



2014

ANNUAL REPORT

NOURISH OUR COMMUNITY:
TRANSFORMING LIVES 

Project Open Hand
meals with love



JULY 1, 2013-
JUNE 30, 2014



OUR MISSION

Nourish and engage
our community by providing
meals with love
to the sick and the elderly.

OUR VISION

No one who is sick or
elderly in our community
will go without nutritious
meals with love.

DEAR FRIENDS,

The past year has been one of transformation for Project Open Hand. It is an exciting time of transition, as we continue to make steady progress on our three-year strategic plan, adapting and transforming our work so we can be an even stronger, more effective agency—building on our history to ensure a strong future.

Over the past year, Project Open Hand has made improvements in three key areas:

Measuring our impact. Beyond counting the number of meals we provide, we want to show how our nutrition improves the health and quality of life of our clients. So we are transforming the way we measure our work—by conducting our Food=Medicine pilot study, as well as by improving how we track data about the health of our critically ill clients.

Expanding to serve unmet needs. In June, we added more than ten additional disease diagnoses to our Wellness Programs. We believe it is our responsibility to provide our life-sustaining nutrition services to people living diseases for which good nutrition is a key factor in medical treatment—including cancers, diabetes, heart disease, and HIV. By serving unmet needs in our community, this expansion also enables Project Open Hand to pursue new funding opportunities.

Transforming lives. Most importantly, we continue to transform the lives of our clients—as well as the lives of people who are part of our community as volunteers, donors and partners. We are engaging much more deeply with our Senior Lunch Program clients and our Wellness Program clients, as well as significantly enhancing communications with all of our stakeholders. Throughout this annual report, we highlight how we nourish our community by transforming lives.

Thank you for your generous contributions to support Project Open Hand. With your help, we will continue to be a dynamic, forward-looking agency that is ready to provide *meals with love* to seniors and critically ill neighbors for many years to come.

Sincerely,



Scott Willoughby, Board Chair

Kevin Winge, Executive Director



A photograph of an older man with a friendly expression, wearing a dark leather jacket over a white shirt and a dark beret. He is holding two clear plastic boxes of Driscoll's strawberries. The background is a solid light green color with a large, darker green circular shape behind the man. The text "NOURISH OUR COMMUNITY: TRANSFORMING LIVES" is written in a bold, pink, sans-serif font in the upper right corner.

NOURISH OUR COMMUNITY: TRANSFORMING LIVES

"After paying my rent, I don't have much left to buy good food—the fruits and vegetables that I need to eat right. Getting healthy food from Project Open Hand has been really important for me as I keep on healing. Thank goodness for Project Open Hand." —LEON

Project Open Hand continues to adapt our agency and our services to remain relevant and vital to our community. Being a dynamic agency is essential for our future growth and success.

TACKLING SENIOR HUNGER

We advocated in the City of San Francisco to secure an additional \$2.46 million of funding for senior nutrition programs, including \$590,200 for congregate dining rooms such as our Senior Lunch Program. We also kicked-off an outreach campaign to encourage more seniors to join us for warm, nutritious lunch and good company because we know that helps them live better lives.

LAUNCHING FOOD=MEDICINE PILOT STUDY

In June, study participants began receiving three meals a day from Project Open Hand, meals tailored to meet 100% of their nutritional needs. We believe this study will demonstrate what we know anecdotally—that good nutrition can markedly improve the health of critically ill clients and significantly reduce medical costs.



EXPANDING ELIGIBILITY FOR OUR WELLNESS PROGRAMS

On June 1, we expanded eligibility for our meal and grocery services to serve people living with acute symptoms of more than ten additional disease diagnoses, including diabetes, heart disease, and hepatitis C, among others.

WELLNESS PROGRAMS— ELIGIBLE DIAGNOSES

- ALS (Lou Gehrig's Disease)
- Cancer, active diagnosis
- HIV+/AIDS
- End-stage Renal Disease
- Diabetes
- End-stage Liver Disease
- Chronic Heart Failure
- Coronary Artery Disease
- Chronic Obstructive Pulmonary Disease
- Hepatitis C
- Multiple Sclerosis
- Serious Neurological Condition/Stroke/Parkinson's
- Autoimmune Disease (e.g. Lupus)
- Recent Major Surgery



Like medicine, our nutritious food
helps clients recover, stay stronger
and lead healthier lives.

LOWERING BARRIERS

We have invited community partners to host drop-in office hours in both of our Grocery Centers—bringing services like housing assistance, legal aid and health care enrollment—where clients visit every week or every day to pick up food. Sometimes the greatest barrier to wellness is being unable to access help; we want to break that barrier down.

