Interfaith Community Services empowers people in need to stabilize and improve their lives through comprehensive programs, in partnership with diverse faith communities and people of compassion.

OUR MISSION

Dear Friends,

Alone we make ripples. Together we make waves. That was the founding philosophy of Interfaith Community Services back in 1979, and that concept continues to guide our work each and every day in communities across North San Diego County.

Amid a year of great growth, expansion, and excitement, we reflect in awe and gratitude that none of this would have been possible without the support that you, our community, have given us with your sole mission being to help people help themselves.

From moving 1,198 neighbors off the streets, to launching programs to increase recovery and wellness, to feeding 150,000 meals to hungry neighbors this year alone, you have turned the tide of change for 17,167 individuals throughout the communities we call home.

In this year’s Annual Report, you will see how Interfaith worked with donors, volunteers, community partners, and faith communities to make waves of change in the lives of our neighbors who needed support the most. We hope you learn about our work, our partnerships, and our dedication to North San Diego County in the pages to come and look forward to making a difference with you in the year to come.

Yours in Service,

LETTER FROM THE CEO & BOARD CHAIR

Making Waves of Change

Greg Anglea
Chief Executive Officer

Rev. Meg Decker
Board Chair

Alone we make ripples. Together we make waves.
Nordson, a manufacturing company in Carlsbad, supported Interfaith with two grants totaling $165,000 for Family Housing and the Betty and Melvin Cohn Center remodel. Employees donated 100 backpacks filled with school supplies for all grade levels.

Cal State San Marcos
Students from Cal State San Marcos host "Operation Art," an art-therapy project aimed at helping homeless veterans, which debuted last year at Interfaith.

Viasat
Viasat, a Carlsbad-based global communications company, provided volunteers, monetary gifts, food, and hygiene donations. Viasat also supports Interfaith through their employee giving campaign and by hiring former Interfaith clients.

USS Midway Foundation
The USS Midway Foundation generously granted $25,000 to Interfaith's veterans programs this year. This gift was used to provide support services and housing resources for our local veteran community.

Datron World Communications
In support of Interfaith's Housing 1000 campaign, employees of Datron World Communications in Vista contributed $10,000 towards the Offering Hope in Housing rental assistance program.

San Rafael Catholic Parish
San Rafael Catholic Parish in Rancho Bernardo supports Interfaith through the Offering Hope in Housing rental assistance program, food drives, and annual contributions.

Calvin Christian Elementary School
Year after year, students at Calvin Christian Elementary School in Escondido choose Interfaith to support and raise financial pledges via their annual Walk-a-Thon.

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IMPACTING OUR COMMUNITY

- 1,198 Number of men, women, and children placed in independent housing
- $3,470,488 Total dollar amount returned to low-income North County households through the Volunteer Income Tax Assistance program
- 500 Approximate number of people who sleep under an Interfaith roof on any given night
- $25 Average hourly wage earned by veterans after receiving employment services
- 100% Percentage of transitional age Youth Academy students who successfully graduated high school
- 17,167 Number of unique clients served
- 907 Number of veterans proudly served by Interfaith
- 6,467 Number of lunches served through the North County Senior Connections program
- 4,566 Number of children who received services
- 23,714 Number of meals distributed
- 23,714 Emergency Food Kits
- 125,933 Hot Meals & Sack Lunches
- 7,343 Number of “How R U?” calls made to seniors to ensure their safety and security
- 77% Percentage of clients who reported improved mental health wellness and stabilization following behavioral health counseling
- 1,198 Number of men, women, and children placed in independent housing

For the past 4 years, Interfaith has achieved the highest rating (4-star) from Charity Navigator.

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Interfaith’s Housing programs work to prevent and end homelessness for individuals and families. Working with each individual situation, Interfaith offers a wide range of services with the ultimate goal of accomplishing long-term housing success for men and women, families, veterans, seniors and individuals with disabilities. All housing programs include case management and supportive services to increase housing stability, as well as self-sufficiency.

**Homelessness Prevention** – Wrap-around supportive services, such as emergency rental assistance, utility assistance, financial and employment development, are provided to help families remain in housing.

**Bridge Housing and Emergency Shelters** – Short-term shelters are available for men, women, and children experiencing homelessness as they work alongside a case manager towards a more independent housing placement.

