

An Unprecedented Year: Meeting the Need



GREATER CLEVELAND FOOD BANK
ANNUAL REPORT 2020

What a Year!

FEEDING PEOPLE | STRENGTHENING COMMUNITIES | ENDING HUNGER

DEAR FRIENDS,

The Greater Cleveland Food Bank started Fiscal Year 2020 (FY20) with great momentum after coming off our 40th anniversary celebration and entering the second year of our strategic plan. Our evolving programs, newly strengthened partnerships, plans to build capacity, and our work tackling the root causes of hunger were taking hold, and we could see the benefits of our efforts. We were excited and hopeful for the future – then the COVID-19 pandemic struck.

Immediately, our focus shifted to responding to this unprecedented global event. Fortunately, we were well prepared for this. Our strong partnerships, network of advocates, highly trained and talented staff, dedicated board of directors and incredible community allowed us to pivot and react quickly to the extraordinary need created by this pandemic.

And now, despite the continuing challenges brought on by COVID-19, the team at the Food Bank remains determined. As you read this Annual Report, people are getting vaccinated and we are hoping to find a new normal.

But, there is no vaccine for hunger, and the financial impact of the pandemic will continue to be felt by many in our community for years to come. Women, people of color, and low wage workers have been hardest hit by the pandemic and recovery will take time. We will be there for them tomorrow, as we are today, inspired by our mission: to ensure that everyone in our communities has the nutritious food they need every day.

When the pandemic first hit, we were faced by a number of challenges all at once: sky rocketing need, plummeting food donations, volunteer cancellations and partners forced to close – all in a few weeks time. It became obvious early on that "business as usual" would have to be completely redefined and we had to "get comfortable with the uncomfortable". Our essential workers stayed the course, and our team and community responded.

In response to a request from the Ohio Association of Food Banks, Governor Mike DeWine sent the National Guard to help us. We quickly addressed the unprecedented need in our community and adapted our programs to serve hundreds of thousands of our neighbors in need.

This Annual Report is an opportunity to thank you for the time, talent, and financial support you provide – critical resources that allow us to successfully execute our mission – and to share with you our work in fiscal year 2020 and our dreams for the future.

We remain excited and hopeful, inspired by what our community can do when we come together. Thanks to your generosity, the Greater Cleveland Food Bank and our partners are able to continue to serve hundreds of thousands of Northeast Ohioans and help them thrive.



A handwritten signature in black ink that reads "Darnell Brown".

Darnell Brown
Board Chair



A handwritten signature in black ink that reads "Kristin Warzocha".

Kristin Warzocha
President & CEO

Highlights: 2020

Never in our forty-year history have we seen demand – or distribution growth – of this magnitude. Our community responded with unprecedented generosity. Here's how the Greater Cleveland Food Bank, and our network of partners, helped our hungry neighbors in 2020.



56+ million pounds of food

provided this year – 9 million more than last year!



More than 1/3 of clients served

turned to the Food Bank – or our partners – for the first time. This equates to more than 150,000 people, or 55,000 households – twice as many new households as during this same time period in 2019.



404,000+ individuals served

through our Food Bank distributions and our network of more than 1,000 partner programs in our six-county service area. Nearly half are children and seniors.

**OUR MISSION IS TO ENSURE THAT EVERYONE IN OUR COMMUNITIES
HAS THE NUTRITIOUS FOOD THEY NEED EVERY DAY.**

Strategic Plan Progress

In FY2020, we continued to make progress towards the goals of our FY2019–FY2021 Strategic Plan. We are grateful for your partnership which helped us make these accomplishments a reality in the face of unprecedented challenges.

Our strategic plan includes four powerful goals that will help us continue to solve hunger today, while helping people build their own food security tomorrow:

goal 1 Address hunger today by providing targeted programming and nutritious food to reach more people who experience food insecurity.



The Food Bank continued to expand programming to better reach our neighbors:

- 56,000 unduplicated children (Goal: 30,100) served through after school and summer meal programs, our Backpacks for Kids program, school markets and drive-thru distributions.
- 93,000 unduplicated senior citizens (Goal: 80,000), served through senior markets, senior meals, senior boxes, food pantries and mobile pantries. Also added were home deliveries for seniors afraid or unable to leave home to pick up food resources due to the pandemic.
- 5,300 individuals with health challenges (Goal: 5,000), served through food clinics and produce distributions located at healthcare partner sites.
- 37 million pounds of perishable product distributed (Goal: 32.4 million), ranging from the Farmers to Families boxes to fresh produce, dairy, meat and bread.

goal 2 Address hunger tomorrow by connecting people to supportive services to help them become more food secure.



