

Transformations

Impact Report 2021-2022



In One Year...

48,995 food pantry and Mobile **Pantry visits, and home food** deliveries were made, 158 evictions were prevented. 28 utility shut offs were avoided. 26 security deposits were paid. 7 households received **Housing Stability Case Management** services. 202 clients received Representative Payee services. **37** clients gained employment mobility and increased earning power with driver's license restoration.

Arm In Arm is Transforming

Arm In Arm has helped empower clients to transform their lives for more than 40 years. In the past year, we also have become transformed, putting into action lessons learned from the challenges of the pandemic and responding to continued and greater needs in the community. We have moved our headquarters; expanded mobile food delivery; launched a new workforce experience program at Hudson Street; promoted and added new staff; and added a new mobile resource truck to our fleet. All of this, through your support, has had transformative impact in the lives of the families we serve. There's so much to share, so I will chime in from time to time throughout this report. If you haven't already, come and be part of our Mission, which may in fact transform you, too.

David R. Fox, Ph.D. Executive Director

When you see
these quotation
marks throughout
the report,
I am chiming in.
—David

Volunteer
Coordinator,
Shariq Marshall,
Executive
Director David
Fox and Board
Chair Liz Koehler
hands-on" at our
Mill One Food
Distribution
Center with
volunteers from
BlackRock.

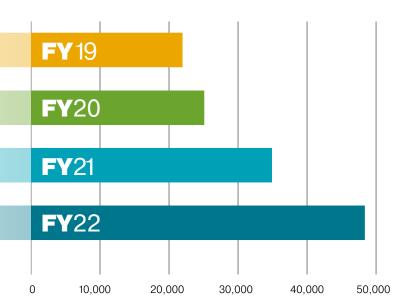




Transformations: Hunger Prevention

To meet the immediate needs of the community, Arm In Arm has transformed how we deliver food and our community partners have provided transformational support to provide extraordinary levels of food for our families. On the heels of the pandemic, and with a difficult economy, we are experiencing a challenging 'new normal.' In FY22 we provided food to families through more than 48,000 pantry visits and deliveries. This number was 35,621 in FY21, and 24,000 in FY20. Pre-pandemic we averaged 2,000 visits per month, and we now average more than 4,000.

Pantry Visits and Deliveries



Transforming where we serve



To meet this 'new normal' we moved to our new headquarters at Mill One. We now have more and better space to store and pack food; a commercial loading dock for our trucks; less office and administrative space; and better space, with expanded hours, for volunteers and volunteer groups. We are now spending less on administrative space, and more on programming.

Transforming how we serve

Thanks to a successful fundraising campaign spearheaded by Board Vice-Chair, Deb Toppmeyer, we are hitting the road with our new refrigerated truck, delivering fresh, healthy food directly to neighborhoods were the needs are greatest—areas where food deserts and lack of access to healthy foods create food insecurity and poor nutrition. This effort has just begun as we are forging partnerships that increase impact, and expanding to serve as a resource center, where staff and volunteers provide connection to additional services that can help to stabilize other areas of clients' lives. As families get their groceries, they may also receive referrals for health services, come away with information



on legal services for recent immigrants, or phone numbers to call for additional housing support outside of what Arm In Arm can provide. This holistic assistance has the potential to take clients far beyond access to direct aid.

Volunteers

Volunteers are critical to our work. Without them we simply could not provide at these levels. Jim and Ed's commitment to Arm In Arm and our clients has been unwavering, and we, as well as our community, count on them every Tuesday and Thursday to ensure that families receive food. When we moved to a mobile model, their volunteer roles changed, necessitating a move to new locations, outdoor distributions, and essentially a whole different way of operating. I cannot thank them enough for staying with us, braving the elements when necessary, and being a constant source of support and trust for our community members. As we have transformed, they, and our other volunteers, have transformed with us.

Students & Interns

The role students have in helping us to serve cannot be understated. Students from both Rider University and The College of New Jersey are with us almost every week during the semester, and we rely on them, especially when we are low on volunteers. Students from Princeton University, Rutgers University, and the Bonner Scholars Program also play an important role. Some of these students take on increased responsibilities and others serve as interns. They become familiar with our clients, and our community, and can be counted on to show up and pitch in wherever needed. With community minded students like these, the future looks bright!

