

2018 Annual Report

FOOD PANTRY

Our Mission

To give food with kindness and compassion to those seeking assistance while providing an opportunity for volunteers to serve their neighbors in Charlottesville and surrounding communities.

Dear Friends,

I am pleased to welcome you to the Loaves & Fishes Food Pantry 2018 Annual Report. We continue to touch the lives of many in our community through our mission to provide clients with food and our volunteers with the opportunity to serve.

In a community as vibrant and advantaged as we enjoy in the Charlottesville area, it is easy to be unaware of the financial struggles and food insecurity that some people experience. It is humbling to know how much it means to individuals and families to have access to quality and healthy groceries.

At our annual retreat the Board of Directors and staff reviewed and updated our strategic plan. We all agreed that our original mission remains as strong and relevant as ever. "To give food with kindness and compassion to those seeking assistance while providing an opportunity for volunteers to serve their neighbors in Charlottesville and surrounding communities."



Group volunteering helps businesses achieve community outreach goals

Loaves & Fishes is in a strong position to continue to carry out our mission thanks to the ongoing generosity of our volunteers, donors, and community



partners, and to the commitment of our dedicated staff and Board of Directors. We truly appreciate all you do.

It is a privilege to be a part of this wonderful Loaves & Fishes organization.

With Gratitude,

Sue Wells Sargeant 2018 Board Chair

2018 Board of Directors

Sue Wells Sargeant, Chair Josh Arbaugh, Vice Chair Jim Berlin, Treasurer Chris Boyce, Secretary through July 2018 Tim CognataJennifer LoJerry DenneyAmy A. ODaniel Fairley IIHu ShafferWilliam F. HallMichael TuBrad LambMolly B. F.

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Cover Photograph: Pantry staff and volunteers gather to celebrate the retirement of Volunteer Coordinator, Nancy-Lee Kozub (front, center).

Volunteer Program Updates

Beginning in January 2018, Tracy Arbaugh, a long-time volunteer who was instrumental in setting up Loaves & Fishes' VolunteerHub online volunteer scheduling system, joined Nancy-Lee Kozub as our second parttime Volunteer Coordinator (working a total of 20 hours together). Nancy-Lee, Loaves & Fishes' first employee, had juggled scheduling volunteer help to run the pantry since 2009, and what an amazing job she did! Over

the next eight months, Nancy-Lee and Tracy worked together, with Tracy managing group volunteer reservations and learning everything from Nancy-Lee's long tenure and wealth of experience. Nancy-Lee's last day working for Loaves & Fishes was September 1, 2018, making her retirement almost simultaneous with her retirement from teaching Spanish and French

for Albemarle Co. Public Schools. While Nancy-Lee still volunteers at Intake from time to time, she is enjoying a well-deserved break and lots of time with her 16-monthold great nephew! As Loaves & Fishes' 20-hour-a-week Volunteer Coordinator, Tracy now ensures that 175 volunteer positions are filled each week, including 28 positions for each food distribution, trains volunteers on our Link2Feed Intake database (see below), and helps business, church, and school groups schedule volunteer activities that are a great way to build camaraderie!



Tracy Arbaugh



Nancy-Lee Kozub

Link2Feed Intake Database

In July 2018, at the request of the Blue Ridge Area Food Bank, Loaves & Fishes started using Link2Feed as our client "intake" or registration database. Link2Feed is an internet-based database that standardizes how food pantries like Loaves & Fishes track who is receiving food, and when. The Blue Ridge Area Food Bank's goal is for all food pantries in their distribution network to start tracking clients using Link2Feed, which will help the food bank get a better picture of where food insecure people are within (and outside) their service area. Link2Feed also gathers important demographic information





on the people Loaves & Fishes serves, including amount and source(s) of monthly income, other benefits received (Medicaid, free or reduced school lunch, SNAP), languages spoken, and ethnicity, and will help us determine how to improve our program. Implementing Link2Feed also has helped Loaves & Fishes refine our monthly delivery program and reduce our deliveries from 175 households at Crescent Halls, Midway Manor, and other areas around Charlottesville to 75 households.

Client Gratitude

I came to Loaves and Fishes last week. I could not believe the kindness. I have never been in this situation before, so this was all very new to me. The intake person was very respectful and compassionate, even to coming to my car and giving me a hug when I was leaving. Clients select groceries with assistance from client guide volunteers



The food was healthy and greatly appreciated.

I am not sure why it was so hard. Maybe because when my husband was alive, we were the givers not the receivers. When things turn around for me, I hope to be able to come and volunteer with your wonderful organization. Everything is in God's hands as he has a plan and I know it will all be fine in a few months.