The Food Bank worked to connect more families to additional resources:

- We helped more than 41,100 eligible people apply for SNAP (Supplemental Nutrition Assistance Program) and other public benefits (Goal: 39,560)
- We connected 10,820 people to non-profit partners (Goal: 10,000) specializing in employment, housing and healthcare – the main drivers of food insecurity.
- We assisted more than 30,300 callers through our Help Center.

goal 3 Improve access and outcomes for the people we serve by better tracking success.



- Our Data Management and Analytics Team leveraged our technology and tracked how our services and community needs changed with our emergency response to the pandemic. We identified communities most impacted by COVID-19 and built new partnerships to ensure that clients in need continued to have access to nutritious food.
- We developed a safe, touchless procedure for our weekly drive-thru distribution at the City of Cleveland's Municipal Lot, including an online registration system to capture client intake during the pandemic. We also created a COVID dashboard, used as a daily and weekly management tool to track our work demands, resources and distribution in response to the pandemic.

56,000

Children Served

93,000

Seniors Served

5,300

Clients with Health Challenges Served

41,000

Clients Assisted with Benefit Applications

10,800

Clients connected to Partners



goal 4

Assess and create financial and organizational capacity to meet mission-related goals.



- Our community contributed \$25.3 million to support expansion of programs, services and distribution, responding to the increased need due to the pandemic. Our Northeast Ohio community stepped up without hesitation. Our heartfelt thanks cannot be quantified and we are grateful to the thousands of donors for their incredible generosity.
- We continued work on an expansion project that will increase our footprint throughout our service area and build our capacity to end hunger in the future. The Food Bank's Capital Advisory Committee, made up of board members and community leaders, developed capacity plans to meet the growing need over the next ten years and beyond. We formed two committees: a campaign leadership committee for the expansion project, and a construction committee.
- We worked to make diversity, equity, and inclusion strengths of our organization. Staff and board members strive to ensure every client, partner agency, supporter, and staff member is welcomed, known and valued when they walk through our doors and are served by our team. The Food Bank is proud of the special recognition received from two local organizations: "Top Workplace" from Northcoast 99 (Fourth year in a row!) with special recognition for our DEI efforts, and "Best in Class for Workforce Diversity" from the Equity and Inclusion Division of the Greater Cleveland Partnership.



COVID-19 Response

2020 has truly been an unprecedented year. As much as we prepare and plan for each year, no one could have predicted what happened when the pandemic hit – and the economic crisis that accompanied it. The demand for food increased dramatically when schools and businesses closed. Food donations dropped due to less surplus food in the supply chain. More than 200 of our partner agencies were forced to close their doors, and school and volunteer groups canceled their shifts as our community – and the nation – adjusted to working and learning from home.

Thankfully, our community rose to the occasion and supported our efforts to serve the growing number of Northeast Ohioans in need. The Food Bank quickly worked to put together an action plan. We developed new distribution methods, purchased additional food and expanded our programs to safely serve the growing number of clients struggling with food insecurity.

In April 2020, supported by the Ohio National Guard, we began to hold weekly non-contact, drive-thru distributions at the City of Cleveland's Municipal Lot. Combined with the efforts of 800 of our partner agencies that remained open, the Food Bank provided more than 382,000 Emergency and Farmers to Families food boxes. We also worked with our partner agencies to establish best practices, enabling many of them to hold their own drive-thru distributions to serve clients safely.

A special thank you to Governor Mike DeWine, the Ohio National Guard and the Ohio Military Reserves, who were deployed to assist food banks throughout the state soon after the pandemic began. More than 70 National Guard and Ohio Reserve soldiers arrived at the Food Bank in late March, and their support has been invaluable. They provided assistance in many of our traditional volunteer roles and enabled us to expand our food distribution efforts. They have been key to the logistics of planning and implementing drive-thru distributions, packing thousands of backpacks and Grab-n-Go meals for children, and delivering meals to homebound seniors and those with disabilities. Serving hundreds of thousands of people over the last several months, the National Guard provided nearly 62,000 hours of service and were critical to the Food Bank's success in meeting the increased need!