Students from Princeton Day School at our Mill One location.

Transforming to serve more equitably offering neighbors healthy foods

We are spending more than ever before on fresh produce, dairy, and meats—more than 4 times our pre-pandemic spending level—in an effort to offer our low-income neighbors better access to nutritional foods. In addition to distributing fresh produce each week at all of our pantries, we are conducting more free produce market days, engaging school groups and corporate volunteers like Starbucks, Janssen, and Rider University to help us get fresh produce into the hands and diets of our community.

Student intern, Gekson Casillas distributes fresh produce at our Hudson Food Pantry





Deb Toppmeyer

Thank You to our Mobile Pantry and Resource Center Sponsors

Deb, second from left, has been passionate about Arm In Arm's commitment to providing healthier, fresh foods for our clients. As a dedicated healthcare professional, she knows and sees the impact poor diet and nutrition can have on an individual's long-term health. We knew that a refrigerated truck would enable us to move healthy food farther, and into communities that lacked access. We asked Deb's help and she immediately galvanized her network to help us raise the resources necessary to purchase the new refrigerated truck. She is an incredible advocate for the underserved, and a blessing for our community.

Staff transformations new faces and new roles

Mobile Pantry Coordinator, Jimmy Torres, prepares for a busy day at our Mobile Pantry at 120 East State Street in Trenton To meet the needs of today required changes to our staffing model. We are excited to have welcomed Jimmy Torres to the new role of Mobile Pantry Coordinator. Put simply, Jimmy is "on the move", coordinating all of our Mobile Pantry events in the community, and working a more varied schedule—welcoming volunteers to Mill One on select Fridays and Saturdays, while engaging with clients at events in their neighborhoods. We have also welcomed Leticia Hernandez to the role of Princeton Services Coordinator. A former volunteer, Leticia shared that she was "thrilled to be able to work for the agency that helped the community so much during the pandemic." Both Jimmy and Leticia are fluent in Spanish, which is vital in helping us to build trust with our Spanish speaking neighbors as we help them navigate systems and connect to resources that can help to transform their lives.





Cecilia Avila

As a former immigrant, Cecilia has had to learn a new language and culture. Through her many years in both our Hunger Prevention and Housing Stability programs, she has become an articulate and impassioned advocate for the people we serve. Having started as a case manager, Cecilia is the perfect person to lead our Hunger Prevention Program at such a pivotal time in our history, as we transform our own services to meet the needs of our community. On my first day at Arm In Arm, Cecilia taught me how staff and volunteers are to work in the pantry. She said, "The first thing we need to learn, David, is that it is our blessing to serve these families." Cecilia has a comprehensive understanding of so many facets of Arm In Arm, and embodies the best in our Mission.



Yes We CAN!

The Yes We CAN! team continues to be an invaluable partner for our community, and we rely on them to help us get fresh produce into the hands of those who need it most (36,402 pounds in FY22!). But they also fill so many other needs. One volunteer arrives at almost every food distribution to set up a table of books for our neighbors to choose from: she collects from the community and the variety is astounding—we've had novels, cookbooks, Spanish language books, and more. They also volunteer in our pantries, directly serving community members. When it gets cold, the Yes We CAN! team runs a coat drive, and arrive by the carful, setting up tables and distributing coats. When it's back to school time, they can be counted on to collect school supplies, ensuring parents do not have to spend scarce resources for their children to be successful in school. Whatever the need, they quickly help us to meet it.

Yes We CAN! volunteers Sally Maruca, Brenda Mason, Joan Kettelkamp, Kim Kyte, and Mary Kate Maloney handing out coats at our Hudson Panty

Transformations: Housing Stability

Average level of aid provided year by year per client

	Total for Homelessness Prevention	Households Served	Average	1
FY18	\$251,813	544	\$463	
FY19	\$290,003	609	\$476	
FY20	\$238,401	379	\$629	
FY21	\$509,219	314	\$1,622	
FY22	\$532,755	223	\$2,389	

Our housing team continues to pivot pro-actively, and in response to, the needs in our community. Quite simply: they listen, they learn, and they respond. While the evictions moratorium was a blessing, many people fell incredibly behind, and others are still grappling with the many consequences of COVID illness, its economic impact, and the cessation of benefits. These challenges coupled with a lack of affordable housing leave more families teetering on the edge of homelessness. By being flexible and creative—in adjusting our requirements, using a blend of public and private resources, and partnering with other agencies to make families whole—we are giving families the best possible chance at housing sustainability, providing more housing support than ever before in a more humane, efficient way.

