



INTER-FAITH COUNCIL FOR SOCIAL SERVICE

Fall 2019 | Volume 40, Number 2

## About IFC

In 1963, a group of seven local women united their volunteer efforts to address the conditions of poverty in Chapel Hill and Carrboro. More than five decades later, the IFC continues its mission to confront the causes and respond to the effects of poverty in our community.

Nonprofit Organization  
U.S. Postage Paid  
Carrboro, NC 27510  
Permit No. 36

Inter-Faith Council  
for Social Service  
110 W. Main Street, #D  
Carrboro, NC 27510



# BUILDING OUR FUTURE

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# FROM THE GROUND UP

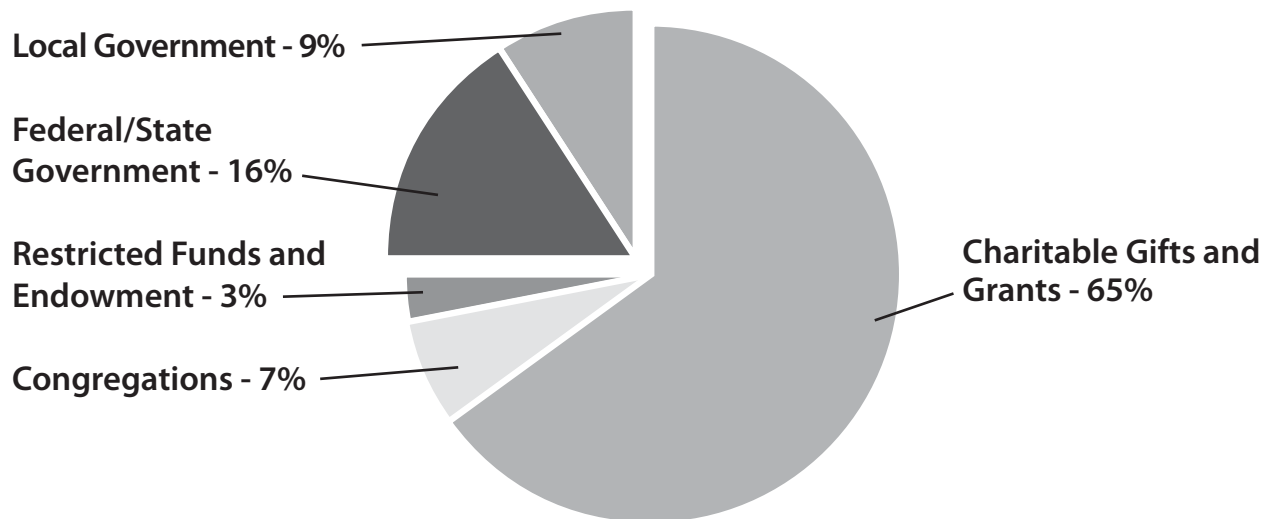


# Inter-Faith Council for Social Service

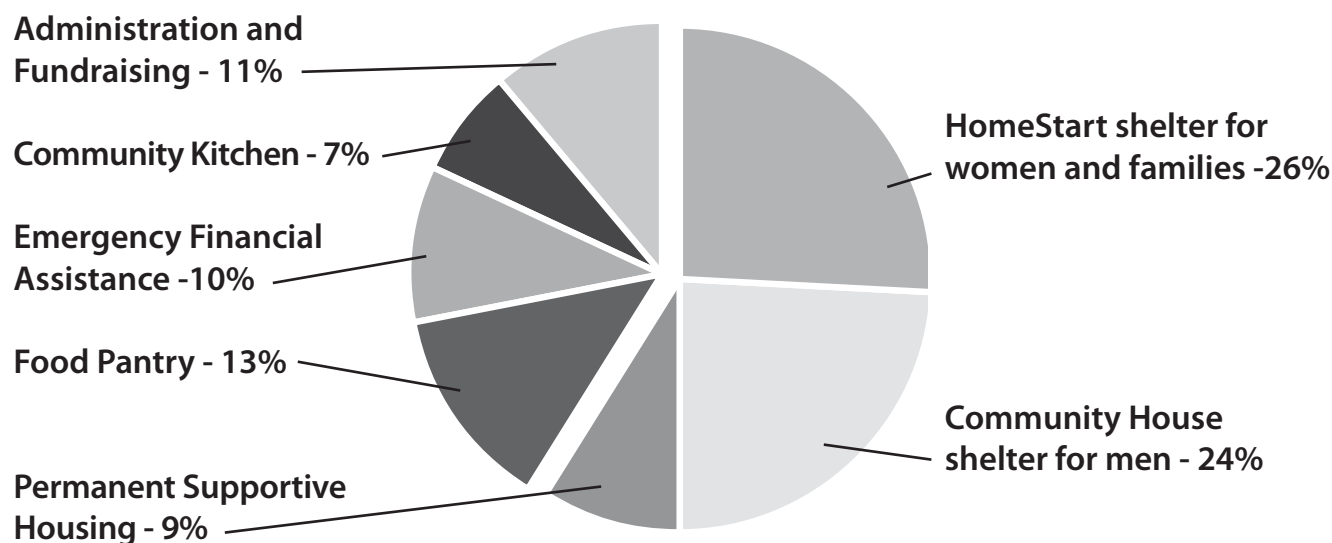
## Board of Directors

**Bettina Shuford, President • Molly De Marco, Vice President • Cameron Barr, Treasurer • Susan Berendzen, Secretary**  
Ronald Carnes • Bernadine Cobb • Jennifer Gill • Michelle Hamilton • Vicky Kim • Susie Laidlaw  
Joseph Liegl • Jay Miller • Jennifer Player • Amy Rix • Jamie Rohe • Will Rose • Sharon Van Horn • Patrick Watkins  
*Honorary Life Board Member: Robert Seymour*

### Revenues Total: \$2,213,547



### Expenses Total: \$2,213,547



## Fiscal Year 2019 Financial Summary

July 1, 2018 – June 30, 2019  
(unaudited)

IFC is committed to transparency and accountability for the resources that you give to confront the causes and respond to the effects of poverty in our community. We are happy to provide you with this snapshot of fiscal year 2019.

