counselor in helping their clients reach specific goals, go the extra mile, be creative and feel so confident and hopeful. The diligence, motivation, passion, and kindness of the vocational counselors are extremely admirable. They invest a great deal of effort in the work they do in order to help their clients succeed and excel.

My sincere gratitude to the program and particularly the super amazing vocational counselor I was blessed to work with.

-A VSP client
IW's Faith and Community Partnerships (FCP) collaborates with faith communities, grassroots groups, government agencies, and nonprofits to address poverty in Montgomery County. Among FCP’s regular events are monthly Community Conversations - Zoom gatherings featuring experts on important issues challenging our community, including COVID relief funds, voting access, hunger, and eviction prevention.

FCP also coordinates the Emergency Assistance Coalition, a compassionate network of nonprofit, faith-based, government, and community advocates organized to support a coordinated and collaborative approach to providing safety net services for vulnerable neighbors. In addition to hosting monthly training and update sessions for EAC members, FCP also administers a small-grants program to help members serve their communities.
### Consolidated Statement of Activities & Financial Position

**July 1, 2021 - June 30, 2022**

See below for the highlights of our financial year. Full audited financial statements are available upon request.

#### Assets

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
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<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>2,941,538</td>
<td>2,496,665</td>
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<tr>
<td>Investments</td>
<td>242,861</td>
<td>253,731</td>
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<td>Contributions receivable</td>
<td>1,600,664</td>
<td>777,412</td>
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<td>Prepaid expenses and other assets</td>
<td>28,398</td>
<td>37,342</td>
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<td>Property and equipment, net</td>
<td>625,160</td>
<td>897,916</td>
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<tr>
<td><strong>Total assets</strong></td>
<td><strong>5,438,621</strong></td>
<td><strong>4,463,066</strong></td>
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#### Liabilities

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
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</thead>
<tbody>
<tr>
<td>Accounts payable and accrued liabilities</td>
<td>170,668</td>
<td>147,651</td>
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<tr>
<td>Accrued salaries and related benefits</td>
<td>530,413</td>
<td>341,507</td>
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<td>Refundable advances</td>
<td>100,507</td>
<td>5,500</td>
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<td>Other liabilities</td>
<td>12,487</td>
<td>22,769</td>
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<td>Notes payable</td>
<td>8,631</td>
<td>75,804</td>
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<tr>
<td>Forgivable note payable</td>
<td>588,470</td>
<td>588,470</td>
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<td><strong>Total liabilities</strong></td>
<td><strong>1,411,176</strong></td>
<td><strong>1,181,701</strong></td>
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<td><strong>Total net assets</strong></td>
<td><strong>4,027,445</strong></td>
<td><strong>3,281,365</strong></td>
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<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td><strong>5,438,621</strong></td>
<td><strong>4,463,066</strong></td>
</tr>
</tbody>
</table>

#### Activities

**Support and revenue**

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
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</thead>
<tbody>
<tr>
<td>Federal, state, county grants</td>
<td>7,208,671</td>
<td>7,430,770</td>
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<tr>
<td>Contributed nonfinancial assets</td>
<td>6,508,738</td>
<td>7,777,547</td>
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<tr>
<td>Contributions</td>
<td>1,944,020</td>
<td>1,512,371</td>
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<td>Rental income</td>
<td>67,003</td>
<td>218,281</td>
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<td>Program income</td>
<td>107,552</td>
<td>113,950</td>
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<td><strong>Total revenue and support</strong></td>
<td><strong>15,835,984</strong></td>
<td><strong>17,052,919</strong></td>
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### CONSOLIDATED STATEMENT OF ACTIVITIES & FINANCIAL POSITION
#### JULY 1, 2021 - JUNE 30, 2022

(continued)

<table>
<thead>
<tr>
<th>Expenses</th>
<th>2022</th>
<th>2021</th>
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</thead>
<tbody>
<tr>
<td><strong>Program Services</strong></td>
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<tr>
<td>Interfaith Works Clothing Center</td>
<td>5,650,419</td>
<td>6,612,264</td>
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<tr>
<td>Homeless Services</td>
<td>7,688,419</td>
<td>7,334,373</td>
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<tr>
<td>Interfaith Housing Coalition</td>
<td>282,806</td>
<td>289,638</td>
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<tr>
<td>Vocational Services</td>
<td>297,533</td>
<td>264,597</td>
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<tr>
<td>Connections</td>
<td>435,946</td>
<td>422,172</td>
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<td>Emergency Assistance Coalition</td>
<td>221,059</td>
<td>157,109</td>
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<tr>
<td>Friends in Action</td>
<td>71,353</td>
<td>67,255</td>
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<tr>
<td>Network</td>
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<td>67,748</td>
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<tr>
<td><strong>Total program services</strong></td>
<td>14,647,535</td>
<td>15,215,156</td>
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<tr>
<td><strong>Supporting Services</strong></td>
<td></td>
<td></td>
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<tr>
<td>General and Administrative</td>
<td>918,609</td>
<td>576,480</td>
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<tr>
<td>Development</td>
<td>667,866</td>
<td>430,774</td>
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<tr>
<td><strong>Total supporting services</strong></td>
<td>1,586,475</td>
<td>1,007,254</td>
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<tr>
<td><strong>Total expenses</strong></td>
<td>16,234,010</td>
<td>16,222,410</td>
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<tr>
<td><strong>Other Items</strong></td>
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<tr>
<td>Net investment return</td>
<td>(39,111)</td>
<td>53,182</td>
</tr>
<tr>
<td>Gain on sales of property</td>
<td>1,183,217</td>
<td>361,578</td>
</tr>
<tr>
<td>Gain on forgiveness of note payable</td>
<td>-</td>
<td>811,800</td>
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<tr>
<td><strong>Change in net assets</strong></td>
<td>746,080</td>
<td>2,057,069</td>
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<tr>
<td><strong>Net assets at beginning of year</strong></td>
<td>3,281,365</td>
<td>1,224,296</td>
</tr>
<tr>
<td><strong>NET ASSETS AT END OF YEAR</strong></td>
<td>4,027,445</td>
<td>3,281,365</td>
</tr>
</tbody>
</table>
We love our volunteers!

More than 7,000 of you help IW deliver on our mission each year. Thank you!
How we treat our neighbors in need reflects the spirit of our community. Helping our neighbors is our responsibility. And once you do it, you will realize how personally rewarding it is.

—Mimi Beall

longtime Interfaith Works supporter and volunteer