Rising to the challenge, together

2019 – 2020 Annual Report
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The mission of Greater Pittsburgh Community Food Bank is to feed people in need and mobilize our community to eliminate hunger.

I have said many times over the last 12 months: extraordinary times call for extraordinary effort.

This doesn’t just apply to our incredible staff here at Greater Pittsburgh Community Food Bank, but the entire southwestern Pennsylvania community. We all stood together to do what Pittsburghers do best: help our neighbors — and it truly has been an extraordinary effort.

The COVID-19 pandemic has challenged us all in unimaginable ways. Through it all, you’ve been a beacon of hope and inspiration for so many of our neighbors facing hunger. As we close one fiscal year and start another, I can’t say enough about our supporters like you, neighbors, local businesses, the foundation community, corporations and elected officials at every level of government. Everyone has had to rise up to meet the need, and we are grateful to partner with you.

Over the last year, demand for food assistance skyrocketed, including a nearly 500 percent increase in emergency assistance. Thanks to your support, we could not only meet that need, but we were also able to make significant changes—many overnight—to ensure everyone had access to nutritious food.

We changed to a no-touch, drive-up distribution model to keep our neighbors in need, volunteers and staff safe. Our community’s generosity also made it possible to create the Doorstep Delivery program. Global pandemic or not, for some people, getting to a grocery store is fraught with obstacles. This gives vulnerable seniors nutritious food right on their doorstep, delivered by our wonderful volunteers.

In the next 12 months at the Food Bank, we anticipate the increased need due to job loss, health issues and more will continue. As always, we will work to meet the need, providing access to nutritious food for the people who need it most.

Improving the health, wellness and quality of life of all our neighbors in southwestern Pennsylvania is our priority. We will continue our work in communities of color and other communities disproportionately affected by food insecurity, and are focused now more than ever on applying an equity lens to all of our work.

Thank you for partnering with us over the last 12 months, and we look forward to the work we can do together in the year to come.

With gratitude,

Lisa A. Scales
President & CEO

pittsburghfoodbank.org
Reinventing food assistance amidst a pandemic

Thanks to the generosity of our supporters and volunteers like you, Greater Pittsburgh Community Food Bank was able to continue meeting the need by adjusting our distribution models in response to COVID-19.

Eighty percent of the food distributed by the Food Bank goes out through our network of more than 600 food pantries and Food Bank partners across 11 counties of southwestern Pennsylvania. The partners in our network are often small community sites, such as places of worship run by volunteers or social service agencies.

With the need increasing and the situation rapidly evolving, the Food Bank linked arms with our partners to respond.

Your support has made it possible to have more than 100 organizations join the Food Bank network as Community Partner Organizations (CPOs). These organizations have distributed more than 244,000 pounds of food since the onset of COVID-19.
Helping our neighbors: direct to people services

For the Food Bank programs that deliver directly to individuals and families facing hunger, we made many changes over the last year to address health and safety concerns due to the pandemic. We had to suspend our Produce to People program, but your support of the Food Bank made it possible to pivot quickly, providing drive-up distributions and beginning our home delivery program, Doorstep Delivery.

Today, these large-scale, drive-up distributions typically serve 500 to 1,300 households within a two- to three-hour window. From mid-March to the end of June 2020, 49 drive-up distributions served more than 33,000 individuals and families, providing 1.7 million pounds of food to people facing food insecurity.

Thank you for ensuring we could find new ways for our neighbors to have safe access to the nutritious food they need to thrive, even through difficult times.
The impact you make possible

**40 M Meals**
Distributed food and services to provide nearly 40 million meals across 11 counties.

**2 M lbs. Increase**
Distributed 12 million pounds of fresh produce, a 2 million pound increase from the year before.

**6,000 Volunteers**
Engaged 6,000 + volunteers who contributed 45,000 + hours.

**1.8 M lbs Served**
Served 1.8 million + pounds of food through drive-up distributions in just three months.

**6,771 Deliveries**
Delivered 182,817 pounds of food through Doorstep Delivery.

**5,866 Calls Fielded**
Fielded 5,866 phone calls between March and June 2020 from people seeking food assistance and other services.

**400,000 Meals**
Served 400,000 + meals to children through out-of-school time sponsored programs.

**Distributed 3.3 M lbs.**
Distributed 3.3 million + pounds of food, including 2.9 million + pounds of produce through Produce to People.
Supported 90+ partners in serving nearly 900,000 meals to children during the summer of 2019 through the Summer Youth Cafe.

