

MANNA FOOD BANK BOARD OF DIRECTORS MEETING August 20, 2014

TODAY'S SCHEDULE:

TOUR AT 4:15: Tour of construction progress for those interested and able to come early.

TODAY'S MEETING: 5:00 - 6:30

LOCATION: 623 Swannanoa River Rd - Volunteer Center

The mission of MANNA FoodBank is to involve, educate, and unite people in the work of ending hunger in WNC.

Our vision is a hunger-free Western North Carolina

AGENDA

1. Call to order - Jim Peterson, President
 - Reading of the mission and vision
2. Consent Calendar
 - Summary of July 16 meeting on Mission and Vision with Ed Manning (attached)
3. Fiscal Year-End Dashboard Reports - Jim Peterson
4. Finance Committee report - Jim Mathews
 - Unaudited Year-End Financial Report
5. Hunger in America Study results for WNC - Becky Upham
6. Year-End Highlights and Accomplishments - Cindy Threlkeld
7. Membership and Governance Report - Janie Wilson
8. Space to Erase Hunger Capital Campaign - Carla Sutherland
9. Executive Director's Report - Cindy Threlkeld
10. Old/Unfinished Business
11. New Business

Upcoming events:

September 15: Empty Bowls events

September 17: Board meeting

November 8: Full day retreat

November 19: Board meeting

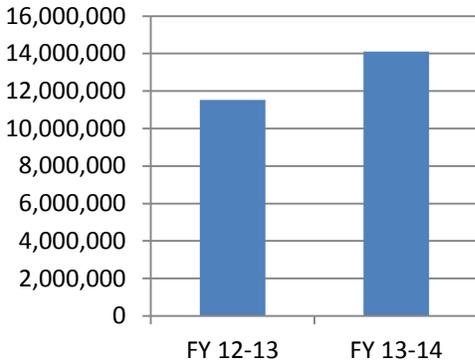
Board Portal on MANNA's new website: <http://mannafoodbank.org/board-access>

Password: apple.

See minutes, policies, board lists, etc.

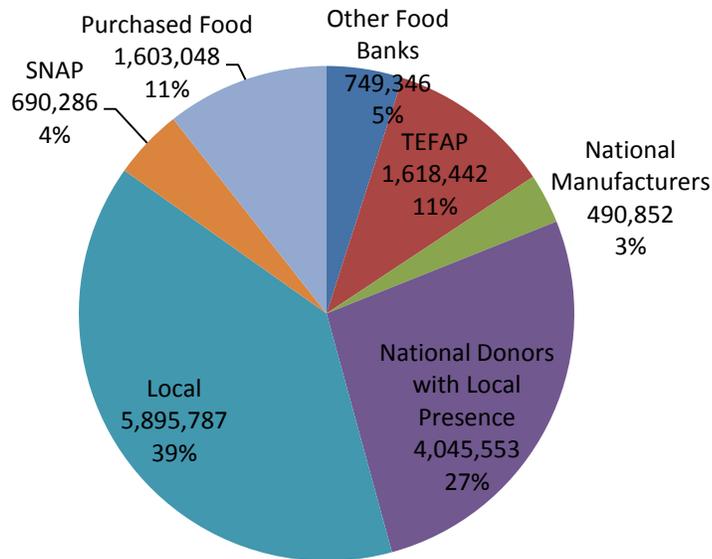
MANNA FoodBank Food Receipts and Distribution FY 2013-14

Pounds Distributed



- FY 2013-14 distribution = 14,102,948 pounds
- FY 2012-13 distribution = 11,535,377 pounds
- *This is a 22% increase*

Pounds Received



	YTD FY 12-13	YTD FY 13-14	% Change
Other Food Banks	796,998	749,346	-6%
TEFAP	1,683,691	1,618,442	-4%
National Manufacturers	479,638	490,852	2%
National Donors with Local Presence	3,013,033	4,045,553	34%
Local	4,287,191	5,895,787	38%
SNAP	844,915	690,286	-18%
Purchased Food	1,152,046	1,603,048	◆ 39%
Total	12,257,512	15,093,314	23%

