



A YEAR OF

Resiliency

2021 ANNUAL REPORT

The Year in Review

Dear Friends and Supporters:

The year 2021 began with a disturbing attack on our Capitol and ended with a new COVID variant bearing down. In between, we saw the collapse of the military operation in Afghanistan, continued reckoning with racism, and the insidious isolation of elders. As a refugee resettlement, democracy-building, anti-racism, and elder-serving organization, these times have propelled us to meet our higher selves.

I am gratified to say that we have systematically risen to meet this year's challenges and have emerged as a larger, stronger, and more relevant organization. Since 2021, we have doubled in size, both in the number of staff serving our clients, and in our budget. We have built additional suites of offices in our beautiful building on James Street to accommodate this new programming. We have grown more deeply into our founding mission.

Our Board ratified our new mission statement this year, to more effectively communicate the essence of our work:

"InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us."



InterFaith Works staff provided a warm welcome to an Afghan brother and sister arriving at the Syracuse airport.

There are many factors that allowed for our growth. The community's recognition of our ability and capacity to be a resource to many different community needs resulted in increases in programming and funding for such things as:

- Resettlement of 250 Afghan refugees
- COVID-19 vaccination of 1,000 vaccine-hesitant families
- Doubling the number of inner-city food pantries that we support to 31

- Expanding the large South Side community garden and adding a hoop house to provide fresh food for neighbors
- Establishment of the Diversity, Equity, Inclusion, Accessibility (DEIA) Roundtable and Workplace Dialogues to End Racism
- Establishment of the Digital Inclusion for Elders program, so that family and external connections could be maintained during the COVID lockdown

The second factor in our growth has been the support of individual donors and funders who have helped our agency this year. For example, our agency's senior staff and Board leadership participated in an important program entitled *Embracing Disruption, Building Resilience* provided by The Gifford Foundation. We are building a new five-year strategic plan that will help us weather current and future challenges, and which contains a Capacity Growth Campaign to ensure that the programmatic, facility, and sustaining endowment needs are in place to ensure a solid future for InterFaith Works.

We often hear from people who have moved away from Central New York that they wish their community contained an InterFaith Works-type agency, especially in these times of social and religious divides. We feel very fortunate to be here to provide the services, support and connections among us that make for a healthy democracy and a resilient community.

Beth A. Broadway
President/CEO



Beth A. Broadway
President/CEO

Dear Friends and Supporters,

2021 was a year of extraordinary resilience. We honor all of the Resilient Leaders in our community and recognize the leadership that InterFaith Works plays in promoting racial justice and religious equity and in building relationships and understanding among all of us. What do we mean by “resilient leadership”? Resilient leaders confront challenges; they quickly adapt; they recover and are stronger than before. Resilient leaders learn and incorporate that learning into their leadership—building resilient people and organizations. Resilient leaders work for others and maintain their calm and courage throughout their struggles.

Our community has been resilient in the most difficult of situations; so, too, has InterFaith Works—in its ability to settle Afghan refugees, respond to community strife with dialogue and action, and affirm the dignity of elders in the most frightening period of isolation and danger we have seen for generations. InterFaith Works is stronger now because of its resilient leaders, staff, Board and supporters. It is a bigger organization with more staff, programs, and funding.

What can you do to ensure that InterFaith Works can continue to respond to the ever-growing set of issues confronting the community? First, continue to bear witness to our success by attending agency events. Consider volunteering for one of our programs. Tell your friends about who we are and what we do. Contribute to the Capacity Growth Campaign to grow the endowment and cement our place for the future.

On behalf of the Board, thank you for celebrating the wonderful leaders that put the community before their own needs and bounce back from adversity with positivity. And above all, thank you for supporting InterFaith Works now and in the future.

With sincere gratitude,

Catherine Gerard
Chair, Board of Directors



Catherine Gerard
Chair, Board of Directors



Digital Inclusion classes for elders provide the skills to help them stay connected to family and important services.

ACCESS TO JUSTICE

The **5th Judicial Virtual Court Access Program** started in 2021. The program enables Syracuse area residents who, because they lack the necessary technology or reliable internet, have been unable to gain access to the Virtual Courts, which have become a part of the New York State Court System amid COVID-19. The program raised private funds to purchase equipment, recruit and train volunteers, and ensure protocols for COVID safety and court procedures.

