

**Greater Cleveland Food Bank**  
**COVID-19 Update**  
**Week of April 6 - 10, 2020: Week in Review**

Another week and as the saying goes ... “No rest for the weary!” The Food Bank team, the National Guard and members of the Military Reserves and our volunteers all had a full week. And that doesn’t even begin to touch on the work and dedication of our 800 partner programs/agencies who remain open to provide food and services to our community. We continue to be in awe of the kindness and caring of our community – to us as a group, to each other and to so many people who find themselves in need – some for the first time. Well, here are the stats for this past week!

Our Help Center’s call volume continues to grow – the Help Center and Outreach Team (the HOT team☺) have completed over 1,650 calls this week. They had over 500 overnight voicemails asking for information about the emergency food distribution on Thursday which they responded to.

We worked with the National Guard to deliver 500 emergency food boxes to homebound households. This coming week, the request is for 600 home deliveries. This are folks who have been screened by our Help Center and are eligible. We have 800 partner programs that are open and Client Help Specialists are kind and patient in assuaging caller concerns and making referrals. This bears repeating: **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 and find out where the nearest pantry is to where they live.**

Our kitchen hums along: Kids’ bagged lunches totaled 1,051. Agency hot meals came in at 1,365. For Western Reserve Area Agency on Aging senior meals partners, we provided 9,858 frozen meals, 5,088 hot meals and 682 cold and boxed meals.

This past week our fleet averaged over 750 miles a day making sure that our partner programs had the food they needed. Our drivers are in at the crack of dawn and out on the road. They are our road warriors! And, our operations team kept that warehouse humming. The fleet and the warehouse have been working daily to make sure that families have food and kids have backpacks – thank you for being there week-in and week-out!

From March 1<sup>st</sup> through April 8<sup>th</sup> we served over 7,000 new families with our network of partners. During the same time period last year, we served nearly 3,000 new families. We are experiencing incredible growth in new families served.

We hosted our second drive through distribution at the City’s Muni lot and the numbers were astounding. We utilized our new online pre-registration form. We distributed over 3,500 boxes to families – close to 1,000 more than last week. As we debriefed about this distribution, we are thinking about our next one. We are paying especially close attention to our inventory and the sourcing for product. We love to distribute healthy fresh produce when we can, so we are planning to do a mix of both shelf stable and fresh produce in the boxes for next week’s distribution.

At week’s end we had 7,100 emergency boxes packed and ready for distribution. This week, we distributed 7,100 backpacks and next week, we have a request to do a total of 9,000. Thank you to the Guard and Reserves!

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

Mary LaVigne Butler, VP of External Affairs