Transforming homelessness prevention meeting families where they are

With the move to Mill One, our housing team is back in the office working a hybrid schedule, blending in-office and remote hours, which includes evening and weekend hours to better accommodate our clients' needs and schedules. Clients no longer have to take time off of work to come in-person to our offices with all of their documentation, then wait in line, sometimes only to be told they may not qualify. Clients are now pre-screened by phone at times that are convenient to their schedules, and can send us any required documentation by text, email, or regular mail. We have added new team-member Lines Rosado, who is fluent in Spanish, to help address the housing needs of our Spanish speaking clients. By transforming to meet families where they are, we are building trust and offering equity.



Michelle McNair

People know Michelle's voice—it is synonymous with Arm In Arm, and she is the first person people speak to when they call and are in crisis. A former client herself, Michelle can deeply relate to our clients, and empathize with their fears and struggles. She has been so flexible throughout the last two years, transforming how she serves, from answering every call at home, to being in the office, to now embracing a hybrid model, while juggling an ever changing volume of calls and needs, all while maintaining her sunny disposition.

Transforming partnerships to serve clients holistically

The pandemic brought many agencies together, and by collaborating with them, we are leveraging time and resources to better serve our neighbors in need. Our partnership with Housing Initiatives of Princeton, and with support from the COVID19 Relief & Recovery Fund of the Princeton Area Community Foundation, has maintained or restored housing for 87 families thus far, who have suffered housing challenges as a result of the pandemic. Arm In Arm partners with many area organizations to leverage the gifts of each agency, in order to create efficiencies and better impact the lives of the people we serve.

Taylor's Story



Though she had worked steadily and consistently for several years, Taylor was 8 months pregnant, recently unemployed and about to lose her housing when she came to Arm In Arm. Taylor became a member of our Housing Stability Case Management program, and we worked with her long-term, helping her to find safe and affordable housing, as well as providing her with rental assistance. We also helped Taylor to prepare for and secure employment, and find convenient, affordable daycare, while providing her with groceries, financial budgeting and mentoring. Just prior to delivering her daughter, we enlisted the help of a generous corporate partner who provided her with baby gear and essentials. Taylor's life has been transformed—she is working, her daughter is healthy and thriving, and they both are stably housed. In Taylor's own words she shared, "I am so grateful to Arm In Arm. Without you, and the program, I never would have made it."

Transformations: Still Standing

Thanks to the Junior League of Greater Princeton, children of mothers in our Still Standing group received backpacks filled with school supplies to start their school years off on the right foot.

Funded by the Fund for Women and Girls of the Princeton Area Community Foundation, our Still Standing program continues to help single mothers learn to better manage their finances and improve their family's stability. Program Coordinator, Tia Barron, a former client and Still Standing program member, arranges for the women to meet regularly as a group, as well as individually with staff mentors. In addition to offering a savings match program, this year, because of the need we saw in the community, we added a Spanish Speaking Still Standing Group.



GG

Suzanne Gomez

The assistance we offer clients through our Representative Payee Program is often the difference between stability and being on the streets. Suzanne Gomez is the critical first piece of this puzzle for our clients. Her work with these community members is not easy—approximately 90% of the clients enrolled suffer from mental illness, and many have co-occurring mental health and substance abuse disorders. Consequently, she often spends her days navigating a high volume of calls from clients, listening to their hardships and providing reassurances. In addition to ensuring their bills are paid, she offers them patience and compassion, while directly responding to their questions and needs.



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Luis Rivera No two days are the same for Luis. He often begins his day greeting families at Carroll Robbins Elementary School in Trenton, translating for them, registering students, and then following up on absences. However, some days he is buying gifts, getting someone to a COVID test, delivering groceries, locating housing, signing multiple families up for health insurance, or helping a family apply for SNAP benefits. When I think of the word 'transformation' the first person that comes to my mind is Luis. His passionate advocacy for our immigrant community comes from his first-hand experience as an immigrant struggling to keep his own family housed and fed.

