



ALAMEDA COUNTY
COMMUNITY
FOOD BANK

DONOR IMPACT REPORT

SPRING 2021

Your generosity in action

FROM THE DESK OF SUZAN BATESON

I'm keeping my courtside seats

If you've been a Food Bank supporter for two months or 20 years, you've heard me say that community is our middle name.

With you — our community — we've increased the volume of nutritious food flowing out each day, found a permanent home for our work, taken brave political action, advanced racial equity, and driven innovations that enable us to rise to any challenge.

And what a challenge this last year has been. The strength of our community equipped us to respond to the COVID-19 crisis and distribute more food in new ways.

It is that strength that gives me confidence to step down as the Food Bank's executive director.

Together, we have accomplished so much, and we still have work to do. But as a passionate pragmatist, I thought about the long economic recovery ahead (likely to take a decade). And I thought about our strengths — our amazing staff; incredible Agency Network; skilled, diverse Board; great reputation; and solid financial position (made possible by people like you). And I knew: we're ready for a new leader to guide us on this next leg of the journey to passionately pursue a hunger-free community.



Suzan Bateson,
Executive Director

To be clear, this isn't a goodbye (nor will you hear the "r*****ment" word from me!). I'll be here until a new leader is in place and properly introduced (that's how we do things, right?). I'm proud of all we've accomplished, and I look forward to the next chapter that our community will write together.



*You can donate stock
or securities*

Donating appreciated stock is one of the easiest ways to give more to causes like ours. **There are excellent tax advantages, and your contribution will have a lasting impact in our community.**

Call Kathy McPhee at 1-510-635-3663 ext. 336 for more information.

WITH YOUR SUPPORT, WE'RE HELPING OUR NETWORK GROW

Investing in Our Agency Network



ACCFB was founded in 1985 by a coalition of 40 organizations committed to fighting hunger in Alameda County. With your help, our network has since strengthened to more than 350+ members on the front lines of this pandemic, working to ensure all of us have access to healthy food.

Delivering pallets of food to our partners is just one part of the complex equation to get healthy meals into the community. A strong distribution network is vital, as well. While we've always invested in the network, the long pandemic recovery ahead was a big reason we recently announced a \$1 million re-investment to the agency network. This investment includes grants to help increase the number of people agencies can serve; to purchase refrigerated trucks; and to improve food, volunteer, and staff safety.

Dorothy Day House, a longtime partner, serves people experiencing or at risk of homelessness. Using grant funds, they bought a trailer to create a mobile pantry. "The real key is the flexibility it gives us," says Bob Whalen, Food Services Manager at Dorothy Day House. "We can give services anywhere."

WELCOMING NEW PARTNERS

In addition to investing in the existing network, your support has helped us welcome 20 new partners since the start of the pandemic — with ongoing plans to expand, particularly in areas of the county impacted the hardest.

The Muslim Community Center in Pleasanton was one of the first new organizations we partnered with. They are a trusted community resource, particularly for those who speak Urdu, Arabic,



Farsi, and Pashto. In addition to home deliveries to seniors and vulnerable populations, they serve families dealing with the economic fallout through twice-weekly drive-through distributions.

The Unity Council — located in Oakland's Fruitvale District, one of the hardest-impacted areas — also joined as a partner. They have been serving Fruitvale since the 1960s and have now added food programming to their comprehensive services.

Homies Empowerment started 11 years ago as an after-school program for gang-involved youth. They started working with us as a pandemic Emergency Response partner after opening their FREEdom store, a pantry for food and essential items, and recently became an ACCFB member agency. According to JP Hailer, staff member of Homies Empowerment, "The last year has taught me about community resilience, hope and faith in the people to take care of one another, and the importance of relationships to provide for one another."

Our partners have responded to this crisis with creativity and compassion — even while many have been directly impacted by COVID-19 in one way or another. Their work has brought out the best in all of us. Thank you for helping us support them.

YOU'RE KEEPING HOMEBOUND NEIGHBORS NOURISHED

Launching Our Home Delivery Program



The COVID-19 pandemic created a need for food assistance unlike anything we've seen in our 36 years of serving Alameda County.

One of our biggest challenges was developing a way to help vulnerable and quarantined households who could not make trips to grocery stores or food distributions. As calls to our Emergency Food Helpline increased, many were from neighbors asking if we delivered food.

Prior to the pandemic, ACCFB only distributed groceries through our hardworking network of 350+ partner agencies.

In partnership with Task Rabbit, we first launched a home delivery program in May with grant funding from CARE, an organization that fights hunger, poverty, and injustice. Neighbors could request a delivery online or by calling our Helpline.

Seeing the need increasing, we partnered with the Alameda County Public Health Department in December to help ensure homebound neighbors continued to have access to food.

"We are now merging the two programs to create one service to continue to fill the gap in this area," says Clarissa Broughton, Channel Development Strategist at ACCFB. "We're currently in the process of creating a formal strategy and long-term plan."



Jochen and Matias,
home delivery volunteers

Part of that plan included hiring two temporary part-time drivers to help alongside volunteers. Working in teams of two, they load up their cars and make contactless deliveries across the county every day.

Jochen and his son Matias have volunteered with this program for several months. Because the pandemic forced them to work from home and attend school virtually, they wanted to

use their extra time in a safe and meaningful way.