**Transitional Housing** – Temporary housing interventions help individuals and families as they transition to independent housing. Case managers work closely with clients to ensure they continually work towards individualized goals.

**Permanent Housing** – Interfaith-owned rental housing is provided for very low-income individuals and families.

**Make It A Home** – Donated new or lightly used furniture and new household items are provided to individuals and families as they move into independent housing.

Having lived on the streets or in shelters, many of Interfaith’s formerly homeless clients who are being moved into apartments simply do not own the essential items needed to live comfortably in their new homes. Seeing this need, Interfaith created an in-kind giving program, entitled Make It A Home. One of the largest supporters of this initiative is The Village Community Presbyterian Church, as part of the Coastal Presbyterian Collaborative, “Homeless Veterans Initiative.” This effort is a joint project that also includes, Solana Beach Presbyterian Church, Christ Presbyterian Church, and First Presbyterian Church of Oceanside. The congregations partnered together and donated lightly used furniture and Make It Home move-in kits, purchased new beds, and contributed to the Offering Hope in Housing rental assistance program.

**PARTNERSHIP SPOTLIGHT**

**The Village Community Presbyterian Church**

**RANCHO SANTA FE**

Since 2016, percentage of those housed by Interfaith who have continued to stay housed

412

Number of children placed into housing

90%

Since 2016, percentage of those housed by Interfaith who have continued to stay housed

1,120

DONORS

Gifts of food, furniture, and household items

Awais and Aman graduated from Interfaith's Haven House Year-Round Shelter and successfully moved into their new independent housing.
Interfaith’s Self-Sufficiency and Supportive Services provide access to comprehensive programs and vital resources that meet the basic needs of community members, and empower them to achieve independent and thriving lives. Dedicated to helping people help themselves, Interfaith’s compassionate staff works to engage with each individual and family to address their unique needs.

**Assessment and Referrals** – Individualized assessments and thorough consultations are provided to help identify specific needs and where referrals should be made.

**Individual and Family Case Management** – Qualified case managers work alongside individuals and families throughout their journey to self-sufficiency.

**Daily Hot Morning Meals, Sack Lunches and Emergency Food Assistance** – Nutritional assistance is provided every day of the year to anyone who is in need of a daily meal, as well as those enrolled in our shelter and bridge housing programs.

**Shower and Laundry Facilities** – Showers and laundry are available every day of the year to help restore the dignity of community members in need.

**Mail, Phone, Fax, Computer and Copy Services** – Office services are available during regular business hours.

**Financial, Legal and Tax Preparation Services** – Qualified volunteer professionals assist clients in navigating financial, tax, and legal issues.

After becoming homeless, Duane and Danielle utilized Interfaith’s self-sufficiency and supportive services to help get themselves back into independent housing.

**Self-Sufficiency & Supportive Services**

A collaborative partner for more than 30 years, Neighborhood Healthcare provides primary care and behavioral health services for Interfaith clients. Through this partnership, both organizations are seeking to address the social determinants of health that contribute to a person’s well-being. By working closely together, this unique partnership is transforming the conditions in which people are born, grow, live, work, and age for optimal health, mental health, and well-being, thus creating a healthier community.

**PARTNERSHIP SPOTLIGHT**

149,647
Number of Emergency Food Kits, Hot Meals & Sack Lunches

556
Number of home repairs for seniors through the Minor Home Repair program

$429,437
Total dollar amount in legal fines forgiven through the Homeless Court program

Neighborhood Healthcare
Employment & Economic Development

Interfaith’s Employment and Economic Development programs provide support to empower individuals to achieve financial independence and stability. By providing a “hand up” and not a “hand out,” Interfaith is able to help individuals get back on their feet and become self-sufficient by obtaining and retaining secure employment.

Vocational Development - Career assessments, resume and interview preparation, job search assistance, and more are available to help individuals identify and build necessary skills and qualifications.

Transitional Youth Academy Workforce Innovation Opportunity Act – Academic support with intensive mentoring, career development, and opportunities for paid internships are provided to increase work readiness among high school aged youth.

North County Labor Connections – A location where day laborers can connect with employers for daily, temporary, or permanent job needs.