We are indebted to the Town of Chapel Hill for in-kind use of the Historic Town Hall, including maintenance and utilities, which subsidized operating costs for the Community Kitchen. IFC will assume these costs beginning next year when we open the new building. IFC programs would not be able to operate without significant in-kind donations from individuals, congregations, local businesses, UNC-Chapel Hill and others.

IFC's Form 990 can be found at [guidestar.org](http://guidestar.org), and audited financial statements are available by request.

### IFC Staff Roster

**Executive Director:** Jackie Jenks  
**Director of Development and Communications:**  
Anna MacDonald  
**Community Services Director:**  
Kristin Lavergne  
**Finance & Operations Director:**  
Jeff Causey  
**Residential Services Director:**  
Stephani Kilpatrick  
**Community Kitchen Manager:**  
Bill Culton  
**Community House Program Manager:** Ka'Tiera Truett  
**HomeStart Program Manager:**  
Tracey Hagan  
**Community Services Manager:**  
Gricelidy Marrero  
**Finance and Operations Associate:**  
Tara Stephenson  
**Project Manager:**  
Allan Rosen  
**Community Services Staff:**  
Shannon Gigliotti,  
Valeria Hernandez  
**Case Managers:**  
Bernestine Austin, Tom  
Bainbridge, Lillian Downing,  
Gwynne Pomeroy,  
Soteria Shepperson,  
Natasha Snipes, Debra Vestal  
**Facilities Staff:**  
Sylvester Bethea  
**Kitchen Staff:** Robert Barnes,  
James Dunn  
**Residential Staff:** Jennifer Chapman,  
Angela Clapp, Annette Clark,  
Joline Coe, Linda Ellison,  
Charlotte Horton, Chris Horton,  
Anna Kenion, Rhonda Lee,  
Kris Quick, Letitia Sturdivant,  
Greg Watrous, Algin Wiley

### Published by IFC A United Way Agency

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**Web:** [ifcweb.org](http://ifcweb.org)

Visit us on Facebook & Twitter!

