

2015 Annual Report

Loaves & Fishes



FOOD PANTRY

A Client's Perspective on Client Choice

Marisa and her husband have two children, 7 and 2 years old. Her daughter's godmother told her about the pantry. She and her husband both work – she is the manager of a fast food restaurant and her husband is a landscaper. However, their income level still makes it hard to make ends meet. There are times when the weather is bad, so he cannot work and she is the only one providing for their family. The pantry has really been a lifesaver in helping

Thank you *so much* for taking your time to think of others and not just of yourself.

them get by from month to month. Marisa told us that the pantry impacts her life, "By assuring me that my children are not going to have to go to school or daycare hungry. My children love to come to the pantry because you offer cool snacks and drinks that they can pack for their lunch." She also likes that the volunteers are really great with her kids, showing them kindness and interacting with them. In fact, she states, the children make sure she comes to Loaves & Fishes rather than another pantry.

Marisa used to come to our Greenbrier location, but loves the new "grocery store" model of food distribution. "This way is more organized," she said. "There are more options and I enjoy being able to pick what my family eats, and not having to take what they don't eat."

"I also love all the fresh veggies and the meat. It's like going to a mini mart, but you don't have to pay for it when you don't have the money." When asked what she would like to say to volunteers and donors who give of their time and money, Marisa said, "Thank you *so much* for taking your time to think of others and not just of yourself. Thank you!"

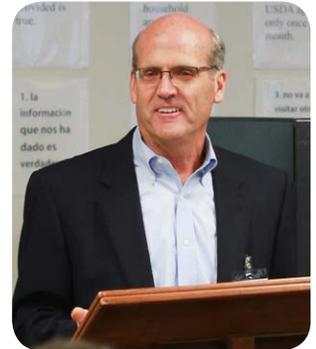
Greetings from the Pantry Chair

2015 clearly became a watershed year in the life of the Pantry. I must admit that at the start of the year, I had no idea the Pantry would be blessed to have the opportunity to purchase a facility to better serve our clients. Through the generous support of many donors and the vision of several community leaders, we were able to remove a significant uncertainty relative to our operations. As past tenants of commercial property, we always knew our longevity was predicated on the desire of the landowner, and many Board of Directors meetings were consumed with discussing options should our lease not be renewed. That is no longer the case and we are deeply grateful to all those who made the acquisition of a permanent home a reality.

Extensive renovations to this facility were completed during May, June and July, and on August 1, 2015, we were ecstatic to open our new doors to clients. The building was dedicated and officially named The Nunley Building on October 4, 2015, in honor of the family that encouraged and generously supported



this next phase in our ability to alleviate food insecurity in our community. We also made numerous strides in other areas. Our volunteer and donor base continues to grow. To support our growing operation, the Board approved several new staff positions. We changed to a client choice model to create a friendlier client service atmosphere, and what a change I see with our new distribution model! It's a joy to watch the smiling faces of our clients as they move through the Pantry feeling self-empowered



Chair, Bill Hall, speaking at the building dedication



Client Choice is Volunteer Choice Also

The change in our method of food distribution from handing out bags whose content was unknown to clients until unpacked at home, to one of client choice has meant a huge increase in the need for volunteers. But that need has been met easily as volunteers are enjoying the new experience of interacting with clients rather than just handing them a bag and saying "Next." Volunteers have overwhelmingly embraced the experience of getting to know something about those whom they are helping as they shop together. Here are some heart-warming examples:

I watched as my client received the last 10 lb bag of potatoes and promptly turned to the person behind her and asked if she would like to share her potatoes with her. My heart was warmed by such sharing.

A college student volunteer reported that she had worked at another food pantry which just gave out bags without comment. She said it was an amazing and awesome experience to talk with her clients at Loaves and Fishes and get to hear some of their stories.

I was surprised when some of my clients declined to take some of the foods they thought they wouldn't use. I expected them to just fill their carts with as much as they were allowed to take. When I heard one say, "I'll leave that for someone else who may need it more than I do." I realized that our clients are concerned about the needs of one another.

None of this ever occurred before Client Choice. There are many, many more stories of clients and volunteers getting to know one another and sharing new heart-warming experiences. Is it any wonder that Client Choice is now Volunteer Choice also?

Bill Clarke
Volunteer

I saw a lady in the waiting room who looked distraught. I walked over to her and asked if she were ill. She replied that her husband had just died 5 days ago and her brother had brought her to the pantry. Tears began to run down her cheeks. I asked if she would like me to pray with them. The three of us held hands and prayed in the waiting room. Our hearts were warmed.

