



(extra) **Ordinary Times**
Extraordinary Impact.

Adapting wisely, collaborating deeply, serving **consistently.**

2025 Annual Report



Everyday acts of generosity

Community partners

Volunteers

Donors

From the **Executive Director.**

To everything there is a season.” – Ecclesiastes 3:1

In the rhythm of many church calendars, there are seasons of celebration and seasons of waiting—Christmas, Easter, Pentecost. And then there is what is called Ordinary Time.

Far from mundane, Ordinary Time is where we find meaning in the routines that shape daily life. It is steady. Faithful. Persistent. It is where the real work happens, day after day.

But these are no ordinary days.

Food insecurity, housing instability, and economic strain in Lancaster County have become deep and persistent. For many of our neighbors, daily life is shaped not by comfort, but by ongoing struggle and fading hope. And yet, so too is the quiet strength of a community, and of the Food Hub family, that continues to show up.

In 2025, we focused not only on the large expansion and renovation for a new Outreach Center, but also on steady, strategic progress: strengthening partnerships, refining operations, diversifying food and clothing sourcing, and carefully stewarding resources. We did not reduce food orders, turn away requests for clothing, or decline special outreach needs, even as demand increased dramatically and staff resources were slim. These may not be headline-making decisions, but they are the commitments that protect dignity and sustain service.

As we move through 2026, our commitment remains strong. We will continue adapting, collaborating, and serving, creating welcoming spaces and ensuring access to essential resources. We will continue the daily faithfulness that builds resilience over time.

Because of you – our donors, volunteers, and partners – ordinary days become lifelines. Pantry shelves are stocked. Clothing bins are filled. Doors remain open. Hope endures.

Everyday actions. Everyday compassion. Everyday impact.

That is what sustains a community—across every season, even the hardest ones.

Grateful for you,

Paige

Paige McFarling,
Executive Director



It takes a village...

Food Hub Family.♥



Staff Members

Administration

Christie Brown
Erin Conahan
Justina Cruz
Delsie Dyer
Paige McFarling

Advancement

Alexandra Schramm

Clothing

Maria Freytes- Delgado
Tamara Tullis

Food Warehouse

Andy Flaim
David Grace
Drew Hahn
Steve Tingle

Outreach Center

Candice Biesadesky
Stacy McCormick
Doug McFarling

Board of Directors

Lindsay Casadei

President

Luke Weber

Vice President

Lawrence Sherman

Treasurer

Linda Cushman

Secretary

Craig Hartranft

Pamela Raffensberger

Dan Snyder

Jeffrey Martin

Aida Rodriguez

2025 Annual Partners.♥



Waterford Management LLC.

10 Years at 812 North Queen Street

Honoring the Journey. Embracing What's Ahead.

Founded in 1947 as the Lancaster County Council of Churches, our work began as a shared community commitment to care for neighbors facing poverty with dignity and compassion. What started as a grassroots effort to provide food, clothing, and shelter has grown into a trusted community anchor serving thousands across Lancaster County.

In 2015, with strong community support, we moved into our home at 812 N. Queen Street – a space more than eight times larger than our previous location. That investment allowed us to expand food storage and refrigeration, create a retail-style clothing bank, and strengthen winter shelter and outreach support.

Renamed the Lancaster County Food Hub in 2019 to expand the food program, we continued to grow in both reach and impact. In 2025 alone, more than 79,000 neighbors sought support at our doors – a 200% increase since 2015.

For nearly eight decades, our mission has remained steady: ensuring every neighbor is welcomed, respected, and connected to essential resources. After 10 years in this place that has had such an impact, we stand at an important crossroads – honoring our roots, embracing all that has grown here, and preparing for an exciting new chapter that reflects what lies ahead.

In 2025, 300 volunteers served over 17,500 hours!

In the ordinary rhythm of volunteer hours, Karen's extraordinary care helps ensure every neighbor is met with respect.

For nearly twelve years, Karen has been a steady presence in the Clothing Bank at the Lancaster County Food Hub. A retired pediatric physical therapist and longtime Lancaster County resident, she has served faithfully through seasons of change – from Marshall Street to Queen Street, from shelter operations to the opening of our Outreach Center – always with the same quiet commitment.

Two afternoons each week, she carefully sorts and curates every rack, ensuring each item reflects dignity and quality.