**MANNA FoodBank
Combined Balance Sheet**

June 30, 2014

	June 30, 2013	June 30, 2014	Change	Notes
Assets				
Cash on Hand				
Wells Fargo operating acct	\$250,243	\$939,890	\$689,646	
Paypal	\$100	\$100	\$0	
Wells Fargo (for brokerage account)	\$50	\$50	\$0	
Total Cash on Hand	\$250,393	\$940,040	\$689,646	
Short-term savings				
BB&T - MM	\$231,720	\$231,772	\$51	
Hometrust - CD	\$251,992	\$252,313	\$322	
Asheville Savings Bank - MM	\$250,640	\$251,217	\$577	
TD Bank - MM	\$246,232	\$242,059	(\$4,173)	year-end gift cards \$4,400
Total Short-term savings	\$980,584	\$977,361	(\$3,223)	
Endowment funds				
CFWNC - Mid-term (Board) Reserves	\$545,892	\$610,093	\$64,201	
CFWNC - Endowment	\$393,859	\$436,107	\$42,248	
Total Endowment funds	\$939,750	\$1,046,200	\$106,449	
Current Assets				
Accounts Receivable - Grants	\$35,512	\$18,095	(\$17,417)	
Accounts Receivable -General	\$215,588	\$208,315	(\$7,273)	includes agency fees, reclaim and sales tax receivables
AR - Capital Campaign pledges	\$0	\$217,062	\$217,062	
Prepaid Expense	\$28,176	(\$100)	(\$28,276)	
Total Current Assets	\$279,276	\$443,372	\$164,096	
Long-term Assets				
Inventory	\$734,465	\$734,465	\$0	Ledger updated at fiscal year end
Warehouse Equipment	\$366,342	\$388,889	\$22,546	purchased rebuilt marathon baler
Office Equipment & Furniture	\$90,132	\$90,132	\$0	
Vehicles	\$792,767	\$792,767	\$0	in-kind walmart truck valued at \$104,494

**MANNA FoodBank
Combined Balance Sheet**

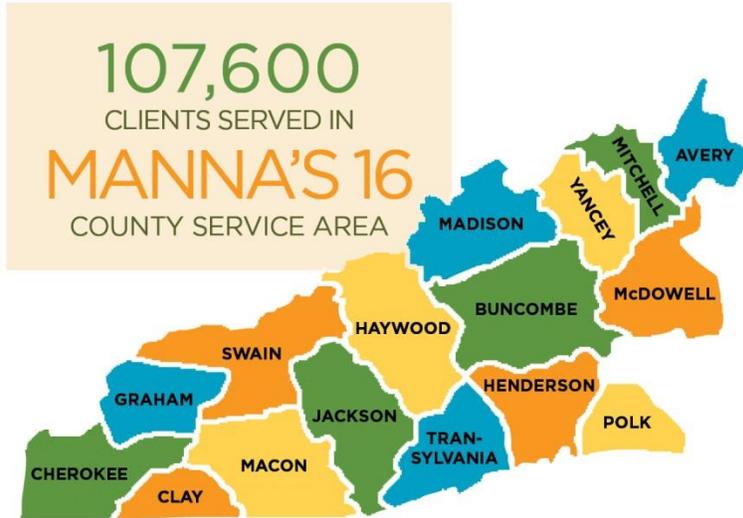
June 30, 2014

	June 30, 2013	June 30, 2014	Change	Notes
Bldg/ Warehouse/ Office Improvements	\$1,808,143	\$1,808,143	\$0	
Land	\$301,875	\$301,875	\$0	
Accumulated Depreciation	(\$1,458,137)	(\$1,458,137)	\$0	Ledger updated at fiscal year end
Total Long-term Assets	\$2,635,587	\$2,658,134	\$22,546	
Total Assets	\$5,085,591	\$6,065,107	\$979,516	
Liabilities and Equity				
Liabilities				
Accounts Payable	\$74,552	\$71,497	(\$3,055)	
Salaries Payable & PR Tax liab.	\$0	\$0	(\$0)	
Payroll Deductions - Employee	\$640	\$1,699	\$1,059	
PTO Accrued Vacation Expense	\$120,328	\$120,328	\$0	Ledger updated at fiscal year end
401k discretionary funding liability	\$23,967	\$0	(\$23,967)	
Unearned Revenue	\$2,269	\$3,082	\$812	prepaid agency fees
Liabilities - Other	\$0	\$0	\$0	
Total Liabilities	\$221,756	\$196,605	(\$25,151)	
Equity				
Net Asset investment - PP&E	\$1,796,629	\$1,796,629	\$0	Ledger updated at fiscal year end
Fund Balance Operating	\$265,386	\$265,386	\$0	Ledger updated at fiscal year end
Temporarily Restricted Net Assets	\$202,215	\$202,215	\$0	Ledger updated at fiscal year end
Unrestricted Board Designated	\$594,276	\$594,276	\$0	Ledger updated at fiscal year end
Permanently Restricted Net Assets	\$313,386	\$313,386	\$0	Ledger updated at fiscal year end
Retained Earnings	\$1,691,943	\$2,696,610	\$1,004,667	
Total Equity	\$4,863,836	\$5,868,502	\$1,004,667	
Total Liabilities and Equity	\$5,085,591	\$6,065,107	\$979,515	