A lady with 7 children was near the end of her shopping when she came to the bread choices. She asked me if there was any raisin bread available. I remembered loading a loaf on the shelf earlier in the day. I searched and searched and found two loaves which I gave her. Her face lit up with a bright smile and she thanked me and then said, "You are such a sweetheart. You have been so kind to me. Could I hug you? You have made my day!" She made my day also.



2015 Board of Directors

Bill Hall, Chair

Sue Wells Sargeant, Vice-chair

Becky Allison, Secretary

Hu Shaffer, Treasurer

Josh Arbaugh

Bill Owens

Jane Clarke

Dave Pedrick

Jerry Denney

Ruth Poole

Brad Lamb

Mike Tubridy

Larry Lambert

Greetings from the Pantry Chair, continued from page 1

to make choices, as opposed to just being handed a bag of groceries. Our volunteers are enthusiastic and embrace the new model; they are eager and joyful as they support each client's shopping experience.

The Pantry was born from the outreach ministry program at First United Methodist Church. God continues to guide and bless our operation. We are **Neighbors Nourishing Neighbors**. We are there to support neighbors during times of need. One of the most satisfying feelings for me is when a client no longer needs the services of the Pantry and comes back to volunteer. As one told me recently, "You were there for me during my time of need, now it's time for me to give back." On behalf of the entire Board of Directors, I wish to extend my heartfelt "thanks" to our volunteers, donors and staff for all your unselfish and wonderful support to the Pantry.

Bill Hall
Chair, Board of Directors

“...With Kindness and Compassion.”



As I sit down to consider all we accomplished this year, I am struck once again by the many people in our community who empower this organization to work:

- Our donors, who gave a combined total of over \$1.1 million dollars last year both towards our operations and capital campaign. To the capital campaign alone donors have given over two thirds of the \$1.2 million we need to raise to fully pay for our building purchase and on-going building improvements.
- Our community partners, who donated food, services, building supplies and more, totaling hundreds of thousands of dollars in value.
- Our volunteers who gave nearly 16,000 hours of service. In fact volunteers, provided three quarters (75%) of the work hours needed to keep our pantry running each and every week!

- Our board of directors, who all volunteer of their time and expertise to provide oversight, fundraising, and help with important initiatives, such as researching best practices (more on that soon).
- Our staff, most of whom were part-time, but often went above and beyond the call of duty to make all our many projects and initiatives happen.

Loaves & Fishes accomplished a lot in 2015, but we could not have done it without all of you. Some of our accomplishments this year were as follows:



The Pantry exterior before (left) and after (above) renovation

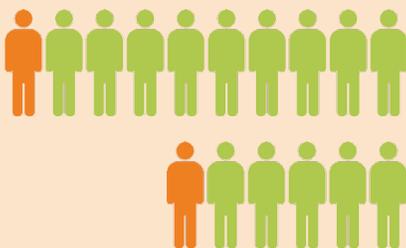
- We purchased, renovated and moved to our new home, as shown at left. More photos are available on our website at www.cvilleloavesandfishes.org.
- We provided free groceries to an average of 1,572 low-income households per month in 2015. This amounted to an average of 5,338 family members. A graph on page 5 compares this to past years.
- We distributed over 1.6 million pounds of food. This amounted to approximately 1.3 million meals or 7 days worth of food per person per month.

While we are gratified at all we accomplished together in 2015, our most exciting accomplishment has been implementing the client choice model of food distribution. We implemented client choice in 2015 as part of an initiative to research and implement food

pantry best practices. “Client choice” allows clients to pick the food that meets their families’ taste and dietary needs, and provides a much more friendly, client-centered experience. From the beginning, the “how” of what we do has been as important as the “what.” Our mission is not only to “give food to those seeking assistance,” but to do so “with kindness and compassion.” In this annual report, we share experiences from both clients and volunteers about the client choice distribution, and from donors who helped make this a reality by giving to our building and operations on an ongoing basis. Thank you all for partnering with us this year!

Margaret McNett Burruss
Executive Director

Food Insecurity Rates in our Community*



Albemarle County
1 in 10 residents (10.1%)

Charlottesville
1 in 6 residents (17.5%)

* Feeding America. (2015). *Map The Meal Gap 2015: Overall Food Insecurity in Virginia by County in 2013*. Retrieved April 6, 2016 from http://www.feedingamerica.org/hunger-in-america/our-research/map-the-meal-gap/2013/VA_AllCounties_CDs_MMG_2013.pdf.

