



ISSAQUAH
Food & Clothing Bank
SINCE 1971

Rising to the Challenge

2023 IMPACT REPORT

The Power of *Community*

The number of neighbors accessing our services continues to significantly increase. This growth brings challenges and opportunities. This is where you, our team, volunteers, donors, and partners shine — demonstrating grit and determination in fulfilling our mission to **unite our community in nourishing and nurturing individuals by removing barriers to healthy food, vital resources, and connections to essential services.**

2023 brought continued food inflation and further reductions in government support, most significantly SNAP benefits. According to a recent King County report,* 11,000 neighbors in our district are facing food insecurity. This certainly aligns with the growth we've experienced, serving an average of 50 new households each month. This combination of service growth and inflation resulted in a 55% increase in food costs in 2023, despite judicious spending.

Across all our services, approximately 7,500 people received free resources in 2023. All this is possible because of thousands of community members who came together to:

- Collect 945,165 pounds of food to control costs and reduce waste.
- Contribute 20,615 volunteer hours to ensure high-quality operations and services.
- Respond generously, giving \$2,621,600 to meet the growing need.

In 2024, we will continue to focus on leveraging the strength of this amazing community to serve our neighbors by:

- Creating additional opportunities to engage in our mission.
- Focusing on providing a variety of fresh, nutritious, and culturally familiar foods.
- Refining our facility-expansion project at our current location and conducting a campaign-planning study.
- Growing our Client Services team of staff and volunteers to address the holistic needs of our neighbors facing food and resource insecurity.

Psychologist Angela Duckworth describes grit as, “*Passion and sustained persistence applied toward long-term achievement, with no particular concern for rewards or recognition along the way. It combines resilience, ambition, and self-control in the pursuit of goals that take months, years, or even decades.*”

These qualities are what make you — our supporters — and our entire community a powerful force as we work together to serve others and strengthen our East King County region. Thank you for being a part of this amazing effort!

Gratefully,

Stephanie Norton-Bredl

Stephanie Norton-Bredl
Executive Director

Mike Bresko

Mike Bresko
Board Chair

*Food Insecurity in King County, published February 2023, available at kingcounty.gov.

Across all our services,

7,500 PEOPLE

received free resources in 2023.

840 volunteers and **3,000** donors helped
make it all possible.



When the Unexpected Happens

By Bonnie DeCaro-Monahan

As a former medical assistant, Ashley was accustomed to being the caregiver and helper. “I was always putting others before myself,” she admitted. In 2021, Ashley sustained an injury at work that changed her life. Even after surgery, she is still not able to cook, cut food, or wash dishes. Slowly, she learned that it’s okay to ask for help. As a single mom of an 11-year-old and 6-year-old, Ashley’s role completely shifted following the accident, with her kids filling the role of caregiver.

This time has allowed Ashley to broaden her perspective on life. “You never know when you’re going to have a difficult situation, how you’re going to make ends meet, and if you’ll be able to reach out to your community services.” Being on the receiving end has been surprising for her. She shared, “Being able to receive and feel like there are people who actually do still care in this world and not just turn their back and say that’s your own problem...being in this situation has really opened my eyes to people and things they must struggle with. People don’t know because they’ve never actually been in that situation.”

Since state L&I insurance only provides 60% of her normal wages, Ashley meets her family’s needs by knitting together SNAP benefits and resources through the Issaquah Food & Clothing Bank. She accesses our grocery market when she’s able to get there, but often takes the approach of “let’s see what I can do on my own until it becomes an urgent need.” She has been especially grateful for our Holiday Gifts program, explaining how difficult it is not having enough money to buy Christmas presents for her kids. She explained, “When you’re telling your kids to believe in something and then Santa did not show up to fill their stockings, how must that make them feel? And then worrying...\$50 actually makes a huge difference. Just to see that smile on their face in the morning. For a moment I can forget about my stress and worries and just focus on my kids and seeing their happy faces.”

Having this experience has given Ashley a desire to give back to the community. Keeping her limitations due to her injury in mind, Ashley has gone back to school to explore a career in human services. Pulling from her childhood experiences, she’s chosen to focus on youth development and substance abuse.



“For a moment I can forget about my stress and worries and just focus on my kids and seeing their happy faces.”

—Ashley,
Program Participant

Case Management & Client Services

Our case management and client services provide comprehensive, trauma-informed assistance to neighbors needing help navigating complex systems and basic resources to resolve needs beyond, yet tied to, food security. Our team of dedicated staff and six client service volunteers strive to help enhance the stability, security, and resiliency of our community members.

We meet people where they are on their own journey to greater security, taking the time to deeply listen, evaluate individual goals and priorities, and develop actionable steps to meet those goals. Individual needs are

addressed through guided resource support, like increased access to transportation, help applying for complicated benefits, replacing licenses or IDs, accessing better medical care, connecting to counseling, substance use disorder support, and guided referrals to partner agencies and other support services as needed.