As a partner, InterFaith Works wrote grants, purchased and installed equipment for 11 sites around the county, and provided an active site with a computer, microphone, scanner and printer to enable litigants to participate in court proceedings. Each litigant has access to a private area and a trained volunteer to assist the litigant with computer technology.

The El-Hindi Center for Dialogue & Action

InterFaith Works' El-Hindi Center for Dialogue & Action (CDA) serves as a regional hub for constructive community engagement using a racial equity lens in conjunction with a dialogue-to-action model. CDA brings together disparate groups of people to foster mutual understanding and trust. Dialogue programs address community concerns and encourage understanding across racial, ethnic, religious and community differences.



Additionally, CDA staffs the **Round Table of Faith Leaders (RTFL)**, which is the “soul” of InterFaith Works, extending a spirit of mutual respect and inclusion while calling the entire community to address inequity and oppression. The RTFL is active in the Community Campaign for Love, Community Gardens, Chicken Coop Offering/ Installation at the Onondaga Nation, and in the continual support of the Pantry Partners Program.

Bishop Colette Matthews-Carter, Director of the Center for Dialogue & Action, kicked off the 2021 Pantry Partners summer food drive.



Members of the Round Table of Faith Leaders helped install a chicken coop with fencing on the Onondaga Nation as an offering of love and friendship.



Community Campaign for Love volunteers from the Round Table of Faith Leaders helped distribute starter garden buckets to the community.

2021 Highlights

- **Building United Communities (BUC)** was developed to create deliberate dialogue and intentional decision-making among New Americans/refugees with traditionally white congregations. The BUC process resulted in the creation of a “Resource Manual for Facilitating Congregational Unity with New Americans.” The manual is now a public offering downloadable on InterFaith Works' website.
- CDA launched two new dialogue initiatives: 1.) **Diversity, Equity, Inclusion, Accessibility (DEIA) Roundtable**, which brings together DEIA professionals for the purposes of networking, problem-solving, sharing of information, and connection across industries and 2.) CDA held its first “Facilitator Gathering” to recruit, retain and attract a cadre of facilitators for its dialogue programs, as part of its **Facilitator Outreach**.
- **Chaplaincy**, also known as our “**Spiritual Care**” program, provided care to Jamesville Correctional Facility, Hutchings Psychiatric Facility, the Justice Center, Elderwood Nursing Home, Crouse Hospital, and Hillbrook Detention Center. The program successfully pivoted from in-person to “tele-chaplaincy” and back to in-person again in 2021. The one exception was Crouse Hospital, which continued to remain open throughout the pandemic.
- The **Pantry Partners** held a food drive in conjunction with the Interreligious Food Consortium and collected more than 8,000 pounds of food that was delivered to our network of 31 food pantries throughout our

community. Pantry Partners also collaborated with the NAACP to hold a turkey and gift card giveaway, resulting in 100 turkeys and gift cards being distributed to Syracuse residents for the Thanksgiving holiday.

- The **Vaccine Promotion Project** (*It Starts Here*) raised awareness, educated the public, and facilitated registrations for COVID vaccination. The backdrop of the project was to decrease hesitancy within black and brown communities. Behind the success of this project were the “Community Champions” who were responsible for grassroots outreach in underserved communities.

CDA Events

CDA held its major events virtually in 2021 due to the on-going COVID-19 pandemic.

This was the first year that the annual **Duck Race** and the **Racial Justice Awards** were combined to become **United We End Racism**. The event was attended online by over 100 people.

For **Spiritual Care Day**, the theme was “Spiritual Care for African Americans in the Age of COVID-19.” Featured guest speaker Dr. Danielle J. Buhuro, an ACPE Certified Chaplain and author of “Spiritual Care in an Age of #BlackLivesMatter,” addressed nearly 100 people virtually.



A community garden was created by members of the Community Campaign for Love at Apostolic Church of Jesus Christ on Cortland Avenue in Syracuse. The gardens produce fresh produce for neighborhood food pantries.

The Center for New Americans

InterFaith Works' Center for New Americans (CNA) provides initial resettlement assistance for 90 days (**Refugee Resettlement** program) as well as ongoing crucial post-resettlement services (**Health and Integration Services** program) to help refugees re-establish their lives and overcome the barriers necessary to successful integration in the United States. In 2021, CNA served more than 1,500 individuals through its programming.

