

MANNA FOOD BANK
BOARD OF DIRECTORS MEETING
August 19, 2015
5:00 to 6:30 at 627 Swannanoa River Road

PRELIMINARY AGENDA

1. Call to Order – Jim Mathews
 - Reading of the mission and vision
2. Consent Calendar – June 2015 Minutes
3. Capital Campaign:
 - Status of Capital Campaign Fund Raising
 - Remaining Capital Campaign Activities
 - Update on Phase 2 Plans
4. Finance Committee report:
 - Financial Results (Unaudited) for Year Ended 6/30/ 2015 (Nancy Flippin and Phil Hardin)
 - Dashboard reviews (Nancy Flippin)
5. Organizational Transitions (Cindy Threlkeld, Jim Mathews)
6. Fiscal Year 2014-2015 Highlights (Cindy Threlkeld)
7. Management & Governance Committee (Scott McLean)
8. President’s report – Jim Mathews
9. Executive Director’s report – Cindy Threlkeld
10. Old Business
11. New Business
12. Adjourn

Upcoming Events:

Empty Bowls---Monday September 14 for either lunch or dinner
Next Board Meeting---Wednesday, September 16

**MANNA FoodBank
Board of Directors Meeting**

Date: June 17, 2015	Begin Time: 5:00 p.m.	End Time: 6:45 p.m.	Total Time: 1:45 hour
<p>Members Present: Melody Dunlop, Jeff Grindstaff, Phil Hardin, Allen King, Kip Marshall, Jim Mathews, Scott McLean, Louise O'Connor, Jim Peterson, Teresa Roach, Ross Sloan, Sage Turner, Janie Wilson By phone: Jo Blaylock and Terry Latanich Members Absent: Brandon Anderson, Elaine Beattie, Beth Palien, Mary Ritter, Joyce Miles</p>			
Guests Present: n/a			
Staff Present: Cindy Threlkeld, ED; Nancy Flippin, CFO; Jill Hanson, COO; Beth Stahl; Jason Turnbull			
Report/Member/ Handouts	Discussion/Recommendations/Conclusions	Action/Follow Up	
Call to Order	JM called the meeting to order and asked Teresa Roach to read the mission and vision statement of MANNA FoodBank.		
Consent Calendar	JM asked for approval of the May minutes. A motion was made, seconded and was passed unanimously.		
Children and Client Services Update MANNA Packs and Summer Program Handout #1 FNS Outreach and MANNA HelpLine	<p>Beth Stahl, Youth Services Manager, provided highlights for the MANNA Packs program which is completing its 10th year. A notable milestone is approaching with the one millionth bag projected for distribution around December 2015 or January 2016. In the current fiscal year 2 new student pantries were successfully piloted at Enka Middle School and Haywood ALC, a total of 154,131 bags plus bulk were distributed, 4,838 children on average were served weekly, 142 schools were reached, and 15 home delivery sites were added in Clay County. For the summer, a substantial bag of supplemental food and produce designed to assist for a week rather than a weekend will be distributed in 9 counties with a target goal of serving 900 children. (A sample bag was available to the Board to examine).</p> <p>Jason Turnbull, FNS Program Manager, noted that July 1, 2014 was the initial launch for the MANNA Food Helpline. In the 11 months since this pilot program began, 1,359 FNS applications and/or recertifications have been received with 651 (48%) directly attributed to the Food Helpline. Standalone food referrals totaled 583. There are 3.5 FTE's in the FNS outreach program and 12 trained helpline volunteers. The MANNA Food Helpline is a confidential and free service. For 2015/2016, goals for the FNS Program include reaching 1,500 FNS applications and recertifications and increasing the total number of calls and standalone food referrals by 25%.</p>		
Finance Committee Presentation of FY15/16 Budget Handouts #2 and 3	PH stated that the MANNA staff did a great job with the budget in being realistic in projections. The Finance Committee met with the Executive Committee on June 12 th to go through the budget and both unanimously bring forward their recommendations for approval. In reviewing the projected revenue budget for FY 15/16, Phil commented that Nancy Flippin, CFO, had broken out various line items to provide greater detail than in the past, especially		

