



REFLECTIONS



ImmaCare Inc.
Annual Report 2017

*Inside ImmaCare's Shelter, prior to the
planned Shelter Modernization Project.*

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Message from the Board President and Executive Director

We wouldn't be ImmaCare if the past year wasn't one of tremendous change, surprises and the typical ups and downs so common in the nonprofit world. Still, one constant remains – our overarching mission to provide the very best shelter, housing, educational and outreach services to our many clients so desperately in need of our services.

As we have noted in previous communications, we went through a more-than-a-decade period to find a suitable place in Hartford to relocate our shelter. After exhausting efforts by staff and Board members, we were presented with the opportunity to remain in our former church building at the corner of Park and Hungerford streets, where we've been providing shelter services for more than 35 years. While we're delighted to be allowed to let this proud and majestic building continue to serve the needs of many in the community – much as it has done over its long history – it's been obvious to us for some time that the building would need significant interior and exterior renovations to ensure we're able to continue to provide essential services.

As a result, we've begun the long process of having architectural drawings drawn up, identifying building systems upgrades and new equipment, ensuring we are meeting all code requirements, and going through the process of securing needed permits for outside site improvements, building systems and historic preservation. The good news is that we have secured a significant commitment to help fund our rebuilding efforts. While that is a start, we will need to raise additional funding to cover our substantial renovation costs. If you would like more information on how you can assist, please contact Teresa Wierbicki in our Development Office at (860) 724-4823, Ext. 103.

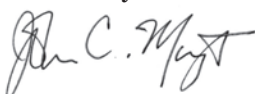
While sheltering people who are in housing crisis has always been the core of our mission, the shelter system across the country continues to evolve. Today, we are actively looking to move clients through the shelter and into permanent housing. As many of you are well aware, that's not something new to ImmaCare, as evidenced by our longstanding commitment to housing those we serve, most notably at Casa de Francisco co and in more than one hundred scattered-site apartments. Moving people through into housing much quicker than in the past is new, however.

Finally, we are very excited about our social enterprise entity, ImmaCare Solutions LLC, which took over property management of our apartment building, Casa de Francisco, nearly two years ago. We have learned a lot about the business in that time. As a result, we are looking to grow the business – and employ more of our clients – through a number of business initiatives, all in an effort to build their work and life skills to help make them more self-sufficient.

Despite operating in a constantly changing environment, our staff's commitment to those we serve has never wavered, by providing them with the compassion, love and support they truly deserve. In addition, we are constantly amazed by the supportive efforts of our Board members, volunteers and donors who have embraced our mission as their own. Without your support and generosity, we would not be able to accomplish all we do for those in need.

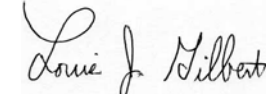
Sincerely,

John Mayo



Board President

Louis Gilbert



Executive Director

Sharon: Home is Where the Heart is

Back in 2012, Sharon, lovingly known as “Miss Sherrie” or “Mama” to residents and staff, was living at the Women’s YWCA in Hartford when her case manager suggested she apply for an apartment at Casa de Francisco. She’d forgotten all about her application until the day her case manager called to arrange a viewing of her new apartment. When she walked in the door all she felt was “goodness” from both the environment and the people. She cried, deep down, when she realized she finally had a place to stay, a place to call home. It was quite overwhelming at the beginning, trying to find herself again, as it had been a while. But she explains it simply as, “It was yet another part of my journey,” and she is so grateful for it.

Before her Casa apartment, Miss Sherrie was going place to place, shelter to shelter, family member to family member. She often wonders where she would have ended up had she not ended up at Casa de Francisco. She feels nothing but blessings now, to be a part of this family. She’s a believer in “Paying it Forward” and has taken time to bond with the other building residents over the years. Miss Sherrie loves volunteering and participating in the activities offered as a part of

the community. She believes that activities bring a sense of family and togetherness, keeping their spirits alive with laughter and conversation, sharing and making memories.