"We are very picky. I want to offer clothing I would wear myself."

-Karen Bewley, Volunteer since 2014



Impact BY THE Numbers

The year 2025 underscored why investment in relationships—during both ordinary and turbulent times—matters profoundly.

New tax and spending frameworks brought sudden and significant changes to critical safety net programs. As a result, more than one-third of households experienced economic hardship—rising to nearly half among the lowest-income households—pushing many families into unemployment, food insecurity, and housing instability.

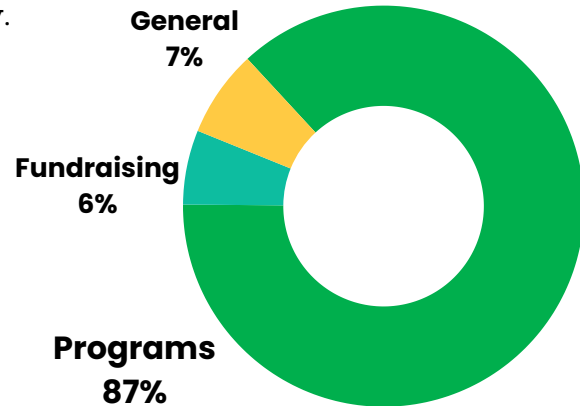
Communities and nonprofit organizations were forced to stress-test nearly every scenario, navigating overlapping challenges from policy upheaval to funding disruptions and life-threatening weather conditions.

Patience was tested. Long-term plans were paused. Flexibility and resilience became essential as we worked to sustain our mission amid constant funding uncertainty and rising costs. Though donations slowed for more than half the year, donor trust remained strong. And yet, through moments of waiting and waves of crisis, this community poured its support into their neighbors.

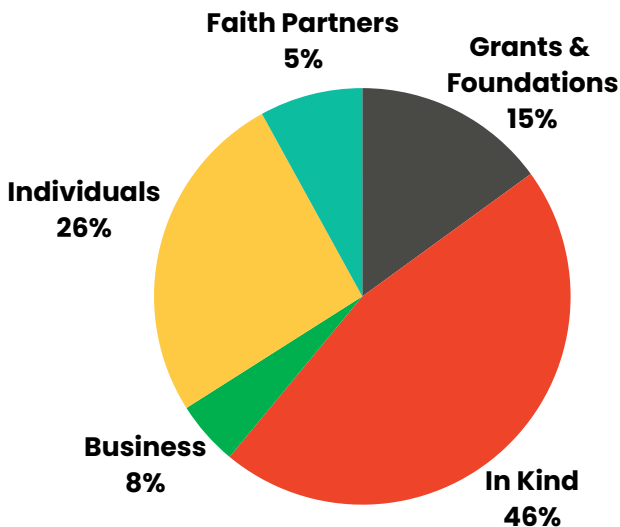
When additional SNAP reductions in the Fall created a new strain, supporters responded. During the 2025 ExtraGive, 1,044 donors shared double their donations from the prior year. Across the community, businesses, congregations, and civic groups organized drives and creative fundraisers, and donations of food, clothing, and essential items poured in. Then, in the final weeks of the year alone, a record-breaking \$839,231 were contributed—an extraordinary reflection of shared responsibility.

Through valued relationships, faithful support and an outpouring of generosity, significant impact was catalyzed and our financial foundation strengthened.

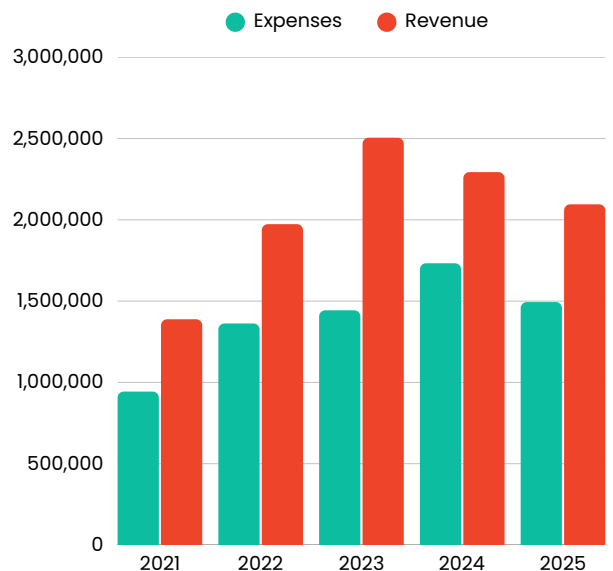
Functional Expenses



Revenue Sources



Financial Performance



Filling the Gap

Meeting rising food needs with generosity♥

Throughout 2025, unprecedented changes to food subsidy programs created uncertainty for thousands of households. New SNAP work requirements, eligibility restrictions, government shutdown impacts, and states unable to fully backfill benefit funding led to devastating consequences.

