

# FOOD LOVE



Project Open Hand™



2015 ANNUAL REPORT

JULY 1, 2014-JUNE 30, 2015

A close-up photograph of a woven basket filled with fresh vegetables. In the foreground, there are several large, brown-skinned potatoes. Behind them are several stalks of white fennel with green fronds. To the right, there are several bright orange carrots. In the background, there are some red cherry tomatoes and more leafy greens. The lighting is bright and natural, highlighting the textures and colors of the produce.

# FOOD LOVE

## 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,

2015 marks the 30th Anniversary of Project Open Hand. Whether you are a longtime supporter or a new friend to our organization, we are so thankful for your generosity, which fuels our work to provide *meals with love* to neighbors in need.

Every day, we continue our commitment to providing life-sustaining food, hand in hand with the vital human connections that nourish our clients. And every day, we are amazed and inspired by the thousands of people from across our community who come together—as donors, volunteers, partners and staff—to nourish neighbors who are battling serious illnesses and the health challenges of old age. Thank you.

In this annual report, we are excited to report on the progress of our Food=Medicine Pilot Study, which was conducted over the past year in collaboration with researchers at the University of California, San Francisco. Our research demonstrates what we have known instinctively for so many years—that good nutrition is an essential part of health care, particularly for people with critical illness. We are also proud to highlight the growth of our Senior Lunch Program and the expansion of medically tailored meal types in our Wellness Programs.

**We are excited to lead Project Open Hand and ensure our organization is positioned to thrive and grow in the coming years.** We continue to look for improvements in our organization's processes, structure, financials and sustainability—all while ensuring that love is a key ingredient in all of the nutritious food that we provide.

Thank you for all that you do to help us provide nutritious *meals with love* to our community.

Sincerely,



MARK RYLE, LCSW  
Co-Chief Executive Officer



SCOTT WILLOUGHBY  
Board Chair



SIMON PITCHFORD, PH.D.  
Co-Chief Executive Officer



# FOOD=MEDICINE PILOT STUDY



PRELIMINARY RESULTS SHOW HEALTH IMPROVEMENTS AMONG PARTICIPANTS:



Better adherence to lifesaving medications



Reduced disease-related stress and stigma



Reduced costly hospitalizations and emergency room visits



Improved mental health status



Improved health outcomes



Increased consumption of fruits and vegetables

*“I am always in awe of how this entire operation works and am eternally grateful. Thanks again for the birthday card and especially the wonderful food!”*

—KEVIN



In partnership with top researchers at the University of California, San Francisco, Project Open Hand conducted the Food=Medicine Pilot Study this year. We’ve known instinctively for years that our nutritious food is like medicine, helping clients recover, stay stronger, and live healthier lives. Our Food=Medicine Pilot Study aimed to assess that, and the data show the powerful truth behind those observations.

The study involved 60 clients who have HIV/AIDS and/or diabetes, providing them with 100% of their daily nutritional

needs through our meals for five months. We tracked clients’ physical and mental health, eating and nutrition behaviors, and medical outcomes in order to show that good nutrition is a low-cost intervention and a vital part of medical care that can significantly reduce medical costs.

The infographic at the left highlights preliminary results. The study has already generated two peer-reviewed publications for the researchers at UCSF. The full results of our pilot program will be released in early 2016.

**NEW FUNDING AWARDED TO EXPAND OUR RESEARCH**

Based on the success of this first pilot study, we have received a new grant to conduct research with a second, larger group of approximately 200 clients living with HIV. Project Open Hand will collaborate again with the research team from UCSF, thanks to funding by the Kaiser Permanente National Community Benefit Fund at the East Bay Community Foundation.

# YEAR IN REVIEW



## CO-CEOS APPOINTED

Simon Pitchford (right) and Mark Ryle were appointed Co-Chief Executive Officers in April 2015, promoted from the senior leadership positions within Project Open Hand. Simon brings a wealth of scientific, operations, and sales and marketing experience to the role. Mark's previous CEO roles (for-profit), significant background in finance and strategy, and clinical social work experience bring a unique lens.

*“As Project Open Hand continues to evolve with a renewed emphasis on wellness and nutrition, Mark and Simon have the expertise to take the organization to that new level. During their time at Project Open Hand, Simon and Mark have impressed the Board with their outstanding leadership, collaboration and innovation. They have been instrumental in making Project Open Hand stronger and positioning it for continued growth and success.”*

—SCOTT WILLOUGHBY, Project Open Hand Board Chair



### “GETTING TO ZERO” FOR HIV

This year, Project Open Hand joined the “Getting to Zero” initiative, which aims to reduce new HIV infections to zero in San Francisco and “get to zero” on HIV-associated deaths and stigma. Co-CEO Mark Ryle chairs the coalition committee that is addressing stigma. Project Open Hand continues our commitment to serve our neighbors living with HIV, who comprise 65% of clients in our Wellness Programs. This year, through advocacy efforts, we secured additional funding to provide nutrition to people living with HIV in San Francisco and Alameda Counties.

### MAKING CONNECTIONS IN THE EAST BAY

With new leadership at Project Open Hand this year, we are taking a fresh look at community needs in Alameda County so that we can focus our resources for greatest impact. Recent studies show many illnesses disproportionately impact the East Bay’s communities of color, including HIV/AIDS, breast cancer and diabetes. To address this, we are taking three key steps: assessing community nutrition needs, boosting outreach through community partnerships and adapting our service model.