United Way  
of the Greater Triangle  
[unitedwaytriangle.org](http://unitedwaytriangle.org)



# Equity and Justice at IFC



Responsiveness to community need is built into the fabric of IFC – from the very beginning when seven women decided to address the conditions of poverty in our towns, through six decades of taking on and spinning off different programs to build a stronger community, to the present. You only need to take a glance at the impact numbers on the prior page to see what I mean. Thank you for being a part of IFC’s work and mission. We

feel grateful knowing that you will continue to adapt with us, especially since next year at this time, IFC will look completely different.

## From the Ground Up

When our new building at 110 W. Main Street is finished next year, the Food Pantry and Emergency Financial Assistance Programs will move back to Carrboro, and we’ll take the Community Kitchen with us. For the first time in 30 years, IFC will not have a physical presence in downtown Chapel Hill. That is monumental change.

We do look forward to offering all non-residential services out of the same dignified space. We’ve heard from our members that they already value having services co-located in our temporary space at Chapel Hill’s Old Town Hall.

## From the Grassroots Up

We’re excited to continue to incorporate an understanding of racial equity and social justice into our programs, which is leading to some changes in how IFC approaches community need.

Taking an equitable approach means continuing in the tradition of IFC’s first seven – listening and responding to what members and residents say that they need, rather than deciding for them. In doing so, together, we honor our value of Community Power: everyone benefits when people experiencing a particular problem lead us toward solutions.

Here are some examples of what this has looked like within our existing programs that you support. We hope you’ll be inspired and proud:

- In response to shelter resident feedback and request, IFC has provided access to bedrooms earlier in the day, offered residents more flexibility to participate in activities outside of the

shelters, made a refrigerator available for personal food items at HomeStart, and secured a donation of more comfortable furniture for common areas at Community House.

- The Food Pantry has taken steps to streamline our members’ shopping experience, which you can read more about on page 5.
- Our Community Conversation boards create space for volunteers, staff, residents and members to write their opinions and life experiences in response to common questions, encouraging people to appreciate each others’ lived experiences. (Our Community Conversations Board, *see* page 8.)

Equity and justice at IFC also means sharing decision-making power with people who are typically excluded from decisions that affect their lives.

- For the board of directors, lived experience of poverty or homelessness is a qualification equivalent in weight with other areas of needed expertise, like fundraising, advocacy or finance.
- IFC’s job postings state that lived and/or relevant work experience is valued as much or more than formal education. It also states that a criminal record does not necessarily disqualify candidates.

- IFC takes the lead of our members and residents in establishing our advocacy priorities, because people experiencing poverty and homelessness know best what solutions would facilitate their full participation in community life. Our current advocacy priorities include: increasing affordable housing for people who make less than 30% of area median income, promoting living wage employment, and improving public transit options. Read more about affordable housing on pages 6 and 7.

It is an exciting time to be at IFC as we carry the vision of the first seven women through all of the coming changes. Thank you for creating space in Chapel Hill-Carrboro for this important work, and we hope you will continue to join with us in the year ahead.

In community,

*Jackie*

STEWARDS FUND

**2:1**

ALL OR NOTHING  
CHALLENGE GRANT

**Up for a challenge?**

Your gift helps IFC  
unlock \$75,449!

Donations from individuals and families received by 12/31 qualify.

# Putting \$2.2 Million to Work

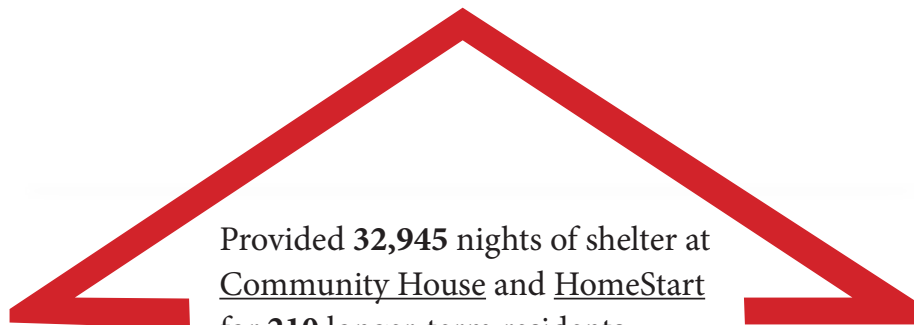
The outcomes that you see here – highlights from July 1, 2018 – June 30, 2019 – reflect the work that IFC is perhaps best known for: gathering and combining community resources to respond to the effects of poverty in Chapel Hill-Carrboro. Your donations feed families every day. Your donations help low-income workers and

residents stretch their budgets to keep the housing they already have. Your donations shelter people, while they search for affordable housing.