<p>MANNA Food Bank 2015-2016 Proposed Budget 2015-2016 Budget Draft Notes</p>	<p>noting special events and bequests/planned giving as new categories.</p> <p>Referring to the budget summary, PH noted that expenses are now more broken out as well. Although there are no new planned employee positions, three current positions are moving to full-time. Nancy renegotiated health benefits resulting in a 3% decrease in cost, and the plan has been received favorably by employees. Depreciation appears as a new line item in expenses in the budget.</p> <p>Following discussion regarding both the depreciation and net investment activity, the Board recommended that each year we examine the budget regarding a deficit budget status, and review projected year end income statement and the current balance sheet. In support of this recommendation, the CFO indicated that she would forward those financial statements following this meeting, and would include them as part of next year's fiscal budget discussions.</p>	<p>Motion: It was moved, seconded, and passed unanimously to accept the FY 15/16 budget as presented.</p>
<p>Development Committee</p> <p>Blue Jean Ball Update</p> <p>Capital Campaign Handout #4 - Capital Campaign Summary</p> <p>Board Resolutions re Grant Opportunities Handout #5- Board Resolutions</p>	<p>Noting that there is always a risk to forget to mention someone in the thank you's for such an event, MD thanked the MANNA staff and all the volunteers who made this year's Blue Jean Ball a night to remember. No final numbers are available yet as not all the revenue and expenses have come in, but it was a beautiful evening, achieved great attendance with 900 of MANNA's friends, delicious food, wonderful music to dance and sing to, and had a staggering list of over 100 silent auction items. A special thanks was given to both the board members who came, as well as those brought guests who were invited to tour the MANNA facilities. CT and the Board recognized Harrah's lead sponsorship.</p> <p>MD reported that as of June 11th, the Capital Campaign for the Space to Erase Hunger has received a total of \$2,591,405 in cash pledges, and in-kind donations. Of that total, \$429,000 (17%) is from MANNA's "family", which includes the present and past Board members, the Capital Campaign Steering Committee, and the MANNA staff. CT stated that we are still committed to finishing this campaign in August. Although donations to the campaign have slowed down, she feels confident we will meet the external goal of \$3M with prospects for a substantive grant with the Weinberg Foundation, as well as several budget relieving in-kind donations available. CT also shared that she feels less confident that we will meet the internal goal of \$3.5M.</p> <p>After distributing the two board resolutions related to grant opportunities, MD noted that the United Way of Haywood County has awarded MANNA a grant for \$8.5K for food distribution in Haywood County in FY 15/16. In accepting the grant, MANNA agrees to support the United Way in their annual campaign marketing effort, provide budget information on request, to abide by all local, state, and federal regulations governing nonprofits, and to attend the annual funded agency meeting.</p> <p>Presenting the second resolution, MD stated that the Board is being asked to authorize the Executive Committee of the Board of Directors to act with full authority of the Board in regard to applying for a \$27K grant from the USDA Rural Development to help pay of the new 24 foot refrigerated truck we are planning to acquire this summer. The purchase of this new truck had been</p>	<p>Motion: It was moved, seconded, and unanimously passed by the Board of Directors of MANNA Food Bank to accept the grant for \$8.5K from the United Way of Haywood County for food distribution in Haywood County and to abide by the covenants of the grant.</p> <p>Motion: It was moved, seconded, and unanimously passed by the Board of Directors of MANNA Food Bank to authorize the Executive Committee of the</p>

	previously approved, and this grant, if awarded, will help defray some of the cost of the purchasing the truck.	Board of Directors to act with full authority in regard to an application for a Community Facilities Grant from the USDA Rural Development Program.
Membership & Governance Committee	Scott McLean thanked the members of the Membership and Governance Committee, noting that a kickoff meeting was held on June 1 st . The committee has determined that there are 4 board slots available beginning in January, and they are actively seeking nominations. Having completed a board assessment of current board members, the committee has identified that in looking for potential candidates to fill the upcoming slots, this year we need to look in particular for candidates with medical, legal, and religious backgrounds.	
Public Policy Update	Terry Lavanich noted two items which included a potential reduction of the NC \$100,000 allocation to fund food banks, and that the child nutrition program is up for reauthorization. TL spoke that the MANNA Board could help to generate phone calls to NC senators and representatives, and stated that he would send information to the Board soon.	
Executive Director's Report	<p>Providing an update on the construction, the ED reported that MANNA had recently met with Doug Ferguson of Design Logic regarding the proposed mezzanine for Phase II, and following a bidding process, we anticipate still being on course to begin construction at the end of October or November. As previously reported, the MANNA administrative team will be moving into the BB&T space during this phase of the construction.</p> <p>CT reported that she and several others of the senior management team of MANNA recently met with Sonya Greck, Senior Vice President of Mission Health, per Mission's request related to Mission's Community Benefits. Mission is realigning its partners who fit most closely with its health related mission. Jim Mathews noted that he had recently met with the Mission Foundation President as well, discussing MANNA's impacts related to population health.</p> <p>MANNA recently initiated a meeting with the Community Foundation of Western North Carolina, and talked about our strategic plan. They love what we do, and our service areas overlap very closely.</p> <p>Finally, CT shared that MANNA was able to pass on a good lead to the Food Bank state association regarding a potential grant opportunity with the State Employee's Credit Union Foundation which may result in potential \$1.2M over the next 3 years.</p>	
New Business/Old Business	There was no new or old business.	
Next Board Meeting	July 15, 2015	