Rescued 12.9 million + pounds of food, including fresh, frozen and prepared foods that would have otherwise gone to waste.

Completed 1,800 SNAP applications resulting in more than 1.8 million meals for our neighbors.

Supported 90+ partners in serving nearly 900,000 meals to children during the summer of 2019 through the Summer Youth Cafe.

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We’ve never had to do this.

Of the many heartbreaking stories we heard from people receiving food when the pandemic began, there was a clear theme for thousands: We are receiving help for the first time in our lives. Hardworking neighbors who never anticipated being without work, and unable to feed their families.

Curtis and Audrey are one such couple. They were doing their best to make ends meet. Audrey had been unable to work due to a disability, while Curtis had been working at a hotel and a local restaurant. But in the early weeks of the pandemic, he was furloughed from both jobs.

“I have not been able to work and he’s been furloughed from his jobs since March,” Audrey says. “Anything we can do to get a little help, we’re very appreciative of it.”

Audrey is deeply thankful for the help they received when they needed it most, coming through the drive-up distribution at the airport.

“My anxiety has been through the roof,” Audrey says. “We’ve never had to do this. It’s a very heartfelt thank you. We’re blessed to be able to come out.”

To the donors and volunteers who make these drive-up events possible, Curtis and Audrey shared, “You are all heroes to us.”
Partner Spotlight: Community Human Services

Colin McWhertor has been the Chief Service Officer for Community Human Services (CHS) since 2018. The organization’s food pantry, a community partner of the Food Bank, typically sees about 150-175 families per week. That equals about 600 families each month who receive food assistance at CHS—thanks in part to your generous support.

Then the COVID-19 pandemic happened, and they saw an increase of about 100 people per week in need of food.

Families are able to come to the food pantry once a month, receiving items such as shelf-stable food, produce and frozen meat. Since COVID-19, strict health guidelines have changed their operations.

“We’ve had to adjust incredibly,” McWhertor says. “We used to allow people to shop, essentially, and come in the space. We had a big waiting area. We can’t do that anymore. We’re basically pre-making the boxes which takes a lot more labor, so we’ve had to make sure that we have staff, since we’ve had to limit our volunteers.”

CHS also works with several community partners that deliver food to individuals who are homeless or homebound. While the increase in demand created a lot of uncertainty at first, Colin says he has been very impressed with the way his team and the people they serve have handled it.

“The way that everyone has been understanding and accepting of changes and how grateful everyone has been, just with how hard we’re trying to keep things going as much as possible, that’s been really, really encouraging,” he says. “We know everyone’s got each other’s backs and wants to do this.”
Helping Children Facing Hunger

At the onset of the pandemic, schools across the country began closing for indefinite periods of time. Equally critical to students losing out on learning opportunities, many of them were missing some of the only meals they could truly count on each day.

In Fiscal Year 2020, your generosity made it possible to serve more than 400,000 meals to children, providing relief to families like Glen’s.

Glen Drexler is a school bus driver who picked up grab and go meals twice a week for his children and other families at the Blawnox Volunteer Fire Department in Allegheny County.

“Basically, it’s money that I’m not taking away from bills that I have to pay,” he says. “It helps me out. I know it definitely helps my friends out as well.”

Thanks to your commitment and incredible partnership, thousands of kids across southwestern Pennsylvania did not have to worry about where their next meal would come from. We are grateful for your continued support.
A community effort to support our neighbors

Tracey McCants Lewis is the Deputy General Counsel and Director of Human Resources for the Pittsburgh Penguins. When she saw the lines of cars at the first drive-up event in Duquesne, she immediately wanted to help.

“This is just what we do. It’s in our blood to be a community resource, to serve our community,” Tracey says.

While she’s happy to play her part to bring joy to the people coming for food, she says that others are sharing their gratitude with her as well.

“Some people roll their windows down, or they give me the thumbs up or they wave,” she says of the families that are in line to receive food. “They’re very gracious and they’re very appreciative and that’s what Pittsburgh does. We come together. We help each other in need.”

It’s in our blood to be a community resource, to serve our community.