The Food Bank provided more than 225,400 grab-and-go lunches to children when schools went virtual. We distributed more than 257,000 bags of food for backpacks, each bag providing six shelf-stable meals to meet the significant needs of children out of school and not receiving free or reduced-price breakfast and lunch throughout the pandemic.

We converted two of our vehicles into traveling food trucks, providing meals to kids in 16 communities that desperately needed these resources to compensate for some Summer Feeding Partners that weren't able to open during the summer months.

The Food Bank's Benefits Outreach counselors and Help Center team fielded 25,000 calls and helped connect clients to food resources that remained open in their communities. They also registered individuals for our weekly distributions and, along with the help of the National Guard, coordinated 4,700 distributions through walk-up services in our parking lot and deliveries to home bound seniors and individuals with disabilities.

Looking Ahead

The incredible community support we have received will enable us to continue our heightened COVID-19 response efforts. We anticipate that it will take several years for our community to recover from the effects of the pandemic, and this support will give us the ability and flexibility to think creatively and proactively to continue to meet the needs of our community.

This year, in addition to increased food purchases, we provided funding to our partner agencies for food, supplies and capacity building equipment, for PPE, and to support their enhanced distribution methods.

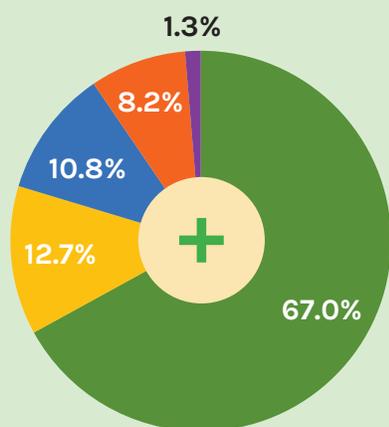
Our network of partners will be working hard to serve clients who continue to face challenges in the years to come, and we will make it a priority to assess their capacity and provide them with the necessary support so that our shared clients receive the assistance they so desperately need.



Financials

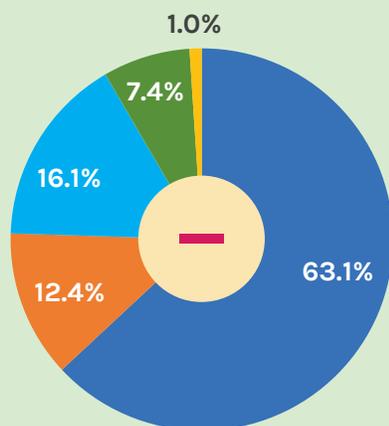


FY20 REVENUE*



| | | |
|---|---------------------|-------|
| Member Agency Handling Fees | 4,888,360 | 10.8% |
| Purchase Food Programs | 3,699,466 | 8.2% |
| Contributions and Grants** | 30,268,056 | 67.0% |
| Government Reimbursements & Administrative Fees | 5,715,775 | 12.7% |
| All Other | 598,002 | 1.3% |
| TOTAL | \$45,169,639 | |

FY20 EXPENSES*



| | | |
|---|---------------------|-------|
| Programs | 17,374,148 | 63.1% |
| Purchased Food Program Cost of Goods | 4,432,959 | 16.1% |
| Administrative Costs | 2,030,976 | 7.4% |
| Fundraising | 3,430,147 | 12.4% |
| Volunteer Services & Product Resource Development | 284,608 | 1.0% |
| TOTAL | \$27,552,838 | |

Fiscal year 2020: October 1, 2019 - September 30, 2020

* Excludes the value of donated food and depreciation

** Includes \$559,247 from gifts received in prior years.

Generous community support, and the resulting surplus, is being used to cover the costs of our five year COVID relief plan (estimated at a cost of \$25M) as well as to build capacity to provide more nutritious meals in the future.

To view our Annual Report online, including a complete list of our donors and financials, please visit GreaterClevelandFoodBank.org/AR2020.

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PRESIDENT & CEO

Kristin Warzocha

As of June 30, 2021.
For a full staff list, visit
GreaterClevelandFoodBank.org/Staff.



Together, We're Supporting Our Neighbors.

"This is awesome. It makes me really happy that we could come here and get food."

Jacob



Jacob is an 8-year-old with a big heart. Jacob and his dad stopped by one of the Food Bank's Grab & Go Summer Meals sites to receive a bag of food with items like sandwiches, canned soup, fruits, vegetables, and chocolate milk. When asked about some of his favorite foods Jacob replied, "I really love spaghetti - oh, and apples too!"