Through consistent, empathetic, and actionable support, we reduce the stigma around asking for help and help create a connected, supportive community where everyone has an opportunity to thrive.

“I’ve never encountered an organization that was so quick to rise to every need and give every client 110%. I’ve seen people fed, comforted, fought for, housed — the benefit of having them in Issaquah can’t be overstated. Grateful every day for the wonderful staff at IFCB that persists to infinity and beyond for their community! I don’t know where we’d be without them.”

—Social Worker



“Issaquah Food Bank has amazing people that go hard for their clients. Nicole is the best. She was consistent with helping me with what I was going through.”

—Program Participant

In 2023

125 neighbors

received mail at IFCB, a key stability service.

245 case management & resource services

were provided for 180 neighbors (39 were unhoused).

250 emergency clothing/outdoor supply services

were provided to 62 people (52 were unhoused).

35 neighbors

received specialized financial assistance such as move-in costs, utility, vehicle, storage, or rental assistance/eviction prevention (23 were unhoused).

15 neighbors

were assisted with IDs and **30 neighbors** with cell phones.

→ Volunteers and staff collectively gave **2,700 hours** to this effort. ←

FOOD BANK MARKET SHOPPING & EMERGENCY FOOD SERVICES

With fresh, nutritious foods being the most difficult to afford, we have bolstered our commitment to providing fresh produce, dairy products, and proteins, in addition to healthy staples, and to addressing varying cultural needs. Our free grocery market is open 4 days a week every other week, and we provide emergency food services to anyone who seeks our resources during business hours.



2,745 households served
(83% increase over 2022)

770 average households served each month
(35% increase over 2022)



FOOD DONATIONS

945,165 lbs.
(Small 5% increase over 2022)

- **599,600 lbs.** from Grocery Rescue partners
- **67,400 lbs.** from Issaquah Sammamish & Trossachs Food Projects, with special thanks to our 92 Neighborhood Coordinators and over 1,000 donor families!



PROGRAMS



GROCERIES TO GO

Ensuring equitable access to nutrition is a priority. For individuals and families experiencing illness, disability, transportation, or other barriers that prohibit them from accessing our market, volunteers provide home delivery of personalized grocery orders every other week.

5,235 deliveries made to 290 households
(22% increase in households served over 2022)



POWER PACKS

In partnership with the Issaquah School District, this program ensures that students have access to nutrition over the weekend. This year, we added fresh fruit in these handy packs and kids loved it!

13,500 Power Packs distributed to students in 25 schools
(16% increase over 2022)



LUNCH FOR THE BREAK

School breaks mean that kids don't have access to free and reduced-price school lunches. This program provides a special family shopping experience in our market with an emphasis on kid-friendly foods.

355 families served



SUMMER LUNCH

The summer can be difficult on a family's food budget when kids are eating at home all day for 11-12 weeks. This program provides a special family shopping experience every other week throughout the summer to load kids up with the nutrition they need.

315 families served
(12% increase over 2022)



HOLIDAY GIFT PROGRAM

The holidays can be extremely stressful for families who long to bring their children the joy of a special gift. This program provides \$50 gift cards for each child, along with stocking stuffers, candy, a family craft, and wrapping paper.

1,915 children served
(32% increase over 2022)



TOOLS 4 SCHOOL

In partnership with the Issaquah Schools Foundation, children are equipped with new backpacks and school supplies to ensure a strong start to the school year.

900 students served



CLOTHING

In partnership with KidVantage, we **distributed clothing orders for 415 children** (200% increase over 2022)

To ensure that our neighbors were ready for the winter, **885 coats were distributed** (94% increase over 2022)

Throughout the year, over **500 emergency clothing services** were provided to our unhoused neighbors (98% increase over 2022)

BOB GRAY Leadership Award **2023 Winner**

Judy Kenyon

"I remember the first time I volunteered at the food bank. It was a Monday morning and I knocked on the front door and Bob Eiene answered. He put me to work sorting and displaying a stack of banana boxes full of bread and he was so welcoming and chatty that I was hooked," shared Judy. She added, "From then on, Monday morning was my favorite time to volunteer. We always kept a core group of about eight volunteers through the years, sharing ups and downs and funny stories."

Driven by her belief that no one should go hungry, Judy came to us in response to an ad in the *Issaquah Press* 24 years ago. Little did she know that this would quickly replace her career, post-retirement from Boeing, with her dedicating multiple days each week and becoming an invaluable asset to our organization and the volunteers who've had the privilege to work alongside her. Judy remembered, *"I went from being the 'newbie' to sharing my role and advice with others. Funny thing, the new volunteers take your advice on processes and improve on them. I am thankful for their observations and suggestions; it makes our workflow better and our jobs easier. I have always felt that the staff respects and listens to our suggestions."*

From Judy's perspective, *"It's gone by really fast because we come here, and we have fun. Turning on the music and working with the many dedicated and talented volunteers of diverse backgrounds inspires me to do my best. We share the hard work and goal of providing nutritious food for our clients and that makes me happy. The work is fun and satisfying,"* she added. Judy's longevity makes her even more effective in her various roles, and she wears many hats. Operations Manager Kim Skok shared, *"Judy is always ready to take on new things like working with me and her hubby to paint the entryway and to come up with ways to decorate it for the seasons."*



Judy with a few of her Monday team members (From left, Val Tinker, Anne Madsen, Judy, and Bonnie Nicholson).