Who received the gift?

On Wednesday, May 20, 2015, I drove Arvilla May (Mom to me) to the new location for Loaves & Fishes Food Pantry for a visit



Arvilla May

at the suggestion of Pantry founder, Jerry Denney. It was the middle of one of those hot and humid days when sweat beads form the moment you get out of the car and leave the AC behind. Picture a construction site with dust, building materials everywhere and the noise of demolition and refitting. Both Jerry and I were concerned for my mom,

but she was there and insisted on a tour of the entire site, including the future loading docks and parking lot. By the way, Mom was 90+ and using a walker for the inspection in 90 degree heat.

Jerry suggested that we go back to my car and get Arvilla back in the AC. Once she was settled in the car and the AC was on full blast, Jerry gave her an overview of this project that was created to feed people in need of a helping hand. Arvilla had been a long-time, faithful supporter of Loaves & Fishes, but Jerry expressed the need for some major one-time gifts to help Loaves & Fishes get a new permanent home for feeding neighbors in need. He explained that it was a timely request, as some available matching funds were on the verge of expiring.

Mom was 90+ and using a walker for the inspection in 90 degree heat.

Mom and I left and drove to the home I share with my wife, Nancy, to look at the vegetable garden and hams hanging in the smoke house. As we were about to leave for our return to the Colonnades, my mom said, "I am going to be a major donor." I called Jerry, and informed him of her decision.

I lost Mom later in the Summer. Watching her make a decision to contribute to the welfare of others – who weren't family, or as much as a neighbor – is a memory I will always cherish on the screen of my mind. My mom, Arvilla May, got the joy and gratification that comes with sharing the abundance of her successful life.

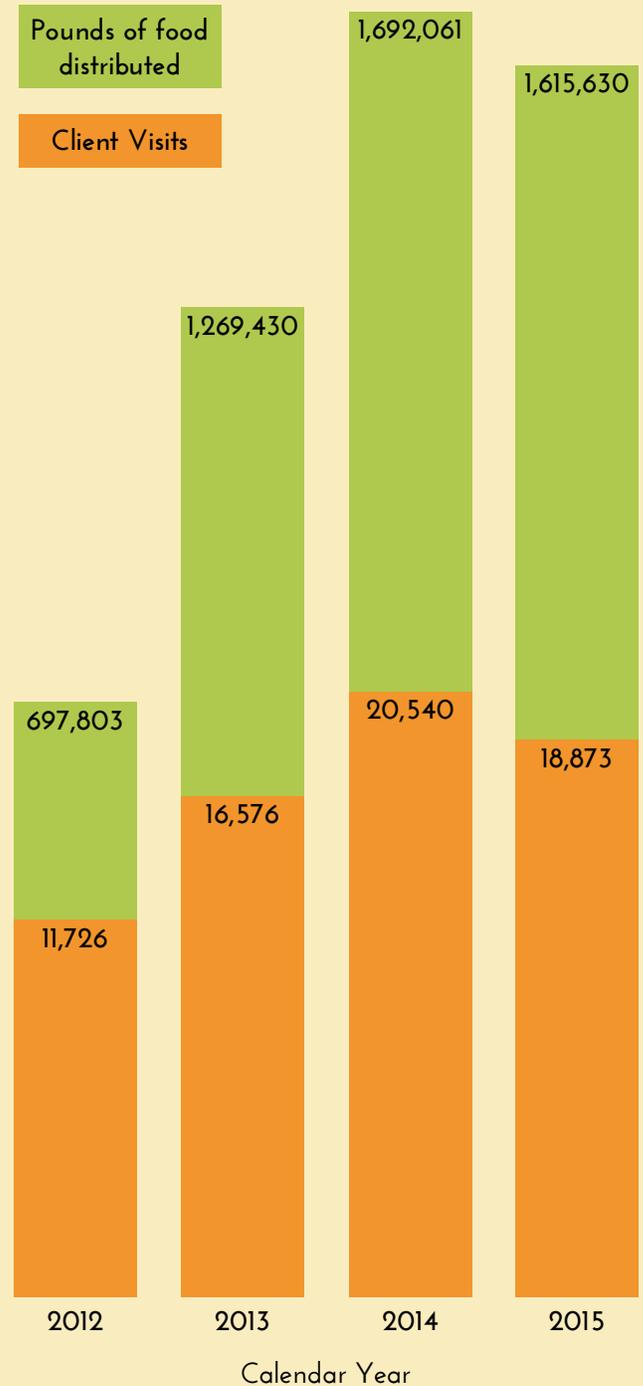
So I say again, who received the gift?

