

## A YEAR UNLIKE ANY BEFORE

While March 2020 marks the start of one of the toughest years we've experienced as a city and nation, for me, it also marks a milestone of my own: my start as CEO of Food Bank For New York City. Certainly, I was eager to step into the role, to both lead and learn from my awesome team. But I was even more focused on the gravity of serving a city that was becoming the epicenter of a growing pandemic. Our economy was in trouble, our communities were hurting... our people were desperate. Thankfully, I was joining an organization with a rich history of problem solving that I'd have the privilege of bringing to bear once again in our most challenging time. Challenges are meant to change us, and 2020 certainly did.

When COVID struck, the impact on food insecurity was swift and severe. At the height of it, our Community Kitchen in Harlem was serving 100 new people each day and our member network reported a 91 percent increase in first-time visitors – this is need unlike anything we've ever seen. One year later, I'm both proud and inspired by the response that our organization, our network, and our fellow New Yorkers were able to mount to save our city. Together, we distributed over 100 million meals to our neighbors in need, a new Food Bank record! I'm excited to share more of our impact in this report.

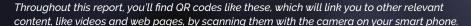
Today, we are all changed. We endured and overcame a grievous challenge... how will we be better for it? At Food Bank, we pledge to mobilize our mission deeper, farther, and smarter than ever before. With your support, the fight against hunger will also be different, and indeed better fought, in the years ahead. And I couldn't be more grateful to have you join us.

With my deepest thanks,

shi Dady

Leslie Gordon, President & CEO





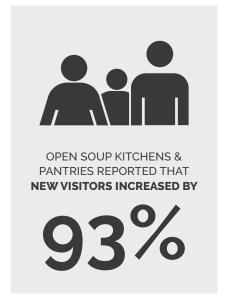
# **OUR CITY, OUR STORY,**

A year ago, Food Bank found itself supporting a city under siege by the coronavirus pandemic. The 12 months that followed saw devastating loss of life, shuttered businesses and schools, and millions of families struggling to make ends meet for their most basic needs. But even amid this crisis, our fellow New Yorkers showed up and stood with us. Thanks to your unprecedented support, our citywide emergency response distributed more meals than ever before and innovated new ways to safely serve them.

### **AT ITS WORST**



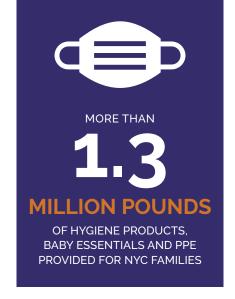




### WE BROUGHT OUR BEST -



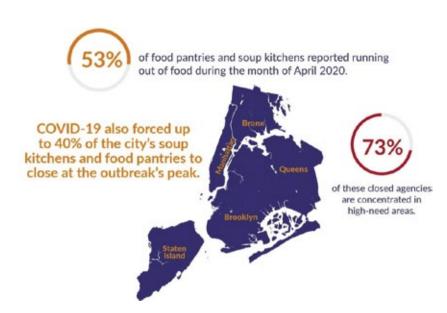


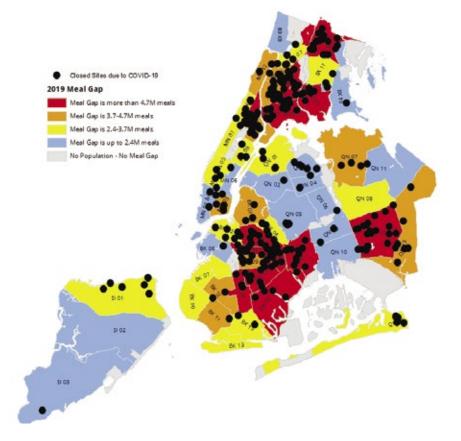


# STRENGTHENING OUR FRONTLINE FORCES

Chronic food insecurity was a problem in NYC before COVID, and now, a new hunger landscape is emerging in its wake. Here is what we're doing to fight it...thanks to your help.

Our emergency food network was under tremendous strain even before NYC became ground-zero for the coronavirus pandemic. As we reported last June, with too few pantries and soup kitchens operating across our city, those that remain routinely serve New Yorkers from more than one borough. The pandemic exacerbated these resource gaps by forcing nearly 40 percent of these sites to close at the height of the outbreak, neither having the space nor bandwidth to safely continue services.





