



## YOUR SUPPORT IS DELIVERING MEALS TO DOORSTEPS

### How the pandemic is impacting the last mile meal

Through laughter, Sue Zimmerman-Hults, her husband, Chuck, and Pastor Art Evens, join fellow volunteers on a cool winter morning as they pack valuable meals for delivery that will help feed more than 50 households throughout Chemung County.

The group of volunteers from Oakwood United Methodist Church Food Pantry and Community Wesleyan Church have worked together each week since August to deliver

meals to those home-bound or who lack access to a vehicle.

As the pandemic unfolded, Sue, Oakwood UMC Food Pantry coordinator, worked with her volunteer team to keep the food pantry open, which meant shifting operations to a drive-thru distribution, in addition to ramping up sanitation procedures.

“Our number one goal has always been safely serving our community. We were able

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## BOARD OF DIRECTORS

### OFFICERS

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Our tax ID number is 20-8808059.

Stories and photos by  
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## PRESIDENT'S MESSAGE

### YOU'RE FIGHTING MORE THAN COVID-19

For nearly 40 years, the Food Bank of the Southern Tier has worked to build and sustain hunger-free communities by providing nourishment and hope to those in need. Our important work would not be possible without your generous support. Your gifts have allowed the Food Bank to be flexible and agile in our response to community needs. This was especially important over the past year when we had to pivot every aspect of our operations to meet an unprecedented level of demand due to the COVID-19 pandemic.



**This past year was unlike any other. We saw the fragility of our food system in our community and nationwide. We saw how many families are only one or two paychecks away from experiencing hunger as evidenced by the 40% of client households who were newly experiencing food insecurity.**

With your support, we will continue to navigate through this pandemic while incorporating what we have learned over the last nine months into our work moving forward. We also remain committed to addressing the root causes of hunger and ensuring equitable access to healthy food for all.

Thank you for your commitment to our work. Together, we are making a difference in the lives of our friends and neighbors in need.

In partnership,  
**Natasha R. Thompson**  
President & CEO

# ON Community Impact



**In 2019, the Food Bank distributed 13.3 million pounds of food through our network of hunger-relief agencies, Mobile Food Pantry, and school district partners across Broome, Chemung, Steuben, Schuyler, Tompkins and Tioga Counties. In one dramatic moment, our world changed with COVID-19.**

Traditional food resources suddenly became unavailable due to supply chain shortages.

Grocery store shelves were bare, and food prices increased. Schools and businesses closed. And overnight, the Food Bank received an increase of 300% in food requests.

Health and safety concerns caused the Food Bank to close in-house volunteer operations.

Throughout our region, unemployment requests increased by 453%, and students of all ages began learning remotely.

The pandemic shined a light on what we already knew: **many households are only one paycheck away from food insecurity.**

## OUR RESPONSE

Just 13 days after a state-wide shutdown occurred, our team launched the first Community Food Distribution in Watkins Glen. After this initial success, we went on to establish a total of 10 Community Food Distribution locations throughout the region. Each one was designed to serve up to 500 households using a contactless drive-thru model.

We also engaged multiple partners to help us set up Food Hubs to replace the cancelled warehouse volunteer shifts and pack enough emergency food boxes to supply schools and other

organizations providing home deliveries to high need populations such as seniors, veterans, and families with young children.

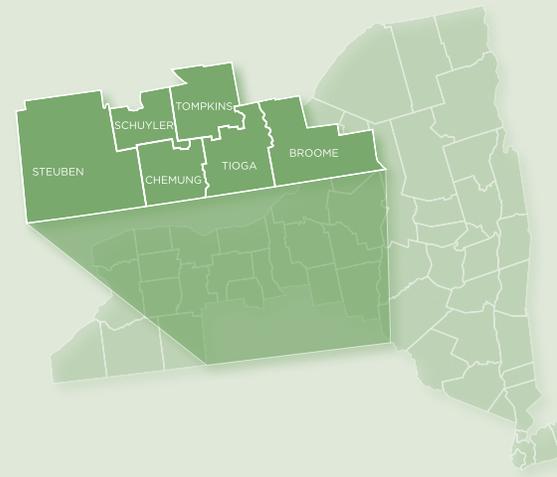
**Even at the height of the pandemic, 88% of pantries and meal sites adapted their operations to remain open.**

At the same time, Food Bank employees and a team of volunteers launched a call-in and online registration system to support people signing up to get food. They took 11,200 phone calls over 10 months.