Melody Dunlop for Joyce Miles, Secretary
June 17, 2015

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MANNA FoodBank

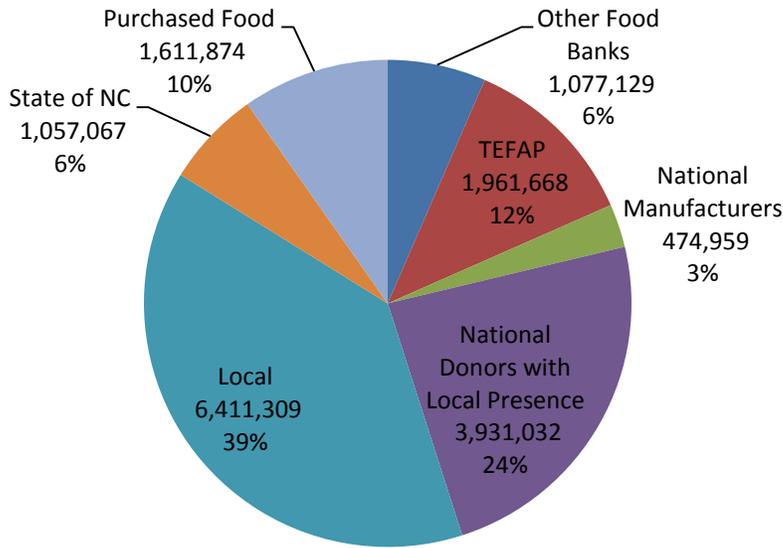
Food Receipts and Distribution

FY 2014-15

Pounds Distributed

- FY 2013-14 distribution = 14,102,948 pounds
- FY 2014-15 distribution = 15,473,055 pounds
- *This is a 9.7% increase*

Pounds Received



	FY 13-14	FY 14-15	% Change
Other Food Banks	749,346	1,077,129	44%
TEFAP	1,618,442	1,961,668	21%
National Manufacturers	490,852	474,959	-3%
National Donors with Local Presence	4,045,553	3,931,032	-3%
Local	5,895,787	6,411,309	9%
State of North Carolina Funding	690,286	1,057,067	53%
Purchased Food	1,603,048	1,611,874	1%
Total	15,093,314	16,525,038	9%

MANNA Food Bank
Statement of Position
for period ending 6/30/15

Assets	June 30, 2014	June 30, 2015	Notes
Cash on Hand:Unrest	\$1,570,831.07	\$1,614,537.11	1
Cash on Hand: Temp Restricted	\$220,562.00	\$68,137.00	1
CFWNC - Board Reserves	\$610,092.71	\$984,818.95	
CFWNC - Endowment	\$436,106.98	\$438,414.13	
Grants & Conts: Operating	\$162,415.76	\$144,149.89	2
Other Receivables	\$132,187.48	\$124,282.33	3
Prepaid Expenses	\$33,045.31	\$51,722.55	
Equipment Pass-throughs	\$11,331.45	\$16,151.26	
Inventory	\$733,797.21	\$740,080.92	4
Fixed Assets	\$3,383,475.14	\$4,809,344.53	5
Accumulated Depreciation	(\$1,608,372.89)	(\$1,739,258.93)	
Total Operating Assets	\$5,685,472.22	\$7,252,379.74	
Cash on Hand: Capital Campaign	\$126,008.00	\$599,177.00	1
Grants & Conts Curr: Capital Campaign	\$217,062.44	\$316,626.97	
Allow for Uncollectable Rec: Capital Campaign	(\$4,341.25)	(\$11,964.98)	
Construction Work-in-Progress	\$154,049.00	\$54,730.81	
Long Term Grants & Cont Rec: Capital Campaign	\$0.00	\$281,622.32	
Disc to NPM: Capital Campaign Long Term Rec	(\$4,292.00)	(\$9,152.72)	
Total Capital Campaign Assets	\$488,486.19	\$1,231,039.40	
Total Combined Assets	\$6,173,958.41	\$8,483,419.14	
Liabilities and Equity			
<u>Liabilities</u>			
Vendor Accounts Payable	\$88,755.92	\$265,225.19	6
Payroll Deductions - EE	\$1,698.89	(\$5.16)	
Accrued EE Benefits	\$154,193.66	\$141,779.43	7
Agency Credits Payable	\$4,107.13	\$9,884.25	8
Liabilities - Other	\$0.00	\$97.06	
Loans & Notes Payable: Capital Campaign	\$0.00	\$123,422.65	
Total Liabilities	\$248,755.60	\$540,403.42	
<u>Equity</u>			
Unrest Net Assets	\$3,876,795.81	\$5,604,266.17	
Temp Rest Net Assets	\$714,745.00	\$915,516.55	
Board Desg Net Assets	\$1,020,276.00	\$1,109,847.00	
Permanently Rest Net Assets	\$313,386.00	\$313,386.00	
Total Equity	\$5,925,202.81	\$7,943,015.72	9
Total Liabilities and Equity	\$6,173,958.41	\$8,483,419.14	