In the final months of the year, our ordinary rhythm shifted. Food distribution lines stretched down Queen Street. When the November SNAP freeze halted benefits for more than 55,000 Lancaster County residents, demand surged. In just a few weeks, we saw a 17% increase in individuals seeking food assistance, 30% of whom were new to the charitable food system. Behind every number was a story—a senior stretching a fixed income, a family navigating a sudden gap, a worker whose paycheck no longer kept pace with rising costs.

Staff and volunteers jumped in to direct traffic and calm parking lot wars, expand pickup hours, and gracefully adapted in real time.

“It was a lot: more cars, more pallets, more neighbors.

...and a LOT of generosity!” -Andy Flaim, Food Warehouse Manager

As traditional supply channels tightened, our community stepped forward. Congregations, scout troops, businesses, families, and first-time donors showed up day after day, filling the gaps our neighbors experienced.



Shared Threads

Ordinary Day. Restored Dignity.

Most days in the Clothing Bank feel routine—racks straightened, donations sorted, neighbors quietly browsing. Yet within that steady rhythm, extraordinary care unfolds:

- A new mother arrived, visibly overwhelmed, yet left with relief after a volunteer gently held her baby so she could shop in peace.
- A father found comfort knowing his children would feel confident walking into school with new clothes.
- One neighbor secured rare, size 13 shoes for a job interview – and landed the job.
- An unhoused neighbor found clean clothing and a fresh start after a precious shower.
- During the budget impasse suspension of the AARP Senior Community Service Employment Program, volunteers stepped up and kept the Clothing Bank running strong.

This year, more than **78,000 pounds of clothing and hygiene items were donated** that supported almost **15,000 families – neighbors helping neighbors in tangible ways.**

The everyday work may appear simple, but every organized rack and every caring interaction builds confidence, restores dignity, and reminds our neighbors they are not alone.

Client Story - No Where to Turn

It was the end of a long day when she walked through our doors—visibly pregnant, holding her one-year-old close, exhaustion written all over her face. She wasn't asking for much. Just diapers. She had run out and didn't know what she was going to do next.

Our volunteer at the welcome desk understood something important: when someone asks for one small thing, it often represents so much more.

The clothing team stepped in with the heart and compassion that define our mission. Diapers were gathered—enough to give her some breathing room. Then came food, offering further relief. Fresh produce she could take home and prepare. Clothing for her growing baby. Clothing for her, too. Small essentials that restore dignity in big ways.

And before she left, something had changed. Her shoulders seemed lighter. She wasn't just carrying supplies anymore—she was carrying the reassurance that she wasn't alone.



Neighbor to Neighbor Care

One connection at a time ♥

Most days at the Food Hub are not marked by celebration. They are steady. Faithful. Urgent in quiet ways.

In 2025, that steady work entered a new season.