What was clear to us – and to most food banks across the country – was that any solution to the impacts of COVID would need to create sustainable change for our network of food providers fighting hunger at the frontlines. To that end, we implemented an immediate response and a long-term solution.

To get meals where they were most urgently needed, we established Community Response Partners within our network to act as food and resource hubs citywide. We set up these CRPs in neighborhoods where food deserts were quickly emerging due to rampant closures of food assistance sites caused by COVID. Today, we have 22 CRPs operating across all five boroughs – together, they are distributing three times more food than they were the year before.





We applied this investment across five key areas of need. We provided network-wide food grants for ALL our member agencies so they have more food to distribute to their hurting communities. We provided operational grants to help cover the added overhead and other expenses that come with operating for more hours, over more days. We awarded capacity grants for capital equipment like pallet jacks and fork lifts, for the safe storage and transportation of more food.

We also launched our Mobile Pantry Program to get food to areas where pantries were overwhelmed or non-existent. And we welcomed hospitals into our member network for the first time. Too often, our poorest and hungriest communities are also our sickest – an enormous inequity only worsened by COVID-19. Now these hospitals will receive a steady flow of nutritious food for onsite pantries and pop-up distributions.

# **UNITE & CONQUOR**

Partnership is the cornerstone of Food Bank's mission. As pandemic hunger threatened to crush more New Yorkers than ever before, we mobilized more than 100 Disaster and Emergency partners to keep meals flowing across our city. Of the 100 million meals we provided through our emergency response, we've supplied nearly 4 million nutritious meals through these non-traditional partners... all thanks to your support!



### PROTECTING FAMILIES

The pandemic was a pressure cooker for the NYC family. The stress of lost income, mounting bills, home-schooling children – all while keeping family members safe from the virus – could be a recipe for broken homes and much worse. So we partnered with agencies supporting families across our city by asking, "how can we work together to amplify our impact?"

The Administration for Children's Services answered, collaborating with us to provide 125,000 meals to food insecure foster families. The Department of Corrections answered, helping us distribute more than 1.1 million meals to the homes of formerly incarcerated New Yorkers. The New York City Housing Authority answered, working with us to host pop-up distributions at their housing developments across all five boroughs.

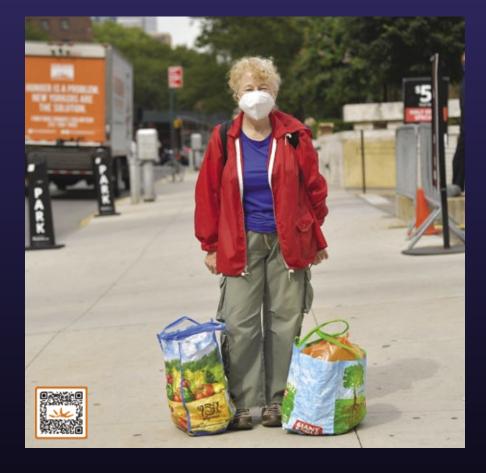


Thank you for just doing it...because it always keeps food on our plates.

### Lanese Mejia

11-year-old New Yorker & Future Leader





### FEEDING SENIORS

With the elderly being at such high-risk for severe COVID-19 complications, we prioritized ways to keep them safe without keeping them from the meals they need. Even before the pandemic, 20 percent of our NYC seniors relied on food pantries and soup kitchens to survive. So, in lieu of our Senior Program at our Community Kitchen and Food Pantry in Harlem, we implemented a daily "seniorsonly" pick-up time for to-go meals and pantry bags stocked with nutritious foods. We also partnered with the City of New York to deliver 8,000 meals per month through our Silver Service program, bringing meal boxes right to the doorsteps of homebound seniors.

# RE-IMAGINING OUR MOST VITAL PROGRAMS

Along with providing support for our network, Food Bank also pivoted our internal operations – from our warehouse to our Financial Services Center to our Community Kitchen and Food Pantry – to ensure the services our neighbors rely on were safely available. And not just food distribution... with your help, our income support programs were a lifeline for New Yorkers hardest hit in this most challenging time.