Bill May
Donor

Loaves & Fishes



FOOD PANTRY



The Pantry runs on your contributions. Tax-deductible monetary donations and volunteers are always welcome. Financial data appears in the graphs on the following page. Our 990 federal income tax returns and financial reports are available at www.cvilleloavesandfishes.org

Loaves & Fishes Food Pantry, Inc. 2015 Financial Data

Assets

Current Assets

Cash & Cash Equivalents	\$ 425,946
Pledges Receivable	\$ 50,100
Inventory	\$ 174,733
Gift Cards	\$ 69
Total Current Assets	\$ 650,848

Non-Current Assets

Land	\$ 960,883
Property and equipment, net of accumulated depreciation	\$ 282,891
Total Non-Current Assets	\$ 1,243,774

Total Assets \$1,894,622

Liabilities & Net Assets

Current Liabilities

Accounts Payable, trade	\$ 4,310
Payroll Liabilities	\$ 6,510
Notes payable, current portion	\$ 325,000
Total Current Liabilities	\$ 335,820

Non-Current Liabilities

Notes payable, net of current portion	\$ 325,000
Total Non-Current Liabilities	\$ 660,820

Net Assets

Unrestricted	\$ 880,305
Temporarily Restricted	\$ 353,497
Total Net Assets	\$ 1,233,802

Total Liabilities & Net Assets \$1,894,622

Revenues

Contributions	\$1,174,425
Donated Food	\$1,925,460
Other Donated Goods	\$ 24,341
Other Revenues	\$ 859
Total Revenues	\$ 3,125,085

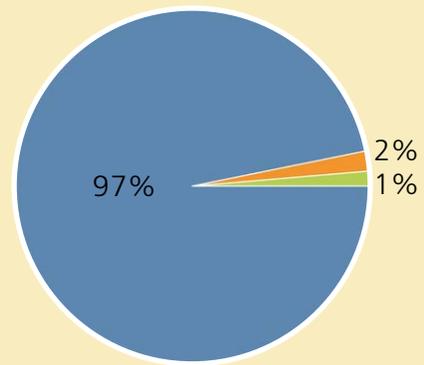
Expenses

Program Services	\$2,066,644
Fundraising	\$ 28,928
Management and General	\$ 39,093
Total Expenses	\$ 2,134,665

Change in Net Assets \$ 990,420

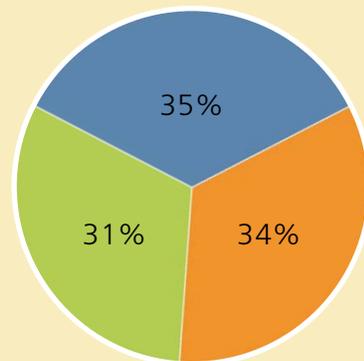
Fiscal Year ended December 31, 2015

Our 990 federal income tax returns are available at www.cvilleloavesandfishes.org



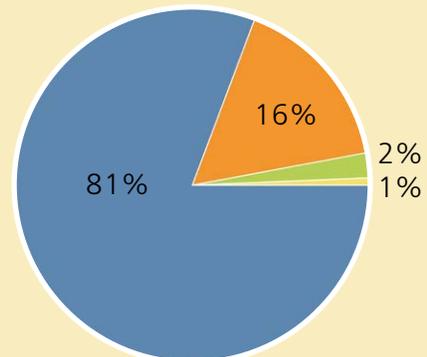
Expenses

Program Services	\$2,066,644	97%
Management/General	\$39,093	2%
Fundraising	\$28,928	1%



Pounds of Food Distributed, by Source

USDA	562,186	35%
Purchased/Fee-based	544,648	34%
Donated	508,796	31%



Cash Donation Sources

Individuals	\$948,027	81%
Grants	\$191,919	16%
Churches	\$26,623	2%
Businesses	\$7,856	1%

NOURISHING *through* GENEROSITY Fiscal Year 2015



The Nunley Family in front of the building we named to thank them for all their and Better Living's help this year

We greatly appreciate the generosity of our partners and donors. You make it possible for us to fulfill our mission. This year, in addition to sustaining our mission, donors also helped us raise two thirds of our capital campaign goal of \$1.2 million. We THANK you!