Transformations: All Kids Thrive

79%
of students in our
All Kids Thrive
cohort improved
their Literature
average from
2021-2022

64% of students improved their

Math average

Our *All Kids Thrive* program, funded by the Princeton Area Community Foundation, has had to pivot time and time again throughout the pandemic, and this past year was no different. Children returned to school, which was exciting, but this return came with new challenges: lack of access to COVID testing;



transportation to and from COVID testing; and then a redistricting that left many families fearful and confused. Despite these challenges, real progress has been made through our dedication to helping these families overcome barriers that inhibit academic success and school attendance. By building trust in this predominantly immigrant community, we are moving families from crisis to stability—first by offering assistance with food and housing needs, and then by offering connection to additional resources and referrals that set them on the path to security and sustainability.



Anderson's Story

Anderson's journey started in Latin America, and while the journey itself wasn't without challenges, he and his mom settled in Trenton and he enrolled in Carroll Robbins Elementary School. Anderson missed many days, so Luis was called by the school to intervene. The school had no permanent address, so Luis scoured social media to find them. Anderson's mom, Heidi, had lost her job during the pandemic followed by their housing, so consequently, she and her son were moving from place to place, depending on friends and relatives to keep a roof overhead. Often, their housing was far from school and Heidi had no way to get Anderson there. Luis stepped in, helping them to secure housing, then helping Heidi find a job, as well as childcare for Anderson. Luis also made referrals for them to access counseling to address physical trauma Heidi had endured, as well as for immigration representation. Heidi and Anderson continue to make progress: they both have social security numbers; Heidi has a work permit and is on her way to fulfilling her dream of citizenship; and Anderson is attending, and doing well in school.

Transformations: Workforce Development

After a two-year hiatus, our Workforce Development program is back! We have modified and remodeled our Hudson Street site, in the heart of the Greenwood Community in Trenton, and are welcoming clients working toward economic independence. We are offering job search, preparation, and training for the retail sector that includes gaining hands-on experience in our pantry learning customer service skills, safe food handling, and inventory management. We have updated our curriculum to include a laptop loaner program, and have instituted a hybrid training schedule that better accommodates the schedules and outside responsibilities of program members. Within this broader Workforce Development framework, our License to Succeed program continues to help clients pay off tickets and fines, and prepare for exams in order to have their licenses restored, paving the way for financial security. Our work resulted in the restoration of driving privileges for 37 clients in FY22. Especially now as low-income neighbors grapple with a difficult economy, a valid driver's license can be essential to achieving financial stability and independence.



Tyrone Riley

If you know Arm In Arm, you know our Driver and Food Logistics Coordinator, Tyrone. This year, more than ever, I have been inspired by his efforts. Not only is he reliable, but he has a keen sense of what the community needs. By negotiating the details of getting food into our pantries in a timely manner, he helps to ensure that Arm In Arm is able to deliver. He does all this with humility and grace, not to mention a smile and a friendly word for all. A graduate himself of our License to Succeed program, Tyrone went without a driver's license for 17 years. Also a key member of the Rescue Mission staff, he now dedicates his time to helping others, and obtaining a driver's license was a critical first step.



André Gause

André has been incredibly flexible the last few years. When our Workforce Development Program had to be suspended because of the pandemic, he immediately pitched in to help us in Hunger Prevention, becoming a real asset to the hunger team. Now with a new Workforce Development contract in place, André is back helping community members prepare for and find jobs—in a different space and with an updated program. As a former client, André knows first-hand what our community members need to thrive.



Workforce Development Coordinator André Gause issues a laptop to a client as part of our laptop loaner program. The laptop offers clients the ability to participate in trainings and search for jobs remotely.

Angela's Story

She was living in a shelter for victims of domestic abuse, had no job, and the State had temporary custody of her young son. Angela knew that she had to make some real changes and she began with a call to Arm In Arm. Angela had fallen behind on her bills, including fines owed for parking tickets. Having lost her driver's license as a result, she knew that her ability to get a decent job that paid a living wage depended upon her ability to drive to and from work. Arm In Arm provided guidance and \$1,623 in financial assistance to pay off fines, and with her own savings applied toward a restoration fee, Angela could drive again. Next came a new job. Within one month after graduating from Arm In Arm's License to Succeed program, Angela was employed as a Home Health Aide. Next, an approval for Section 8 housing meant that she had a stable roof overhead and a secure place to raise her son. All the pieces had fallen into place and it all started with a call to Arm In Arm.