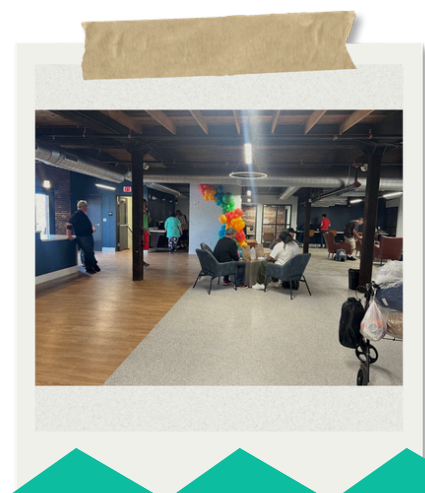
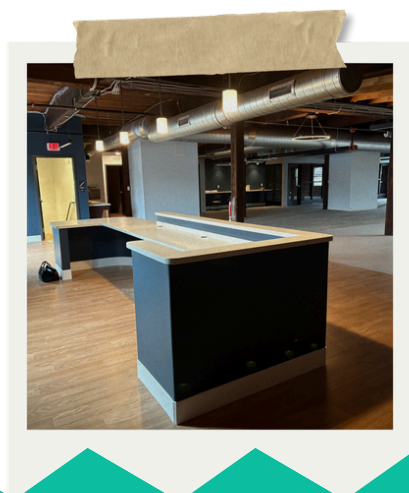
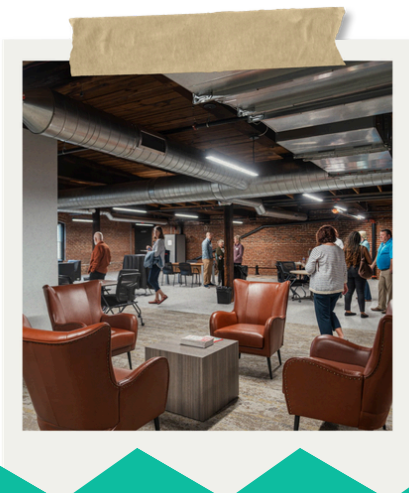
As homelessness deepened in Lancaster and affordable housing remained out of reach for many, we cut the ribbon for a new Outreach Center, transitioning from nighttime shelter services to a focused day-center model for homelessness outreach and wraparound support.

This shift was about more than a building. It was about building trusted relationships:



- Arthur arrived with medical concerns and needing housing stability. Months later after he found a roommate and together, pooled their financial resources to afford a permanent home. With support from our team and partner agency PA Furniture Mission, the move was complete when unsheltered friends helped with the move-in.
- Mr. Fraser was found and safely returned to his caretaker after a mental health crisis brought him to Lancaster.
- Sergio, diagnosed with Alzheimer's, was supported daily until proper medical care and long-term placement could be secured. Our staff helped manage his personal affairs and visited him regularly so he would not feel alone.

These stories represent some of the extraordinary work made possible by a community that invested in the "Breaking Barriers" Capital Campaign and believed in a compassionate, coordinated, and relationship-oriented response to homelessness.



Breaking Barriers to Build Better Futures ♥



Standing on the strength of our food and clothing programs and the success of growing shelter and outreach services, we dared to dream.

Responding to community imperatives, in 2024 we made quick plans to marry our core services with the expertise and services provided by key community partners—all under one roof. That led to the launch of a \$1.4 million capital campaign to create a space designed for outreach, connection, support, and coordinated care.

In September 2025, that vision came to life with the opening of the 5,500 square foot Outreach Center. Since then, hundreds of unsheltered neighbors have found their way through our doors, discovering not only essential services, but also friends, familiar faces and a place to rest and regroup.

The Outreach Center has quickly become a hub for collaboration. Partners from across the community including Penn Medicine Street Outreach, Veterans Affairs, Office of Aging, Blueprints Addiction and Recovery, the LEMSA Refresh shower truck, and caseworkers come together here to ensure neighbors can access the resources they need.

Designed with flexibility in mind, the space allows us to respond in real time to changing needs, whether expanding service hours, hosting community meetings, or providing coordinated support during Code Blue/Red weather emergencies.

This center exists because our community believed in what was possible. We are deeply grateful to the donors, volunteers, congregations, businesses, contractors, and partners who helped bring this vision to life, a space where neighbors are welcomed with dignity and where pathways toward stability begin.



Opening the Door to Community

Phase II greets Neighbors at the Door ♥

The new outreach center laid the foundation for reimagining how warm and welcoming a space can truly feel. Building on this momentum, Phase II focuses on redesigning the front door area that first greets every visitor.

Paige McFarling conveys, "A front door redesign reflects a commitment to creating spaces where every visitor feels safe and accepted. The updated layout removes barriers, reduces stress, and eases the stigma of asking for help. Inclusive way-finding colors and signs and defined private spaces ensure individuals can access services comfortably, especially those facing trauma, language barriers, or mental health challenges."

New Welcome Area



LANCASTER COUNTY

Food Hub.

Donation List

FOOD/CLOTHING/OUTREACH

YOUR DONATIONS MATTER.