Many residents call Sharon “Mama” as she cares for everyone. She loves to cook and bring people together; she regularly hosts events in the community room. She believes that sometimes people just need to know that someone is

listening and really hearing them. She has warmth and love to share, and a hug for everyone. Miss Sherrie explains that she’s seen a lot of growth, and a lot of loss, but the good outweighs the bad. She proudly shares that ImmaCare changed her life. She feels equally



comfortable talking to Lou, Executive Director, as she does welcoming new residents to the building. Miss Sherrie is a joy to have in the building and a valued member of the community – no one can pass by her without receiving a smile and a heartfelt “hello.”

HOUSING

91% of housing clients remained housed



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



75% of clients are registered with a primary care physician



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.

For more information about ImmaCare or to find out how you can help, call Teresa Wierbicki, Director of Development at (860) 724-4823 Ext. 103.

Miguel: From Client, to Intern, to Staff

Miguel's story begins like many of our clients' stories do. He had gotten divorced after 18 years of marriage, and then lost his job. He had been working at Fairmount Foundry for 15 years when the company's Woonsocket, RI location closed. Without employment, he had to give up his apartment because he could no longer afford it. When this happened, Miguel's girlfriend suggested, "Let's move to Connecticut. There are a lot of good jobs there." But upon doing so, they had nowhere to live, so they stayed at the Salvation Army for three months, followed by a life on the streets. After a year of living outdoors, Miguel couldn't handle it anymore and stayed at South Park Inn for three months and, ultimately, ended up at ImmaCare.

At ImmaCare, the staff wanted to see him succeed, as we do for all our clients, but this is where Miguel chose to have his story take a turn that not all clients choose. He was never shy about wanting to work and keep busy – he would volunteer around the shelter doing chores, helping with meals and assisting with donations. Miguel's eagerness to help stood out, and he was presented with the opportunity to become an Intern, working alongside shelter staff helping to run the operation and keep things in order. This work kept him busy and happy while applying for other jobs.

ImmaCare's management team saw Miguel's character, determination and work ethic and offered him a position as a per diem, Front Desk Attendant at Casa de Francisco. Whenever a shift was available, Miguel always said "yes!" He even filled in long-term while another team member was on maternity leave. Soon, Shelter Manager Roger Clark offered Miguel the opportunity to become a full-time, paid, shelter employee. His title is now Residential Counselor, he works third-shift, assisting with duties that enable the shelter to run smoothly. Miguel is proud of his ImmaCare position, lives on his own in his own apartment, and commutes to work using public transportation. He's also proud of how far he's come and feels very lucky that ImmaCare saw potential in him and offered him job opportunities with the agency. He is extremely grateful and often expresses how fortunate he is to be a part of our community. Miguel has come full circle at ImmaCare, and he hopes to help others realize their dreams of moving from a shelter to their own home as well.



SHELTER



257: Number of unique individuals served in the Emergency Shelter



32% of successful exits out of Shelter and into Housing



\$4,144 Average monthly utility cost

Let Your Legacy Live on with ImmaCare

The support of our donors is vital to continuing our mission. Have you considered alternative giving options? ImmaCare Inc. has set up the "ImmaCare Endowment Fund" at Hartford Foundation for Public Giving in order to ensure our financial future. Additionally, we graciously accept contributions via estate planning, bequests, life insurance and retirement plan assets, and stocks. If you would like more information, or to make arrangements, please contact your attorney, financial advisor, or ImmaCare's Director of Development, Teresa Wierbicki at (860) 724-4823 Ext. 103.

Statements of Activities for the Year Ended September 30, 2017

SUPPORT AND REVENUE

Grants and contracts.....	\$ 2,691,859
Contributions.....	43,685
Donated goods	175,655
Special events	157,764
Program service revenue	51,724
Casa de Francisco tenant rental payments.....	118,835
Interest and dividend income.....	3,328
Miscellaneous income	40,971
Net assets released from restriction.....	18,100
Total support and revenue	<u>3,301,921</u>

EXPENSES

Program services:.....	
Supportive housing programs.....	1,219,980
Emergency shelter services	810,584
Casa de Francisco.....	722,067
Total program services	<u>2,752,631</u>
Management and general	270,308
Fundraising	144,534
Total expenses	<u>3,167,473</u>

Changes in unrestricted net assets..... (134,448)

Other changes:

