

EXECUTIVE DIRECTOR WELCOME



Greetings,

A new Executive Director starts a week before COVID-19. 90% of our volunteers fall within the high-risk category. Food donations from grocery stores decrease by 80%. All critical equipment fails under the stress of the new workload. The building is in dire need of updates for health and safety.

All of this, while food insecurity in our area doubled. On paper, this sounds dire. But despite the odds, the Bonney Lake Food Bank has risen to the occasion and is thriving. How is this possible? Strategy, innovation, and a whole lot of heart. See more about our Covid-19 response in this report.

From the very first week in March when it became clear that everything was about to change, our community showed up for us in droves. Financial and food donations were coming in daily at a rapid pace. So many individuals became our first responders, making masks and identifying needs like snacks for kids and protein rich foods. Thankful does not even begin to describe how much it has meant to us to have these amazing community members show up in our hour of need. It's overwhelming in the best possible way. We are rooted in community.

With a new-found strength in our operations and infrastructure, we are more hopeful than ever in our future.

- Stacey Crnich, CEO Bonney Lake Food Bank

BOARD PRESIDENT MESSAGE



Friends and Neighbors,

What a year it has been for the Bonney Lake Food Bank, where do I even begin?

I guess I can start by saying **thank you** to this community for all the support you have shown through a time of great change and evolution in our organization. We seriously could not have done this without you and I am very grateful to each of you that have contributed, you were the difference.

Looking back we made some great accomplishments in the past year. I have the major highlights below but you can take a look on our website if you want a more detailed list!

- We hired an incredible Executive Director with vision and drive like no one I have ever seen
- We acquired lines of funding to help us refresh all kinds of aging or non functioning equipment
- We grew in client count significantly while shifting our client service model on a dime
- We developed a Strategic Plan and continue to manage progress in the objectives it outlines
- We harnessed the power of technology to help optimize many facets of our operations
- We developed key partnerships with community stakeholders including our suppliers, other food banks, the school district and many others
- We added multiple team members to our Board of Directors and all are active participants in our mission

As we look ahead to the rest of 2020 and beyond we have some big goals including a capital campaign that looks to land us in a new building. We have strong headwinds from the continuing pandemic but I know as a community we will continue to rise to the challenge.

- JENSON ISHAM, Board of Directors President

OUR TEAM

"If you ever have to run a Foodbank during a pandemic, choose your squad wisely. Our team has been working around the clock to ensure no local family experiences roadblocks to accessing food resources. I am thankful everyday for their commitment, compassion, and dignity-infused approach to everything we do"

— Stacey Crnich



Tiffany Robson
HEAD OF OPERATIONS

"Food is life. My mission is to help individuals and families feel welcomed no matter what their circumstances may be. With our new expansion it will allow us to help even more families struggling to put food on the table"

- Tiffany



Tara Ludlow

DELIVERY LEAD

"It's important to me that people feel seen.

My brother passed in homelessness
without dignity, and I don't ever want
another human to feel this way."

-Tara



BREANNE HOLCOMB

COMMUNICATIONS LEAD

"Life is hard enough without having to figure out how you are going to feed your family. We can help take that pressure off"

- Breanne



TASHA PENA

CUSTOMER SERVICE LEAD

"I feel like some of the clients have no one to talk too and I love being that person who can listen to them."

- Tasha

ABOUT US

Our Mission is to provide food and support to our neighbors facing food insecurity while leading the fight against hunger in our community

The food bank has been established as a 501(c)3 tax-exempt organization (27-0270499) since 2009. We are in east Pierce County, Washington.

Our work is grounded in four core values:

- Compassion With a genuine concern for the welfare of those facing food insecurity, we treat all with dignity and respect.
- Accountability and trust We are creating an environment of trust through the integrity of our actions.
- Equity and social justice It is important to close the gaps and end hunger by providing those in need with equitable access to resources and nutritious food.
- Collaboration We build unity through teamwork with our partners, staff, and supporters.



OUR PROGRAMS

Hunger disparities affect all cultures and are rooted in the inequalities of those with the least social, economic, and political power.

One of our guiding principles is to serve anyone that comes through our doors who may be hungry or facing food insecurity. We believe that no one should go hungry, or feel judged, fearful or embarrassed to seek our services.



FOOD PANTRY

Our core focus is a food pantry to ensure nutritional food is accessible to those hungry or food insecure. We provide fresh fruits and vegetables, meats and seafood, dairy, baby food, and non-perishable proteins.



SUPPORT SERVICES

We offer support services to our clients who may need specialty needs, such as: referrals, diapers, toiletries, dog or cat food, and sleeping bags and other essentials for homeless clients.



KID'S BACKPACK PROGRAM

A micro-program of the food pantry provides kid-friendly food items for at-risk children attending Bonney Lake schools every Friday, so they have nutritious food over the weekend.