Hunger in America

WESTERN NORTH CAROLINA 2014 REPORT



Made possible by funding from



The Community Foundation
of Western North Carolina



A member of **FEEDING AMERICA**

Involving, educating and uniting people
in the work of ending hunger
in Western North Carolina

Executive Summary

Feeding America and its nationwide network of food banks have conducted the most comprehensive study of hunger in America every four years since 1993. Like the prior studies, *Hunger in America 2014* (HIA 2014) documents the critical role that food banks and their partner agencies play in supporting struggling families in the United States. HIA 2014 details how the various agencies operate, including the sources of food available to them, the types of programs they run, their use of volunteers, and the challenges they face. It also documents the number and characteristics of clients that seek assistance from the charitable food assistance network, including what other sources of food assistance are available to them. Its results are based on nationally representative surveys of food banks' partner agencies and their clients in 2013.

In FY 2013, MANNA distributed 14.1 million pounds of food through 211 agency partners throughout 16 counties in Western North Carolina.

This report presents results from HIA 2014 for MANNA FoodBank. For a discussion of the findings from the national study, see the *Hunger in America 2014 National Report*.

Methods

HIA 2014 follows the pattern of past *Hunger in America* studies by implementing two surveys – an Agency Survey and a Client Survey – through the collaborative effort of an extended research team. The first step of the study design was conducting the Agency Survey, which included all partner agencies identified by MANNA FoodBank on the agency list it compiled and provided to Feeding America. The Agency Survey, conducted from October 2012 to January 2013, was used to enumerate eligible food programs and obtain basic information about those programs. Following the Agency Survey, a client sample was obtained using a multistage design. Food bank staff and volunteers carried out the Client Survey from April through August 2013.

The information in this report is based solely on the agencies and programs that participated in this study, adjusted by weighting to account for sampling and nonresponse. When findings cannot be presented due to small sample size (fewer than five unweighted observations), the symbol "++" is shown. The Agency Survey yielded responses from 204 eligible agencies (91 percent). Of the 684 eligible clients sampled, 451 (66 percent) responded to the Client Survey. Because children were not eligible respondents for the Client Survey, HIA 2014 focuses on the services provided to adult clients and their household members. Consequently, the study will generally underestimate the services provided to children by the Feeding America network.

Key Findings

Within the area served by MANNA FoodBank, the food bank and its partner agencies continue to serve many clients facing various challenges. Key findings are as follows:

- **Unduplicated Number of Clients Served:** The unduplicated client count measures the number of unique individuals or households who access food from the charitable food assistance network. Within this food bank's service area, 13,200 unique clients are served in a typical week and **107,600 are served annually**. An estimated 4,800 unique households are served in a typical week and 38,300 are served annually.

- **Client Demographics:**

Race/Ethnicity: Nationally, the most common racial and ethnic groups are white, black or African American, and Hispanic or Latino. Within this food bank's service area, 71 percent of clients identify themselves as white, 10 percent as black or African American, and 16 percent as Hispanic or Latino.

In the two counties with the largest population, client demographics are markedly different. In Buncombe County, 77 percent of clients identify themselves as white, 21 percent as black or African American, and 1.9 percent as Hispanic or Latino. In Henderson County, 65 percent of clients identify themselves as white, 8 percent as black, and 27 percent as Hispanic or Latino.

Age: Among all clients, 24 percent are children under age 18, and 18 percent are seniors age 60 and older. Since children could not consent to be surveyed or sampled, (and therefore would not include programs such as MANNA Packs for Kids) the estimate for children served is considered to be an underrepresentation of the actual number of children served by MANNA.

- **Income and Poverty:** An estimated 60 percent of client households have an income of \$10,000 or less; 22 percent have annual incomes of \$10,001 to \$20,000. Taking into consideration household size, 73 percent of client households have incomes that fall at or below the federal poverty level.¹

- **Health:** An estimated 31 percent of households report at least one member with diabetes; 55 percent of households report at least one member with high blood pressure. Additionally, 62 percent of households reported having unpaid medical bills.