As an affiliate of Episcopal Migration Ministries, InterFaith Works resettled 124 refugees and 78 Afghan Humanitarian Evacuees in 2021. Refugees came from Afghanistan, Burma, Burundi, Democratic Republic of Congo, Ethiopia, Iraq, Kazakhstan, Nepal, Pakistan, Somalia, Sudan, Syria and Ukraine.

AFGHAN PLACEMENT AND ASSISTANCE

In response to the humanitarian crisis in Afghanistan, the U.S. Department of State announced its intent to admit up to 75,000 Afghan Evacuees to the United States over the next year under a new program titled the **Afghan Placement and Assistance (APA)** program. Afghan Evacuees are not granted refugee status and are not currently eligible to access the same benefits as refugees through Office of Refugee Resettlement (ORR) funding. Afghan Evacuees admitted through the APA program will likely be required to seek asylum. However, all APA arrivals are authorized to work immediately regardless of their immigration status. From September to the end of December 2021, CNA resettled a total of 210 Afghan Evacuees.



The Family Wellness Program held a Fire Safety Education Day in collaboration with the Syracuse Fire Department to support families and children in learning about fire prevention, fostering connection with first responders, and supporting children to overcome fears and triggers associated with the sounds and appearance of the fire truck itself.



As a part of ongoing cultural orientation and community integration, CNA offers free classes for New Americans in collaboration with community partners. Women from the Democratic Republic of Congo learned about nutrition labels. The women also shared their own home cooking with each other and the instructor as a cultural exchange.

2021 Highlights

- Despite challenges the COVID-19 pandemic created for employment, **Employment Services** placed 163 clients in jobs. Thirty-eight clients participated in job readiness classes.
- Through the **Matching Grant Employment** program, 38 individuals were provided alternatives to public assistance benefits and reached self-sufficiency within six months after arrival.
- The **Intensive Case Management** program delivered support to refugee clients who needed assistance navigating through the American medical and mental health systems. Additionally, the program provided Tops gift cards, cash cards, groceries, personal protective equipment, transportation support, and emergency housing assistance as part of its COVID-19 response to vulnerable refugees.
- The **Path to Citizenship** program provided 40 hours of free citizenship preparation classes to individuals to prepare them for their interviews and tests. Additionally, CNA's U.S. Department of Justice accredited staff assisted individuals working to complete their naturalization applications and Green Card applications.
- CNA contracted with Onondaga County to provide services for the **Rental Relief** program that became available through the County of Onondaga's Federal COVID stimulus fund. As a result, 113 families were assisted in submitting fully completed applications for assistance.
- A student intern started a monthly **Period Product Distribution** initiative to disseminate costly feminine hygiene products to refugee and immigrant women and girls at no cost. This initiative is now a permanent monthly program.
- CNA's monthly **Diaper Distribution** program continued to serve families through the pandemic. In 2021, the program distributed 103,490 diapers saving New American families \$32,034.



The agency also provides free immigration supports and citizenship classes. Citizenship instructor Doug Randall (third from left) celebrated with Path to Citizenship students at their naturalization ceremony.

Senior Services

The Senior Services program promotes activity, socialization and lifelong learning, helping older adults live well. Programs are designed to disrupt the isolation and loneliness people may experience as they age, so that all people have the opportunity to stay active, be socially connected, and age with dignity. Over the past six years, Senior Services has expanded to meet the growing demand for equitable and culturally appropriate services. With new federal and county contracts that launched in 2021, Senior Services is prepared to triple its services. In 2021, 300 older adults and caregivers were served; by the end of 2022, it is anticipated that 1,000 seniors will be served throughout Onondaga, Cayuga, Madison and Oswego counties.