Notes:

1- Our unrestricted cash balance increased 2% over the prior year with temp restricted balances *decreasing* 70%; capital campaign cash increased 375% from the prior year; the total cash balance decreased 10% from \$1,917,401 to \$1,741,851.

2- The total includes \$18,500 receivable for BJB sponsorships net yet paid; \$11,000 for Empty Bowl sponsorships; \$43,533 for program support; \$53,270 for general support; balance for FNS & TEFAP receipts

3- This total includes agency fees, Ingles Reclaim, and sales tax

4- Our total ending inventory was up 44,218 lbs from the prior year; however, the wholesale value of 1 lb of donated product went down \$.02/lb from \$1.72 to \$1.70/lb; thus the overall value of our ending inventory is only up slightly

5- Increase in fixed assets is primarily due to completion of Phase I of the Capital Campaign

6- The largest single change in payables year over year is the principal repayment on the line of credit

7- This represents the calculated value of employee paid time off accrued through 6/30

8- This is the unearned balance of funds donated for agency accounts

9- We had a 34% increase in our net assets for the year due primarily to the capital campaign revenues as compared to expenses since most of the cash outlay was for capital improvements.

MANNA FOOD BANK
Statement of Activities for period ending June 30, 2015

	YTD Actual 30-Jun-15	YTD Budget	YTD Actual 30-Jun-14	YTD Actual 30-Jun-13	Notes
Income					
Operations:					
Bequests & Planned Giving	\$0.00	\$0.00	\$366,997.18	\$500.00	
Contributions & Grants	\$2,079,544.06	\$2,293,000.00	\$2,309,244.63	\$2,029,026.56	1
Govt Grants	\$820,626.53	\$651,436.00	\$797,061.26	\$643,175.33	
Special Event Income	\$199,593.07	\$0.00	\$38,723.00	(\$0.00)	
Direct Mail Cont	\$544,372.13	\$625,000.00	\$646,070.00	\$537,669.00	
Earned Income	\$1,227,026.01	\$1,280,000.00	\$1,305,201.22	\$1,260,088.45	2
Income: Miscellaneous Income	52,683.65	\$38,913.00	\$6,003.84	\$12,203.38	3
Sub-Total Operations Income (Curr Yr)	\$4,923,845.45	\$4,888,349.00	\$5,469,301.13	\$4,482,662.72	
Carry-Over Income from prior year	\$298,399.00	\$205,920.90	\$78,000.00	\$38,500.00	
Adjusted Operating Income *	\$5,222,244.50	\$5,094,269.90	\$5,547,301.13	\$4,521,192.72	
Non-Cash Contributions	277,103.76	(\$0.00)	\$240,882.85	\$292,244.06	
Inventory Receipts	22,135,251.09	(\$0.00)	\$20,519,908.00	\$15,713,904.00	4
Total Operating	\$27,634,599.35	\$5,094,269.90	\$26,308,091.98	\$20,527,340.78	
Expense					
Salaries & Benefits	\$2,528,834.88	\$2,531,882.12	\$2,404,707.07	\$2,111,524.09	
Professional Fees	\$274,928.61	\$307,805.00	\$325,832.35	\$315,302.25	
Staff Development	\$28,542.83	\$44,645.00	\$26,410.90	\$25,127.46	
Other Staff Exp	\$11,649.57	\$14,933.00	\$10,276.36	\$8,149.30	
Travel	\$25,054.12	\$37,177.00	\$24,705.11	\$18,020.94	