ENSURING MEALS REACH HOMEBOUND CLIENTS

Last fall, we made changes in our policies for home-delivered meals, which yielded strong results: The number of meals that go undelivered (and must be composted) has dropped significantly, and we have had many days in which 100% of our home-delivered meals were received by our clients, without a single return.



"All of the caring that goes into preparing and delivering meals with love is given right back to volunteers by the clients. The smiles and the thanks I receive from appreciative clients like Sumi makes my day."

—MARK, volunteer

"I'm recovering from three heart attacks, and knowing my dinner is coming from Project Open Hand takes away a lot of stress because I get the good food I need to take my medicines. I can feel the caring and the love, especially from the volunteers—they know my name, they smile and take the time ask, 'How are you doing today?'"—SUMIYATI

"Project Open Hand has provided me with the opportunity to connect with people who believe in personal growth through community service."

—MARCEL ACEVEDO, YPC member



INSPIRING DONORS

We raised \$120,000 to fund our Food=Medicine Pilot Study, through a mix of foundation grants, major gifts and donations from hundreds of individuals.

Our Young Professionals Council (YPC) conducted a campaign that raised \$48,000 in 30 days for a new delivery van. Learn about the YPC and get involved with this dynamic group of young philanthropists at openhand.org/ypc.

ENGAGING OUR VOLUNTEERS

We enhanced our training and communications, introducing our Guiding Principles of Volunteering. The Principles help our volunteers and staff work in partnership to ensure everyone is celebrated for their contributions, demonstrates leadership, and has a positive experience.

"My husband and I have volunteered at this community center, teaching dance classes for over 15 years. We enjoy coming for Project Open Hand's hot lunch every day. The food is healthy and delicious, and I like the socializing, too."

—DOROTHY, client of our Senior Lunch Program





“Between chemo and work, I didn’t have time to cook nutritious food for myself. Project Open Hand literally saved my life. The home-delivered meal service made it so easy and effortless for me to eat healthy and stick to a diet that would help me get well. I didn’t want to burden my friends and family, but I always felt comfortable asking Project Open Hand for help.”

—VIRGINIA, Wellness Programs client

CELEBRATING AN EVENT-FULL YEAR

Thank you to everyone who participated and supported the myriad of special events that benefited Project Open Hand this year. Our signature events—The Giant Race, Hand to Hand, and Dessert First—were a record-breaking success, generating more than \$1 million to support our meals with love.



ACTING GLOBALLY

We raised nearly \$2,500 for a garden project at Hope Initiatives in Namibia, Africa. The agency provides food to children and families impacted by HIV/AIDS.



NURTURING OUR GREENHOUSE

Our indoor greenhouse continues to thrive. Our first seedlings were planted in November, and we had four solid harvests of basil and lettuces, which were used in client meals and in our lunchroom.

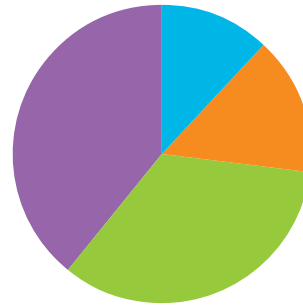


NOURISH OUR COMMUNITY

Last year, we provided a total of

ONE MILLION FORTY THOUSAND

meals with love.



12% home-delivered meals

15% picked-up meals

34% senior lunches

39% meals via groceries



OUR FOOD IS MEDICINE

Like medicine, our nutritious food helps clients recover, stay stronger and lead healthier lives.

Services like ours have been shown to:

reduce clients' health
care costs by

62%*

and reduce length of
hospital stays by

37%*

*MANNA: Journal of Primary Care & Community Health, June 3, 2013



OUR CLIENTS



55% IN SENIOR LUNCH PROGRAM

45% IN WELLNESS PROGRAMS*



4,645 seniors served

347,630 meals with love

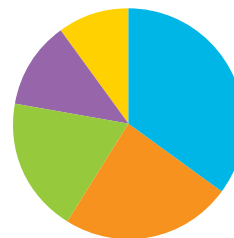
23 senior dining rooms in San Francisco & Alameda County

3,776 wellness clients served
34% HIV • 5% Breast Cancer • 6% Other

1,000 new clients last year, up 112% since 2009

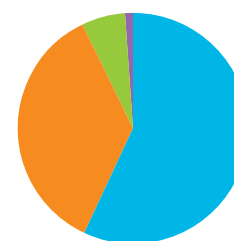
67% of new clients have diseases other than HIV

Ethnicity:



35% Caucasian
24% Asian
19% African American
12% Latino
10% Other

Age:



57% are 60+
36% are 40-59
6% are 20-39
1% are 0-20

Location:

80% live in SF
20% live in Alameda County

OUR VOLUNTEERS

We engaged more than 3,000 volunteers who contributed 86,479 hours to our organization last year, a \$1,398,240 value to our community!