### PRIORITIZING SNAP

Formerly called food stamps, SNAP (Supplemental Nutrition Assistance Program) benefits go farther in fighting food insecurity than the work of a charity alone ever could. Connecting food-insecure households to SNAP is the best way to keep families off the pantry line. In fact, one completed SNAP application is equivalent to one full pallet of food from Food Bank's warehouse – averaging nearly \$4,000 in food benefits for a household over 12 months.

#### But SNAP not only transforms lives, it transforms communities.

When a struggling family accesses SNAP, that frees up cash in their budget for other essentials – like childcare, utility payments, rent, and transportation costs. When SNAP dollars are spent at the local grocery store, that store is able to use it to cover operating costs, like paying employees – who then have income to invest back into the local economy.

Every \$1 of SNAP spent in NYC has a multiplier effect that adds roughly \$1.54 back into the local economy.

When COVID hit, your support enabled us to quickly shift our inperson operations to a fully-remote SNAP call center. At the height of the pandemic, **our call volume reached 600% of our pre-COVID capacity**. So we added and trained more staff to efficiently receive and route more calls. Since March 2020, **we have responded to more than 10,000 calls**, connecting struggling New Yorkers to the resources they need to stay afloat.

SNAP creates a cycle of cash flow, stability and survival for our neighbors in greatest need. When you support Food Bank, you power our ability to get this crucial benefit to more families and uplift more communities. For that, we thank you!



SINCE THE START OF OUR COVID RESPONSE, FOOD BANK HAS HELPED TO SECURE MORE THAN \$31 MILLION IN ANNUAL FOOD BENEFITS THROUGH SNAP FOR OUR NEIGHBORS IN NEED. THAT'S EQUIVALENT TO 7.7 MILLION MEALS



For nearly 20 years, Food Bank's free tax filing program has been one of our most impactful services. Powered by hundreds of IRS-certified volunteers (whom we recruit and train), we partner with community-based organizations across the city to provide millions of dollars in tax refunds to tens of thousands of NYC families each year. For low-income New Yorkers, accessing our dependable, high-quality tax service for free means one less worry among a sea of competing bills. Each tax season, your support enables us to connect families to critical refunds that help lift some households above the poverty line. Friends like you helped fuel our tax operations when New Yorkers needed it most.

During the pandemic, a person's eligibility to access the Economic Impact Payments (aka Stimulus checks) from the Federal COVID Relief bill was largely determined by their most recently filed tax return. For New Yorkers living in poverty – or recently unemployed and strapped for cash – filing an updated tax return became an even more pressing need. **That's where our supporters stepped in**. They provided the funding we needed to pilot a brand new and fully contact-free Virtual tax filing solution. With a quick video call and secure upload of tax documents via smartphone, tablet or computer, clients can rest assured that their tax credits and refunds are on the way.

We also made sure there was an option available for

those who prefer in-person support or don't have access to the technology needed to file remotely.

Your support helped us enhance our existing
Virtual Tax filing model, where filers can reclaim
their time by dropping off their tax documents – to
be filed by our preparers in a socially-distant setting
– and be notified once filing is complete. We built
desk partitions, provided PPE and increased ongoing site sanitation so our staff, volunteer preparers
and clients can continue this hybrid service safely.
More filing options means more New Yorkers get
access to the funds they need to financially cope
with this ongoing crisis.

Tax filing options are critical to navigating the economic fallout of the pandemic. On average, the tax clients we serve receive about \$1,800 in tax refunds, compared to the \$1,400 Economic Impact Payments. And, like SNAP benefits, tax refunds have a similar multiplier effect: every \$1 of every tax refund produces \$1.54 of economic activity in NYC.

Shutting our doors was never an option. So with the help of our friends at World Central Kitchen, we launched a "to-go" meal program to provide five days of food security per visit for anyone who needs it – from single moms to struggling seniors to everyday New Yorkers just down on their luck. Each of those meals is one less worry for our neighbors who need us most.

Thank you for helping us help them!



SINCE THE START OF OUR COVID RESPONSE IN MARCH 2020, FOOD BANK HAS HELPED PUT \$14.6 MILLION IN TAX REFUNDS BACK INTO THE POCKETS OF NEW YORKERS IN NEED.





OUR COMMUNITY KITCHEN AND PANTRY NOW SERVES MORE THAN 135,000 MEALS PER MONTH THROUGH OUR "GRAB & GO" MEAL PROGRAM. THAT'S 66% MORE THAN THE PREVIOUS YEAR.

