



FOOD • CLOTHING • SHELTER

Nourishing Roots, Tasting Tomorrow:

A Family Recipe *for growth and change*♥

2023 Annual Report



From the **Executive Director** ♥

One year ago, we all thought that this year would be different. We were right, but not in the manner we had hoped. It was actually **the most difficult year yet** since the world tilted in 2020. There was prolonged uncertainty about public health and the economy, early cancellations of food subsidy benefits, crushing inflation, and extreme housing woes. People – particularly single parents, women, diversity class neighbors, and ALICE (Asset Limited Income Constrained Employed) households – struggled mightily. Schools, food pantries, and shelters all continued to adjust our practices to accommodate. It was definitely not life back to normal as we had hoped.

Despite all of this, volunteers, donors, agency partners, board directors, and staff were all resolute in working to address the injustices of poverty, food insecurity, and homelessness in our community. We remained optimistic that people could and would succeed if we all work together regardless of the unexpected challenges that occur. We adapted, and at times beyond exhausted, **we thrived.**

In addition to providing record-breaking amounts of food and clothing, we maintained our focus on meeting the unsheltered where they are and helping them navigate toward stability, despite steep increases in the numbers seeking services. We held down the fort in a difficult shelter environment that was bursting at the seams and weathered a sudden move into a new shelter space with just a 24-hour turn around. And if that wasn't enough, the numbers of available beds were doubled during the Winter Shelter season all while negotiating important boundaries and funding with the City and County of Lancaster.

All of this was possible because of your commitment to the Lancaster County Food Hub's (LCFH) mission to provide neighbors with the basics in a **dignified and compassionate way.** As we look forward to the next year and the changes it will bring, we are fortified and humbled by the ongoing hard work and generosity of our community, **the Food Hub family.**

I invite you to stay connected and continue to be involved as the Lancaster County Food Hub evolves to meet such deep needs. Together, we can offer the support that families, children, and individuals need as they create meaningful, stable lives in the face of intense adversity.



Keeping the faith, Paige ♥ 
Paige McFarling
Executive Director

Food Hub Family



Staff Members

Administration

Christi Brown
Delsie Dyer
Corinne Foster
Emily Horst
Paige McFarling
Alexandra Schramm

Food Warehouse

Rauna Curry
Andy Flaim
David Grace
Andrew Hahn

Welcome Place & Client care

Jennie Annese
Cliff Bryant
Maria Freytes Delgado
Karina Garcia
Maxine Kurtz
Marjorie Kwah
Doug McFarling
Renee O'Dell
Tina Ortiz
Leonard Pelsinski
Tammy Rosing
Tamera Tullis
Rebecca Saner
Kaitlin Shaller
Diane Streck



Board of Directors

President

Lanyce Roldan

President Emeritus

Greg Kile

Treasurer

Pamela Raffensberger

Secretary

Pamela Williams

James Bellis III
Lindsay Casadei
Christopher Dreisbach
Craig Hartranft
Jennifer Koppel
Jeffrey Martin
Dan Snyder
Steve Sullivan
Luke Weber

Volunteers are a key extension to the Food Hub Family Recipe.

In 2023, our amazing volunteers dedicated **15,405 hours** of their time! Their contribution, estimated at \$33.49 per hour, is equivalent to having 7.4 full-time employees, **a value of \$515,973!**

Volunteer to Staff: Embracing Growth and Opportunity

Under the care of AARP volunteer-turned-staff member Tamara Tullis, the clothing bank has seen very positive improvements. After her promotion to Clothing Bank Coordinator in 2023, she responded to the need for better client flow through programs by coordinating closely with the Intake and Food teams. Working carefully but purposefully with volunteers to help them adjust to program tweaks, improving hygiene process management, and ensuring more stable inventory levels she led the clothing bank in a banner year. Tamara states that her favorite part about her job is seeing kid's faces light up when they find a new outfit. "It brings me so much joy!"

-Tamara Tullis, Clothing Bank Coordinator



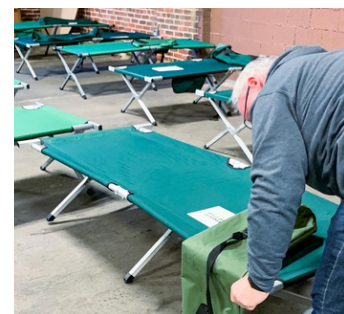
In 2023, the Food Hub served: **59,000 Neighbors** ♥



Servings Per Program:

46,000 Food Recipients ♥ **12,500** Clothing Clients ♥ **781** Shelter Guests

Analyzing the impact of 2023 service data, LCFH experienced the impact of significantly increased services across all programs. Despite anticipating and preparing for an upswing in 2023, the actual demand surpassed expectations. **Never before in our history have we served so many neighbors!** The surge in service requests were directly linked to economic challenges including the expiration of the child tax credit, which doubled child poverty, and the reduction in SNAP benefits. Both circumstances exacerbated food, clothing, and housing insecurities.