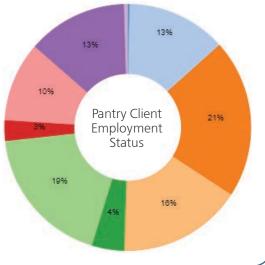
Thank you for being a blessing for folks who are going through a rough patch.

- Anonymous

Does it surprise you that the majority of our clients who are able to work are employed but still meet the USDA definition for people who are food-insecure? Many have multi-generational households and struggle to provide for

all of their family members.

Income Type % No. Full-time work 568 21 Part-time work 505 19 No Income 444 16 13 Disability 358 Social Security 358 13 SSI/SSDI 10 285 Other income 116 4 Retirement 74 3 Undisclosed 12 1 Child Support 7 <1





Jane Colony Mills

a mission of Charlottesville's First United Methodist Church in 2004: from packing bags of shelf-stable food that recipients would pick up from an afterschool classroom at Jackson-Via Elementary School, to becoming a USDA distribution partner of the Blue Ridge Area Food Bank at a bigger, rented facility on Greenbrier Drive, to owning our own facility at 2050 Lambs Road where clients can shop for the fresh, frozen, and nonperishable foods they want. I am very proud of the work Loaves & Fishes is able to do with financial and volunteer support from our community. We could not feed almost 60,000 children, adults, and seniors each year without your help.



In 2018, Loaves & Fishes began purchasing eggs and fish to provide alternate protein sources for Muslim and vegetarian visitors, gave turkeys to every household visiting in November, thanks to the

A Message from the Executive Director

Thank you for supporting Loaves & Fishes Food Pantry in 2018. Loaves & Fishes has grown significantly since Jerry Denney founded it as Blue Ridge Area Food Bank, and developed informational materials in Spanish, Farsi, and Arabic. We implemented the Link2Feed client registration database (see page 3) and started a Grab-a-Bag Friday food program for students in need at Woodbrook Elementary School with First United Methodist Church and Woodbrook staff. We continue to develop partnerships with other area social service agencies to ensure that anyone in our community who needs food knows they can come to Loaves & Fishes.

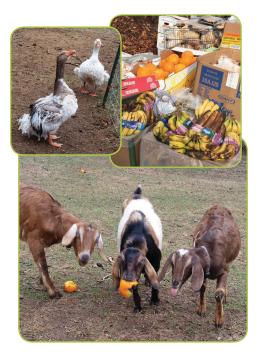


Additionally, with a grant from The Perry Foundation that was matched 1:1 by 10 individual/family, foundation, and business gifts, Loaves & Fishes expanded pantry work and storage space when we installed a canopy over our loading dock that protects from the elements our greatest asset: the food we pick up five days/week from six different local grocers and that is delivered by the Blue Ridge Area Food Bank. We also were able *Continued, next page*

A Message from the Executive Director | continued



to install a permanent building sign, correct drainage issues in the parking lot, and upgrade our waiting room chairs with a donation from the UVa Real Estate Foundation when the Cavalier Inn was demolished.



Nothing goes to waste. About 2% of the food the Pantry receives is not suitable for distribution to our clients. Farmers pick it up weekly to feed their livestock.

In 2019, we are continuing our outreach in the community and connecting with households that may need food. We are working to address barriers to accessing food, particularly transportation to the pantry and language barriers that may prevent some from seeking our assistance.

We thank you for your continued support and, as always, our doors are open to you. I love giving tours — please reach out if you would like to see first-hand what your support makes possible.

With many thanks, Jane Colony Mills executivedirector@cvilleloaves.org

2018 Pantry Staff

Jane Colony Mills Executive Director, full-time

> Ross Anderson Driver, part-time

Tracy Arbaugh Volunteer Coordinator, part-time

Nancy-Lee Kozub Volunteer Coordinator, part-time through August 2018

Lynne Morris-Wilson Bookkeeper/Office Manager, full-time

Robert van Dyken Warehouse Assistant, full-time

Brian Wilson Operations Manager, full-time



Herb Heroy

Loaves & Fishes "super volunteer" Herb Heroy has logged a whopping 840 hours in VolunteerHub since we started tracking hours

online in September 2017, but the actual number of hours he has dedicated to the smooth running of our pantry numbers in the thousands. Why? "I like working with the other volunteers, showing them how to do things, and being with people," says Herb, who managed 300 people during 27 years as a road superintendent for Seminole County, Florida. As the leader of the sorting and restocking shifts every Tuesday and Thursday and shift leader, Herb has mentored and trained many, many volunteers and the strong relationships he has developed with other volunteers shows: the same 3-5 volunteers sign up to sort food every Tuesday or Thursday because they get to work alongside Herb.