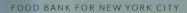
### A NEW VOLUNTEER VISION

Faced with the challenges of COVID-19, **Food Bank launched new and creative service models** to ensure our volunteers could continue to contribute safely and impactfully to our mission.

In March 2020, we temporarily suspended many of our traditional onsite volunteer opportunities to protect the safety of our staff, clients, and volunteers. We successfully pivoted to secure special support from several emergency service partners – including Team Rubicon at our Warehouse, Repair the World's "Serve the Moment" Corps Members at our Community Kitchen, and New York Cares (in association with the city's COVID-19 Volunteer Coordination Taskforce) at food distributions on the ground.

We even expanded our volunteer base beyond NYC, connecting with hundreds of new volunteers across the country through five new virtual service opportunities: our Dear New York Program, our Phone Bank Program, our Virtual VITA Program, our Social Media Ambassador Program, and our Virtual Days of Service. These new models allowed us to welcome anyone – from corporate partners and celebrities to students and families with young children – to participate with us.

More than 4,100 volunteers from all across the country donated 20,000 service hours to our mission in support of our COVID-19 response efforts!



Everybody needs help... I'm a contractor, but everything is locked down now. I can't do anything. Everybody is being affected, not only me. This is the first time I've been to a food pantry. I really appreciate ya'll coming out and supporting people. Thank you very much."

Christopher\*

Brooklyn Resident

# WITH YOUR SUPPORT, WE...

Here are more events and initiatives that your support helped us to launch.



Collaborated with local hospitals to provide meals for the healthcare heroes on the frontlines of the pandemic.

Hosted pop-up distributions at NYC Schools to help students and families facing hardships once schools closed.





Delivered hundreds of meals each week to our homebound neighbors in need, in **partnership** with Uber Eats.





Raised 1.2 million meals through our **first annual 5 Borough Challenge** (part of our successful 20 Million Meals holiday campaign) – thanks to a generous match by Bank of America and support from our media partners HOT97 + WBLS.



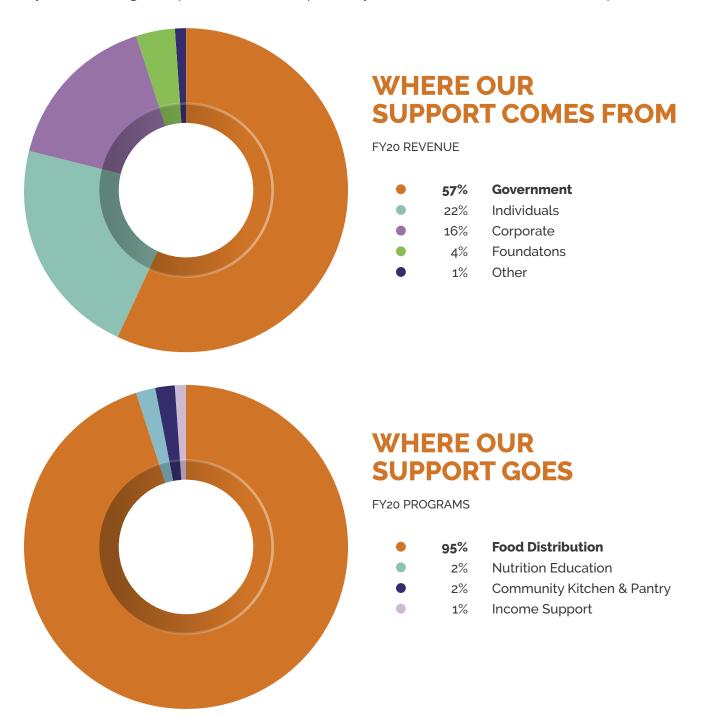






# **OUR FINANCIAL POSITION**

Food Bank For New York City is an independent, nonprofit 501(c)3 organization and a proud member of Feeding America. Our comprehensive approach to fighting hunger tackles food insecurity as a symptom of poverty and develops solutions to address both. We show our gratitude for every gift of time, talent, and treasure to our mission by committing to a practice of transparency and excellence in stewardship.





