A Tale of Resilience

ANNUAL REPORT 2019-2020

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My dear friend,

The following pages illustrate 12 months of local impact. But as you will undoubtedly agree, the story of the year has been the COVID-19 pandemic and the resulting economic downturn that began in March 2020.

This is a story of challenges and triumphs, of losses and gains. But mostly, this is a story of resilience and of hope, and of countless friends like you who mobilized to help neighbors in need.

Thank you for helping us make a difference, every single day. We’re so glad that you are standing alongside us. Because this is OUR story, and it's a remarkable tale.

Michael McKee
Chief Executive Officer

_Before the storm._ Early in our fiscal year and long before the COVID-19 pandemic, volunteers at a Mobile Food Pantry prepare to load nutritious food into clients’ cars.
There once was a time when the COVID-19 pandemic did not exist.

The Food Bank’s focus then was on strengthening the charitable-food assistance network in the Blue Ridge area. With your support, we prepared a strong foundation, never guessing what was headed our way.

In 2019, we launched new, creative ventures with schools and healthcare organizations to connect teens and high-risk patients with much-needed nutritious foods.

- We collaborated with the University of Virginia Kidney Center to meet the nutritional needs of chronically-ill and food-insecure patients by launching the Food Pharmacy program. This initiative is part of a multi-year partnership with Sentara Healthcare.

We were on track—executing a strategic plan and steadily improving access to nutritious food for vulnerable populations. But a perfect storm was about to hit.

What’s for dinner tonight?

For grateful high schoolers, the Good Food School Market provides the makings for a good meal.

- With support from Perdue Farms, we opened Good Food School Market at Harrisonburg High School and Broadway High School. Monthly food distributions offer staple food items and fresh produce to growing youth while protecting their dignity and choice.
The health crisis created sudden challenges. How could we get food to people in need while keeping staff and volunteers safe? With supply disruptions, how could we secure enough food?

We needed to be flexible and respond quickly. This required countless adaptations and innovations to support our partner pantries.

And whenever we asked the community for help, you answered. In fact, you often stepped up without being asked.

We welcomed hundreds of new volunteers who raised their hands to help when some long-term, faithful contributors had to stay at home for their own safety.

Together, we prepacked boxes and bags of food and produce to shift to safer low- or no-touch distributions.

Your donations ensured an adequate purchased food supply to make up for the loss of donated food. Your generosity also made it possible for us to waive all shared fees to reduce the burden on our partners.

We remained focused on strategies to get food to children and seniors by adapting the Family BackPack program, forming new partnerships, and engaging volunteers to deliver food to seniors in need.

As we were adapting to the health crisis, the bottom dropped out of the job market ...

Meet Empowering Culpeper: Charting a New Course

From the beginning, food-pantry partners demonstrated incredible resilience. One such example is Empowering Culpeper, led by Jill Skelton. They added a second distribution each month and moved their operation to the Culpeper Sports Complex. They set up a shuttle for individuals in need of transportation and added a third volunteer translator. When asked about the commitment of her volunteers, Jill commented on "their heart." Her teammates have their health, safety, and security to consider, but they are willing to come out because they care and they want to make a difference," she said. "They are phenomenal; they are special."
NOTE: We are reporting a marked increase in average monthly participation from FY19 to FY20 due to the implementation of an improved data-collection system and dramatically increased demand during the pandemic period.
Meet Bev: Going the Extra Mile

With more food moving through our warehouses and out into the communities we serve, members of our Operations team, like Warehouse Assistant and Driver Bev Abbitt, have stepped up big time to help their neighbors. Bev has been a member of the Food Bank family for nearly two years—picking up and delivering food and supporting operations out of our Lynchburg warehouse.

“I love the feeling I get from doing my part to help others in a time of need.”
— Bev Abbitt

Volunteer Contributions
July 2019 – June 2020

*We use the standard value of volunteer time in Virginia, as provided by independentsector.org

28,546
Total hours contributed by all volunteers

1,592
Number of on-site volunteers (unduplicated)

$785,015*
Value of all volunteer hours

822
Number of new volunteers in response to COVID-19

15
Positions
Staff equivalency
The economic downturn came quickly, leaving people across the country in need of food assistance—in many cases, for the first time. Since March 2020, more than 136,000 Virginians in the Food Bank's service area have reported job loss.

The health and economic crises pulled back the veil and laid bare the truth about hunger in our communities—about the vulnerability of large numbers of Virginians and the fragility of the social safety net.

And this unexpected spotlight illuminated the critical role of the Food Bank.

With your support of funds and time, we:

- responded immediately in service to our mission, grateful that we had the financial reserves to be nimble. Expenses related to COVID-19 topped $1.9 million through the end of June 2020, and 90% of those dollars went toward food.
- moved more food. Food flowing through our warehouses was up 30% between March and June, compared to the same time period in 2019.
- launched new distributions—the Reva and Rustburg Mobile Food Pantries—and dramatically expanded distribution of Summer Kid Packs (monthly food bags to families with children).

The economic challenges spurred by COVID-19 will cause ripple effects for months, if not years, to come. The Food Bank will continue to forecast and plan, as well as pivot when fresh challenges arise.