After 56 years, IFC is still a grassroots organization. Across IFC's three locations, volunteers contribute more hours to the work than staff do, and the donation

amount that IFC receives most often is \$100. That means that you are in good company, and we're grateful for this broad support. You should also know that without a doubt, every single gift of money, food and time is necessary to continue making these programs and outcomes possible. Together, we are IFC!

## Ending Homelessness



Provided **32,945** nights of shelter at Community House and HomeStart for **210** longer-term residents, including **173** adults and **37** children.

During cold weather, provided **825** nights of shelter for **286** overnight guests. This is nearly triple the number of guests in each of the previous two years.

Worked with  
**12 landlords**  
to support

**23 residents in**  
permanent housing  
with case management  
and rental subsidies.

## Preventing Housing Loss

**\$148,078**

distributed in Emergency Financial Assistance to help

**671 households**  
stretch their budgets.

*The top 5 requests for assistance:*

1. Rent
2. Utilities
3. Transportation
4. Medication/medical supplies
5. Government identification

## Increasing Food Security



Community Kitchen prepared and served **55,249** balanced meals, including 26,696 through the shelters.

Food Pantry volunteers distributed **13,329** bags of groceries saving **1,046** low-income families \$333,225.

Local families enjoyed **725** full holiday meals last November and December.



## Construction Progress in Carrboro

Thanks to so many of you supported the capital campaign, so that the Food Pantry and Community Kitchen will have a permanent home. The foundation work is nearing completion with utility and masonry work to follow. The structural steel frame should be completed by early 2020 and dry-in by spring. Look for an update in next spring's newsletter.



## Updates from Rosemary Street Streamlining Service for a Better Member Experience

Already, members are telling us that having the Food Pantry, Emergency Financial Assistance and Community Kitchen in one location is saving them time and gas money. This is great news! During IFC's temporary time in the Old Town Hall, Food Pantry staff and volunteers are also working with members to improve and streamline the shopping experience.

The Food Pantry offers walk-in hours during the morning and afternoon appointments. This flexibility is a best practice, so that people can fit a visit in around work and other obligations. However, sometimes people's morning visits were taking up to two hours to complete.

In order to decrease that burden, Food Pantry staff have sought member feedback about their experience and made a number of changes.

"We are trying to be as low barrier as possible and the intake form had questions that we didn't need the answers to in order to give people food," Food Pantry Manager Gricelidy Marrero said. As a result, IFC reduced the amount of information we request. This also allowed us to increase the type size and

make it easier to read. Members may fill out the form while they are waiting, which can shorten the time needed to meet with an intake volunteer. All around, this feels more respectful of members' privacy and dignity.

Staff and volunteers are also experimenting with different design choices in order to improve the shopper experience.

Members currently choose desired groceries by reviewing and checking off a food list. Based on member feedback, we simplified the food list design and created separate Spanish-language materials. In addition, staff also color-coded and matched the food list order to the pantry layout. This creates a consistent flow of people and reduces the amount of time that volunteers need to shop for members.

IFC plans to fully implement a member-choice Food Pantry model in the new building, where pantry members will be able to shop for themselves. We're excited for the opportunity to innovate during this transition year, and continue becoming more member-centered in a program that so reaches so many people every week.



### Holidays are for sharing...

Turkey, greens, mashed potatoes, pie — all the fixin's!  
Share holiday cheer and fill a local family's table for just \$25.

Name(s) \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_



I'll share with: ☐ 20 families (\$500) ☐ 10 families (\$250) ☐ 4 families (\$100)  
☐ 2 families (\$50) ☐ 1 family (\$25) ☐ Other: \$\_\_\_\_\_

Together, we'll give out 800 holiday meals! Thank you for your generosity.