Judy and some of her teammates over the years (showing from 2010 to current).

Additionally, every week she comes and picks up the laundry/dirty towels and brings them back freshly washed. That is just the tip of the iceberg of ways she donates her time!"

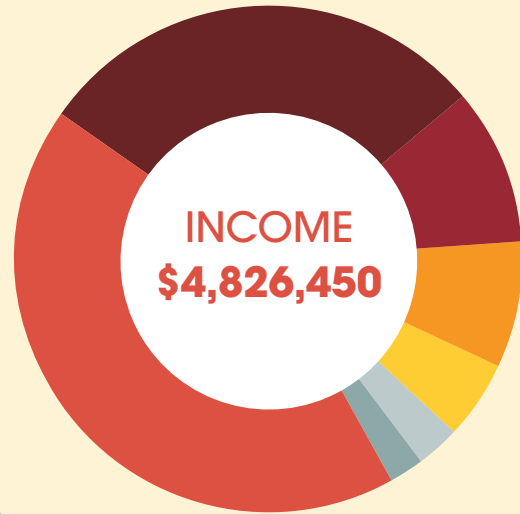
Judy has always been especially committed to her teams of volunteers over the years. *"The people are great and they're so dedicated and so giving of themselves,"* shared Judy. *"I enjoy making cookies for the team and decorating the reception area for the seasons and holidays. Usually, I'm working the morning shift in the receiving and staging process, but I especially enjoy working the afternoon shift when clients are shopping — that's the special reward. Talking to clients, smiling at their cute kids, watching their faces, and seeing how grateful they are that we care, it just keeps me coming back. You can see our hard work and dedication are making a difference in their lives,"* explained Judy.

While reflecting on those who may be new to considering giving of their time and resources to support this work, Judy simply said, *"For anyone thinking of donating their time or money,*

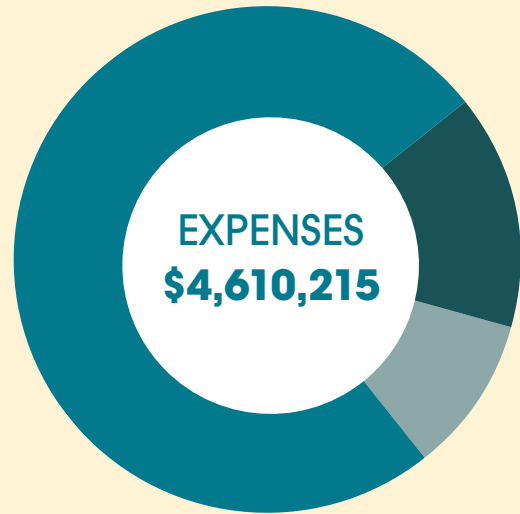
come and visit the food bank and see our workday and how you can contribute and participate in our community." And, like thousands in our community who have been deeply connected to this work, she is excited for what the future holds, sharing, *"My hope for the future of the (food bank) is to expand in a bigger and more suitable building."* We look forward to the day that Judy can see this long-time dream come to fruition.

Judy is a shining example of the heart and values behind what Bob Gray started at the Issaquah Food & Clothing Bank 53 years ago. The countless number of lives she has positively impacted in her 24 years is a gift to our community and we are richer for her service!

2023 Financials



- In-Kind **43%**
- Individuals **29%**
- Special Events **10%**
- Grants **8%**
- Business/Corporations **5%**
- Investments & Other **3%**
- Outside Fundraisers **2%**



- Program **75%**
- Administration **15%**
- Fundraising **10%**



FUNDING Partners

Pioneer \$30,000 +



Visionary \$10,000 +



PRIVATE FAMILY FOUNDATION

AVEN FOUNDATION

Premier \$5,000 +

- Eastridge Church
- Puget Sound Energy
- Amazon
- Eastgate Congregational UCC
- Papa John's Foundation
- Foundation of the Rotary Club
- First Tech Federal Credit Union
- Windermere Foundation

- BECU
- Bellevue Rotary Foundation
- Eastside Firefighters Benevolent Fund
- Fifth Generation
- Food & Research Action Center
- HomeStreet Bank
- Nordstrom
- Private Family Foundation

Matching Gifts \$5,000 +

- Microsoft
- The Boeing Company
- Costco

- Google
- Gilead Sciences

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179 1st Avenue SE
Issaquah, WA 98027
425-392-4123

Issaquahfoodbank.org