Meet Cindy: A Steadfast Volunteer

Cindy Connors does it all: She volunteers in food recovery, as a Community Ambassador, at Mobile Food Pantries, as an office assistant, and as a food-drive coordinator. And the pandemic hasn't slowed her down. She's continued showing up, donning a face covering and asking, "How can I help?" In fact, Cindy has increased her volunteer hours in response to COVID-19, working two or three days every week. Why? Because she is needed, because the work is rewarding, and because the Food Bank “feels like home.” She misses the regular volunteers who've stayed home for their safety but appreciates the dynamic that the new volunteers bring with them. Reflecting on this spring, she noted the spirit of cooperation, the patience, and the extra gratitude: “Recipients are really thankful.”
Meet Georgiana: STANDING STRONG

Lack of a computer may have hampered her access to unemployment benefits, but lack of a car did not stop Georgiana from picking up the nutritious food she needed to feed her family. When we met this single mother of two at a pantry, she’d just returned to work at a retail store following a months’-long closure. Georgiana was thankful because if it weren’t for Food Bank supporters, she said bluntly, “We would be hungry.” As for so many, the times are stressful, so Georgiana manages “with a lot of patience.” Approaching the day with grace isn’t an easy feat when you carry the weight of responsibility for your family, but Georgiana exuded strength as she headed to the bus stop carrying bags filled with chicken, ham, eggs, milk, cheese, bread, and vegetables.

Gray Skies with Silver Linings

Throughout the challenging last months of our fiscal year, heroes emerged and sustained us. We witnessed the strength of our clients, the compassion of our donors, and the resilience of our staff and partners.

This is our community, and these are our neighbors. We know it’s not easy to ask for help, but people receive the help they need because you show up with kindness and without judgment.

We are in awe of and grateful for the incredible response of the public: New volunteers signed on in droves, and financial support was astounding. With this historic help, we are in a strong position through summer.

But this story is not over.

If only we could write a happy ending: “And no one was ever hungry again.” But long lines persist at food pantries. Hunger is out in the open, in plain sight in a way that it hasn’t been in most of our lifetimes.

Yet we are hopeful. Thank you for standing with us throughout it all.

Help us write the next chapter.
Your Impact During the COVID-19 Crisis
Comparing 2019 and 2020

- Donations from Growers/Traders: 11%
- Manufacturer Donations: 8%
- Miscellaneous: 2%
- Purchased Food: 15%
- Retail Donations: 35%
- USDA Contributions: 28%
- Food Drives: 1%

Purchased food was up 100% this year as donations from food drives, growers, manufacturers and retail grocers declined.

NOTE: "Miscellaneous" includes transfers and trades with other food banks, prepared foods, and other misc.

MARCH – MAY 2019: 98,680 people served each month
MARCH – MAY 2020: 130,605 people served each month

- New households at pantries: 6% vs. 20%
Your Gifts Matter

Financial Summary Fiscal Year Ended June 30, 2019 – Audited

Assets
- Cash and cash equivalents $ 644,901
- Accounts receivable, net 242,899
- Inventory 3,198,105
- Prepaid expense and other current assets 86,551
- Investments – Short-term 2,516,270
- Investments – Long-term 5,542,845
- Property and equipment, net 5,614,165

TOTAL ASSETS $ 17,845,736

Liabilities and Net Assets

Liabilities
- Accounts payable and accrued liabilities $ 164,363
- Accrued compensation and related liabilities 195,462
- Operating lease liability 1,553,133

TOTAL LIABILITIES $ 1,912,958

Net assets
- Undesignated $ 7,899,941
- Board Designated – Operating reserve 1,878,600
- Board Designated – Capital reserve 959,000
- Board Designated – Long-term investment 4,539,808

TOTAL UNRESTRICTED $ 15,277,349
- Temporarily restricted 655,429

TOTAL NET ASSETS $ 15,932,778

TOTAL LIABILITIES AND NET ASSETS $ 17,845,736

Revenue and Support
- Gifts and support
  - Donated food $ 41,405,721
  - Contributions 7,255,405

Other revenue
- Agency handling and delivery fees 917,070
- Government reimbursements 999,226
- Investment earnings, net 347,475
- Other 18,351

TOTAL REVENUES $ 50,943,248

Expenses
- Program services $ 47,346,742
- Fundraising 1,269,029
- Management and general 816,847

TOTAL EXPENSES $ 49,432,618

CHANGE IN NET ASSETS $ 1,510,630

NOTE: Financials include the value of donated food. Donated product on hand at year-end is valued at the national wholesale value of one pound of food, as determined by the most recent study conducted by Feeding America. Food donations and distributions of donated product are recorded at the weighted average wholesale value in effect during the year. The information in this summary was excerpted from our completed audited financial statements, which are available on our website and upon request.

Your support enabled us to respond quickly and confidently in the face of crisis to ensure that everyone had enough to eat. We are called to serve those in need because hunger is unacceptable; food sustains life and nourishes health. Together, we will tackle the challenges that lie ahead and stay true to our course.
The Board of Directors feels deep pride regarding the Food Bank's response to historic challenges during the pandemic. And we are humbled by and greatly appreciative of the incredible support of volunteers and donors during this food emergency. Regardless of what the next year brings, we will be there, with the help of our community, with food for those who need it.

— Charles “Chick” Dassance
Chair, Board of Directors

Revenues & Support
Fiscal Year July 2018 – July 2019*

- Donated Food 81%
- Financial Contributions 14%
- Handling Fees 2%
- Government Reimbursements 2%
- Other Revenues 1%

Expenses
Fiscal Year July 2018 – July 2019*

- Program Services 96%
- Management & General 2%
- Fundraising 2%

*Audited Financial Summary — Fiscal year ended June 30, 2019
Our **VISION** is that everyone has enough to eat.

Our **CORE BELIEFS** are that hunger is unacceptable, that everyone deserves access to enough food, that food sustains life and nourishes health, and that we are called to serve neighbors in need without judgment.

Our **MISSION** is to provide nourishing food to our neighbors in need through vibrant community partnerships and passionate public support.

**THANK YOU FOR STANDING WITH US!**