2021 Highlights

- **Senior Companions:** Forty-two Senior Companion volunteers provided companionship services to 97 isolated older adults and caregivers, despite the challenges of the pandemic. At times, Senior Companions and clients halted in-person visits, in favor of phone calls, Zoom meetings, and porch visits. For most of the year, however, Senior Companions continued with in-person visits, helping their clients overcome the extreme isolation, anxiety and uncertainty of the ongoing pandemic. Staff worked with clients and volunteers to share factual information about the vaccine and to help them sign up for vaccination appointments. Additional funding from AmeriCorps Seniors, Senator Rachel May, United Way of CNY and the NYS Caregiver and Respite Coalition made it possible to expand services to Oswego County.
- **One to One Program:** The One to One Program uses the power of volunteers to spark joy and connection for nursing home residents in Onondaga County. The program served 81 residents through weekly friendly calls and in-person visits, and more residents were connected through remote social events, giveaways and digital programming. Significant funding from the Mother Cabrini Health Foundation and United Way supported the expansion of programming in 2021; this included the creation of a new Engagement Coordinator position, to improve volunteer recruitment, community partnerships and strategic collaboration with nursing home facilities.
- **Music & Memory Pilot:** Working with the Nottingham's Memory Care Unit, a Music & Memory program was created. Using simple MP3 players, volunteers and staff help residents listen to personalized playlists. Listening to music is especially powerful for people experiencing memory loss; music helps people connect with "lost" memories, improves mood, decreases anxiety and sparks joy.
- **Services for Older Refugees:** Many older refugees face significant barriers to gaining their citizenship, including language and memory challenges. To overcome these barriers, Gather Around enrolled 12 elders in a pilot "age-friendly" Pre-Citizenship Class. This conversational English class uses U.S. history, culture and politics as a basis for vocabulary and learning activities. Through this class, older refugees gained confidence using their English skills and building a foundation for their pathway to citizenship.
- **Digital Inclusion:** The COVID pandemic highlighted and exacerbated digital inequities in our community. Older adults are more likely than other age groups to be without broadband internet, and to not have the digital literacy needed to safely and effectively use technology to accomplish things they want and need to do. To address these challenges, the Digital Inclusion Program worked with 50 older adults – most of whom are low-income – to teach them digital literacy skills, including how to navigate websites, use email, launch a Zoom meeting, and find recreation activities online. This program includes a Basic Skills Digital Literacy course, workshops, and one-on-one coaching with Digital Navigators. Participants learn about low-cost internet options and are eligible to receive tablets and other devices.



- Neighborhood Advisor:** New funding in 2021 created a Neighborhood Advisor position in Senior Services. A Neighborhood Advisor is a resource and referral specialist who provides one-on-one counseling to adults 60 years old and over and to caregivers. The goal of the program is to support 800 older people and caregivers annually, connecting them with the information and services they need to live at home for as long as possible and age with dignity. The Advisor serves older adults and caregivers throughout Onondaga County, with a focus on reaching older adults with limited English and elders from black, brown and indigenous communities. This program is funded by the Onondaga County Department of Adult and Long-Term Care.
- The Greater Syracuse Aging Services Coalition:** Together with aging service providers, community members, and anyone who cares about aging, the Senior Services department convenes the Greater Syracuse Aging Services Coalition. The Coalition works to increase social connectedness and advance racial equity and economic justice for older adults in Onondaga County. Through a series of Community Convenings, older adults expressed a need for better access to services, more opportunities for social engagement, and an increase in culturally sensitive providers. To address the needs, the Coalition is designing a “One Stop Shop” program model. A One Stop Shop is a single, easy-to-access, reliable place for older adults and caregivers to get the help they need to stay socially connected and age well.

Residents at The Bernadine asked One to One volunteers to help revitalize their outdoor space, which had fallen into disrepair and disuse. Working together with Loretto, corporate partners, community agencies, youth artists and dedicated volunteers, One to One volunteers made the garden safer, more accessible and more inviting. Improvements include: ADA accessible seating and ramp, new fencing, trimmed bushes and trees, flowering bushes, raised planters and spring bulbs, and bird houses and other garden décor.



Senior Services programs spark joy and social connection by matching residents and youth through intergenerational programming. Students from Parkview Academy in Syracuse visit their “grand-pals” at Sedgwick Heights for outdoor exercise and fun. This was the first time the students were able to be in person with their grand-pals since the start of the COVID pandemic.

To help elders learn about the community and to encourage exercise and personal wellness, the Services for Older Refugees program organizes field trips, social events, and other opportunities for recreation and social activity. A participant joins a tai chi class at the Magnarelli Center in Syracuse.



Thank You to Our Donors and Funders

The following donations were received between Jan. 1, 2021 and Dec. 31, 2021.