Ingredients:

**1.5 MILLION
POUNDS OF
FOOD**

**97,000
POUNDS OF CLOTHING
DISTRIBUTED**

**15,000
NIGHTS
OF REST**

**15,405
VOLUNTEER
HOURS**

Even with a slowdown in inflation, there continues to be a steady rise in food, fuel, housing, and medical costs. Food costs remain unprecedented and are projected to increase by 2.0-4.7% in 2024. For the 12 months ending in January 2024, there was a 2.6% increase in the Consumer Price Index for food and 6.0% for housing. These factors underscore the importance of preparing for sustained high service demand in the foreseeable future.

Economic stressors in the community have resulted in a 47% increase in demand for services compared to 2022. This rapid escalation threatened to deplete inventories, overloaded our processes, and placed added strain on staff and volunteers who continue to serve faithfully.

What is the secret ingredient?

A community of generosity.♥



The record number of neighbors served in 2023 wouldn't have been possible without the generous backing of our community.

Partnerships with social service agencies, farms, food banks, and coalitions such as Hunger-Free Lancaster County and the Lancaster County Homeless Coalition helped identify access gaps and ensured holistic responses to poverty.

In addition to key partnerships, the generous donations from our community were indispensable in sustaining our efforts. Whether through monetary contributions, in-kind donations of essential items like food and clothing, or volunteer time, this support empowered us to extend reach, improve the quality of services, and ensure that individuals facing poverty and homelessness received the assistance they required to thrive.

Strangers become neighbors and community bonds grow stronger ♥

Tom Karge's dedication to volunteering at the Food Hub goes beyond providing services. He explains, "the best part about volunteering at the Food Hub is the safe, welcoming environment where everyone feels respected and valued." Tom embodies compassion and inclusivity, profoundly impacting those in need. Volunteers like Tom are essential to our mission's success, and we are immensely grateful for their generous support.

-Tom Karge, Volunteer since 2021



By the Numbers

Endless gratitude♥

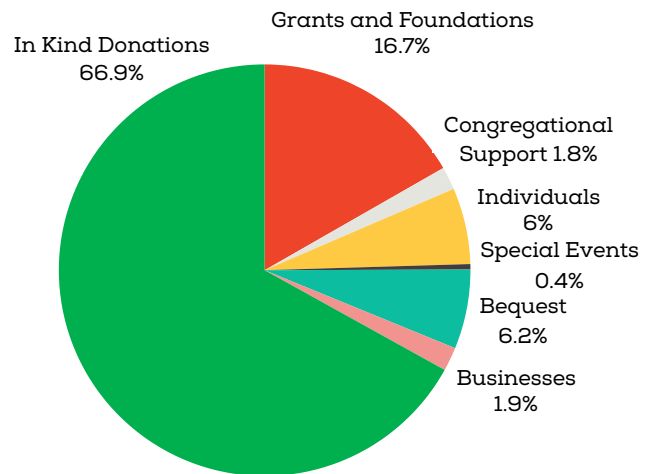
For much of our history, the LCFH (previously known as the Council of Churches) operated on a strict budget with revenues that responsibly outpaced expenses by a small margin. The key source of revenue was primarily church congregations and parishioners.

With the 2015 move from a 1,200 sq. ft. facility to one encompassing 27,000 sq. ft., it became obvious that the funding to support such rapidly increased capacity was paramount. With new revenue goals in mind, new fundraising tools and processes were introduced, and slowly but surely, revenue began to surpass expenses, culminating in substantial growth by 2019.

The onset of COVID brought a surge in income in 2020 alongside a significant planned gift bequest in 2023. Similarly, the expansion of our shelter program in 2021 led to both increased revenue and expenses; however, since 2022, key shelter funders have reallocated resources to address the growing demand for homelessness services, resulting in insufficient support to cover our shelter expenses. Outside these 2020 and 2023 funding spikes, our funding is not yet reliable. The fundraising team must work hard to continue to keep revenue ahead of expenses and build a consistent, sustainable funding base.

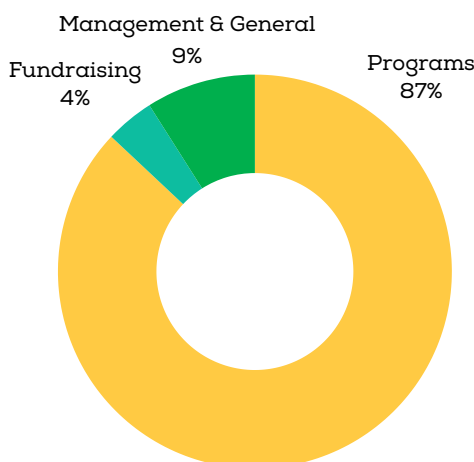
In today's challenging economic climate, an increasing number of individuals are grappling with poverty, hunger, and homelessness like never before. With steadfast contributions from the community, we possess the capability to address these challenges effectively. Your donations enable us to stretch the impact of every dollar: \$1 can provide 4 or 5 meals, \$5 can supply a coat or pair of jeans, and \$16 can offer a night of rest. This transforms your contributions into tangible solutions, **ensuring that 87% of every dollar directly supports programming.**