Mail this coupon with your gift to 100 W. Rosemary St., Chapel Hill, NC 27516  
Give online at [www.ifcweb.org/donate](http://www.ifcweb.org/donate), or call Tara at 919-929-6380 x 26.





# Affordable Housing FAQ

We all need housing that works for our budget.

## So, what does IFC mean when we advocate for affordable housing?

Short answer: Housing for people who make up to \$24,180 a year and can afford to spend up to \$605/month on rent and utilities.

## What is affordable housing?

Housing is generally considered affordable when households spend less than 30 percent of their gross monthly income on housing and utilities.

Households that spend more than 30 percent of their income on housing costs will probably have difficulty at some point paying for other basic needs: food, essential medication, transportation, school supplies, clothing. These households are considered cost-burdened. In Orange County, 15,766 households are cost-burdened.

As you might expect, the lower a household's income, the harder it is to find housing that is affordable to them and the more likely they are to be cost burdened. This is especially true in Orange County, because the cost of housing is quite high, and we have one of the highest income disparities in the state.

## What can IFC members and residents afford to pay for housing?

Most IFC members and residents can sustainably afford to spend \$231-\$605 a month on rent and utilities.

## Consider these two scenarios:

1. **A single person receiving SSI can afford to spend \$231 a month on housing and utilities.** Seniors over age 65 and people who are unable to work due to disability may be eligible for Supplemental Security Income (SSI). SSI provides \$771 a month to cover necessary expenses, 30 percent of which is \$231. SSI is the only source of income for many people at IFC.

2. **A single, working person earning 30 percent of AMI can afford to spend \$605 a month on housing and utilities.** If a person works full-time earning \$24,180 (equivalent to \$11.63/hour), they are making 30 percent of AMI. Their monthly income is \$2,015 and 30 percent is \$605.

The going rate for new, 1-bedroom apartments in this area is closer to \$1,400.

## Who are lower-wage workers?



Source: NC Housing Coalition

Orange County AMI is \$80,600, and 30 percent of AMI is \$24,180 or \$11.63/hour. One in every five households in Orange County makes less than 30 percent AMI.

Essential jobs and the people who do them make our community a nice place to live. These same jobs don't, and will likely never, pay enough to make market-rate housing affordable. Affordable housing for people who make low incomes must be more deeply subsidized.

IFC's lowest paid staff earn the Orange County Living Wage, which is the annual equivalent of \$29,640. This is 37 percent of AMI, and they can afford \$741/month for rent and utilities.

## What about racial equity?

The struggle to afford housing and basic needs affects all kinds of people in our community, but not equally.

The impact of generations of racial discrimination that is built into our country's educational, political, housing, health and financial systems, means that people of color are most likely to be cost-burdened. White people will likely have a much easier time making ends meet, because these same systems have been set up to support their well-being and grant them disproportionate access to opportunity and resources.

We see this disparity at IFC. People of color are the minority in Orange County, yet they are the majority of IFC members and residents.

Advocating for affordable housing is a matter of racial equity and social justice.

## How do we get affordable housing?

Through the Orange County Affordable Housing Coalition, advocates, affordable housing developers and local governments focus on increasing the supply of housing that is affordable for households making up to 115 percent of AMI.

The type of affordable housing developed and the depth of affordability varies depending on the organization and their mission. We need all of our local partners to ensure that Orange County, and especially Chapel Hill – Carrboro, remains a diverse community, committed to the well-being of all of our residents and workers.

IFC confronts the causes of poverty in our community. We stand with our members and residents to advocate for affordable housing for people who make up to 30 percent of AMI.

## Non-profit Affordable Housing Providers in Orange County

Organization	Rental / Ownership	AMI Focus
CASA	Rental	Up to 60% AMI
DHIC, Inc.	Rental	Up to 80% AMI
The Marian Cheek Jackson Center and Self-Help Credit Union	Rental and Ownership	Up to 80% AMI
EmPOWERment, Inc.	Rental	30-60% AMI
Habitat for Humanity of Orange County	Ownership	30-80% AMI
Community Home Trust	Rental and Ownership	30-115% AMI

Source: Orange County Affordable Housing Coalition



## Will You Join IFC?

Our best chance to increase affordable housing for people making less than 30 percent AMI is to build it on donated land or land owned by local government, so that available funding can be used for construction costs and subsidizing rents.