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Financial Summary

Jan. 1, 2021 to Dec. 31, 2021

Unaudited



NET ASSETS WITHOUT DONOR RESTRICTIONS

SUPPORT AND REVENUES:

Grants and Contract Revenue	\$2,559,997
Charges for Services	\$618,769
Contributions	\$403,441
United Way Allocations	\$94,525
Special Event Revenue	\$153,089
Rental Income	\$118,988
Interest Income	\$5,072
Changes in Investments Held by the Community Foundation	\$61,979
Miscellaneous	\$93,624
Paycheck Protection Program Loan Forgiveness	—
Loss on Disposal of Fixed Assets	(\$1,907)
Net Assets Released from Donor Restrictions	\$16,541
Total Support and Revenues	\$4,124,118

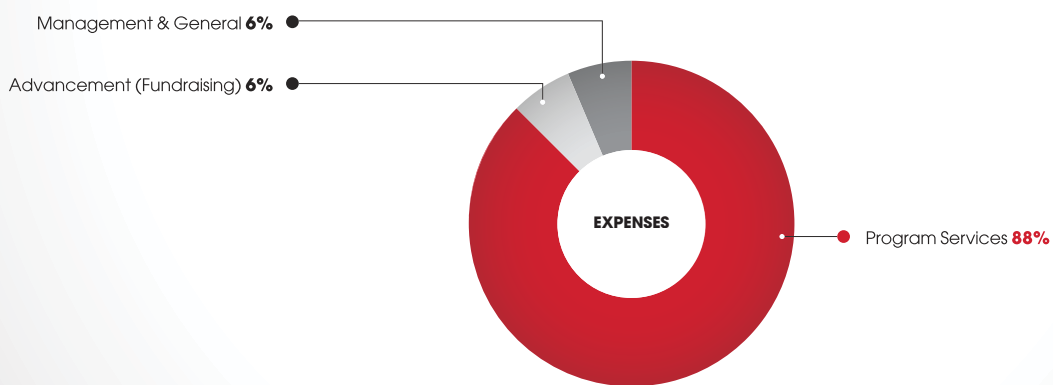
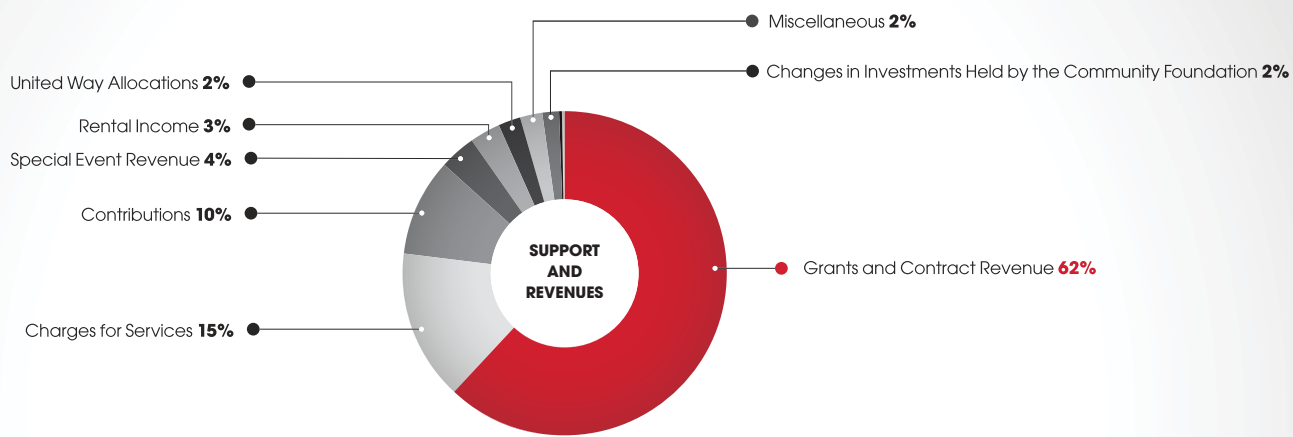
EXPENSES:

Program Services	\$3,378,620
Supporting Services:	
Management & General	\$237,073
Advancement (Fundraising)	\$243,875
Total Supporting Services	\$480,948
Total Expenses	\$3,859,568
Increase in Net Assets Without Donor Restrictions	\$264,550

NET ASSETS WITH DONOR RESTRICTIONS

Contributions	\$331,801
Changes in Investments Held by the Community Foundation	\$10,476
Net Assets Released From Restrictions	(\$16,541)
Increase in Net Assets With Donor Restrictions	\$325,736
CHANGE IN NET ASSETS	\$590,286
NET ASSETS BEGINNING OF YEAR	\$3,415,846
NET ASSETS END OF YEAR	\$4,006,132







Mission

InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.



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1010 James Street, Syracuse, NY 13203
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