All food, clothing, & hygiene distributed at the Food Hub are **FREE** to our neighbor!

Food donation drop off:

Mon-Fri, 9:30am - 3:30pm

812 N. QUEEN STREET, DOCK B

Clothing, hygiene, etc. drop off:

Mon-Fri, 9:30am - 3:30pm

27 W. CLAY STREET ENTRANCE

For more information, visit:

www.lancasterfoodhub.org

Scan QR Code to Donate Online!!



Scan me

FOOD

- 100% Fruit Juice, 64 oz. (no grapefruit)
- Peanut Butter
- Breakfast Cereal (low sugar)
- Rice (white or brown)
- Pasta (whole wheat preferred)
- Soup (low sodium)
- Canned Fruit, individual servings, pull-tab cans or cups
- Tuna/Chicken, pouches or canned
- Meal Helpers



CLOTHING

All sizes and styles of new or gently used clothing (men, women, and children.)

- NEW Socks
- NEW Underwear
- Tops/Shirts
- Bottoms
- Jackets/Sweatshirts/Coats
- Shoes
- Accessories (belts, hats, gloves, scarves, ties, etc.)



OUTREACH

- Sleeping bags, bed rolls
- Rain ponchos, umbrellas
- Wheeled suitcases
- \$10 Gift Cards (McDonalds, Turkey Hill, Subway, Sheetz)
- Water bottles
- Body Wipes



2026 EVENTS

**April
22**

**FAITH
PARTNER
GATHERING**

**May
13**

**ANNUAL
BREAKFAST**

**September
23**

**FALL OPEN
HOUSE**

**October
18**

**CROP
WALK**

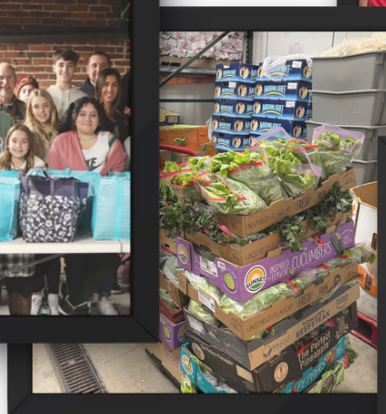
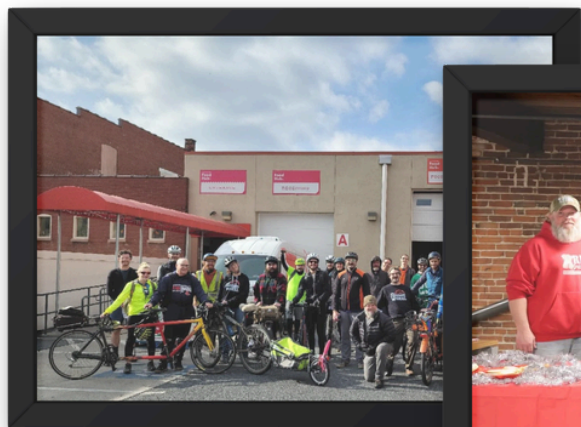
**November
20**

**FOOD
TRUCK
RALLY**

2025 told an important story



Community Support... Made the **Difference!**



Roots and Wings: Past and Future...

For generations, this organization has evolved alongside the needs of our community. What began as the Lancaster County Council of Churches, uniting congregations to care for neighbors in need, later became the Lancaster County Food Hub as hunger emerged as a growing concern across our county.

Today, the challenges facing many neighbors are more complex. While food remains central to our mission, clothing access, outreach to unsheltered neighbors, and coordinated services now play an essential role in the care offered here. **As our work continues to grow, we are thoughtfully considering how our name might evolve to more fully reflect the mission our community has built together.**

In the year ahead, we look forward to sharing more.

Thankful FOR YOU.♥

Because of your support and generosity, we can uphold our commitment to meet neighbors where they are and support them toward more stable life circumstances. Your help ensures that free food and clothing, and supportive outreach resources are consistently and sustainably available.

Thank you for making it possible to meet critical needs, foster trust, and share hope with every neighbor we greet on the streets and under the

big, red awning at 812 N. Queen Street.



CONNECT WITH US!
@LANCASTERFOODHUB
LANCASTER COUNTY FOOD HUB
WWW.LANCASTERFOODHUB.ORG

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



Place
stamp
here.