In Orange County, there are ongoing discussions regarding affordable housing on Homestead Road, the Greene Tract, and the American Legion property. All of these properties are great places to build affordable housing, and they're also large enough to incorporate parks, open green space and other uses that will benefit our community.

You can help us support and work with our elected leaders to make equitable and just investments in affordable housing.



### Affordable Housing Advocacy Alerts List

Take action and stand with IFC members and residents!

IFC is launching an Advocacy Alerts lists to track progress on affordable housing developments in Orange County and keep you updated real-time on advocacy opportunities.

Sign up online:  
<http://bit.ly/IFCAAdvocacy>

## Overcoming Barriers to Housing at IFC

Of residents who moved out of IFC shelters last year, 55 percent of women and families and 23 percent of men moved into permanent housing.

The Department of Housing and Urban Development recommends as common best practice that shelters aim for a rate of 25 percent move-outs to permanent housing. This low percentage takes into consideration barriers that people experiencing homelessness face when trying to access housing, including:

- limited housing stock affordable to people making less than 30 percent AMI,
- lack of living wage jobs to meet rent requirements,
- difficulty obtaining disability benefits for people who are unable to work, and
- disqualification due to previous evictions related to nonpayment of rent, poor or insufficient credit history, or previous incarceration.

### Jean's Story

*IFC offers housing-focused case management as a tool that residents can use to support their search for permanent housing. Case managers work to directly address the specific barriers a resident faces and navigate complex systems together, so that when someone finds housing, they are equipped to keep it.*

*An Orange County native, Jean, came to HomeStart in 2016. She was unemployed and overwhelmed. Her case manager worked with her to make a plan, and together they accomplished the following.*

- *Through Vocational Rehabilitation, Jean obtained the job she still has today.*
- *A referral to Community Empowerment Fund provided budgeting counsel and a savings plan.*
- *Jean reunited with her children during her HomeStart stay, thanks to support navigating social services and the legal system.*
- *A successful SNAP application allowed Jean to stretch her income and meet her family's nutritional needs.*
- *Jean saved a down payment to qualify for a car from Wheels4Hope, which she used to get to work and childcare.*
- *She received support in applying for Section 8, Public Housing, and housing through CASA.*

*Jean was ready to move out of HomeStart a year before an affordable housing opportunity presented. In July 2018 an opportunity in public housing opened, and her family's housing remains stable.*

*\*Jean's story is true, and her name has been changed to maintain her privacy.*



## Current Program Needs

Residents have expressed need for the following items this fall and winter. A full list by program is available at [www.ifcweb.org/currentneeds](http://www.ifcweb.org/currentneeds). Please make delivery arrangements directly with each location.

### Community House

52 households in residence  
919-967-1086

- Twin sheets (critical need)
- Bath towels and washcloths (critical need)
- Razors and shaving cream

### HomeStart

24 households in residence  
919-932-6025

- Breakfast meats
- Metal flatware
- Instant grits or oatmeal

### Permanent Supportive Housing

18 households in apartments  
[dvestal@ifcmailbox.org](mailto:dvestal@ifcmailbox.org);  
[tbainbridge@ifcmailbox.org](mailto:tbainbridge@ifcmailbox.org)

- Laundry detergent
- Paper towels
- General purpose cleaner

### Food Pantry

1,050 households, averaging 3 visits a year  
919-929-6380

- Spaghetti sauce
- Canned soup
- Personal hygiene items

### Community Kitchen

Everyone is welcome.  
919-929-6380

- Olive Oil
- Butter
- Kosher salt
- Black peppercorns

## Ways to Give

*IFC's annual budget is nearly \$2.3 million. Your collective generosity is meeting basic needs and building a more equitable community.*

*Thank you. Please call Anna MacDonald at 919-929-6380 x15 with any questions. Donations are tax deductible. IFC's EIN is 59-1224041.*

## Financial Gifts to IFC

### Monthly or Quarterly Gifts

IFC's annual budget is expected to increase next year. If you are interested in supporting IFC during this exciting transition and new phase, we would welcome your recurring donation at [www.ifcweb.org/donate](http://www.ifcweb.org/donate).