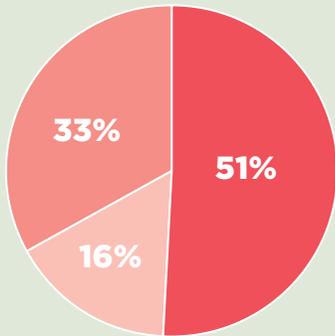
With your support

# WE'RE FIGHTING HUNGER



## WHO

→ In 2020, we served **264,109** household requests for food, a **20%** increase from 2019

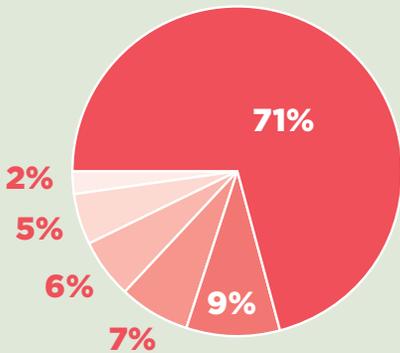


- Adults\*
- Kids\*
- Seniors\*

*\*Excludes partners that provide prepared meals, BackPacks and Kids' Farmers Market programs.*



→ Percent of households served by program type



- Pantries
- Community Food Distributions
- School Programs
- Mobile Food Pantries
- Senior Mobile Food Pantries
- Emergency Food Boxes

→ **1/3** of all requests for food are for children

→ **41%** of Community Food Distribution attendees used our services for the first time

## WHAT

→ **17,662,229** pounds of food distributed (**33%** percent increase from 2019)

→ **3,848,281** pounds of produce (**38%** increase from 2019)



## YOUR INVESTMENT MATTERS

**38,972**  
GIFTS

**\$220.27**  
AVERAGE GIFT

**801**  
CIRCLE TO FEED HOPE DONORS  
(>\$1,000 ANNUALLY)

**544**  
FULL PLATE PARTNERS  
(MONTHLY RECURRING DONATIONS)

## WE DEPEND ON VOLUNTEERS

### Impact

 Volunteer hours equivalent to **9** full-time staff

 Pack, sorted, and distributed **6,423,438** pounds of food

 Volunteers gave **16,130** hours of time

### Activities

 Sorting and repacking bulk food into categories and smaller packs for distribution

 Packing emergency food boxes at Food Hubs

 Packing and distributing food at Community Food Distributions

 Accepting phone registrations

## PROGRAMS YOU SUPPORT

Your support helped us connect available food sources with families who struggled to put food on the table.

- **2,707** children served through the Backpack Program
- **104,139** requests for food at Mobile Food Pantries and COVID-19 Community Food Distributions
- **4** NEW Agency Partners
- **11,547** requests for food through College Pantries and College Mobile Food Pantries
- **5,962** requests for food through School Food Pantries and School Agencies
- **198,120** requests for food through Meal Sites
- **28,005** online and phone registrations processed for Mobile Food Pantries and Community Food Distributions

### Health & Nutrition

- **153** individuals pre-screened for SNAP
- **175** individuals participated in **21** in-person Just Say Yes cooking classes and workshops
- **55** virtual Just Say Yes Facebook cooking demonstrations, each receiving an average of **300** views

### Advocacy & Education

- **14** meetings with elected officials
- **958** clients engaged in evaluating and planning our work through surveys and focus groups
- **71** people trained in basics of advocacy



# THE NEED

## Underserved Populations

We recently completed a needs assessment of our region to identify the most vulnerable and traditionally under-served communities in the Southern Tier, including racial and ethnic minority groups, parents with young children, and the working poor. We plan to engage our board, staff, and community partners in developing a long-term strategic plan that will allow us to invest in programs and services that ensure equity for all.

<u>County</u>	<u>Total Pop.</u>	<u>Food Insecure Individuals</u>
Broome	194,402	12.7%, 1 in 8
Chemung	85,740	12.1%, 1 in 8
Schuyler	17,992	11.9%, 1 in 8
Steuben	96,927	11.7%, 1 in 9
Tioga	49,045	9.8%, 1 in 10
Tompkins	102,962	10.4%, 1 in 10
<b>Service Area</b>	<b>547,068</b>	<b>11.7%, 1 in 9</b>



2020 Map the Meal Gap information based on 2018 data.

## STATEMENT OF FINANCIAL POSITION

### REVENUES, EXPENSES, & FOOD

<b>SUPPORT &amp; REVENUE</b> (including in-kind food assistance)	<b>\$24,708,179</b>
<b>EXPENSES</b>	
Program Services	<b>\$18,658,373</b>
Management and general	<b>\$610,717</b>
Fundraising	<b>\$995,815</b>
<b>Total Expenses</b>	<b>\$20,264,905</b>

### BALANCE SHEET

Total Assets	<b>\$14,703,874</b>
Total Liabilities	<b>\$3,011,154</b>
<b>TOTAL NET ASSETS</b>	<b>\$11,692,719</b>

These are preliminary numbers as of February 2021. Audited financials will be approved in May and available at [www.foodbankst.org](http://www.foodbankst.org).