Supplies	\$53,549.86	\$42,325.00	\$33,909.91	\$43,774.14	
Equipment	\$65,126.72	\$71,517.97	\$50,292.58	\$81,407.31	
Postage	\$24,767.13	\$42,091.00	\$22,042.40	\$18,512.32	
Printing & Publications	\$41,172.23	\$40,831.00	\$34,216.41	\$21,643.21	
Communications	\$30,918.80	\$31,400.00	\$29,345.62	\$24,846.99	
Advertising	\$86.06	\$0.00	\$0.00	\$0.00	
Food Purchases	\$1,239,983.50	\$1,309,750.00	\$1,352,392.92	\$2,477,116.10	
Transportation	\$253,941.63	\$272,922.00	\$226,929.73	\$227,294.33	
Occupancy	\$152,037.99	\$160,449.00	\$149,710.73	\$133,079.69	
Program Exp	\$129,755.85	\$65,466.00	\$57,197.24	\$53,163.41	
Special Events	\$18,101.12	\$29,240.00	\$25,662.71	\$54,484.39	
Fees & Dues	\$49,792.21	\$50,415.00	\$38,441.92	\$36,091.18	
Misc Exp	\$8,939.28	\$22,422.00	\$16,767.81	\$21,408.27	
Sub Total Operating Expenses	\$4,937,182.39	\$5,075,271.09	\$4,828,841.77	\$5,670,945.38	
Net Operating Over/(Short)	\$285,062.11	\$18,998.81	\$718,459.36	(\$1,149,752.66)	
Less Projected Rest Grant CarryOver	\$105,289.00		\$298,399.00	\$78,000.00	
Adjusted Net Operating *	\$179,773.11	\$18,998.81	\$420,060.36	(\$1,227,752.66)	
Capital Budget	\$0.00	\$18,500.00			
Non-Cash Exp	\$211,330.54	\$0.00	\$258,193.65	\$69,302.62	
Depreciation	\$175,244.94	\$0.00	\$150,235.91	\$145,233.00	
Cost of Goods Sold	\$22,128,967.38	\$0.00	\$20,520,576.00	\$14,427,810.00	
Total Operating Expense	\$27,452,725.25	\$5,093,771.09	\$25,757,847.33	\$20,313,291.00	
Net Operating Over/Short (including non-cash)	\$181,874.10	\$498.81	\$550,244.65	\$214,049.78	
Investment Income	\$22,629.70	(\$0.00)	\$146,840.37	\$89,426.75	
Investment Acct Expense	\$12,962.82	\$0.00	\$9,655.58	\$7,709.28	
Net Investment Activity	\$9,666.88	\$0.00	\$137,184.79	\$81,717.47	

Notes:

- Contributions, Grants, and Special Events total is \$2,279,137 as compared to \$2,293,000 budgeted; we ended the year strong even though our receipts from foundations was down this year (see "Revenues by Source" Graph for details)
- Earned Income is down from the Coop Program but this is offset by a reduction in food purchase expense
- Misc Income includes \$35,270 payout from our investment accounts
- The value of donated inventory was decreased from \$1.72 in the prior year to \$1.70 per the study from Feeding America

Expenses overall were at or slightly below budget in every category; the exception is Program Expenses which includes \$60,566 of restricted funds applied to agency accounts for access to food; this is an unbudgeted item since it is not something we directly solicit or anticipate.

Recommendations for use of Adjusted Net Operating

Staff Bonus	\$56,515.00	(\$750/employee + 1.5% of annual salary to 401K)
Payroll Reserves	\$14,258.00	
Truck Reserve	\$24,000.00	
Capital/IT Reserves	\$85,000.00	
	\$179,773.00	