- **Education:** An estimated 67 percent of all clients have attained a high school degree or General Equivalency Diploma (GED) or more, and an estimated 26 percent of all clients have

¹ Poverty guidelines vary by household size. In 2013, a single person falls under 100 percent of the poverty level with annual cash income of \$11,400 or less, two people live in poverty with income of \$15,510 and below, and families with three people live in poverty if income is \$19,530 or below. For all guidelines, see US Health and Human Services Department "Annual Update of the HHS Poverty Guidelines," Federal Register, January 24, 2013.

post-high school education (including license or certification, some college, or a four-year degree).

- **Coping Strategies:** When faced with the threat of food insecurity, individuals are forced to engage in various coping strategies. Clients reported the following: 88% purchased inexpensive, unhealthy foods; 66% ate food past the expiration date; 62% purchased food in dented or damaged packages, 48% received help from family or friends, 46% sold or pawned personal property, 41% watered down food or drinks.
- **Spending Trade-offs:** Client households made trade-offs between paying for food and paying for other necessities. Clients reported the following:
 - 75% chose between paying for food and paying utilities at least once in the past 12 months; 28% face this choice every month.
 - 74% chose between paying for food and paying for transportation or gas for a car at least once in the past 12 months; 21% face this choice every month.
 - 57% chose between paying for food and paying their rent or mortgage at least once in the past 12 months; 21% face this choice every month.
 - 64% chose between paying for food and paying for medicine or medical care at least once in the past 12 months. 24% face this choice every month.
- **Housing:** An estimated 96 percent of households reside in non-temporary housing, such as a house or apartment, and 4 percent of households reside in temporary housing, such as a shelter or mission, a motel or hotel, or on the street. 57 percent of households chose between paying for food and paying their rent or mortgage at least once in the past 12 months. An estimated 9 percent of respondents have experienced a foreclosure or eviction in the past five years.
- **Employment:** An estimated 56 percent of households have a household member who had worked for pay in the last 12 months; in 64 percent of client households, the most-employed person from the past 12 months is currently out of work.

Among client households where the most-employed person is not working and not actively seeking work, 21 percent are retired, 59 percent are disabled, in poor health, or act as a caretaker for another, while 21 percent indicate some other reason for not seeking work.

- **SNAP Participation:** The Supplemental Nutrition Assistance Program (SNAP, formerly known as the Food Stamp Program and known in different states under alternative names) is the largest nutrition assistance program. Participating low-income households receive monthly SNAP benefit allotments in the form of electronic debit cards (also known as EBT, or electronic benefit transfer). An estimated 56 percent of client households currently receive SNAP benefits.

Concluding Assessment

The Hunger in America 2014 study tells the story of programs determined to help clients and their households meet their food needs, and of a population that critically needs this assistance. Across the nation, the weak economy with its historically low employment rate and high poverty rate has challenged this system.

The clients seeking assistance have varying levels of education, training, and language skills. Many have health conditions that prevent work, and many of those working have found only part-time or part-year jobs. Among food assistance clients, the rates of household poverty and food insecurity are typically very high.

While recent declines in the national unemployment rate suggest that demand for food assistance may slow down, it is still too soon to know. In certain areas of the country, unemployment rates are down in part because many who have been looking for work for a long time have simply dropped out of the labor market. Many workers at the bottom of the labor market have not seen a real increase in wages for many years.

MANNA FoodBank, as a part of the Feeding America network, is important to local populations in need. It works with partner agencies to serve clients with unique needs and circumstances, thus playing a critical role in addressing hunger in America.

Note: The full Hunger in America WNC report is available at <http://www.mannafoodbank.org/hunger-101/the-face-of-hunger/>

MANNA Board 2014 Self Evaluation Summary

UNDERSTANDING THE MISSION - Board members expressed strong confidence that they understand how MANNA operates to fulfill its mission; that they act as ambassadors to the community on behalf of MANNA and its constituencies; that they understand the role of volunteers, board and staff; that they understand ways they can be involved in fund raising; and understand why MANNA uses public policy efforts to support food distribution in WNC.

Less confidence was shown in two areas: following through on commitments made as a Board member and understanding MANNA's partnerships: how MANNA distributes food through partner agencies, how MANNA supports partner agencies and why, and what the shared maintenance fees are.

INVOLVING THE COMMUNITY - All Board members indicated they have supported MANNA's development efforts to cultivate or thank donors and most gave themselves high ranking in taking advantage of opportunities to say a good word about MANNA in their circles. The latter question elicited a long list of practical actions Board members take to spread the word about MANNA's work.

BOARD PARTICIPATION – 65% of the Board members gave themselves the highest ratings for attendance at monthly Board meetings. 75% serve on at least one committee and more than half on two. The other 25% serve special projects including food acquisition and special events. About half of the Board members expressed willingness to serve (or currently do serve) as a committee chair or officer.