Specialized Vocational Training for Veterans – Partnerships with local employers and vocational training programs help veterans reintegrate into the civilian workforce.

Through Interfaith’s employment programs, veterans like Ronald obtain gainful work as a key building block to financial independence.

The AT&T Foundation

This year, the AT&T Foundation awarded Interfaith’s Transitional Youth Academy $20,000 to support academic mentoring opportunities, case management support, and college readiness activities for underserved high school students in Oceanside. This contribution will also provide youth with school supplies and transportation assistance to help them graduate from high school and move toward career readiness.

PARTNERSHIP SPOTLIGHT

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1,681
Number of clients who utilized employment services

904
Number of clients who have either been placed in employment, earned their GED/diploma, or have completed a post-secondary certificate program

98%
Percentage of Transitional Youth Academy students who enrolled in colleges such as UC Riverside, San Diego State University, University of Oregon, and CSU San Marcos
Recovery & Wellness

In December 2017, Interfaith opened its first phase of the Joan and Lee James Recovery and Wellness Center, a 38-bed residential drug and alcohol treatment program housed at Interfaith’s Escondido headquarters. The program works collaboratively with a variety of community partners to empower underserved populations, including homeless individuals and those on parole or probation, to ensure better health and behavioral outcomes as they work towards sobriety.

Assessment and Case Management – All participants receive a mental health assessment and are paired with a case-manager throughout their time in the program.

Group Counseling, Individual Therapy and Psycho-Educational Groups – Those enrolled in the program commit to 20+ hours per week of treatment-related education and therapy. A variety of curriculum is covered such as anger management and relapse prevention.

Detoxification – Medically-monitored detoxification, scheduled to open in 2019, will help clients detox from drugs and alcohol so they can move to the next level of care.

Outpatient Drug and Alcohol Recovery Services – Outpatient services are scheduled to open in 2019 and will offer a continuum of care as participants work towards independence.

Recuperative Care – A 32-bed recuperative care program, located at Interfaith’s Hawthorne Veteran and Family Resource Center, provides care for homeless veterans and non-veterans as they recuperate from hospital stays. The two centers work together to provide whole-person care for extremely low-income individuals struggling with addiction and mental health challenges.

The Joan and Lee James Recovery and Wellness Center’s first phase opened December 1, 2017

The Carlsbad Charitable Foundation

A major supporter of the Joan and Lee James Recovery and Wellness Center is The Carlsbad Charitable Foundation, who gave a $60,000 grant to provide triage, intervention, and placement for Carlsbad residents with substance abuse disorders. Additionally, this affiliate of The San Diego Foundation granted Interfaith $15,000 to connect families of Carlsbad Unified School District high school students facing barriers such as homelessness, foster care, poor academic performance, behavioral problems or health problems, involvement with gangs or the juvenile justice systems, social and family issues, and or learning disabilities with services.

The Joan and Lee James Recovery and Wellness Center's first phase opened

December 1, 2017

Estate gift to create the "Joan and Lee James Recovery and Wellness Center"

The Carlsbad Charitable Foundation

$1 million

Received from the Alliance Healthcare Foundation to launch the Joan and Lee James Recovery and Wellness Center

3.3 MILLION

PARTNERSHIP SPOTLIGHT

Due to the success of the residential treatment program, Judy and Robert overcame substance abuse and achieved sobriety through Interfaith’s acclaimed treatment program.

The Joan and Lee James Recovery and Wellness Center - 15 -
Oceanside Police Department
Homeless Outreach Team

Interfaith partners with a specialized team of Oceanside police officers working specifically to engage individuals experiencing homelessness. The team works collaboratively to build relationships within the community, provide referrals, and connect clients to appropriate resources. While riding along with Homeless Outreach Team police officers, Interfaith staff engages with homeless clients in a trauma-informed, resource-focused way, with the ultimate goal of connecting community members to housing opportunities.

Holly Nelson, an Interfaith Behavioral Health Clinician, works closely with people like James to build the skills necessary to achieve mental health wellness.

Chris Torres, an Interfaith Social Worker, along with Officers Steve Peppard and Josh Ferry.