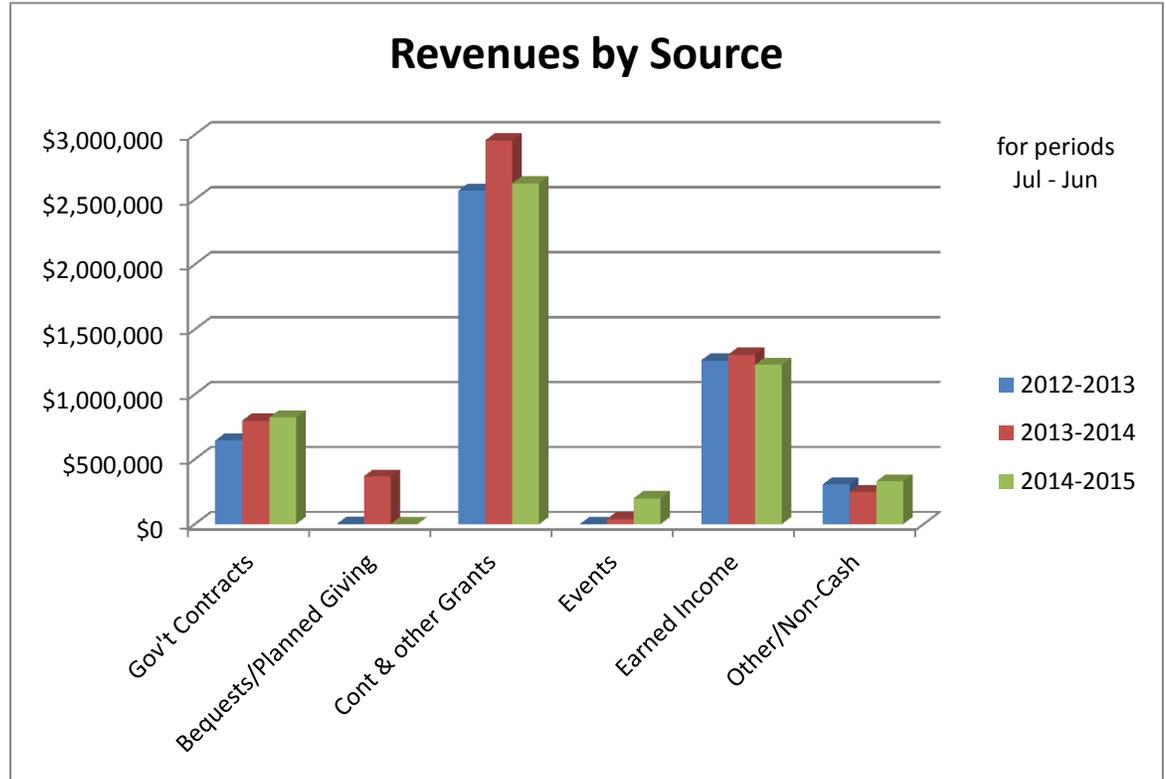
We are suggesting that we do not need to add funds to the roof replacement reserve this year since this work will be completed in Phase II of the Capital Campaign. We can resume adding to the roof reserve for future needs for building 627 at the end of the next fiscal year

Current Reserve Balances:

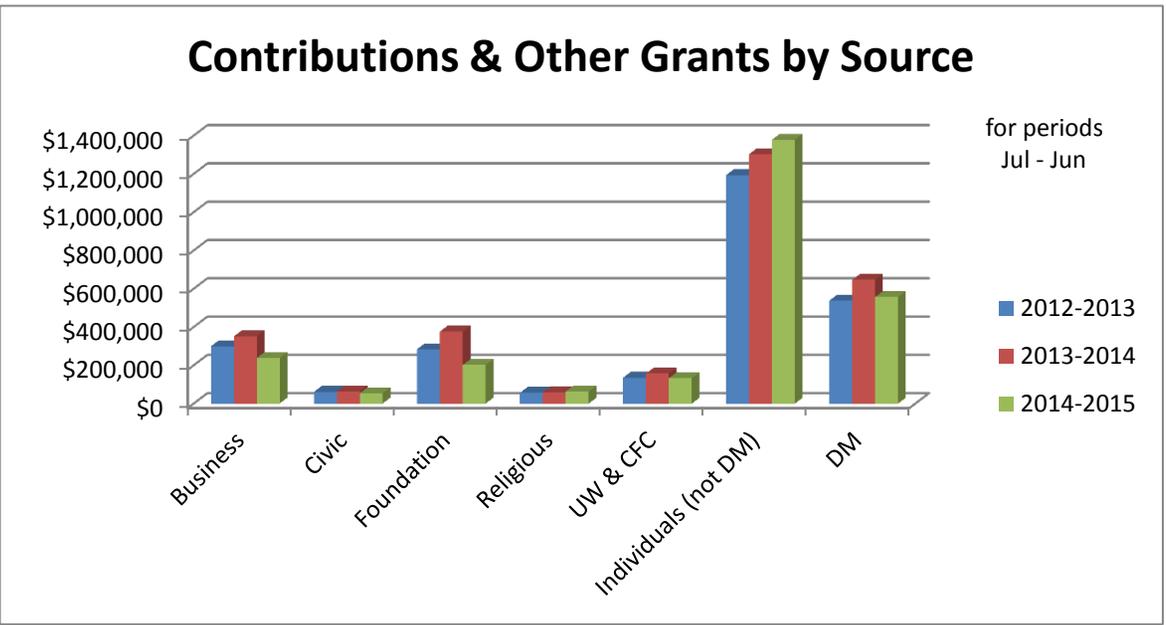
Vehicle	\$140,000.00
Roof	\$96,000.00

MANNA Food Bank
Revenues by Source
 Jul - Jan

<u>Revenues by Sources</u> (does not include investments, cap camp)			
for periods Jul - Jun			
	<u>2012-2013</u>	<u>2013-2014</u>	<u>2014-2015</u>
Gov't Contracts	\$643,175	\$797,061	\$820,627
Bequests/Planned Giving	\$500	\$366,997	\$0
Cont & other Grants	\$2,566,726	\$2,955,315	\$2,623,917
Events	\$0	\$38,723	\$199,593
Earned Income	\$1,260,088	\$1,305,201	\$1,227,026
Other/Non-Cash	\$304,447	\$246,887	\$329,788
Totals	\$4,774,936	\$5,710,184	\$5,200,951



<u>Detail on "Contributions & Other Grants"</u>			
	<u>2012-2013</u>	<u>2013-2014</u>	<u>2014-2015</u>
Business	\$299,156	\$350,456	\$237,788
Civic	\$61,003	\$63,374	\$53,782
Foundation	\$283,568	\$376,170	\$201,380
Religious	\$56,048	\$59,358	\$63,035
UW & CFC	\$135,206	\$156,864	\$132,761
Individuals (not DM)	\$1,194,076	\$1,303,023	\$1,378,534
DM	\$537,669	\$646,070	\$556,637
Totals	\$2,566,726	\$2,955,315	\$2,623,917



MANNA FoodBank
Capital Campaign Summary
June 30, 2015

	YTD	YTD	
	Jun-14	Jun-15	Totals
Contributions			
Funds Pledged/Received	\$451,938	\$2,099,802	\$2,551,740
Non-Cash Contributions	0	\$78,990	\$78,990
Total Contributions	\$451,938	\$2,178,792	<u>\$2,630,730</u>
Expenditures			
Fundraising & MiscExpenses	\$171,881	\$36,016	\$207,897
Phase I total building improvements	\$154,049	\$1,609,255	\$1,763,304
Interest Exp	\$0	\$5,621	\$5,621
Phase II		\$54,731	\$54,731
Expenditures total	\$325,930	\$1,705,623	<u>\$2,031,553</u>
Net of Funds Raised/Exp	\$126,008	\$473,169	\$599,177
Line of Credit Available	\$1,500,000		
LOC Draw #1	-\$182,116		
LOC Draw #2	-\$241,306		
Principal Repay	\$300,000		
LOC payable	-\$123,422		
LOC Available	\$1,376,578		

MANNA FOODBANK

Highlights-FY 14-15

Food Sourcing and Operations:

- Received 16.5 million pounds of food, produce and other needed items
- **Distributed 15.5 million pounds** of food, produce and other needed items
- Reclaim Center- **3.4 million scans** resulting in 1.8 mil pounds of donated food and other products
- Order Pickers- **8,951 orders pulled** for agencies
- Mobile delivery- 4.8 million pounds delivered by MANNA fleet/drivers
- Floor distribution - 8.9 million pounds handled by Distribution staff and order pickers
- Waste reduction- Goal was less than 5% going to landfill this past fiscal year; we came in at 3% (awesome!)
- 99% inventory accuracy, 98.5% inventory dollar accuracy
- **4.7 million pounds of produce** distributed - 30% of total
- Stretched state funding (SNAP/SAM) to provide 1,057,067 pounds of food. (40 cents per pound.) This was up from 690,286 pounds the year before (61.5 cents per pound.) This is a 53% increase.
- Sourced 475,049 pounds of WNC apples overall, with 267,558 pounds sourced for other food banks.
- Identified by Feeding America as a Top 25 High Performing Food Sourcing Food Bank for double digit sustained growth for 5 years straight.

