



2020

IMPACT REPORT



ITALIAN
COMMUNITY
SERVICES

Preserving Our Culture. Serving Our Community.



IMPACT BY NUMBERS

3,600 Care Packages

45 Volunteers

8,400 Wellness calls

282 Donations Received

500 errands ran for seniors

300 Fresh Meal Deliveries

55 families receiving financial support

15 Community Partners

\$40K to keep Italian language programs strong at local schools

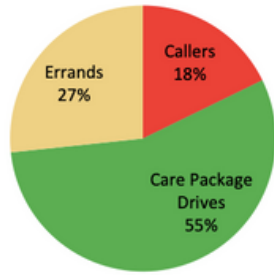
11 Local, National and International stories on Italian Community Services

\$140,000 earned in donations

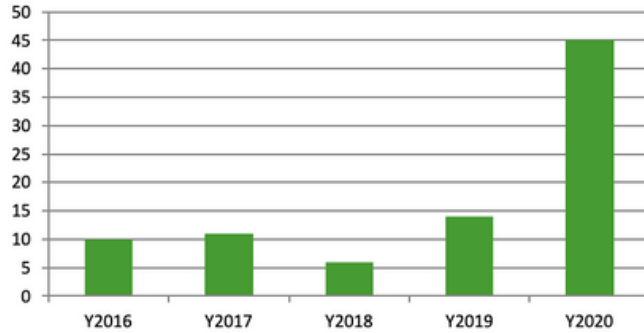


VOLUNTEERS

Volunteers By Initiative

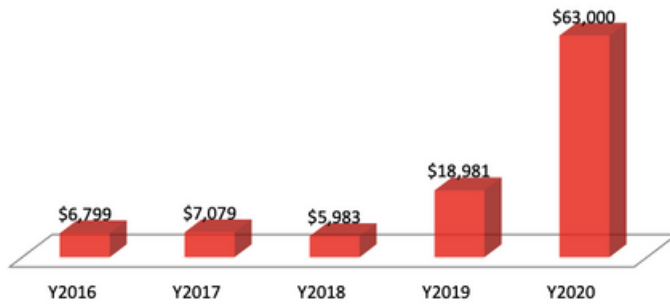


Volunteers

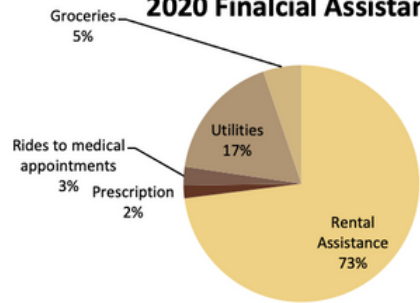


FINANCIAL ASSISTANCE

Financial Assistance

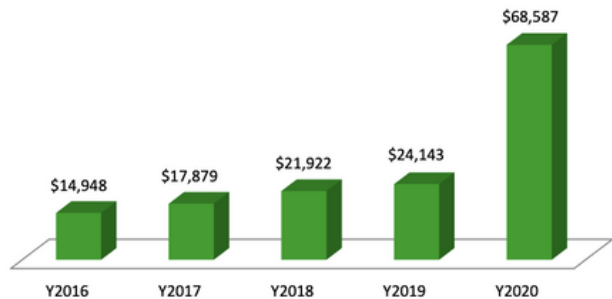
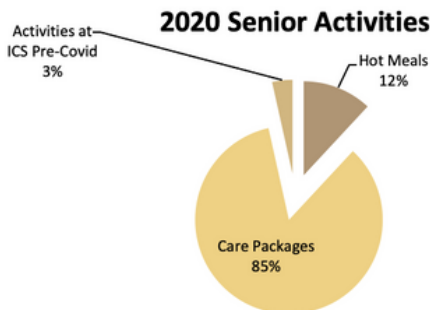


2020 Financial Assistance



SPENDING

Senior Activities Spending



Riccio Grant Awards





IMPACT OVERVIEW



As one of Italian Community Services' (ICS) loyal supporters you are pivotal in keeping our mission alive. Your donations, year over year, help make history as we are the oldest Italian nonprofit in North America. With 105 years of indelible community impact, we rely on your generosity to launch new services and innovative ways to meet the ever-changing community needs.