Clinical & Behavioral Health

Interfaith’s Clinical and Behavioral Health programs work to improve the mental health and wellness of individuals and families in need. Licensed clinicians provide a variety of services, including crisis intervention, anger management, individual, group, couples, senior, child, adolescent, and family counseling.

Mental Health Assessment and Treatment – For both veteran and nonveteran clients currently enrolled in Interfaith’s Recovery and Wellness, Recuperative Care, Housing, and Employment programs, individual therapy is available to address barriers to self-sufficiency, such as service-related trauma, substance use disorders, and co-occurring conditions.

Clinical Case Management – Behavioral health support is available for homeless individuals living on the streets and in our Haven House Year-Round Shelter.

PARTNERSHIP SPOTLIGHT

Clinical & Behavioral Health

Number of clients receiving behavioral health counseling

489

Percentage of clients who reported improved mental health and stabilization following behavioral health counseling

77%

Number of clients referred to resource providers in partnership with Oceanside Police Department’s Homeless Outreach Team

445
This year, Interfaith made it a priority to end homelessness for 1,000 men, women, and children. In collaboration with our community, the Housing 1000 campaign addressed the growing crisis of homelessness by moving our homeless neighbors off of the streets, while providing the practical housing assistance they need.

Because individuals facing homelessness typically do not have the resources to finance apartment living, nor the essentials to make a comfortable home, Interfaith also asked community members to support the Make It a Home and Offering Hope in Housing programs. These programs offered case management, short-term bridge housing, food assistance, rental assistance, move-in expense coverage, and a supply of household items, furniture, moving trucks, and personnel.

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Leichtag Foundation Donates $300,000 Matching Gift

This year, Interfaith was honored to have the Leichtag Foundation pledge a matching gift to double the value of each donation given to us, up to a limit of $300,000. This generous match provided funding to Interfaith’s programs most in need of support, including the Carlsbad Service Center and immigration legal services over the next two years.

The Leichtag Foundation honors the legacy of Lee and Toni Leichtag through igniting and inspiring vibrant Jewish life, advancing self-sufficiency and stimulating social entrepreneurship in coastal North San Diego County and Jerusalem.

Sharyn Goodson, Leichtag’s Director of Philanthropic Strategy stated, “The Leichtag Foundation is proud to support and honor the model, multi-faceted programming that Interfaith Community Services provides to advance self-sufficiency in the region. With the grant announced, the Foundation has awarded nearly $3 million in funding to Interfaith over the past ten years. The Leichtag Foundation has great confidence in Interfaith’s staff and leadership.”

Men, women, and children were placed in independent housing, surpassing the goal of 1,000.

1,198

Value of in-kind donations such as furniture, household items and food that turned apartments into homes for our clients moving into housing.

$1,034,081

of these individuals are veterans

167

Women, men, and children were placed in independent housing, surpassing the goal of 1,000.

Natalie, Joy, and Isaac celebrate their arrival back in their own apartment.
Because of special people like you, the important work of Interfaith Community Services is possible. Our programs are changing the lives of the men, women, and children we serve. Your partnership through charitable gifts, donations, and involvement sustains us.

In 2018, the generosity of 1,810 unduplicated monetary donors resulted in $5,867,022 to support our cause. In addition, 1,120 unduplicated in-kind donors provided the practical gifts of food, furniture and household items that totaled $1,034,081 in value.

FAITH COMMUNITY
St. Bartholomew’s Episcopal Church
Joining the Housing 1000 campaign, St. Bartholomew’s Episcopal Church donated $20,000 to the campaign’s Offering Hope in Housing rental assistance program.

PRIVATE DONOR
Jack and Caroline Raymond
This year, longtime supporters of Interfaith, the Raymonds, pledged a $50,000 matching gift to the Housing 1000 campaign and have proven themselves to be outstanding community and philanthropic leaders.

COMMUNITY ORGANIZATION
Assistance League of Inland North County
Stepping up to make a major impact on the Housing 1000 campaign, the Assistance League of Inland North County provided the funding to purchase 200 new beds and bedroom dressers this year.

PRIVATE FOUNDATION
Gary and Mary West Foundation
In support of Interfaith’s Senior Program, the Gary and Mary West Foundation provided a $75,000 grant, and since then, has worked with program staff to enhance quality outcomes for our seniors.