Revenue Sources

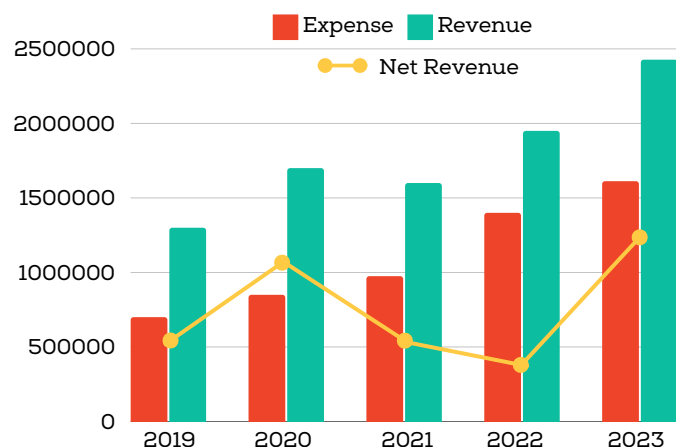


The Food Hub carefully stewards the donations we receive from generous supporters.

Functional Expenses



Financial Performance



* Audited financials can be found on our website.

Breaking Barriers of Poverty to Build Better Futures♥



Across a 77-year history, LCFH has sought to be responsive to the needs of the community in the context of times. In the current face of escalating poverty and homelessness, the LCFH is taking strategic and intentional action to launch a comprehensive capital campaign aimed at **raising \$1 million** to create a flexible space that can respond to these evolving needs.

The statistics speak volumes: a food insecurity rate of nearly 9%, requests for food pantry services soaring by over 588% since last fall, and a 12% increase in homelessness in just one year. These numbers are not just statistics; **they represent our neighbors, our community, and the urgency.**

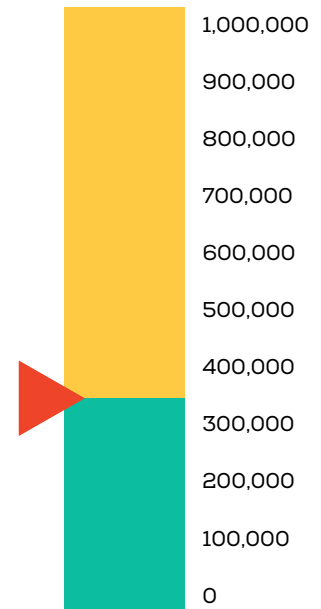
Expansion and renovation of 5,500 square feet on the second floor of our building at 27 W Clay to co-locate the shelter programs alongside food and clothing services will ensure a continuum of care for clients and grant them the dignity of seeking assistance in one place to fulfill their basic needs.

The flexible design will enable us to quickly adjust layouts and services to meet changing needs whether it's extending food pantry hours or opening a 30-bed overnight shelter.

With \$100,000 raised, \$100,000 in outstanding requests, and an additional \$250,000 in matching funds from the Food Hub, we're well on our way; however, to fully realize our vision, **we need an additional \$650,000 to complete the project.**

With your generous contributions, we will transform an underutilized space into a beacon of hope that can quickly and efficiently address the urgent needs of Lancaster's neighbors, providing essential services and support when they need it most. **Together, we will build a stronger, more resilient community where no one is left behind.**

FUNDRAISING CAMPAIGN GOAL



Leveling Up: Re-entry Opportunities♥

Following an extended period of incarceration, John encountered various hurdles upon his release in securing housing with a criminal record; however, with the assistance of the Food Hub Welcome Place team and funds from a United Way Level Up and Launch grant, he was connected with a compassionate landlord and gained access to vital resources like food support and SNAP benefits. After receiving eight months of dedicated assistance, John not only secured housing but also furnished his home, enrolled in a literacy program, joined a re-entry task force for comprehensive support, and was linked with a community paramedic program for wellness support. John's remarkable journey stands as a testament to the power of resilience, inspiring others to embrace second chances.



Name changed for client privacy

**IT TAKES A COMMUNITY TO SERVE LANCASTER
— THANK YOU FOR BEING A KEY INGREDIENT.**

Because of your generous support, we can uphold our commitment to meet neighbors where they are, foster trust, instill hope, and support them toward more stable life circumstances. Your contributions ensure that essential services such as free food and clothing, emergency shelter, and supportive outreach programs remain consistently available **under the big, red awning at 812 N. Queen Street.**



**LEARN HOW YOU CAN
GET INVOLVED!**

CONNECT WITH US!

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LANCASTER COUNTY FOOD HUB
@LANCASTERFOODHUB

FOOD • CLOTHING • SHELTER



Lancaster County Food Hub
812 North Queen Street
Lancaster, PA, 17603

Place
stamp here.