FOOD BANK FOR NEW YORK CITY AND SUBSIDIARY

## **CONSOLIDATED STATEMENT OF FINANCIAL POSITION**

FOR THE YEAR ENDED JUNE 30, 2020

### **ASSETS**

Cash and cash equivalents	\$30,578,056
Investments	6,020,095
Government grants receivable	8,833,714
Contributions receivable	1,574,816
Accounts receivable, net	166,227
Purchased products inventory	1,150,090
Donated products inventory	3,757,059
Prepaid expenses and other assets	589,591
Property and equipment, net	5,107,848
TOTAL ASSETS	\$57,777,496

### **LIABILITIES**

Accounts payable and accrued expenses	\$8,740,025
Accrued salaries	248,977
Accrued vacation	275,263
Government contract advances	9,999,506
Deferred revenue	276,192
Deferred rent	655,355
PPP loan payable	867,500
Mortgage loan payable, net	1,518,950
TOTAL LIABILITIES	22.581.768

### **COMMITMENTS AND CONTINGENCIES**

### **NET ASSETS**

**TOTAL LIABILITIES AND NET ASSETS** 

Operations	27,020,114
Board -designated	1,288,532
Net investments in property and equipment	3,588,898
Total net assets without donor restrictions	31,897,544
Net assets with donor restrictions	3,298,184
TOTAL NET ASSETS	35,195,728

\$57,777,496

FOOD BANK FOR NEW YORK CITY AND SUBSIDIARY

# **CONSOLIDATED STATEMENT OF ACTIVITIES**

FOR THE YEAR ENDED JUNE 30, 2020

	Without Donor Restrictions	With Donor Restrictions	Consolidated Total
PUBLIC SUPPORT AND REVENUE			
PUBLIC SUPPORT			
Foundations & Corporations, including in-kind services	\$10,650,035	\$3,934,687	\$14,584,722
Individual Contributions	30,196,964	1,057,955	31,254,919
Special Events (net of expenses)	495,093	_	495,093
Net assets released from restrictions	4,163,771	(4,163,771)	-
Total public support	45,505,863	828,871	46,334,734
REVENUE			
Government contracts	24,539,728	_	24,539,728
Donated food received	72,544,861	_	72,544,861
Sale of purchased food products	1,328,992	_	1,328,992
Investment activity	15,629	500	16,129
Other income	94,012	_	94,012
Total revenue	98,523,222	500	98,523,722
PROGRAM SERVICES			
Distribution and food storage	105,673,497	_	105,673,497
Research and policy	204,031	_	204,031
Nutrition education services	2,139,152	_	2,139,152
Community kitchen and food pantry	1,815,266	_	1,815,266
Income support services	985,781	_	985,781
Benefits Access	529,633	_	529,633
Total program services	111,347,360	-	111,347,360
SUPPORTING SERVICES			
Management and general	7,225,663	_	7,225,663
Fundraising	4,337,433	_	4,337,433
Total supporting services	11,563,096	_	11,563,096
TOTAL EXPENSES	122,910,456	-	122,910,456
CHANGE IN NET ASSETS	21,118,629	829,371	21,948,000
Net assets - beginning of year	10,778,915	2,468,813	13,247,728
NET ASSETS - END OF YEAR	\$31,897,544	\$3,298,184	35,195,728

# SPECIAL THANKS TO OUR MISSION PARTNERS



Bank of America, who has been a staunch advocate of our mission for more than 15 years, donated more than \$500,000 in support of food distribution initiatives throughout the five boroughs.



In April 2020, as the toll of the pandemic grew across NYC, Citi stepped in to help us combat food insecurity with a \$610,000 contribution — a gift championed by the employees at their Greenwich Street office.

### **OWL ROCK**

Owl Rock Capital joined our supporter community in April 2020, eager to help our mission support our hurting city. Their donations, totaling \$1 million, have helped us get more food to more New Yorkers than ever before.



Peleton has joined our supporter community with powerhouse fundraising campaigns in support of our pandemic response. Since March 2020, their virtual riding competitions have raised nearly \$1 million.

### UNITED HEALTH FOUNDATION<sup>®</sup>

United Health Foundations donated \$500,000 to support the purchase of healthy food items and to help power our distribution efforts at schools, healthcare facilities, and New York City Housing Authority locations.



World Central Kitchen partnered with us in April 2020 to help launch the "grab and go" meal program at our Community Kitchen and Pantry in Harlem. Their support provided 91,000 meals to more than 26,000 households.















POPUP FLORIST



**KAWS** 

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