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Sources of Our Support / July 2021-June 2022 Individuals \$459.393 **Government Grants** \$807,962 Corporations. Foundations & Organizations \$1,131,847 Faith Communities \$233.024 **Total Support** Program Revenue \$3,770,770* \$59.964 In-Kind Food & **Expenses Product Donations Special Events** \$1,109,949 \$102.523 Fundraising Expenses \$196,622 Management & General Expenses \$180,950 **Total Expenses** \$3,738,689 **Program Service Expenses** \$3.361.117 *Net investment loss of \$133,892 is reflected in total support of \$3,770,770.

Thank you to our Supporters

Gifts Over \$500

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Princeton United Methodist Church

Special thanks to volunteer Bob Meola for taking many of the photographs seen in this report, as well as to Phillip Unetic of Unetic Design for his beautiful design.

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Nick Valvanis

Warren Wilson

David R. Fox, Ex-Officio

The Rev. Dr. Dave Davis, Ex-Officio

The Rev. Paul Jeanes, III, Ex-Officio



Dear Arm In Arm Supporter,



With justice-centered programs that serve creatively and flexibly, Arm In Arm is on the front lines, delivering direct aid and advocating for those most vulnerable. As the staff listen, learn and respond to the community they serve, our role as a board has also been to listen and learn from the staff, with a goal of empowering them so that they have the resources necessary to serve more deeply, and move even more clients from crisis to stability.

The transformations necessary both to serve at these extraordinary levels, and to advance a model focused on equity and efficiency, required investments in capital, staff, and direct aid, all of which have been made with thoughtful review and a lens on responsible, prudent use of resources. I am proud of our board for their personal investments of time and resources which have made these transformations possible. I am also grateful to all of you, for believing and investing in the Arm In Arm community, and for leveraging personal, corporate, and community connections to help us to meet the current and new needs, serve more deeply, and ensure an equitable distribution of resources across populations.

In looking forward we know that we will need to continue to be flexible and creative, adjusting to an ever changing landscape of need, especially in the face of the current economic climate, and the new and lingering COVID consequences that challenge our community. As our clients transform their own lives, we must also transform and grow as a board and community. Arm In Arm's three core programs in Hunger Prevention, Housing Stability, and Workforce Development work together to establish a solid foundation upon which more secure lives are built. By working together, we can ensure that our community members have the best chance to thrive.

Thank you for uniting with us in this vision, and partnering with us in our mission to care for our community.

With gratitude, Elizabeth Koehler Board Chair

^{*} Contributions listed are gifts of \$500+

^{*} If we made an error or omission, please accept our apologies and notify us

Our Mission



Food

Ensuring food security and equity with two bricks and mortar food pantries, delivery to clients' front doors, and an expanded Mobile Pantry program, we serve 5,000+ households each year, offering staples like rice, cereal, pasta, canned fruits and vegetables, and fresh produce, dairy and meats. With this blended model, we distribute more than 250 tons of food per year, providing enough food for neighbors to prepare more than 700,000 meals. Our own community garden yields up to 900 pounds of fresh produce every year, which is distributed in our pantries.



Housing

We prevent homelessness for 200-500 households per year with financial aid to avoid eviction, foreclosure or utilities shut-off, or to restore housing after homelessness. We offer case management support, including a temporary rent subsidy, financial literacy training, and connection to other needed resources. Representative Payee services are also available, offering financial management assistance to individuals who need support in managing their personal financial affairs.



Workforce Development and License Restoration

Our Workforce Development program provides work experience gained in our pantries, and daily training and job search activities that help adults gain employment or acceptance in career-advancing education and training. Operating out of our Hudson Street Pantry in the heart of the Greenwood community in Trenton, our curriculum has been updated to include a laptop loaner program and hybrid training schedule to better accommodate the schedules of program members. Within this broader framework, our License to Succeed program helps clients secure a driver's license, increasing chances of obtaining and maintaining employment and financial stability. With our assistance to help clients pay off tickets and fines, and prepare for exams, we pave the way for security and self-sufficiency.



Arm In Arm is among just 4% of charities to receive Charity Navigator's prestigious four-star rating for financial accountability and transparency.



arminarm.org / 609-396-9355









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