



manna

2020 Impact Report



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YOUR PROFOUND IMPACT AT MANNA

Dear Friends,

You made life a little easier this year.

Thanks to your donations of food, financial gifts and time, you made the lives of those who have faced challenges never faced before a little easier.

Manna served 81% more people than we did last year. Many of them were individuals and families who don't ordinarily need our help. But when they were sick and out of work, had their hours cut, or were let go from their positions and needed food for themselves and their families, you answered the call.

The way in which we distributed food to those neighbors in need looked very different this year. I understand that may have been confusing and maybe even frustrating. I am so grateful, though, you placed your trust in us to be good stewards of your donation and always do the right thing in order to improve lives.

There is no way for me to accurately describe the profound impact you had and continue to have on Manna's mission and those we serve, but I hope this impact report gives you some understanding of the magnitude of your contributions.

As a nonprofit professional with more than 30 years' experience, I have never met a challenge as pervasive as the COVID-19 crisis. But, with the support of Manna's Board of Directors, staff and, most importantly, volunteers and donors like you, we persevered.

Manna is a resilient organization. YOU should take great pride in that, because YOU make it possible.

Thank you for taking time, despite what you may be experiencing, to help others.

Thank you for the kindness, generosity and love you've shown.

Thank you for making life a little easier for our neighbors in need.



DeDe Flounlacker
Executive Director

*Your support
means so much
to Manna +
our neighbors
in need.
Thank you!*



YOUR SUPPORT MET URGENT NEEDS

35,417

neighbors served

That's an

81%

increase over
last year

589,152

pounds of food

That's a

55%

increase over
last year

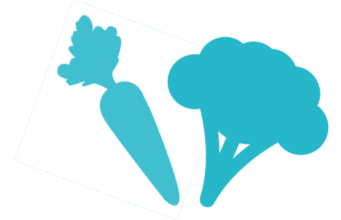
654,613

healthy meals to
neighbors in need



187,446

pounds of
fresh produce



Meet Olivia



Olivia*, 32 years old, lives near Naval Air Station Pensacola and supports herself and her four young children. She's been able to make ends meet most of the time and keep food on their table. But when the COVID-19 crisis forced her employer to cut back, her hours were reduced significantly. Soon after, her childcare provider closed their doors. So, even if Olivia were able to find new full-time employment, she'd have no one to watch her children. The Be Ready Alliance for Coordinating Emergencies (BRACE) and Manna stepped in to help. Olivia and her family received bags of groceries for every family member and additional resources to get them past this hurdle.



Left: Anna Ryan collects food for Manna annually on her birthday. This year, Anna was recognized as an Angel in our Midst by WEAR ABC 3's Sue Straughn. Anna's total donations have provided the equivalent of 2,296 healthy meals for our neighbors in need.



Right: Enterprise Holdings Foundation has donated more than \$36,500 to Manna this year through the Fill Your Tank program and other initiatives. Executive Director DeDe Flounlacker accepts a generous Enterprise Holdings Foundation check.



This year, the annual donations of Allen Turner and the employees of Allen Turner Hyundai brought their total gifts to more than \$185,000, the equivalent of more than 110,000 healthy meals for neighbors in need in Northwest Florida. Allen Turner matches his employees' contributions dollar for dollar. Pictured is DeDe Flounlacker accepting the ceremonial check from Allen Turner and his employees.

**Names and photos are always changed to protect the privacy of our clients.*

RISING NEED DURING A PANDEMIC

As the COVID-19 crisis struck our community, Manna saw a sharp increase in the need for emergency food assistance. At the end of March, our call volume shot up 89% over the same week a month prior. Families who had never needed our help before were calling due to furlough or job loss.

To adjust to CDC guidelines, Manna closed its three pantries, dramatically reduced our volunteer workforce, reinforced our existing partnerships/programs, and made changes to our food distribution procedures, including adding more than a dozen community partners to assist in getting food to those who needed it most.

26,684

people served
March through
September 2020

That's a

123%

increase over the same
timeframe last year

367,900







pounds of food distributed
March through September,
including fresh produce

That's a

52%

increase over the same
timeframe last year

PARTNERS ADDED TO ADDRESS THE COVID-19 CRISIS

-  Salvation Army
-  Pensacola EggFest
-  Pathways for Change
-  Pensacola State College
-  Children's Home Society
-  Center for Independent Living
Disability Resource Center
-  Be Ready Alliance Coordinating
for Emergencies (BRACE)
-  Saint John Divine Baptist Church
-  Gulf Breeze United Methodist Church
-  Community Health Northwest Florida
-  James B. Washington Education & Sports, Inc.
-  Hospitality and Service Industry Representatives
-  Gulf Breeze Interfaith Disaster Resource Council

MANNA FOOD PURCHASES



Due to uncertainty about the virus and a reduced volunteer workforce, Manna suspended food donations from the general public in March. That was a very difficult decision, as Manna relies heavily on food donations. As a result, we saw an alarming 89% decrease—or 205,304 pounds—compared to food donations last year. However, to meet the need and ensure we provided the healthiest food possible, we were forced to purchase food. This year, Manna spent more than **\$80,000** on food—more than the last two years combined!