Jacob was very excited about all the food he received and he took each item out to show us just what it was he was going to have for lunch that day. "This is awesome. It makes me really happy that we could come here and get food."

"My grocery bill has almost been cut in half because I come here..."

Sandra



Sandra has been coming to the Vineyard Community Church food distributions ever since going on disability in 2014, after working for 23 years at the Department of Defense in Cleveland.

Despite being on disability, the income she receives is nowhere near her previous paycheck – and yet, it makes her ineligible for SNAP benefits.

The food Sandra is able to receive at these distributions is "a great deal of help" and she especially loves the quality of the fresh produce. "My grocery bill has almost been cut in half...so it's easier for me to make sure that I pay all of my bills."

"We enjoy the fresh vegetables and dairy products... I appreciate it."

Josh



Josh found out about the Muni Lot food distribution from the Food Bank's website, and he and his family have been attending them for a few weeks. Before the pandemic, Josh had a job doing indoor construction and had never needed to use the Food Bank's services.

Now, without consistent work, Josh has been running behind on bills and sometimes has to make choices between paying bills and eating: "That's a big toll," he said. Josh enjoys the food he receives at the distributions and the peace of mind it gives his family. "We enjoy the fresh vegetables and dairy products. These are very helpful products. I appreciate it. It does help people."

Thank You National Guard and Volunteers!

"For me personally, I've been very blessed... so I believe I should give back."

Sherlene



Sherlene has worked mostly in repack since starting as a volunteer. "I do the morning shift and afternoon shift," she said, "and because of Covid, when we went back I did the evening shift, and I also worked in the kitchen doing lunch bags in the morning. I've done the City of Cleveland Muni Lot drive-thru distributions, the Lakeland Community College drive-thru distributions, and the Parma Senior High School drive-thru distributions. I just enjoy what I'm doing and I'm learning a lot."

It starts with wanting to help others. "For me personally, I've been very blessed and I have more than I need, so I believe I should give back," Sherlene said.

"My favorite is actually distributing the food to the people and seeing how grateful they are."

Endearra



Endearra, a member of the National Guard, helped to distribute food at the Food Bank during the COVID-19 pandemic. Along with other National Guard members, she sorted food in our repack area and packed and distributed boxes of food. Endearra gets a special joy from interacting with clients. "My favorite is actually distributing the food to the people and seeing how grateful they are."

Endearra has heard many client stories: "One lady was so grateful. She told me how she was laid off for the past few weeks and she didn't know how she was going to go about feeding her family."

"It's amazing how people remain upbeat. They're just getting through each day one at a time..."

Terry



Terry has been a dedicated Food Bank volunteer since the mid-1990s, working in our repack area and the community kitchen, with the Benefits Outreach team, serving on the Speakers Bureau, and now, volunteering every week at our food distribution at the Muni Lot in downtown Cleveland.

Terry's favorite aspect of volunteer work is interacting with clients. "At the distributions I have gotten to interact with a few. Occasionally they will drive through with their windows down and we'll talk. It's amazing how people remain upbeat. They're just getting through each day, one at a time, and they're doing it with a smile on their face," he said.

Click on the lists below to view our financials, and the many generous donors, partners and team members who made our work possible in FY20.

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**Ohio Association of Food Banks is a funding entity.*



THANK YOU

FOR HELPING TO ENSURE THAT EVERYONE IN OUR COMMUNITIES
HAS THE NUTRITIOUS FOOD THEY NEED EVERY DAY.



GREATER CLEVELAND FOOD BANK EXPANSION PROJECT

Plans are in motion to build a new facility that will give us the space we need to distribute even more healthy food. The expansion project, which began with our strategic planning effort in 2018, will add a new facility that will nearly double our capacity for food distribution, from 56 million pounds of food to 103 million pounds, quadruple our kitchen's capacity to create meals to serve more children and seniors, provide more space for our network of volunteers, add five additional trucks to our fleet, and give us a more efficient distribution center to best support our partners in their hunger relief efforts. This expanded community distribution center will be located on Coit Road, just a few minutes from our current facility.

Our current facility on South Waterloo Road will be transformed into a client-focused space to serve as a "one stop shop" with access to food and multiple social services under one roof. This space will include a GCFB-managed client choice food pantry with extended hours of operation to create access to nutritious food, continue offering benefit application assistance, and facilitate referrals to other services.



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**HARVEST
FOR HUNGER**