## Your Support is Delivering Meals to Doorsteps *continued from page 1*

to remain open, while many meal sites and pantries had to close, and for that we are grateful,” said Sue.

On average, Oakwood UMC Food Pantry serves about 60 households every week and does not have residency restrictions.

At the same time, Community Wesleyan Church volunteers delivered emergency food boxes from the Food Bank’s Community Food Distribution to Chemung County residents who were home-bound or lacked access to a vehicle.



Left to right: Sue Zimmerman-Hultz and Pastor Art Evens pack food boxes.

Food Pantry and Community Wesleyan Church to partner to continue making home deliveries.

Every Thursday, volunteers at Oakwood UMC Food Pantry prepare extra food boxes during their normal pantry hours. The next day, Pastor Evens and his team pick up and deliver the boxes.

“Since August, our team has traveled 3,000 miles, delivering to an average of 50 households each week. More importantly, we’ve built deep relationships,” said Pastor Evens.

When asked what the future holds, they both agreed that it is unknown, but this partnership is just the beginning of an intentional fight against hunger.

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**“Together, we are offering a hand-up — not a hand-out. Until we are in a position to no longer offer a hand-up, we’ll be supporting our neighbors,”** - Chuck

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“We know that there can be many obstacles in gaining access to food, especially in a rural area, during a pandemic. When we put the call out, we had over 30 individuals in our congregation volunteer,” reflected Pastor Evens.

As the Food Bank began to transition away from Community Food Distributions it seemed like a natural fit for Oakwood UMC

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## WATCH WHAT HAPPENS WHEN YOU JUST SAY YES!

When COVID-19 hit, our Just Say Yes to Fruits & Vegetables program nutritionists, Paddy & Elisa, were no longer able to host in-person cooking demos at pantries and Mobile Food Pantries. The pair looked for new ways to continue to educate our local community on cooking healthy alternatives and easy-to-use recipes. **One idea stuck — social media.**

While both worked from home, they started hosting weekly Facebook Live

videos, each filled with tips for seasonal food items or products that the Food Bank was distributing.

**“We have welcomed viewers into our homes. They can see what it is like to prepare a meal with family buzzing around, just like some of them,”** said Elisa.

To see the upcoming classes or to watch Paddy and Elisa in action, visit the Food Bank’s Facebook page.



## MEET JESSICA

Jessica knew she needed to tap into her community for help when things started to get tough during the pandemic.

**“I was scared to go to the food distribution at first, but as I waited in line, I saw other familiar faces. Friends and acquaintances who were also put in a tough position because of COVID-19,” said Jessica.**

The items from the Food Bank help Jessica and her husband stretch their grocery budget, while also providing nutritious meals for their kids.

In fact, Jessica has helped others receive needed support by recommending Food Bank services and dropping off emergency food items to friends and family.



**“The pandemic has made me realize how resourceful we can be as a family and as a community.”** - Jessica

## LENDING A HAND BY ANSWERING THE CALL



Caroline Matthews has been a longtime supporter of the Food Bank. As an engineering

team leader for Corning Incorporated, she led her division’s annual Empty Bowls program, a luncheon and awareness program that benefits the Food Bank.

As waves of the pandemic hit the local economy, she took an early retirement, but her passion for leading and helping others continues.

**“After my past involvement with the Food Bank and seeing the lines of local people who needed help, I wanted to be part of the solution. So, I contacted the Food Bank asking how I could help,” shared Caroline.**

In late June, Caroline began volunteering virtually to take registration calls for those signing up to attend Community Food Distributions and Mobile Food Pantries.

“The calls I have received during registration are often filled with pure gratitude. Other times, you can hear how scared and desperate a first-time caller is,” reflects Caroline. “However, it is amazing how a two-minute conversation about getting food can provide so much relief to a family.”

**To date, she has volunteered more than 100 hours.**

“The pandemic has shown how deeply connected we are. When one person is struggling, we all are. There are so many opportunities for you to make an impact. Even if you cannot give your time or resources, raise your voice and call or email your elected representatives. Driving change in our local community takes each of us and our talents,” encouraged Caroline.



**food bank**  
of the Southern Tier

**Working together to build and sustain hunger-free communities throughout the Southern Tier**

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