Participation in Blue Jean Ball and Empty Bowls topped the event participation list.

Almost all Board members indicated that they make annual stretch gifts of MANNA. 65% reported consistently familiarizing themselves with information prepared in advance of Board and committee meetings and regularly reviewing the meeting minutes for accuracy. Response to email alerts concerning hunger legislation was weaker with half of the Board giving themselves the middle score between Never and Always. 90% said their overall Board experience is Very Positive.

KNOWLEDGE AND SKILLS – Board members indicated they have skills and knowledge in the following areas: 40% in Planning; 30% in Education, Resource Development/Fundraising, Public Relations/Marketing, Public Policy; 25% in Budget and Finance; 20% in WNC Hunger Relief Agencies, Human Resources/Training; 15% in Investments, Networking; 10% in Legal Affairs, Operations/Facilities Management, Organizational Development; 5% in Food Industry, Staff Survey Assistance, Media/creative Writing.

AREAS FOR MORE TRAINING – 55% responded to this question with these comments: Interested to hear more about MANNA's plan for nutritional emphasis—classes, training, shopping, etc; like our approach of bringing in different staff to meetings; Hunger Basics 101; communications training around public policy issues/media/pr concerns; development, planned giving, constructive advocacy; financial; more about partner agency relationships; shared maintenance fees; how to get fresh produce and what it takes

A QUESTION FOR REVISION OR OMISSION - Asking what else a Board member is willing to do to support the mission was an inartful way to query people who are already highly involved with the mission! Thanks for taking time to complete the survey.

MANNA HIGHLIGHTS

FY 13/14

Food Sourcing and Operations

- 14.1 Million pounds distributed to partner agencies in 16 counties (up 22% from last year)
- Achieved 99% year-end inventory accuracy, successful inventory audit with independent auditing firm.
- Distributed 3.4 million pounds of fresh produce, which is 24% of total food distributed (up 34% last year).
- Harvested 203,025 pounds of apples from King's orchard through a successful volunteer effort.
- Received a total of 395,912 pounds of apples from 10 local sources, including 4 new donors.
- Coordinated the purchase of 800,000 pounds of local apples by 9 different food banks.
- Continued strong corporate partnership with Wilsonart by providing backhauls for MANNA from a multi-state area when their trucks would otherwise be returning to Asheville empty. An estimated \$19,040 in donated trucking for the year.
- Continued to capitalize on other food bank relationships. The total of product procured through other food banks was 794,346 pounds.
- National retail donation relationships remain strong with 4,045,553 pounds received for the year.
- Reclaim scans were over 3.4 million, an increase of 25% from previous year.
- Reclaim income increased by 47% over 2013/14 budget. This resulted in a net increase of approximately \$69,000 to the budget.
- Volunteer hours in the volunteer center ONLY=44,713 hours, an increase of 62% over last year.
- Distribution Floor pounds (including picked orders)=9.8 million, 32% increase over last year.

Youth Programs

- MANNA Packs ranged from 3985 to 5060 per week, with an average for the school year of 4333 children per week.
- 158,861 MANNA Packs were distributed to 149 schools in 16 WNC counties, reflecting a 3% increase over 12/13. There were 33 out of 36 deliveries made (lower than 12/13 due to inclement weather and school closings).
- The Summer Packs Program 2014 has been a success, reaching 1200 kids in 7 counties, sponsored by a Wal-Mart State Giving Grant. Haywood county also participated and is financially self-sustaining through funds from the Haywood Rotary Club.
- To date, (June 12-July 25 or weeks 1-7) 9209 Summer Packs have been distributed.
- Fresh produce including apples, oranges, celery, carrots, corn, and potatoes have been included in the summer packs.

Programs and Agency Services

- Hired and Trained 4 new Zone Outreach Coordinators and 3 new VISTAs
- Completed Phase I of the Network Capacity Improvement Project (NCIP), in-depth capacity assessments with 80 partner pantries
- Phase II of the NCIP expanded, funded, and rolled out. Includes a coordinated effort of AR Staff, VISTAs and highly trained group of 12 volunteers
- Successful roll-out of new ordering system, Primarius Web Windows
- Conducted first Zone Meeting in Western Zone (others will occur this fall)
- Completed Hunger in America 2014 with support of Marjorie Ulin and a team of highly trained volunteers, and staff. Study results released mid Aug 2014.
- Conducted Talking Councils in 16 counties held on a quarterly basis to promote dialogue among MANNA partner agencies at the local level
- Conducted 3rd Annual Agency Satisfaction Survey
- Approved and oriented 23 new partner agencies approved as MANNA partners, with an emphasis on strong emergency food partners in high-need or underserved areas (11 outside of Buncombe County)
- 17 Partners are currently running MANNA Market Programs (distributions of bread and produce, mostly in Buncombe or neighboring counties, often including nutrition and cooking information)
- 20 Freezer/Coolers donated by Thermo Fisher allocated to partner agencies with the greatest need to increase their ability to receive fresh produce and frozen foods
- 142 site monitoring visits to partner agencies completed by 7 Agency Relations volunteer monitors
- Improved food safety training compliance with use of ServSafe online training module