3,000 x  **86,479 hours** **\$1,398,240 value**

2013-14

FINANCIAL STATEMENTS

STATEMENTS OF FINANCIAL POSITION (AS OF JUNE 30)

	2014	2013
Total Assets	\$ 7,641,937	\$ 7,309,372
Total Liabilities	891,697	884,203
Total Net Assets	6,750,240	6,425,169
Total Liabilities and Net Assets	7,641,937	7,309,372

STATEMENTS OF ACTIVITIES (AS OF JUNE 30, 2014)

REVENUE

From Operations	
Individual Donations	\$ 3,301,686
Government Grants	3,206,235
Program Service Fees	609,611
Foundations	740,000
Business and Corporate Donations	118,197
Fundraising Events	1,014,019
In-Kind Donations	11,550
Bequests	449,025
Total support and revenue:	9,450,323
Other Revenue (investments, rental income, interest)	721,419
Total Revenue:	10,171,742

OPERATING EXPENSES

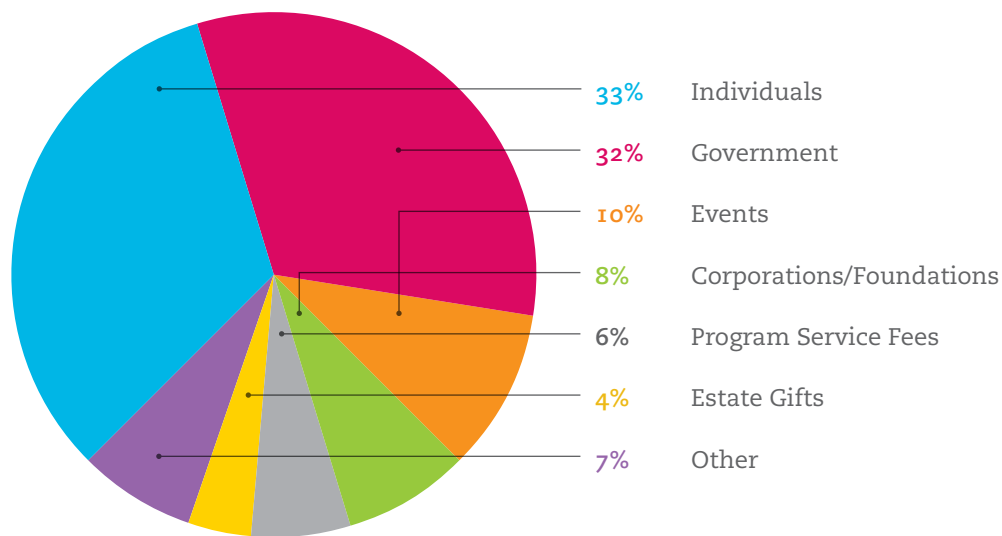
Program Services (Meals and Groceries)	\$ 7,697,147
Management and General Development	2,149,524
Total Operating Expenses	9,846,671

CHANGE IN NET ASSETS

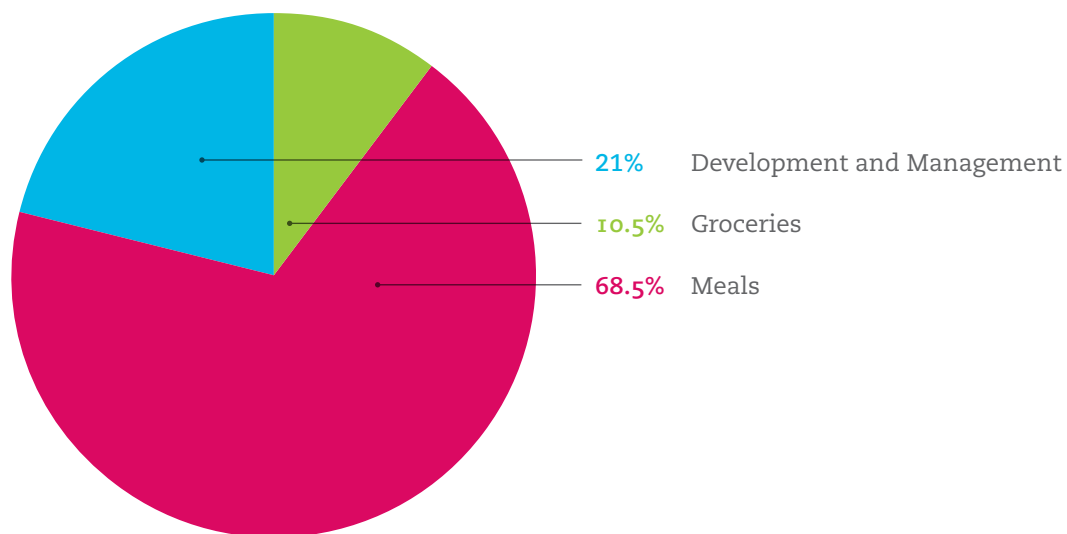
Net Assets, beginning of year	\$ 6,425,169
Net Assets, end of year	6,750,240
Change	325,071