Volunteer Hero, Herb Heroy

While he doesn't talk about it much, Herb has a fascinating background: early in his career, he surveyed the land where Disney World would be built, he is (almost) certified to fly solo, and Herb is a great animal lover. While some know the name of his farm, Stubborn Ass Acres, comes from his business of breeding and raising donkeys (and goats), Herb's roots in rural Manassas means he always has had animals – horses (he met his wife Beverly at his weekend job saddling 200 horses on her uncle's horse farm), apes, indigo snakes - they even at one point had 10 baby alligators in their bathtub ("they ate \$5 worth of goldfish every day," says Herb). A charter member of the North American Saddle Mule and Donkey Association, Herb once had 19 donkeys. He and Bev still have two donkeys - 21-year-old August, who he brought back from Florida in 1999, and her daughter, 8-year-old Isabella.

Thank you, Herb, for all you give Loaves & Fishes and the legacy of care you give to our volunteers!

The support to our community from Loaves & Fishes has always personally impressed me. Many within our church have volunteered and shared how the experience impacted them deeply. As a church member, I have had the opportunity to learn many other great things that are occurring within and through Loaves & Fishes that may not be seen initially.

This spring, I became a proxy individual to pick up food for a family in need. From the first moment I arrived at Loaves & Fishes, to then going to all the food stations, and finally heading back to my vehicle, I felt cared for and supported. The two guides who assisted me were amazing. I learned it was only their first and second times serving, which surprised me since they were so well informed. It was amazing to experience first hand what this type of support means to those in need within our community!

- Chris Becker, City Church

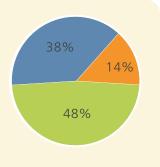
Addressing the Need in 2018

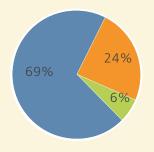
Individuals Served

🗖 Children (age 18 & under)	20,841	38%
Seniors (age 60 & over)	8,001	14%
Ages 19-59	26,653	48%
Total	55,495	

Of the individuals served, 24% are disabled. Seniors are eligible for the USDA's CSFP program in which Loaves & Fishes participates. (Learn more at www.cvilleloaves.org.)

Loaves & Fishes Food Pantry serves all clients regardless of race, color, national origin, age, sex, or disability.





Pounds of Food Distributed, by Source

Donated	1,142,115	69%
USDA	401,010	24%
Purchased/Fee-based	106,557	6%
Total	1,649,682	

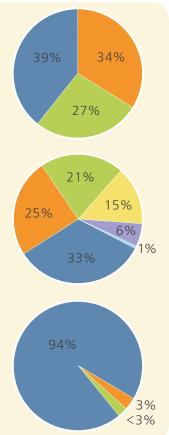
Loaves & Fishes Food Distribution in Recent Years

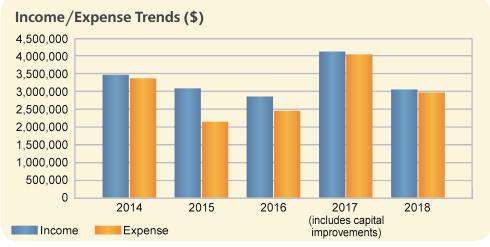
	People Fed	Pounds of food distributed	
2014	71,36	9 1,692,061	
2015	64,056	1,615,630	
2016	58,379	1,497,385	
2010	وادرەد	1,497,303	
2017	59,082	2,082,208	
2018	55,495	1,649,682	

Loaves & Fishes' mission to feed the hungry in our community is entirely supported by contributions from the community. We welcome your support as a volunteer, with your tax-deductible contribution, or both.

2018 Operations Financial Data

Income: Food Donations	\$	%
Grocers, Farms, Food Drives, etc.	985,664	39
Donated food via BRAFB*	851,486	34
USDA food via BRAFB*	673,697	27
Total	2,510,847	
* Blue Ridge Area Food Bank		
Income: Cash/In-Kind Donati	ons \$	%
Builders Circle	166,029	33
Individuals/Families	122,082	25
Foundations	104,300	21
Businesses (with matching gifts)	73,061	15
Churches	28,649	6
Civic and Nonprofit Groups	3,228	1
Total	497,349	
Expenses	\$	%
Program Services	2,785,833	94
Management/General	92,682	3
Eundraising	73,007	<3
Total	2,951,522	





Loaves & Fishes Food Pantry, Inc. is a Virginia 501(c)(3) corporation. Our 990 federal income tax returns are available at www.cvilleloaves.org and on Guidestar.org.