FNS Outreach

- Assisted 1026 households with applications for FNS benefits through direct FNS Outreach.
- Wrote and implemented State FNS Outreach Contract for reimbursement of \$ 95,781 in MANNA FNS Outreach expenses.
- Developed and implemented pilot project around the MANNA Food Helpline, a new service launched June 1st, funded by \$50,000 Feeding America grant, through which FNS outreach staff and 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.
- Recruited and trained 22 FNS Outreach volunteers to man the new MANNA Food Helpline and to conduct FNS Outreach in the field.

Development Department

- The number of monthly donors has grown from 200 to 273
- Increased revenue by (unaudited) \$627,000 over previous year
- Empty Bowls broke attendance record
- Blue Jean Ball broke attendance and auction revenue records
- Facebook followers increased by 20%, now over 10,000
- Volunteer Center increased the number of volunteer hours by 20% more than previous year
- Volunteers recruited and trained to staff FNS Helpline
- Placed regular volunteers in Reclaim and Distribution
- Volunteer group retention rate increased
- Consistent volunteer orientation program, which included Hunger Education
- Grants Manager hired in August 2013 - new position
- Exceeded grants budget goal, including funds for FNS Helpline and NCIP
- Strong year branding MANNA in print/media on TV and radio.
- State of the art website redesign complete
- Launched Capital Campaign
- Achieved 100% Board investment in Capital Campaign and Annual Fund
- Successful 30th Anniversary celebration
- Added Annual Sponsor opportunities and garnered 4 annual sponsors
- Launched "Wintry Mix" CD and new Asheville map to create additional sources of revenue
- Transitioned to online event ticketing to modernize process, reduce staff time, and reduce errors

Finance, IT, HR, and Administration Departments

Finance:

- Clean audit at June 30, 2013
- Allocating expenses to specific departments (e.g., postage, insurance, etc.)

HR:

- Rolled out new Personnel Handbook to staff
- Handled increase in head count from 45 to 50

A NOTE OF GRATITUDE TO OUR SUPPORTERS

As MANNA FoodBank wraps up our fiscal year, we want to take a moment to thank you for your support. We become so engaged in the logistics and daily challenges that we don't often pause to look at what we've accomplished in partnership with our donors, volunteers, board and staff.

Here are some highlights of what you helped make possible during the period of July 1, 2013 to June 30, 2014:

- We distributed 14.1 million pounds of food through our partner agency network in our 16-county service area—a 23% increase from the previous year.
- Of that amount, 3.4 million pounds was fresh produce.
- We assisted 1,026 people with applications or re-certification for food stamp benefits, which provided families with approximately \$950,000 worth of groceries.
- A total of 8,866 volunteers contributed more than 60,000 hours of service. That is the equivalent of 29 full-time employees.

Unfortunately, we also had to turn away more than 500,000 pounds of nutritious food simply because we did not have the space to receive it. Included in that amount was five tractor-trailer loads worth of frozen meat.

We can't continue to let that happen when 27% of the children in Western North Carolina live in families struggling with hunger!

If you've stopped by the MANNA campus in the past couple of weeks, you know that we're hard at work to renovate and expand our existing space, including construction of a large new freezer and cooler. The entire project will take place over the next year and a half.

We are in the quiet phase of a capital campaign called **The Space to Erase Hunger** that you will hear more about in the weeks ahead. We're quite excited about what this will mean to MANNA's future ability to address the needs of our neighbors facing hunger.

One thing none of us ever wants to forget: the statistics about hunger in our community are not just numbers. They have faces and names. They may be the people who live next door, the children we pass on the street, or the senior we sit next to in church.

So if you remember only one statistic, let it be this: if 1 out of 6 people in WNC struggles with hunger, then 5 out of 6 can help.



Thanks for responding to the call to create a hunger-free WNC!

A handwritten signature in cursive that reads "Cindy".