### One-Time Gifts

Gifts will be used where needed most, unless otherwise designated. You may:

- Mail a donation in the included envelope or donate online at [www.ifcweb.org](http://www.ifcweb.org)
- Designate a gift to IFC through a Donor-Advised Fund.
- If you are 70 ½ or older, designate your IRA Required Minimum Distribution directly to IFC.

### Planned Gifts

Have you considered a gift through your estate? Your gift of a bequest by will, life insurance policy or charitable lead or remainder trust extends your commitment to this community well into the future.

# CALENDAR

Note: IFC is postponing the annual meeting until Spring 2020.

## 31ST ANNUAL RSVVP FOR IFC TUESDAY, NOVEMBER 12, 2019 All Day

Dine out at participating restaurants who will donate 10% to IFC's Food Pantry and Community Kitchen. See a list at [www.ifcweb.org/rsvvp](http://www.ifcweb.org/rsvvp)

## ANNUAL PRE-TURKEY DAY JAM SATURDAY, NOVEMBER 16, 2019

Hosted by JON SHAIN AND FRIENDS in two songwriter-in-the-round sets. Proceeds benefit IFC.

Tickets available online.

<http://thecarytheater.com/events/>  
8 - 11 p.m. at Cary Theater

## 30TH ANNUAL ALTERNATIVE GIFT MARKET FRIDAY, NOVEMBER 22, 2019, 5-8 p.m. SATURDAY, NOVEMBER 23, 2019, 9-3 p.m.

United Church of Chapel Hill

IFC will be represented among fair-trade vendors and other local non-profits.

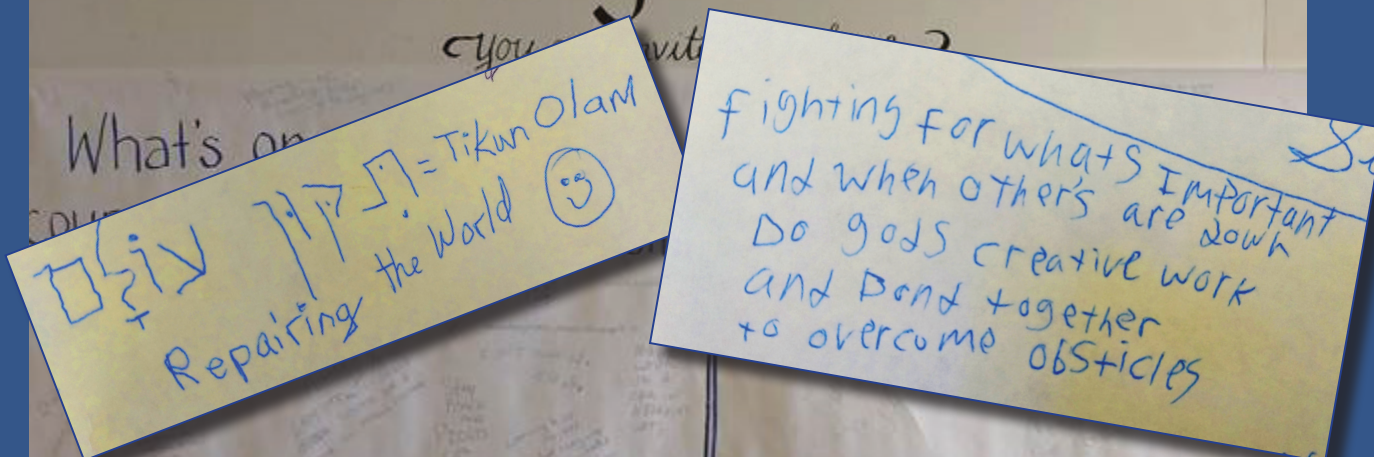
## MARCH 29, 2020

33rd Annual CROP Hunger Walk,  
Carrboro Town Commons  
Save the Date! Details in 2020.

## DINE OUT ALL DAY: TUESDAY, NOVEMBER 12



## Community Conversation



People at IFC responded to the Community Conversation question, "What does Social Justice mean to you?"