In reviewing 2020 I realize the challenges we faced and how we rose courageously (thanks to your support) to meet them head-on. As the pandemic quickly changed our way of life, we at ICS had to analyze the damage made to our community and simultaneously roll out programming to make sure even our most at risk are taken care of.

Our instinct was to focus on our seniors. Isolation, as we know, is one of the deadliest products of this pandemic. In record time a system was put in place where callers (staff and volunteers) religiously contacted over 200 families each week. Some calls were short, others lasted hours. Lending a listening ear was vital to each community member. This was a time to learn more about their true needs.

At the same time that San Francisco implemented the first shelter in place order, we already delivered our first round of care packages. These boxes were overflowing with essential and emergency items including blankets, much sought-after toiletries, informational material on Covid-19, mind games, and much more. Furthermore, we began bi-weekly care package drives with the freshest organic produce, Italian foods, recipes from our very own Chef Viola Buitoni and relevant literature to keep everyone abreast. Our staff and volunteers formed beautiful relationships when they delivered these packages and in most cases, this was the only human interaction our isolated seniors would have.





The opportunity to serve another demographic presented itself as restaurants were forced to shut their doors. Those that worked in the service industry found themselves overnight without employment. ICS designed a tailored financial assistance program to support these individuals and provide the assurance to a dignified way of life. In addition, we opened a food pantry (only Italian brands, of course) where discretely people could come to the office and take what they needed.

In all, the people we helped in 2020 increased by 600% compared to 2019. As most of our resources were deployed to assist with the urgent matters facing our community, we were able to reconfirm our commitment to supporting the Italian language programs in Bay Area schools. Four schools were selected and each received \$10,000 to keep the Italian programming alive.

As is often the case, with the permeating sense of emergency we discovered a level of creativity (in problem-solving) we did not know existed. With the help of La Scuola International, we started a pen-pal program between 5th/6th graders and our seniors. We partnered with GioGelati to deliver premium gelato to our most isolated and financially burdened members. We couldn't list every initiative in this letter so please visit our website to learn more.

For 2021 we are working on continuing our services deployed the previous year and adding the following (just to name a few):

- **Senior-Friendly Tablets** - Equipping those that are isolated with senior-friendly devices will allow them to see their family and friends on a daily basis. We know that even with the vaccine rollout most seniors will maintain a recluse lifestyle. This will help bridge the need to have human contact.
- **WorkLab** - Those that wish to update their resumes, expand their skill sets, and wish to enter a different industry will be able to contact our WorkLab. This is an initiative with industry experts to facilitate those that wish to transition professions and improve their future.

Your support in 2021 is more important than ever before.

On average, non-profits spend 23% of their donations on overhead, meaning only 77% of their donations go back into their community or directly to their initiative. Italian Community Services only spends 6% of our donations on overhead, meaning 94% of our donations are deployed right back into our community impact and services. We thank you for your continued support for our community. Grazie Mille!

[Donate Now](#)



VOLUNTEER IMPACT

“

This is such a rewarding and fulfilling experience. I am honored to be a volunteer to help with this great mission.

“

What the Italian Community Services is doing is reaching the hearts of our Italian elders who deserve to be treasured. Lifting their spirits during these times means so much.



“

For me, it is a privilege and honor to serve those in need in our community. We don't just deliver sustenance but also companionship. I am as delighted to see those we serve as they are.

“

I am proud to be a volunteer and be part of an organization that deeply cares about people and community.



ITALIAN
COMMUNITY
SERVICES

Preserving Our Culture. Serving Our Community.

VOICES FROM OUR COMMUNITY

“

ICS has become my family. I am widowed and my children are in other states. I cannot imagine where I would be without this organization.



“

Our community is very proud. When I fell on hard times I didn't know where to turn. ICS continues to support me in a very discreet way so that I can maintain my dignity. I hope to be able to give back once I find employment. There are more "in need" than we want to realize, I urge everyone to contact this organization.



“

I look forward to their calls and package deliveries. I'm so scared to be outside and this is the only human contact I have. These volunteers are angels.



MEDIA COVERAGE

THE WALL STREET JOURNAL.



L'Italo-Americano
WWW.ITALOAMERICANO.ORG

Rai



LA CUCINA ITALIANA



**ITALIAN
COMMUNITY
SERVICES**

Preserving Our Culture. Serving Our Community.