Cindy Threlkeld
Executive Director

COMMUNITY LEADER, ADVOCATE, VISIONARY: LEIGH PETTUS RETIRES AFTER 22 YEARS AT MANNA

As I wind down 22 years at MANNA FoodBank, I would like to thank all who have supported me: the partner agency heroes, volunteers, VISTAs and AmeriCorps members, current and former staff, colleagues near and far, food and financial donors, my family and friends.

MANNA has a unique role and responsibility as a catalyst and convener for community engagement and change. In 1992, we were located in a 10,000 square foot facility on Garfield Street. MANNA was distributing 800,000 pounds per year to a network of less than 100 partners. There were several counties with no pantries or meal programs.

Now we are distributing more than 14 million pounds through a network of 211 partners in 16 counties, working out of two growing 46,500-plus square foot warehouses. Volunteers contributed more than 60,000 hours last year, the equivalent of 29 full-time employees. Nationally, Second Harvest evolved to America's Second Harvest and currently Feeding America in direct response to the growing hunger problem in the United States.

We have weathered numerous storms over the years, advocating for resources and providing food for people in need through partner agencies, most recently a recession that still leaves Western North Carolina lagging behind in recovery. We have a strong place at the table of easing their burden.

It is with pride and awe that I salute the growth of volunteerism, food stamp outreach, agency capacity "zone" building, focus on produce, and commitment to strengthening community and local support for our partners on the ground. I commend leadership and staff on its focus on quality and continued improvement. Our agency relations and program team is going to soar.

MANNA is and will always be a part of me. Proudly, and quoted across the Feeding America network, "once a food banker, always a food banker!" The memories and images of MANNA and those we serve will continue to feed my spirit in my new chapter of life. MANNA will always be the image of hope.

I am especially grateful to Toby Ives, Kitty Schaller and Cindy Threlkeld for their leadership and mentoring over the years.

We all have a place at the table. Please stay in touch.



The blessing Leigh has brought to the MANNA agency is huge, but her generous and caring spirit has brought joy to the many lives she touched in expanding MANNA's volunteer base. And in the far larger picture, Leigh's capable, energetic, passion to serve has been blessing to thousands of people in Western North Carolina.

- Toby Ives
Executive Director 1988-2004

Over 22 years, Leigh Pettus has become a backbone of MANNA FoodBank for her tenacity and verve. She has broken new ground and created many programs that assist those in need across WNC. At the same time, she has inspired so many countless others—staff and volunteers, agencies and government officials.

- Kitty Schaller
Executive Director 2005-2011

Leigh has been the true spirit of MANNA and a voice for those in need. Her refusal to tolerate hunger has motivated our team to continue to strive for our vision of a hunger-free WNC.

- Cindy Threlkeld
Executive Director 2011-present

PRODUCE A-PLENTY

Cosmetically challenged zucchini? That may sound like the punchline of a joke, but it's actually a real term that gets thrown around here in the food bank world.

Much of what is donated by our local packing houses are fruits and vegetables that are healthy and delicious but don't look perfect. Whether because of size, shape, or a few blemishes, a large amount of produce never makes it to market on purely superficial reasons, and instead ends up at MANNA for agencies to distribute to clients.

July has been a VERY produce-packed month so far—we are bursting at the seams and trying to push veggies out the door as fast as we bring them in. The situation calls for some major creativity with little room for error as we push through this month that might very well make it into the MANNA record books. In the first 10 days of July 2013 we received 40,491 pounds of produce. This year, during that same time frame, we've received 231,047 pounds. That's an increase of 471%!



Leigh Pettus

COMING ATTRACTIONS

Visit MANNAFoodBank.org for event details.



- Sept 10 **Ingles Day at the Mountain State Fair:** FREE Gate Admission with five items of non-perishable Laura Lynn brand food.
- Sept 15 **13th Annual Empty Bowls:** Enjoy soup, bread and dessert and take home a handcrafted bowl while contributing in the effort to end hunger in WNC. Lunch and Dinner events; tickets on sale Aug 1.
- Sept 19 **Downtown After 5:** MANNA will be the non-profit beneficiary of wrist band sales.
- Sept 27 **The Many Moods of McCartney:** performed by the Asheville Symphony Orchestra and with superstar guests. MANNA will be one of four non-profit beneficiaries. Tickets at ASO927.com.

SUMMERTIME, AND THE VOLUNTEERING IS EASY(?)

The nature of volunteering at MANNA changes with the seasons, and summer brings a special dynamic. With our mountains serving as a beautiful backdrop for summer camps and conference centers, MANNA plays host to large visiting groups seeking community engagement. Campers and conference-goers of all ages walk through our doors in the hope of doing their part in the work of ending hunger.