Nourishing through Generosity Fiscal Year 2018

Loaves & Fishes is grateful to all who helped curb hunger in our community by supporting our mission to give food with kindness and compassion to those seeking assistance in the greater Charlottesville area. This includes anonymous donors who are not listed here. Thank you!

Community Partners

A large portion of the food Loaves & Fishes distributes comes from the **Blue Ridge Area Food Bank**, but we also received donations of food or services from the following organizations, families and individuals in 2018.

ABC Preschool Airguns of Virginia Aldersgate United Methodist Church Anytime Fitness Appleberry Mountain Taxidermy & Meat Processing Marico Baker Bellair Farm Body Balancing Center Chris Boyce BreadWorks Broadus Wood Elementary Charlottesville Chapter of The Links Charlottesville Radio Group Cheryl Cooper Costco Wholesale Corporation Covenant Church Crown Orchard Daisy Troop 623 Delilah A. Dollenger Camille & Kelly Drews leff Etlen Lloyd Evans Allison Feldron First Church of the Nazarene First United Methodist Church Food Lion Free Union Country School Heather Gallimore Phil Garacu Giant #237 Greenbrier Elementary School Harris Teeter at Hollymead Town Center Ruth Haske Hidden Pines Meat Processing Ivy Creek United Methodist Church JAG School Johnson's Deer Processing

Maple Grove Christian Church Martin Horn Construction Carolyn McGee Stopher Miller Antoinette Monroe Monticello High School Mudforest Farm Nestle's NWG Solutions Ruth Poole Ragged Branch Roslyn Farm Sam's Club Shenandoah Porsche Club Southside Church of God St. Anne's Belfield Sysco Virginia The Kroger Company Susan Thomas Trader loe's University of Virginia ROTC Phyllis Van Dyne Virginia Credit Union Walker Upper Elementary Rod Walker Walmart Distribution Center Wegman's Food Markets, Inc. Wells Farqo Western Albemarle High School Society of St. Andrew Sheri Willcome Tiffey Wilson



Builders Circle

Builders Circle supporters have committed to giving at least \$1,000 per year for three or more years to Loaves & Fishes' operating funds. This provides us with increased security to plan for the future.



Rebecca & Christopher Allison Josh & Tracy Arbaugh Jenny, Gaines, Winn & Rod Ballard N. Scott & Susan L. R. Barker Maurya B. Batten Jim & Kathy Berlin Paul A. & Jane S. Bopp Cliff and Judy Braun Michele Claibourn & Paul Martin Family Jane & Bill Clarke Donna & Timothy Cognata Kenneth & Katherine Day Jerry & Juli Denney Daniel Fairley II Garland M. & Katherine H. Canter Donor Fund Kevin & Carla Haaq Bill Hall & Mary R. Gray Matthew & Jennie Hantzmon Bill Johnson Rebecca & Brad Lamb

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\$10,000 and up

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\$500-\$999

Steven Allen Jonathan Blank Amy Brown Barbara Bruner John D. & Anna Castle Lisa Citro Ravi Chandra Robert Clayborne

\$250-\$499

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Ron & Marilyn Comfort Stacey Diefenderfer Danny Kesner Gary Knight David W. & McCrea S. Kudravetz Vincent Lynn Jane Colony Mills Amy & Tom O'Leary T. Rock Phillips, in honor of all the volunteers at Loaves & Fishes Helen Simecek Molly B. F. Walls Elbert W. & Betty B. White Anonymous (3)

Caroline & John Griffin John D. & Hillary T. Horn Sherry & Kent Mangold Christopher W. & Mirentxu V. Meyer Rachel & Jim Miller, in honor of Russell Lewis Arbaugh Martha Murray Kelly Renfroe, in honor of Lynn Renfroe William & Joyce Seibert The Susan and Rick Randolph Fund Peter & Victoria Sorensen, in memory of JoAnne Walker Ian Terrell Jean B. Turrentine Barbara Turner Dennis Womack, in memory of Catherine Jane Womack Michael Weber Colston Wood-Hanshaw, in memory of William Warner Wood Anonymous (3)

