



Support Integrity Community  
FAMILY Emancipation FAITH

# 2020 **IMPACT** REPORT

**OUR MISSION:**

To provide people with knowledge, skills and support to transform and empower their lives.

**OUR VISION:**

A community where people are embraced and empowered to realize their full potential.

**OUR VALUES:**

**SERVICE:** We seek to be of benefit to our stakeholders and the population we serve.

**RESPECT:** We treat all people with utmost respect.

**INTEGRITY:** We strive to be without reproach and conduct our business with the greatest sense of responsibility, accountability and transparency.

**EMPOWERMENT:** We build the capacity of the people we serve to become self-reliant and to emancipate them from their limitations.

**DIVERSITY/INCLUSION:** We engage and serve all people in our community irrespective of their backgrounds.

Dear Friends and Supporters,



Throughout our 34-year history, FIBCO Family Services, Inc. has stepped forward to address the basic needs of Food, Clothing, Housing, and Immigration Support in our community. **Never has there been more need for these resources than today.** The ongoing public health crisis, racial and social justice issues and decline in the economy have come together to reap confusion, chaos, physical and mental illness, social isolation and a sense of hopelessness for countless individuals and families. Yet out of pain, struggle and suffering within our community, clients, staff, and volunteers have borne witness to hard-earned accomplishments. I am grateful to our staff, Board of Directors, volunteers, and donors who allowed us to grow even during these difficult times. **We are proud and humbled to have been able to remain safely accessible throughout the pandemic to serve when the community needed us the most, we could not have done it without you!**

As the pandemic spread in Arizona, FIBCO restructured its services to keep our clients, staff, and volunteers safe and healthy while tending to the needs of the community. In addition to our onsite lunch distribution (3 days a week) program, emergency food boxes and clothing distribution, we created "FIBCO Mobile" a program designed to bridge the gap of food insecurity in low-income communities. Twice a month we went out in the community and set up distribution events. Through this program we provided more than 4200 individuals with pantry staples, fresh produce, diapers, backpacks and school supplies and toiletries. With these two distribution outlets we were able feed over 16,500 individuals.

In addition, 106 residents in our quality and affordable housing programs continued to receive needed social and mental health services. We also continued to provide social assistance to refugees and Immigrants resettling with family in the Phoenix metro area.

Due to COVID-19 we cancelled our Community Health and Wellness Fair, but we continue to promote health and wellness throughout all our service pillars.

Through the ups and downs of 2020, we have reached many of our goals for the needs of the community and are grateful for your ongoing support. We pray that it continues.

We look forward to seeing you in 2021!

*Chiquita Taylor*

Chiquita A. Taylor  
Executive Director



## FIBCO SERVICE PILLARS

### Quality Food - **Because they need, we feed.**

Throughout the year FIBCO provides free meals and food boxes on campus to low-to-no income individuals and families. Many people need meals and food boxes due to financial emergencies or general food insecurity. In addition, through our "FIBCO Mobile" program, twice a month we visit low income communities and distribute food boxes containing pantry staples, fresh produce, diapers, backpacks, school supplies, and toiletries.

### Quality Clothing - **Empowering people to dress suitably**

At least three days per week, we welcome people to select from our racks of donated, slightly used ready-to-wear clothing items. The apparel that FIBCO provides is appropriate for casual, daily use as well as for business settings. We want to empower people to dress suitably for employment opportunities that may better their current circumstances.

**Quality Affordable Housing - We provide Houses of Hope** for low – income individuals who might otherwise be among the over 25,000 residents experiencing homelessness in Maricopa County throughout the year. In a FIBCO property, residents have a safe place to call "home," and receive additional FIBCO services.

In 2020, we served 106 residents within our 12 housing residences. Bible Properties: 19 residents; Good Shepherd East: 37 residents; Good Shepherd West: 50 residents. Our residents are comprised of those from diverse backgrounds - race, ethnicity, age, gender, etc. and those who may be marginalized due to emotional, mental and physical disabilities.

**Compassionate Immigration Assistance - Preserving Our African/African – American Connections** (PAAACs) is dedicated to meeting some of the basic needs of African immigrants settling in the USA to start a new life and/or reunite with family in Arizona.

In 2020 we assisted with the following:

- ▶ 70 Job Search/Employment Assistance
- ▶ 72 Transportation
- ▶ 35 Immigration Process Support
- ▶ 86 Benefits Assistance
- ▶ 9 Reunification Support



11  
THANKSGIVING  
BLESSING BOXES



  
854  
PAIRS OF  
SHOES  
DISTRIBUTED



Volunteers: We are grateful for their passionate work



FIBCO has much to be grateful for and celebrate together over the last year.

**BOARD OF DIRECTORS**

Founder: Dr. Warren H. Stewart, Sr.  
Chairman & COO: Ernest H. Urquhart  
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Treasurer: Erika R. Alexander  
Secretary: Lisa M. Davis

**MEMBERS**

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Veronica Cobbs  
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**LEADERSHIP**

Executive Director: Chiquita A. Taylor  
Food & Clothing Supervisor: Dorothy Adams  
PAAACs Coordinator: Mbaya Barampunde

**Thank You Supporters and Donors!**

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Century Link Family & Work Development Fund • Dignity Health • First Institutional Baptist Church  
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**Thank you for your continued support!**



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