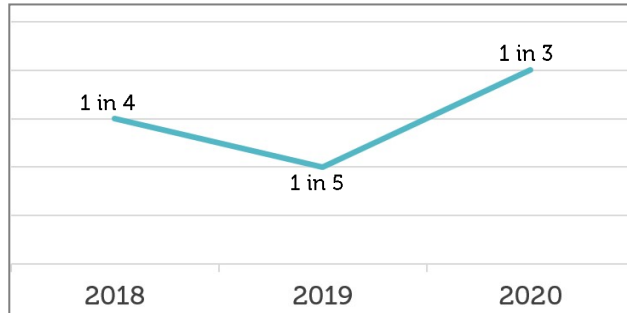
Meet Deputy Echele



Deputy Echele of Escambia County Sheriff's Office is a School Resource Officer at a local school. The deputy is responsible for safety and crime prevention, but he does even more than that. Deputy Echele provides hungry students with food items supplied through Manna's School Resource Officer Food Program. He uses the food as a tool to have conversations with students about academics, behavior and life at home. After speaking to a student in need, Deputy Echele discovered that the student's family was struggling due to financial hardship caused by the COVID-19 crisis. The family of six includes five children ranging in age from 4-16 years, so Deputy Echele contacted Manna to pick up food for the family. We sent him with food bags that will provide more than 100 meals for the family.

CHILD HUNGER IN OUR COMMUNITY

Child hunger has been approximately 4-6% higher than overall community hunger in Northwest Florida in recent years—a disappointing statistic. The effects are of concern due to the devastating consequences of hunger and food insecurity, including delayed learning, poor health and destructive behavior. Though our region had made progress in 2019, ensuring more children did not go hungry, the COVID-19 crisis set us back significantly.



Manna partnered with Pensacola EggFest and Old Hickory Whiskey Bar for a food distribution in April benefitting the service and hospitality industry. We also partnered with Pensacola EggFest and Pensacola Police Department in April to provide BBQ meals and food bags to families in need identified through the School Resource Officer Food Program. *Pictured above, left to right: Doug Jolly, Kerri Smayda, Jeff Gottschalk, Lisa Long Lyter, and DeDe Flounlacker.*

HURRICANE SALLY CREATES SETBACK

While many of our neighbors in need were still struggling due to the effects of the COVID-19 crisis, Hurricane Sally's impact only worsened the burden.

In addition to many families, several local food pantries lost their food inventory due to power outage following the storm. Fortunately, Manna was in a position to help them and other agencies. We shared out food and water with the following organizations:

- Crown Church
- Echo Life Church
- Church on Wheels
- St. Vincent de Paul
- Pace Center for Girls - Escambia County Fire Rescue
- Community Health Northwest Florida
- Boys & Girls Clubs of the Emerald Coast
- Richard's Memorial/Bright Bridge Ministries
- Survivor Outreach Services (serving veterans)
- Waterfront Rescue Mission
- Pensacola Fire Department
- New Hope Christian Center
- Pensacola Police Department

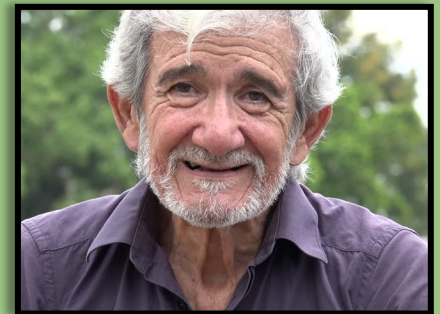
The James M. Cox Foundation, Truist, Gulf Power Foundation, The Church of Jesus Christ of Latter-day Saints and many others have made Manna's Hurricane Sally response and recovery possible.