*Project Open Hand had a balanced operational budget. The \$19,483 deficit includes gains on investments and disposal of fixed assets, as well as depreciation.

REVENUE



EXPENSES



Project Open Hand receives partial support from the federally funded Ryan White HIV/AIDS Program through the San Francisco and Alameda County Public Health Departments. The Senior Lunch Program is funded through the San Francisco and Alameda County Aging and Adult Services Departments, the USDA, senior contributions and private Project Open Hand donors.

This statement of activities and statement of financial were derived from Project Open Hand's audited financial statements for the year ended June 30, 2014. The complete financial statements for Project Open Hand audited by Hood and Strong, LLP are available at openhand.org.

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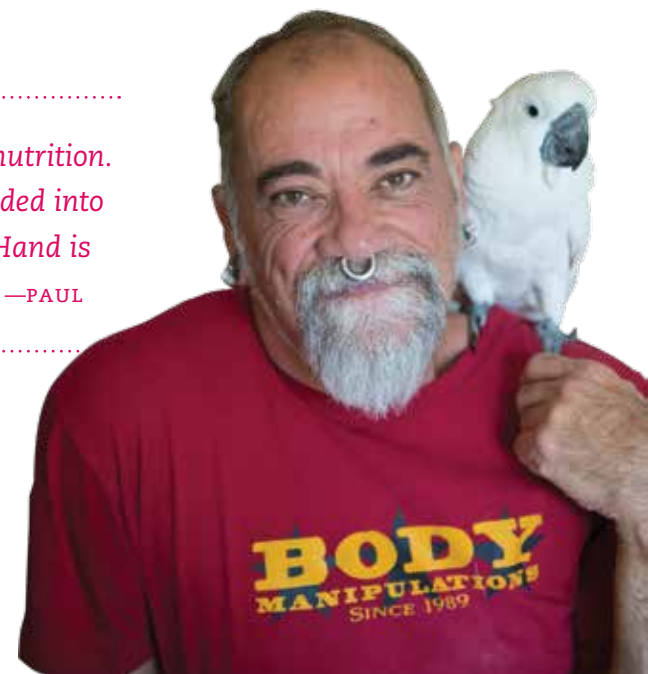
Artrese Morrison, Associate Executive Director,
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Maria Stokes, Director, Communications

“Project Open Hand has opened my eyes to the importance of good nutrition. Getting healthy groceries and meals is one of those things that’s folded into my life now. I’m very thankful for the food I receive. Project Open Hand is helping a lot of people who couldn’t survive without this service.” —PAUL



OUR DONORS

DIAMOND PLATE CLUB

\$100,000+

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\$5,000—\$9,999

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*"You can't buy motivation, and that's what your
meals have done for me. They give me the energy
to keep fighting, to keep going." —MARJORIE*

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“Project Open Hand has made a real difference in my life. Sometimes when I come to the Grocery Center, I’m not in a happy mood or something has come down in my life. But when I get up to the counter, the volunteers always have a big smile and ask, ‘How are you doing today?’ That makes me feel so good inside.”

—CAROL

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MEALS FOR LIFE LEGACY CIRCLE

Estate bequests and other planned gifts are an important source of support for Project Open Hand. Our Meals for Life Legacy Circle recognizes donors who include Project Open Hand in their estate plans through a will, trust, insurance plan or other estate planning method.

Hillary Arnold	Alan A. MacDonald
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Charlotte Lingo	Kevin Winge & Kevin Shores
	Donna Sheryl Zucker

"The volunteers are just so nice, and friendly, and they always take a few seconds to visit with each shopper. They show respect by addressing people by name, and it is that personal connection that makes Project Open Hand so special." —MARY





**CREATE YOUR LEGACY
WITH PROJECT OPEN HAND**

Plan now for a gift to Project Open Hand in your estate and financial planning, and you'll help us provide meals with love for many years to come. By joining our Meals for Life Legacy Circle, you can leave a legacy of kindness and compassion in our community. Contact Kevin Winge, to learn more: kwinge@openhand.org or 415-447-2462.

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