COVID-19 – In the Beginning

Before COVID-19, Bonney Lake Food Bank operated as many other food pantries do in the area. By mid-March, information was coming at us from everywhere about this dangerous virus and coming up with an immediate safety protocol was critical. It became apparent that our existing small shopping space would not be safe for our customers, volunteers, or staff. We quickly reorganized our operations and started a drive-thru service and maintained our regular hours.

After a week of loading groceries into cars, we no longer felt this was a safe option and mobilized a home delivery unit and shut down the building to the public to limit exposure. This turned out to be more beneficial than we expected. Many of our customers are part of a very vulnerable population and were so thankful. Providing a no-contact delivery option made them feel safe, while at the same time keeping our staff and volunteers safe. It was a win-win.

Because of our delivery model, getting groceries from us looks like any other delivery service. No branded vehicles and drop-offs at their doorstep. We now deliver to more than 250 households each week, providing two weeks' worth of an increased supply of food. Over 6,000 people are fed through our food bank each month, which has doubled from 3,000 before the pandemic.

Not surprisingly, this has meant an increase in our operational costs. First, we are purchasing more meat and dairy, as perishable donations from stores has sharply decreased. We are also spending more money on gas to fuel the trucks that pick up and bring thousands of pounds of food to our clients. In addition, our payroll costs have increased for the dedicated staff who are working long hours to fight the battle against hunger every day. Lastly, we have purchased more safety and protective gear to ensure our staff and volunteers are safe.

COVID-19 – Riding the Storm Successfully



Technology - with a technology grant specific to COVID-19 relief efforts, we were able to upgrade all our software and are purchasing much needed new computers for our office and tablets for our delivery drivers. The software is cloud-based for more efficient operations and access from anywhere. The tablets are portable and allowing for real-time data entry or information retrieval from anywhere.

We were also able to get telephone service in the cloud so that we never miss a call from our customers. A new texting app is allowing us to have much more responsive and engaging communication with our customers. We can now text our clients in three languages and now have a better relationship.



The National Guard - as the Federal Government predicted just how fragile the food system was becoming, they deployed the National Guard to help with the surge of people in need. We immediately applied with the Washington State EOC (Emergency Operations Center) to ask for Guard support and a much-needed cargo van for delivery.

From the moment those three men and women in uniform showed up on-site, we felt relieved for the first time in weeks. They seamlessly melded into our daily operations, providing not only labor, but also coaching us on ways to become efficient and effective. While their time is limited, we are grateful for their help and service.



Supply Chain - Due to a decline in the food supply chain, donations of meat and dairy were scarce. We anticipated this trend lasting for months and so we began to source local meat, dairy, and bread from distributors who either offered us steep discounts or provided donations. While purchasing food was not in our budget, we knew we had to find a way to continue our services to those most vulnerable. These partnerships will continue past COVID-19.



Pet Food Vendor - When we heard that some of our clients were using their limited income to purchase or give their food to their beloved pets, we knew we needed to find a source to provide pet food so that our clients could have nutritious foods for themselves. We sourced a vendor for pet food, who donates items to us each month.

FOOD PANTRY STATISTICS

38,592 Clients Served

740,126Pounds of Food
Distributed

\$1.3 million value of food



KIDS BACKPACK PROGRAM STATISICS

Hungry children struggle academically and have poorer overall health

- Come to school tired or cranky, resulting in behavioral or emotional issues. Cause classroom disruptions – affects the entire classroom, teacher attention, and overall education environment
- Struggle academically with Lower math scores. May need to repeat a grade. Come to school late or frequent absenteeism because of health issues
- May get bullied because physical, cognitive, or social development differs from peers; or using 'free' lunch or breakfast'



