

**Greater Cleveland Food Bank  
COVID-19 Update  
April 3, 2020**

Oh what a week it was ... the Governor has extended Ohio's stay in place order till the end April and we are all adjusting to so many changes in our work life as well as in our personal lives. So, we thought today's update would be a great way to share all that we accomplished since a week ago!

Our Help Center's call volume has gone through the roof. The Help Center received nearly 2,000 incoming calls this week- typically, they receive about 100 a day. The average hold times ranged from 20 seconds to nearly 3 minutes. Our team is referring callers to open agencies in their neighborhood, helping with SNAP applications, and more.

We worked with the National Guard to deliver 285 emergency food boxes to homebound households and the Cleveland Police delivered 40 boxes as well. We receive calls to our Help Center asking for this help and our staff triages each call to determine how to best help the caller and determine the need. In addition, our Food Truck has been parked near our main entrance. We had 260 people walk up to the truck seeking food assistance. These are both new services in response to COVID-19. **We know that the need for food continues to be great so if you know anyone who needs food or assistance, please have them call our Help Center at 216-738-2067 to speak to one of our very helpful Client Help Specialists.**

Our kitchen continues to prepare meals for home delivery partners and we are sending more frozen meals than ever before. Kids' bagged lunches totaled 925 and agency meals came in at 2,263. The following meals were for Western Reserve Area Agency on Aging: frozen meals were at 8,000, hot meals at 5,000 and boxed meals at 1,000.

Our fleet of trucks drove over 3,600 miles making sure that our partner programs who are open continue to have the food they need to serve their communities. While 219 of our partner programs have closed, more than 800 are still open and we need to make sure they receive the food they need. We distributed 3.32M pounds of food in March -- 224,000 more pounds of food than in March of 2019, with fewer partners. Our drivers are out and about in our community every day - they are our heroes as they know that people depend on them to get the food that is needed.

From March 1<sup>st</sup> till today, our network has served nearly 3,500 families who have never before come to our network for assistance. This is up from just over 2,000 during the same time period last year - a 75% increase.

Of course, we hosted our drive through distribution at the City's Muni lot - first time ever in an offsite location and we were thrilled that we were able to serve so many households and do so in a very efficient manner. We provided 2,700 emergency boxes to families, reaching more than 6,300 clients, and also made sure that members of the homeless encampment nearby had food, in partnership with Trials for Hope.

Our IT team has been working on an online pre-registration form for this week's drive-thru distribution. This would help expedite check in and make the record keeping much more efficient. In addition, the data team has been fine tuning a COVID-19 Response dashboard that will provide us with data that can be viewed by the month or day, depending on the stats.

In our repack area, thanks to the National Guard, at week's end we had 5,325 emergency boxes and 1,372 backpacks ready for distribution. We'll be packing more beginning on Monday as we'll need 7,000 backpacks for distribution this coming week. Each week, we increase our production in response to growing need.

Finally, each and every employee has contributed in ways that can't be measured with stats but critical to our mission and helpful in a myriad of ways - to all, thank you!

***Focus on possibility and who can help and how.***

Mary LaVigne Butler, VP of External Affairs