TO DATE, MANNA HAS DISTRIBUTED MORE THAN

25,000 POUNDS OF FOOD AT NO COST

TO PARTNER AGENCIES THAT LOST FOOD AFTER THE STORM

Meet Henry



Our partner agency, the Pensacola Police Department, had been asked to do a welfare check on a man named Henry* after Hurricane Sally struck. Henry is a senior citizen who lives alone, doesn't have a vehicle, and receives little income from his Social Security checks to purchase necessities. Henry, like so many others, lost power after the storm. What little food he had, he had to either eat or throw away. Henry's neighbor tried to help by bringing him plates of food, but he needed more support. The officer who checked in on Henry reached out to Manna and let us know he needed help. That officer picked up Henry's food at Manna, then delivered it right to him. We also sent the officer with information to share with Henry about Manna's Monthly Seniors Food Program to provide long-term support.

HUNGER RELIEF PROGRAMS



The **Monthly Seniors Food Program at Main Pantry** supports 50 low-income senior citizens with 10 days' worth of nutritious food each month, improving their access to healthy food as well as the nutritional quality of their diet with food boxes packed to USDA Standards for a Healthy Diet. In response to COVID-19, and to encourage they remain at home, Manna doubled the amount of food for seniors in the Program – from 30 meals to 60 meals per person. If a Program senior is a grandparent raising grandchildren, we provide food to the entire household. Thanks to Cokesbury United Methodist Church volunteers, delivery service to our seniors is possible.



The **School Resource Officer Food Program** provides School Resource Officers (SRO) with food for students. SROs utilize the food as a tool to have deeper conversations with students about life at home, behavior, academic performance, and more. Through school closures, county and city SROs continued their work. They checked in on the students and their families who were known to struggle with food security pre-COVID-19. They also worked with school guidance counselors to identify students and families in need. The program has now resumed as usual. Manna has made and will continue to make available food bags to SROs to distribute to families as needed.



The **Healthy Seniors Food Program** at Westminster Village provides a 10-day supply of healthy food monthly to more than 140 senior citizens residing in a low-income rental retirement community who often choose between buying medication or food. To keep seniors safe at home and ensure they have healthy food through the COVID-19 crisis, Manna increased the amount of food they received, from 10 days' worth (30 meals) to 13 days' worth (39 meals) per person. Manna also lifted the program income qualifier and opened enrollment for additional seniors to join. Manna continues to provide the community chaplain with food inventory to support other residents in need.



Left: Belle Bear presents a Bear Family Foundation grant award for the Tummy Bundles program to DeDe Flounlacker. The Bear Family Foundation also generously donated \$50,000 for Manna's COVID-19 response and recovery efforts.

Right: Cokesbury United Methodist Church volunteers load vehicles for delivery to seniors who benefit from the Monthly Seniors Food Program at Main Pantry.



Tummy Bundles is a collaboration with the Boys & Girls Clubs of the Emerald Coast and United Way of West Florida to provide seven healthy weekend meals to children participating in an after-school program at Montclair Elementary. Tummy Bundles is designed to alleviate the excess burden of hunger on students and allow them to focus on improving academic and health outcomes. Through school closures in the spring, Manna worked with the Boys & Girls Clubs team to contact families who were in need of food assistance (regardless of participation in the program) in order to provide ongoing support. School has resumed, and the program is operating as usual. For those who express the need for additional support, Manna is providing the entire family unit with food.



Backpacks4Teens is a collaboration with the Santa Rosa County School District that enables trained school personnel to connect Unaccompanied Youth (mostly homeless 10th - 12th graders living in cars, parks, or on the streets) with Manna's resources. Food is a critical stabilizing factor for these students, and it reduces the likelihood they will engage in risky or illegal behavior to obtain food. Through school closures in the spring, School District employees were still reaching out to students who benefit from the program to assess need. Manna increased the amount of food provided, from seven healthy meals to 21 meals per student. The program has now resumed as usual. Manna has also provided food bags to the school district for families who are found to be in need of additional support.



Through the **United Way of West Florida's AmeriCorps VISTA** (Volunteers In Service To America) program, Manna provides a 10-day supply of nutritious food monthly to VISTAs participating in the program to offset their cost of living expenses. To ensure uninterrupted support through the COVID-19 crisis, Manna has and will continue to provide healthy food boxes to AmeriCorps VISTAs as scheduled. However, if a VISTA needs additional support during this time, Manna will provide additional food.



Manna partners with **OASIS Florida** to provide healthy food monthly to HIV-positive patients qualified for food assistance through the Ryan White Case Management Program. In honor of Ryan White's efforts and because Florida ranks 2nd in the number of AIDS cases reported nationwide, OASIS serves clients of all ages with the disease in Escambia and Santa Rosa counties. Food boxes contain approximately two-and-a-half weeks' worth of healthy food. Manna continues to support the clients of OASIS Florida through the COVID-19 crisis.