Gain on the sale of asset	3,534
Change in unrestricted net assets.....	<u>137,982</u>

Changes in temporarily restricted net assets

Grants and contributions	
Net assets released from restrictions	(18,100)

Change in temporarily restricted net assets .. (18,100)

Change in net assets..... 119,882

NET ASSETS, BEGINNING OF YEAR..... 9,184,918

NET ASSETS, END OF YEAR

Statements of Financial Position for the Year Ended September 30, 2017

ASSETS

Current assets:

Cash	\$ 539,494
Grants receivable.....	138,644
Accounts receivable.....	23,961
Prepaid expenses	21,698
Security deposits.....	6,746
Total current assets	<u>730,543</u>

NONCURRENT ASSETS:

Property and equipment:

Land	206,612
Buildings	8,922,371
Building improvements	122,563
Assets held for sale.....	30,000
Equipment	290,048
Vehicles	88,010
Construction in progress.....	24,922
.....	9,684,526

Less: accumulated depreciation..... (1,686,512)

Property and equipment, net..... 7,998,014

Cash, restricted..... 699,225

Total noncurrent assets..... 8,697,239

Total assets..... \$ 9,427,782

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES:

Accounts payable - operating	\$ 44,622
Accrued payroll and taxes.....	49,849
Client funds.....	4,572
Refundable advances.....	23,939
Total current liabilities	<u>122,982</u>

UNRESTRICTED NET ASSETS (DEFICIT):

Undesignated..... 255,282

Accumulated depreciation related to temporarily restricted

Net assets not yet released

Total unrestricted net assets (deficit)..... (972,103)

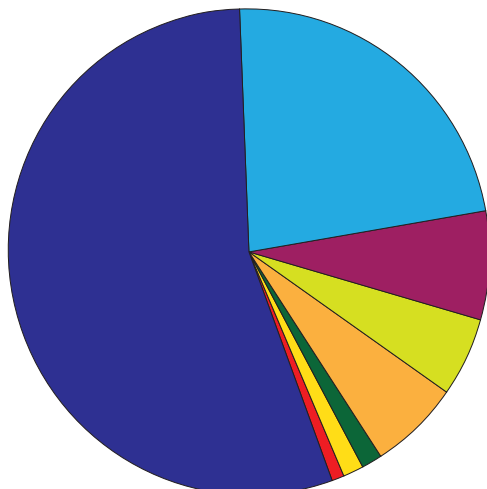
TEMPORARILY RESTRICTED NET ASSETS

Total net assets..... 9,304,800

Total liabilities and net assets..... \$ 9,427,782

Income Summary

October 1, 2016 to September 30, 2017



55.2 %	Government Grants & Contracts
22.6 %	Casa de Francisco Building
7.2 %	Private Grants
5.3 %	Donated Goods & Services
6.1 %	Churches/Individuals/ Mail Appeals/Special Events
1.5 %	Program Income - Client
1.3 %	Miscellaneous Income
0.8 %	Net assets released from restriction

Jim: The Long Road Home

Mobile Outreach can be a slow and long process. To do it well requires patience and perseverance -- both of which are qualities that Tony Mack, ImmaCare's Mobile Outreach Case Manager, possess. Tony first met "Jim" in 2009 when he was sleeping outdoors. Sometimes Jim slept in parks, and when he was asked to "move along," he would find an abandoned building where he would stay until asked to leave again. Occasionally, he was lucky

to be invited to stay in someone's basement (hopefully, at times when it was extremely cold outside). Jim did not have a drug addiction. However, he did drink a lot. In the beginning, Jim allowed Tony to bring him food, clothing and toiletries, followed by a sleeping bag and warm, winter clothes. For eight years, Tony worked with Jim, helping him through the tougher times. Jim knew he could rely on Tony if he needed anything.

application, as well as securing other required paperwork, including his birth certificate, social security card and identification. Getting the documents took nearly three months (more than it should have) because of Jim's drinking. He needed to be sober to complete the tasks. Once the documents were all set, Jim was hospitalized for a month with pneumonia. Following his hospital stay, he needed to continue to heal in a convalescent home and, upon leaving, got sick again. Jim went to a rehabilitation facility for a few weeks after which Tony helped Jim get into ImmaCare's shelter where Tony could continue to provide case management services and help Jim get housed. After a month in the shelter, Jim's name came up for housing. He was so excited and thankful to be off the streets, out of the shelter and into an apartment. Jim now has his own one-bedroom apartment, and has been doing well, living independently away from the elements of the streets for nearly a year.