Youth Programs:

MANNA PACKS (September 22 – May 29)

- Average for the school year of **4,838 children served per month** – exceeding 10% Free goal of 4,431.
- 154,131 bags distributed in **141 schools** (plus 15 home deliveries in Clay Co) in 16 WNC counties
- MANNA Packs turned 10 years old!
- We will hit the “one million bags” mark sometime late 2015 or early 2016. Cause for celebration!

SUMMER PACKS (June 12 – August 14)

- The 10-week program distributed 7,745 bags (over 45,000 lbs.) to 900 children in 8 counties (Transylvania, Cherokee, Clay, Graham, Jackson, Macon, Madison and Mitchell)
- Fresh produce was sent home with each bag, including apples, carrots, bananas, oranges, salad mix, celery, broccoli, cauliflower, cantaloupe and nectarines---totaling 16,956 lbs.

FNS/Food Stamp Outreach:

- Assisted **1,470 households with food stamp applications** or recertifications through FNS Outreach.
- Wrote and implemented State FNS Outreach Contract for reimbursement of \$95,728 in MANNA FNS Outreach expenses.
- Developed and implemented pilot project around the MANNA Food HelpLine, a new service officially launched 7-1-14 that was funded by \$50,000 Feeding America grant. FNS Outreach staff and well-trained volunteers

assist clients over the phone with FNS applications, recertifications, questions about the food stamp program, and referrals to emergency food providers within the MANNA service area.

- Received a total of **3,115 incoming calls** to the MANNA Food HelpLine.
- Assisted **701** households with food stamp applications or recertifications through the MANNA Food HelpLine.
- Provided **641** “stand alone” food referrals for HelpLine callers looking for food resources within MANNA’s service area.

Agency Relations:

- Improved **Food Safety** Certification practices, with all meal sites now certified in Safe Food Manager’s course
- Continued monitoring for **compliance** to partnership agreement, with 124 monitoring visits conducted by team of trained volunteers
- Matched 18 **donated freezers and coolers** with partner agencies
- Built a strong remote team of zone coordinators, including addition of Buncombe County zone coordinator
- Improved **online ordering** support for partner agencies, including training on new Web Windows system
- Celebrated successful second year of **Capacity Project**.
 - 12 Support Volunteers trained and in the field working with 21 pantry partners
 - 6 new capacity toolkits compiled for the agencies and future support work
 - Recruited 2 new VISTA members to conduct outcome assessments
 - CFWNC reported highest number of *funded* MANNA partner grant applications!
- **Expanded on what we do** – moving from “build relationships” to “leverage the relationships”

Administration:

- Managed selection and implementation of new financial software
- Increased security of IT network by adding new antivirus software and installing a new network backup system
- Implemented additional IT support to improve response time to employee issues
- Secured contract for fiber optics into building to replace/improve current internet access
- Researched and secured contract for new phone system to be installed in September
- Implemented new streamlined process for scheduling meetings in Laurel’s Kitchen
- Implemented succession plan for HR Manager
- Negotiated new health benefits contract to reduce costs while maintaining same level of services

Resource Development:

- Met annual budget goals for contributed revenue, plus generated over **\$2.5 million for our capital campaign**.
- Total revenue from individuals was **\$1,935,171 from 9,181 donors**
- Participation in the first annual nationwide *Giving Tuesday* event generated \$46,142 in on-line contributions
- Total on-line gifts were at an all-time high of \$269,643, up 16% from FY14
- Awarded total of \$367,000 in non-government grants to help cover operating and programmatic expenses
- 45% of grants awarded were from national corporate foundations, including 2 new grant partners, Morgan Stanley and Disney
- In spite of our need to cut back volunteer shifts during construction, our **6963 volunteers** served **59,520 hours** in order to get food to those who need it
- We created a new *MANNA Ambassador* program, with volunteers representing MANNA at community events and fundraisers. In 2014-15, MANNA Ambassadors covered 24 events, donating 114 hours of their time

- 94 warehouse volunteers contributed a total of \$35,000 to our capital campaign, in addition to their weekly service!
- Our Empty Bowls and BJB events had record-breaking success in corporate sponsorship at \$131,500 (a \$36,000 increase over the previous years).
- In order to re-energize our direct mail efforts, we put out bids and contracted with a new Direct Marketing vendor – the One to One Group will begin late fall 2015.

For Extra Credit

- Completed Phase 1 construction on The Space to Erase Hunger Project!!!