DONATE WITH CONFIDENCE
Charity Navigator 4-Star Rating
For four consecutive years, Interfaith has received an exceptional rating (4-star) from Charity Navigator. Only 14% of charities in the United States have achieved this rating, making Interfaith one of the top charities in the country.
Volunteer Services

Volunteers have been part of the strength of Interfaith since its inception. At Interfaith, we connect with volunteers from all backgrounds with various skill sets and life experiences. We partner with them across all programs to ensure thousands of people we serve receive the highest level of compassionate support.

Clients and staff at Interfaith appreciate the wholehearted commitment volunteers bring every day, in the many ways they serve, from building sack lunches to meeting with clients, to helping resolve housing and employment obstacles. Our goal, now and moving forward, is to continue to cultivate the culture of volunteerism by building relationships with even more enthusiastic, empathetic, skilled, and newly-inspired volunteers to deliver solutions to people in our North County community.

3,134
Total number of volunteers

2,512
one-time, group project volunteers

622
recurrent, individual volunteers

47,077
Total volunteer hours contributed which is equal to a donation of

$1,369,462

At Interfaith our goal is to make the volunteer experience both worthwhile and enjoyable.

Small group fellowship and fun, at the Church at Rancho Bernardo, results in wonderful homemade treats for the men and women served dinner at Interfaith. Even our youngest community members make a difference!
Interfaith Community Services is a 501(c)(3) not-for- profit social services organization with locations all over San Diego’s North County, from inland to the coast, open 24 hours a day. We are proud of our professionalism, transparency, and confidentiality. This year marked the fourth consecutive year that Interfaith was recognized with the highest rating, as a 4-Star Charity, by Charity Navigator. We deeply value the confidence of our volunteers, charitable supporters, and the community. Federal Tax ID #: 95-3837714
Interfaith Launches Podcast, “Homeless in San Diego”

This spring, Interfaith launched a new platform for sharing the stories of San Diego’s homeless community: a podcast entitled “Homeless in San Diego: Real People. Real Stories.”

“Homeless in San Diego” was created by Interfaith in an effort to shine a light on homelessness across our county. While homeless community members are often typecast and misunderstood, Interfaith’s goal with this project is to provide a platform for the men, women, and children experiencing homelessness to share their stories and help listeners understand how they found themselves without a roof over their heads.

In each episode, Interfaith CEO and podcast host Greg Anglea is joined by an industry expert, as well as a formerly homeless individual or family. Listeners are also provided with a clear call-to-action at the end of every episode, compelling them to get involved in ending homelessness in their communities.

To listen to the podcast, visit www.homelessinsandiego.org.

Making Your Impact in 2019

Are you inspired to get involved with Interfaith Community Services? There are many ways you can make a difference!

Get Involved!

Contribute – Make a monetary gift to benefit Interfaith by visiting www.interfaithservices.org and clicking the yellow donate button on the top right of the home page or mail your contribution to: 550 W. Washington Avenue, Escondido, CA 92025.

Donate – Donate in-kind items such as food, new household items, and lightly used furniture. For questions or to schedule a pick-up or drop-off, call (760) 489-6380 ext. 273.

Volunteer – Learn about volunteer opportunities available to you or your group; visit www.interfaithservices.org/volunteer or email getinvolved@interfaithservices.org.

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Call – Call us at (760) 489-6380 ext. 260 to schedule a tour to see your impact first-hand.

Join – Stay connected by joining our mailing list at www.interfaithservices.org/subscribe-to-enews.

Listen – Hear stories of how Interfaith is making waves of change in the lives of our homeless neighbors. The new podcast can be heard at www.homelessinsandiego.org.

Follow Us – We’re social! Follow us on Facebook, Twitter, Instagram and LinkedIn.

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BETTY AND MELVIN COHN CENTER
550 W. Washington Avenue  |  Escondido, CA 92025
760.489.6380

CARLSBAD SERVICE CENTER
5731 Palmer Way, Suite A  |  Carlsbad, CA 92010
760.448.5696

COASTAL SERVICE CENTER
4700 North River Road  |  Oceanside, CA 92057
760.721.2117

COASTAL VETERANS CENTER
1617 Mission Avenue  |  Oceanside, CA 92058
760.529.9979