- Tracey McCants Lewis
Working together while our neighbors recover

This last year has highlighted the best of our community—including the tireless efforts of our expansive network of community partners and pantries. They share some of their experiences of meeting the need in southwestern Pennsylvania during this time.

“For some of the people we serve here, this might be the only meal they eat all day. It’s heartbreaking and hits me even harder when I see kids coming through knowing this may be their only meal. It’s a blessing to be in the position to provide these meals.”

- **Vann Rutledge**, cook at Rainbow Kitchen Community Services

“I had a couple who I delivered food to. The husband is very ill and loves butter. He called me back and talked to me about the butter because they haven’t had it for so long. From the food we were able to give them, they were able to have toast with butter on it and eggs—it made his week. It’s those kinds of things that when we are able to go to the store and buy what we want, we don’t think about what butter means to someone who loves it, but can’t afford it.”

- **Joyce Davis**, executive director at Lincoln Park Community Center
A commitment to helping each month

Sherry grew up in the Pittsburgh area in a steel-working family. She says her family didn’t have a lot, but one experience showed her how difficult times were for people.

“I was very young, and this man came to our back door. When mom answered he said, ‘Would you have any work for me to do in exchange for some food?’” Sherry recalls. “Next thing I know, he was sitting on the step eating. She prepared a plate and gave it to him. So that always stuck with me.”

As a retired teacher, Sherry understands the effects hunger has on kids. It’s part of why she decided to become a monthly donor to Greater Pittsburgh Community Food Bank this past year.

“If kids don’t have proper nutrition, then their development is dramatically impacted,” Sherry says. “The thought of parents not being able to provide, it’s just awful that something so basic is not available to every child in our country. It hurts my heart.”

Sherry emphasizes that even a small monthly gift is deeply impactful. She feels the consistency is important and it’s something the Food Bank can count on each month.

“It’s very easy. Honestly, I can feel good about that every single month, that money goes to help someone,” Sherry says. “It’s a lovely way to offer some life-giving sustenance to people who need it.”

Investing in our network

Not having a kitchen sink, the Carnegie Boys & Girls Club was unable to receive a health certificate from the Allegheny County Health Department to serve hot meals to its 273 kids. Recent funding from the American Eagle Foundation and Sheetz for the Kidz through Feeding America, allowed plumbing and a sink to be installed. This meant daily hot meals could be served and additional programming was implemented, including weekly cooking classes to introduce teens to different culinary cultures like making sushi, Spanish rice and beans and tamales. Kids in after-school programs also learned how to make healthy foods, including nutritional smoothies, baked cookies and pasta.

This funding also supported three other Boys & Girls Club sites which, along with Carnegie, serve 1,100 children. Thank you, to the donors who made this possible!
2019-20 By the Numbers

Operating Revenue by Source
- Government: $19.6 million (23%)
- Operating Income: $3.0 million (4%)
- Total Revenue: $83.6 million (41%)
- Donated Food: $27.1 million (32%)
- Financial Contributions: $33.9 million (41%)

Financial Contributions Detail by Source
- Organizations: $2.4 million (13%)
- Foundations: $14.2 million (42%)
- Corporations: $4.5 million (7%)
- Individuals: $12.8 million (38%)
- Total Contributions: $33.9 million (42%)

Functional Expenses by Program
- Food Security Partnerships: $2.8 million (6%)
- Outreach and Education: $0.6 million (1%)
- Network Outreach: $2.0 million (3%)
- Total Program Expenses: $58.4 million (91%)

Operating Expenses by Category
- Fundraising: $2.0 million (2%)
- Supporting Services: $1.4 million (3%)
- Food Distribution: $53.0 million (91%)
- Purchased Food: $6.2 million (10%)
- Direct Program: $12.1 million (20%)
- Total Operating Expenses: $61.8 million (65%)

Donated Food: $40.1 million (65%)
Thank you for serving with us

As we look back at this past year, we are honored to stand alongside the southwestern Pennsylvania community, working together to ensure all of our neighbors have enough to eat.

Looking to the days and months ahead, the need has not leveled out. We will continue working to keep up with demand, and we remain steadfast in our commitment to provide access to nutritious food where people need it most, a connection to vital resources, and to help our neighbors thrive.

Your generosity and partnership has been extraordinary. Thank you for continuing to help your neighbors put food on their tables and for your steadfast support of Greater Pittsburgh Community Food Bank.