\$100-\$249

Anonymous, in memory of Virginia "Ginny" Steele James & Evie Angevine Rebecca Berk Robert Bohnke Ann Brown Heather L. Carlton Betsy Carrier Jill Carroll Carol F. & Stephen M. Clarke William & Alison Cockrell Michael & Carol Coffey Joshua Cordonnier Rachel D'Anna Sandra Edwards Sarah Elwood Donald W. & Mary Jean Foss Robert A. & Patty U. Foster Patricia Groeninger, in honor of the Tom & Jeanine Wolanski Family Kathleen M. Gurciullo Lynn Hamer Christopher & Ruth Haske, on behalf of Free Union Country School Herb & Beverly Heroy Kimberly Hoffacker Eliza Holland, in honor of the teachers and staff at Murray High School and of Rabbi Rachel Schmelkin and the Bat Mitzvah of Lily May Holland Richard & Susan Howard-Smith James & Judith Jaeger

Naim Kabir, in honor of Alan Johnson's birthday Aileen W. Kelly Rochelle Keshap, in honor of Sutherland boys' graduation, June 2018 Gary & Evelyn Kessler Keith Knight Michael Latsko, in honor of three UVA HR departments Richard A. Lau Laura Lewis Tracey Linneweber Lynn Marsden Michael & Sally McEuen Gary McGee Anne Steele McMennamy, in memory of Virginia "Ginny" Steele

Continued, next page

- Virginia Miller Gail Milligan Robert G. & Annette L. Minnis Bethany Mosher Katy O'Brien Nancy O'Brien, in honor of Craig O'Brien's birthday Bill & Marilla Owens Shannon Paylor Graham F. Payne Rebecca P. Pence Michael F. Pillow Patrick Punch Will Retzer
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Anna M. & William S. Allen Angie Allion¹ Jennifer & David Alluisi Linda Amara⁵ Betsy J. Anderson⁴ Alara Bedir⁶ Robel Bekele Monica C. Belzman Susan G. Bender lanet Bonner⁶ Laura Boustani² Carolyn Bowman⁶ Lindsey Brown Elizabeth M. Bryan⁴ Christine Bryant¹ Anne Burke Christine Burke Robert & Nellie Campbell⁴ Lucy Carr Carol L. Chandross, in honor of Hayley Lynn Chisholm's Bat Mitzvah and Sam Tricker's Bar Mitzvah, and of Jonathan Klaff Lamon Jean P. Church⁴ Tommy & Dorothy Clark Ivelisse Clausell⁶

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Claire Ellen Colley Anne Colony Jamie Conklin² Dewey G. & Nancy T. Cornell Joe Coyne T. Harold & Thelma Crowder⁴ Cathy Dalton Mike D'Antoni, in honor of leanne D'Antoni James Darin Nancy Dean¹ Ashini Desai⁶ Elizabeth Edmondson Aseel Farhat Dan Feigert Louan & Joseph Fisher Gladys Fleming Chad Fortune Kevin Fox Susan Fraysse Virginia Germino, in honor of Rebecca Foster Missy Giltz¹ Linda Ginsberg¹ lill Goff⁶ Niels Goldstein Tracey Gosse

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In honor of: ¹Christine Leonard Bryant's birthday, ²Alan Johnson's birthday, ³Lynne Morris-Wilson, ⁴Pastor Ed Riggs' birthday, ⁵Robert Van Dyken, ⁶Katy Wessel's birthday (donations made as part of a Facebook or Giving Tuesday fundraiser)

Up to \$99 | continued

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In honor of: ¹Christine Leonard Bryant's birthday, ²Alan Johnson's birthday, ³Lynne Morris-Wilson, ⁴Pastor Ed Riggs' birthday, ⁵Robert Van Dyken, ⁶Katy Wessel's birthday (donations made as part of a Facebook or Giving Tuesday fundraiser)



Volunteers sort and bag donated produce. It takes many hands to make our mission a success!

Foundation Supporters

Adiuvans Relief Fund Bama Works Fund of Dave Matthews Band in CACF Batten Family Fund Brent Family Foundation Charlottesville Area Community Foundation (CACF) Jefferson Family Charitable Foundation

Church Supporters

Adult Fellowship Class, FUMC Aldersgate United Methodist Church Blue Ridge Church of Christ Charlottesville 1st Church of Nazarene Cherry Avenue Christian Church in the names of Matt & Maria Donham, Carlton & Linda Ramsey, Daniel Morris, Tracy & Jamie Morris, and Joyce Herndon First United Methodist Church (FUMC)

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*Matching Donation. These companies matched donations of individual employees to Loaves & Fishes. Ask your employer if they will match YOUR gift!

Loaves & Fishes FOOD PANTRY 2050 Lambs Road Charlottesville, VA 22901

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