"We were surprised by how widely spread the need for food assistance is in our community," says Jochen, a volunteer.

Through this program, we're able to deliver groceries to 50 households twice a week. We've also supported our partner agencies in the expansion of their home delivery programs.

Mercy Brown Bag expanded its role during the pandemic through its own efforts and in the development of **Oakland at Risk** — an organization that connects homebound residents with volunteers to help with a variety of tasks.

While COVID-19 presented challenges, we're grateful to our supporters, partner agencies, and volunteers for helping launch innovative programs to meet the needs of our community.

"It's rewarding knowing we can help get people fresh food when they can't leave the house," Jochen says.

FROM OUR OPERATIONS TEAM

Food Sourcing in a Pandemic



Wilken Louie, Associate Director of Supply Chain, is tasked with ensuring that our facility has 15 days' worth of food in stock at all times. That is no easy task, especially during a pandemic. We have all had to adjust how we access and what we pay for food, and the Food Bank is no exception.

Before the pandemic struck, we were distributing about 700,000 pounds of food across Alameda County each week.

A year later, we are distributing over *1 million pounds of food every week.*

One million pounds weekly *because of you.* Thank you.

When asked what has given him hope these last 12 months, Wilken can't help but be proud of our food resourcing

team, warehouse staff, and drivers. "After many months of hard work, they still have a great attitude and have, with minimal staff growth, distributed 50% more food."

We have always had to purchase food to keep our shelves stocked, but, in the last year, we've had to buy more and spend more.

There are a few reasons for this shift. Even though we have had many generous donors step up to support us, according to Wilken, "the overall volume of food donations has been lower because many businesses have slowed or even had to shut down completely." As the government has worked on how to best support people during COVID-19,

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there has been uncertainty around the volume of food coming in. Between October and December alone, 13 truckloads of food were canceled, which meant we had to purchase half a million pounds more food than expected.

While competing on the open market, we have had to pay higher prices. The price of canned tuna, at one point, spiked to 20% higher than average. As a result, we've now seen our food spending grow to \$1.3 million monthly compared to pre-COVID-19 when we spent about \$400,000 monthly on average in 2019.

As we settle into this "new normal" and look toward the coming weeks and months — and even years — Wilken and his team are excited to continue to develop relationships with new vendors, especially farms and businesses owned by community members who are Black, Indigenous, and People of Color (BIPOC).

The road to recovery will be long, but our team will continue to adapt, adjust, and meet demand with your support.

WITH YOUR SUPPORT, WE'RE REACHING MORE NEIGHBORS THAN EVER

Get Out the Vote 2020



Civic engagement has played a critical role in ACCFB's mission for decades. In recent years, we've been investing more into these efforts — thanks to your support — to deepen our commitment to building the political voice and power of our community, all with the goal of ending hunger.

Last year welcomed significant leaps in our efforts, with equally significant results.

An accurate Census plays a role in funding for local programs that we and our community depend on. Throughout 2020, our Census outreach helped increase local participation, especially among communities that have historically had lower response rates. From placing multilingual flyers in 200,000 emergency food bags to calling more than 90,000 individuals, 2,000 volunteer calls, and 88,000 robo calls, we helped Alameda County's 2020 Census response rate reach 75.8% — an estimated 84,000 response increase from 2010.

We also set lofty goals for our Get Out the Vote campaign, which kicked off in September. With COVID hampering our usual direct community outreach, your support helped our team pivot to new platforms that ensured community members

had information about how voting would be different this election.

Each election offers choices that can help solve — or worsen — hunger, and we work to ensure everyone's voices can be heard in this process. We revamped our Voter Resource web page with resources on registration, find your polling place, and even being a poll worker. Through social media, multilingual materials in emergency food bags, radio spots, and bus shelter ads, we shared resources so community members could make educated decisions and safely take part in the election.

We also endorsed three ballot propositions that promoted racial equity and economic inclusion in our community. In addition to getting food out the door, we know that, in order to truly end hunger, we have to address its root causes, like structural racism, which means systemic change.

Our 2018 voter engagement campaign reached over 65,000 people. In 2020, with your help, the efforts grew to an estimated 5.9 *million* impressions — a dramatic increase in scope amidst a global pandemic. Our 2020 outreach provides a blueprint for the future, but there is still much more to do.



Your Investments in Action

We're grateful for your continued support of our COVID-19 emergency response.



FOOD COST

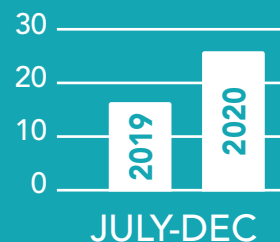
JULY-DEC 2019
\$1,610,693

JULY-DEC 2020
\$8,733,157

422%



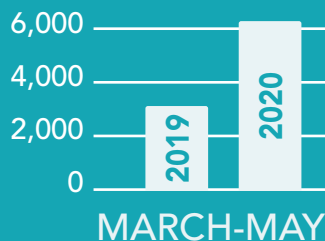
FOOD DISTRIBUTED (MILLIONS OF POUNDS)



50%



EMERGENCY FOOD HELPLINE REFERRALS



81%



DISTRIBUTION SITES

DECEMBER 2019
346 SITES

DECEMBER 2020
407 SITES

**+61
SITES**



ALAMEDA COUNTY
COMMUNITY
FOOD BANK

MEMBER OF
FEEDING
AMERICA

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