MOBILE OUTREACH

245: Number of unique individuals served



200: Number of individuals entered into centralized database for housing



\$458: Average monthly cost to operate the Mobile Outreach Vehicle



One day, in the middle of winter when Jim was going through a particularly rough time on the street, he decided to call Tony. Finally, he wanted to get off the street and into an apartment. Luckily, he had some income from the State of Connecticut and Tony began working with him on completing a housing

Community/Corporate Support

382 Communications
Advanced Benefit Strategies, Inc.
Advanced Scaffold Services of New England, LLC
Aetna Foundation, Inc.
Avon High School
Avon Middle School
Bank of America
Beatrice Fox Auerbach Foundation Fund
Bob's Discount Furniture Charitable Foundation
Briggs Industries
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CompuMail
Connecticut Carpentry Corporation
Ensworth Charitable Trust
Eversource Energy Foundation
Goodwin College
Greater Hartford Chapter UNICO National
Harry E. Goldfarb Family Foundation
Hartford Foundation for Public Giving
Harvard Pilgrim Health Care

Henkel Corporation
Imperial Oil Company, Inc.
J. Walton Bissell Foundation, Inc.
Knights of Columbus St. John Fisher Council #15734
L&M Paving
Lucian B. & Katherine E. Price Foundation
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McDonald Family Trust
Mentor Manage Consulting, LLC
Joey Garlic's Pizzeria
Nutmeg State Financial Credit Union
P&M Electric, LLC
Park Hardware
Partnership for Strong Communities
Patty Cakes Bakery Bagels & More
Paul B. Bailey Architect, LLC
Paul V. Wierbicki LLC
People's United Insurance Agency
Perfectemp Inc. Heating & Air Conditioning
Powers, Brennan & Griffin, LLC
Radiology Associates of Hartford

Reid & Riege Foundation
Reynolds Charitable Foundation
Roncari Express Valet Parking
RYAN Business Systems, Inc.
Shipman & Goodwin, LLP
Siracusa Moving & Storage Co., Inc.
Smith Brothers Insurance LLC
Southside Institutions Neighborhood Alliance, Inc.
Swindells Charitable Foundation
The Rita B. & Walter M. Murphy Foundation
The Schiro Fund
Travelers Community Connections
Trinity College
United Way of Butler County
United Way of Central & Northeastern Connecticut
United Way of Coastal Fairfield County
USA Hauling & Recycling Inc.
Waterford Group Charitable Foundation
Webster Bank
West Side Marketplace
Workers' Compensation Trust

Communities of Faith

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

Church of the Incarnation
Congregation de Notre Dame
East Granby Congregational Church
First Church in Windsor, UCC
First Congregational Church in Bloomfield
Holy Family Passionist Retreat Center
Legacy Church

Mary, Gate of Heaven Parish
Our Lady of Sorrows Church
Pilgrim Way Baptist Church
Saint George Church
St. Gianna Beretta Molla Parish
St. Joseph Secular Franciscan Fraternity
St. Mary's Church

St. Patrick Church
St. Timothy Roman Catholic Church
Saint George 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

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Great Things Are Coming – *Shelter Modernization!*



ImmaCare Inc.
Improving lives since 1981

ImmaCare Inc. has been operating at 560 Park Street continuously since 1981. With a significant portion of the funding already obtained, we are about to embark on an incredible overhaul of the building in order to revitalize the exterior and modernize the interior. The exterior will be returned to its glory, including ensured continual structural integrity; the interior will be modernized into an efficient and updated shelter space downstairs, while the upstairs will be renovated to include a licensed medical clinic, staff offices, and individual Shelter Client/Intern rooms, among other things. If you, or someone you know, would like the opportunity to support this expansive and important project, please contact our Impact Team via ImmaCare's Director of Development, **Teresa Wierbicki** at **(860) 724-4823, Ext. 103**.