Due to this influx, MANNA averages 500 volunteers each week during June and July. We engage the groups in a variety of tasks, most notably bulk repackaging projects. MANNA obtains bulk food—like rice, pasta, breakfast biscuits, potatoes and cereal—that is then divided up and individually repackaged so that it can be distributed to clients through our partner agencies.



MANNA's ability to meet the need for food assistance in our area is correlated with the strength of our volunteer program. Food insecurity requires all hands on deck, and our daily operation relies on extensive community involvement. If you are interested in becoming a volunteer and participating hands-on in our efforts, please contact Volunteer Manager Maxwell Gruber at 828-299-3663 x245 or MGruber@MANNAFoodBank.org. Join us in working for a hunger-free WNC!

BLUE JEAN BALL BREAKS RECORDS!

After tallying our 2014 Blue Jean Ball results, we have much to celebrate. Our 15th Annual Blue Jean Ball was our biggest and best in many ways. It not only pushed us well over the \$1 million mark in total funds raised since the inception of this yearly bash, but also smashed the record for the most attendees ever!

Our not-so-silent auction included more than 140 items, and the results are incredible. Through the efforts of the auction committee and the generous bidders, the auction alone will provide food for almost 50,000 meals.

The food was excellent—as always—with 23 of WNC's best culinary purveyors offering small plates of their finest dishes and other treats. Lyric and the Wham Bam Bowie Band kept the crowd "rolling on the river" well into the night. There was even a surprise visit from Governor Pat McCrory, who thanked attendees for their part in working to end hunger, and pronounced MANNA to be "the best food bank in the state."



Every year since our first Blue Jean Ball in 2000, people of different backgrounds and beliefs have united together to end hunger in WNC by dining and dancing under the stars. It's a fundraiser like no other in Asheville, and that's because of supporters like you. We already can't wait until next year!

MANNA'S NEW WEBSITE ONLINE SOON

MANNAFoodBank.org is new and improved! The site has a decidedly modern feel and is designed to be user-friendly, clean and simple to navigate. Highlights include:

- The Food Finder, listing food assistance agencies according to type and county, along with contact info, operating hours and maps.
- The Events Calendar, featuring all fundraisers and food drives benefitting MANNA.
- The Volunteer Page, offering individual and group opportunities along with specific hours and job descriptions, in an easy-to-navigate format.





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EVERY LITTLE THING

We often hear stories of how major unplanned events, such as a cancer diagnosis or a car accident, can push a family into poverty and hunger. Unfortunately, many families don't have the resources these days to put aside money for a "Just in Case" fund; it is all they can do to pay the bills every month.

More and more people seeking assistance from our pantries and emergency food providers have not had that one "big" disaster. Instead, they are individuals and families who have been struggling to make ends meet, but somehow doing it, until one seemingly minor event has dire consequences. Hours are cut from 40 to 32; rent is raised by \$50 a month; a needed prescription is no longer covered on a health plan—all of these scenarios can cause food insecurity for people who never thought it could happen to them.

As they say, "The devil is in the details." It's so frustrating for families to work, scrape and sacrifice to have it all come apart with one minor change.

The good news for MANNA, and for the people we serve, is that there is another small but powerful force in place: the goodness of people. Kevin Heath, the CEO of More4Kids, said, "No act of kindness is too small. The gift of kindness may start as a small ripple that over time can turn into a tidal wave affecting the lives of many."

We see the truth of this quote many times a day throughout Western North Carolina in the acts and gifts of our agency partners, our volunteers, and our donors. We could not do the work of ending hunger without food drives, financial donations of all sizes, and generous volunteer support. Every little thing adds up to make a big difference.

Together we are making a difference in our region. Together we can solve hunger.



TAKE US FOR GRANTED! PLEASE!

Grants are an important source of funding for MANNA's operations and programs. At the close of the 2013-14 fiscal year, we had been awarded a total of \$370,670 from family, corporate, and community foundations. This well exceeds the target we had set for the year.

In addition to these foundation grants, we were awarded a total of \$48,700 from the United Ways of Buncombe-Asheville, Haywood County, and Henderson County. (These grant funds are separate from the individual designations we receive through the United Way campaigns.)

Grant funding is essential support for MANNA Packs, FNS (food stamp) outreach, and other MANNA initiatives, such as the new Network Capacity Improvement Project. Program-

designated grants take the pressure off our general operating fund, giving us more opportunity to sustain these programs while we meet the increasing demand for food distribution to our partners.