Community Partners

Our community partners support us with donations of food, shopping bags, or other supplies or services.

Better Living	Giant Food	Sysco Foods
Blue Ridge Area Food Bank	Hunters for the Hungry	T&N Printing
Breadworks	Kroger	Whole Foods
Costco	Panera Bread	William L. Owens Architect, LLC
Crown Orchard	Relay Foods	
	Society of Saint Andrews	

Builder's Circle

Capstone Donors (\$10,000 and up)

Adivans Relief Fund	Elmore & Arvilla May Charitable Fund
Batten Family Fund	Lang Murray
City Church*	John Nunley
Community Endowment Fund at CACF	Richard L. & Julia G. Nunley
Jerry & Juli Denney	Perry Foundation Inc.
First United Methodist Church*	Caroline Nunley Satira
Matthew & Jennie Hantzmon	Jane & Greg Shaw
Jefferson Family Charitable Foundation	Susan Wells Sargeant
Martha B. Kraus Charitable Fund	William H. Donner Foundation Inc.

Keystone Donors (\$5,000 – 9,999)

Anonymous donor	Bama Works Fund at CACF	Cliff & Judy Braun
Josh & Tracy Arbaugh	James L. Berlin	GE Foundation
Rod & Winn Ballard	Bonner Family Fund at CACF	Osen-Hunter Group LLC

Cornerstone Donors (\$1,000 – 4,999)

Rebecca & Christopher Allison	Kroger Community Rewards	L. Christopher Noland
Anonymous donors	Rebecca & Brad Lamb	PYMWYMI Fund At CACF
David & Carolyn Beach	Larry & Harriet Lambert	Ruth & David Poole
Blue Ridge Area Food Bank	Lang & Latham Murray Charitable Fund	Charitable Gift Fund
Michael & Irene Cernik	Living Water Fund at CACF	Hu & Ann Shaffer
Paul Martin, Michele & Winifred Claibourn	Bill & Nancy May Charitable Fund	St. Paul's Memorial Church*
The Richard and Leslie Gilliam Foundation	E. Broderick & Perrie H. May Charitable Fund	Bill & Lois Stewart
Bill & Mary Hall	James L. & Maria B. May Charitable Fund	Michael & Lynda Tubridy
	McNergney Charitable Fund	Wells Fargo Foundation
	Ann E. Muir Living Trust	

* Individuals whose donations were made through this organization are not listed separately here, but we greatly appreciate their contribution.

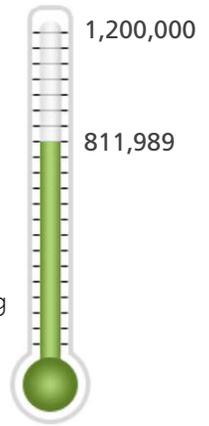
Foundation Donors (\$500 – 999)

Edward & Joyce Allison
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Canter Fund
Stephen Hill
Karen & Robert Kimmel

Robert & Helen Landel
Melody Nichols
Amy & Tom O'Leary
Peace Lutheran Church*
T. Rock Phillips
Praxis Foundation
Smith Family Trust
Susan W. Davenport &
W. Edgar Spigle Fund
Bill & Karen Zimmerman



Our donors have given over two thirds of the \$1.2 million we need to fully pay for our building purchase and on-going building improvements. Thank you!



Friends of the Pantry (up to \$499)

Carolyn Alimecco
Alpha Phi Omega*
Amazon Smile
Ellen & Willie Andersen
Ross & Laura Anderson
James Angevine
Anonymous donors
Janice Attridge
Christine Baker
Susan & Michael Bannister
Susan Bender
Kenneth Blair
Judith Blooms
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Ella & Robert Bretz
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Cathy Burrier
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Steven Weiskircher
Katy Wessel
Elbert W. & Betty
B. White
J. Page Williams
Jeanine & Tom Wolanski
Elizabeth Woodard

* Individuals whose donations were made through this organization are not listed separately here, but we greatly appreciate their contribution.



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.

Loaves & Fishes

FOOD PANTRY

P.O. Box 8001

Charlottesville, VA 22906

ONLINE AT

www.cvilleloavesandfishes.org

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Neighbors Nourishing Neighbors