6,892

SACKS OF FOOD PROVIDED THROUGHOUT THE **SCHOOL YEAR**

28,504

POUNDS OF FOOD DISTRIBUTED DURING THE SCHOOL YEAR

\$70,000

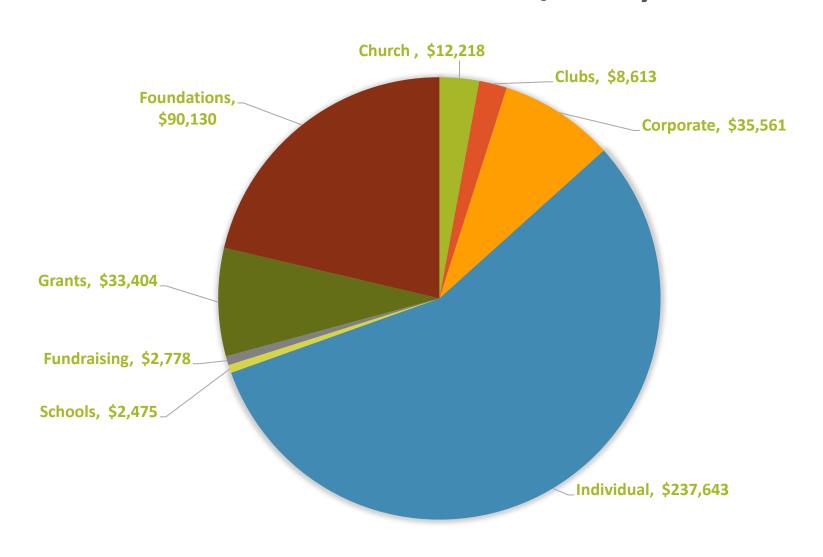
VALUE OF THE FOOD

SCHOOLS WITHIN BONNEY LAKE

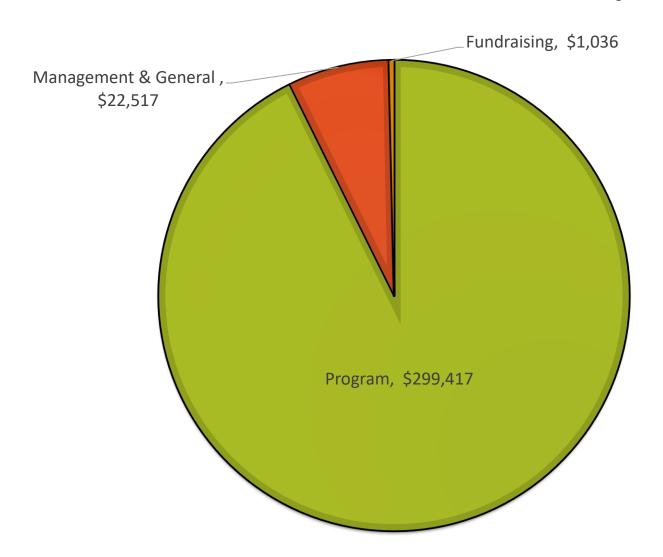
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AT-RISK KIDS RECEIVED FOOD **SACKS EACH WEEKEND SO** THEY COULD COME BACK TO SCHOOL READY TO LEARN

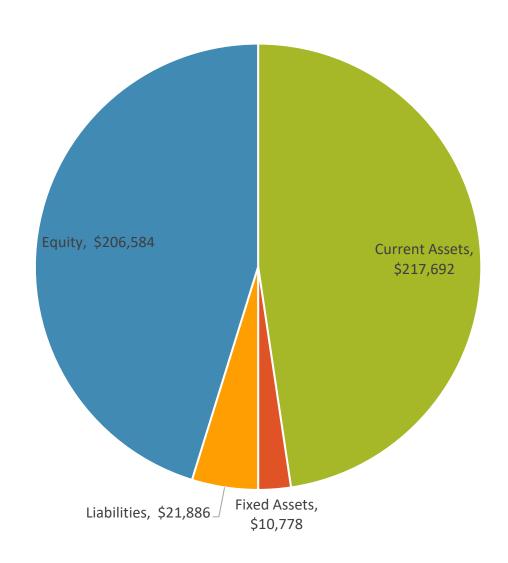
TOTAL REVENUE - \$422,822



TOTAL EXPENSES - \$322,970



Fixed and Current Assets, Equity, and Liabilities





WE LOVE OUR VOLUNTEERS

We are so thankful to all the community members who show up to support our mission.

Below is only a snippet of our great volunteers.



1,068 Volunteers

8,831 Hours

\$291,600 Offset Value

















THANK YOU TO OUR DONORS

\$30.000 - \$40.000

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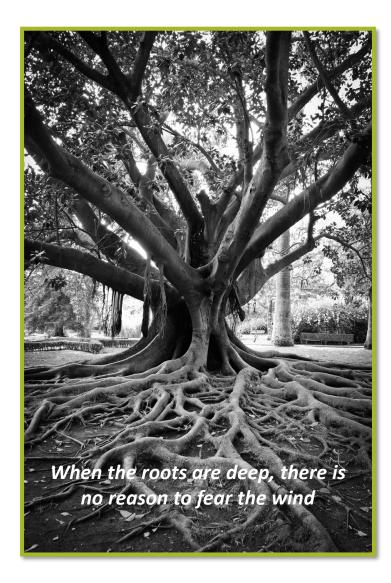
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Washington National Guard

THANK YOU to all community members who dropped off donations, held a food

drive, and made masks.

WHAT THE FUTURE HOLDS.....



Our new location on a farm will give us the ability to grow our reach while establishing deep roots. We committed to being a safety net of support for our community and could not be more thankful to everyone who has shown up for us in huge ways during this journey. To the future!