Our partnerships with **Gulf Coast Kids' House** and **Santa Rosa Kids' House** provide emergency food bags at their facilities to distribute to those they serve. Prior to the collaboration, advocates had to refer families to other resources for emergency food, which was problematic especially when children were placed during non-business hours, resulting in a lapse of time in obtaining emergency assistance. Now, families in need have immediate access to food. Both agencies continue their work in child advocacy despite COVID-19. Manna has made available additional food bags for distribution to clients, doubling their pre-COVID-19 inventory.



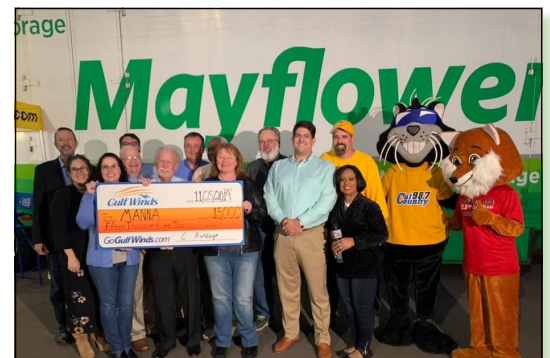
Manna provides food bags to clients enrolled in **Ministry Village at Olive's Tender Hearts Caring Hands** financial stability class. Furnishing groceries alleviates additional financial burden as well as provides a meaningful opportunity to put the class experience into practical application by offering an instant reduction in expenses. Families may utilize that money for savings, debt reduction, or making other needed purchases. The Tender Hearts Caring Hands class was suspended indefinitely. However, the food pantry is still open at Ministry Village, and they have moved to a drive-thru format.



Pensacola Eggfest presents Manna, Rally, and Studer Community Institute with event proceeds. *Left to right:* Wes Hudgens, Gulf Power; Doug Jolly, Eggfest; Jessica Lee, Kia Autosport Pensacola; Jerold Hall, Eggfest; Lisa Long Lyter, Eggfest; DeDe Flounlacker, Manna; Kerri Smayda, Manna; Shannon Nickerson, SCI; and Sarah Poland, Rally.



Manna was named United Way of West Florida's 2020 Partner Agency of the Year. *Left to right:* Bill VanPelt, Gene Becerra, Keith Templin, Miranda Melvin, Jeff Gottschalk, DeDe Flounlacker, Sara McNeese, Sondra Massraf, Kerri Smayda, and Barbara Coffey.



Gulf Winds Credit Union presents Manna with a \$15,000 donation at the Fill the Mayflower food drive. DeDe Flounlacker accepts the check from Gulf Winds Credit Union leadership, along with Manna Board members, Sue Straughn of WEAR ABC 3 and Brent Lane of Cat Country 98.7.

VOLUNTEERS ARE THE HEART OF OUR WORK

Manna is a volunteer-supported non-profit organization. The past eight months have been difficult without most of our 84 operational volunteers who typically schedule appointments, run client service, sort food items, pack food bags, and so much more. Losing 73 volunteers due to COVID-19 safety guidelines was an

87% DECREASE IN AVAILABLE VOLUNTEERS.

The remaining 11 volunteers returned to Manna each week throughout the crisis to get the job done. March through September, those volunteers donated over

2,300 HOURS!

3,249 TOTAL # OF VOLUNTEERS

9,212 TOTAL # OF HOURS DONATED

FOUR # OF STAFF POSITIONS VOLUNTEERS FILL

\$27.20 VALUE OF VOLUNTEER TIME PER HOUR
Independent Sector

\$250,573 VALUE OF MANNA VOLUNTEERS' SERVICE

150,340 # OF MEALS VOLUNTEER TIME CREATES



Volunteer Gene Becerra packs boxes for seniors in the Healthy Seniors Food Program at Westminster Village



Cat Country 98.7's Candy Cullerton joins Seville Rotary at the 2020 Rotary Against Hunger event.

"Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another."

- Erma Bombeck



The Krewe of Warriors donated 18,759 lbs. of food at the 2020 Krewe of Sparta Annual Humanitarian Award Food Drive Challenge, winning the Large Krewe Division.

TO FOLLOW MANNA'S PROGRESS:



mannahelps.org



mannafoodpantries



mannafoodp

3030 North E Street | Pensacola, FL 32501 | (850) 432-2053 | mannahelps.org

CH125: A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll-free (800) 435-7352 within the state. Registration does not imply endorsement, approval, or recommendation by the state.