*“Project Open Hand came at a really critical time when I needed help with meals. It’s like something came down from heaven. What really helps when I come to Project Open Hand is that there is no language barrier. I feel really comfortable.”*

— XUE JUAN (right)



### CELEBRATING AN EVENT-FULL YEAR

Thank you to everyone who participated in and supported the many special events that benefited Project Open Hand this year. Our inaugural Taste of the City gala was a big success, raising more money per guest than any Project Open Hand event during the last five years. In total, community events generated more than \$650,000 to support our *meals with love*.



## EXPANSION OF MEDICALLY TAILORED MEALS

Our meals with love are delicious and also medically tailored to meet a wide range of nutritional needs and preferences. With our recent expansion of eligible diagnoses, we added two new meal types to meet the needs of a growing number of new clients:

- Our new “diabetic” meals limit saturated fat and keep a consistent carbohydrate level for clients with diabetes, glucose intolerance, metabolic syndrome or a desire to lose weight.
- Our new “renal” meals are designed to meet the dietary restrictions for clients on hemodialysis, with renal failure or a medical condition requiring a low-sodium diet.

We are seeing significant demand for these special meal types, since Project Open Hand is the Bay Area’s leading organization for providing medically tailored meals designed especially for people with diabetes and renal failure at no cost to our clients.

*Project Open Hand offers seven medically tailored meal types. Clients may also opt for meals free of red meat, pork or fish.*

- Regular (low-fat)
- Diabetic
- Bland (no nuts)
- Non-dairy
- Vegetarian
- Mechanically-soft
- Renal



## DOUBLE DUTY TO SUPPORT OUR COMMUNITY

In September 2014, Project Open Hand took on the responsibility of producing meals for St. Anthony Foundation’s dining room for three full weeks, as the foundation prepared and moved into its new dining room. In total, we produced and delivered more than 34,000 meals, doubling our daily meal production. Thanks to the volunteers and staff who made this incredible feat possible.

## GROWING OUR SENIOR LUNCH PROGRAM

This year, we began serving meals at five additional community dining rooms, including four facilities that focus on veterans. As a result of this expansion, we served another 30,000 nutritious meals this year to seniors in need and adults with disabilities. We continue to improve our menus to meet seniors’ nutritional needs and tastes, knowing that for many of our senior and disabled clients, lunch with us is their only substantial meal of the day. To address food insecurity among our senior clients, we introduced hot breakfast at our largest senior dining room. In June 2015, we served the most meals ever in a single month in the history of our program: 27,230 meals in 30 days.

# FOOD = LOVE



Last year, we prepared

# 905,744

meals for seniors in our community and neighbors battling serious illnesses.

How clients accessed our meals:



- 12% home-delivered meals
- 18% picked-up meals
- 32% senior lunches
- 38% groceries (as meals)

## OUR CLIENTS

This year, we nourished

# 7,939

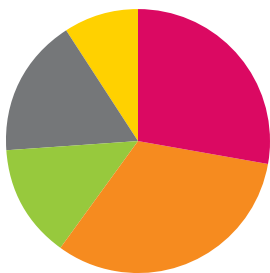
critically ill neighbors and seniors

53% IN SENIOR LUNCH PROGRAM



47% IN WELLNESS PROGRAMS

Ethnicity:



- 28% Caucasian
- 32% Asian
- 14% African American
- 17% Latino
- 9% Other

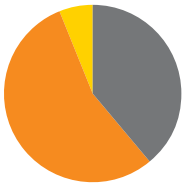
**NINETY PERCENT**  
OF OUR CLIENTS  
LIVE BELOW THE  
POVERTY LEVEL



## SENIOR LUNCH PROGRAM

**4,207** clients served  
**283,907** meals with love  
**21** community dining rooms across San Francisco (15 public; 6 private)

Age:

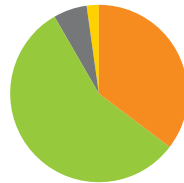


39% are 75+ years  
 55% are 60-75  
 6% are adults with disabilities, 20-59 years

## WELLNESS PROGRAM

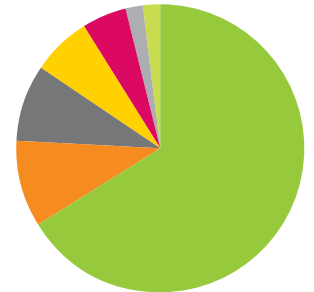
**3,732** clients served  
**276,306** meals with love  
**48,898** grocery bags

Age:



35% are 60-75 years  
 57% are 40-59 years  
 6% are 20-39 years  
 2% are 0-20

MOST COMMON ILLNESSES AMONG OUR WELLNESS PROGRAM CLIENTS



65% HIV  
 10% breast cancer  
 9% diabetes  
 7% cardiovascular disease  
 5% other cancers  
 2% end-stage renal disease  
 2% other

THIS YEAR, WE RECEIVED MORE THAN

**1,100**

APPLICATIONS FROM NEW CLIENTS.

*That is the highest number of new applicants in a single year since 1995.*

## OUR VOLUNTEERS

We engaged more than

**5,300**  
**VOLUNTEERS**

who contributed

**94,060 HOURS**

to our organization last year, which is approximately a

**\$2.2M VALUE**

to our community.



# 2014-15

## FINANCIAL STATEMENTS

### STATEMENT OF FINANCIAL POSITION (AS OF JUNE 30)

	2015	2014
Total Assets	\$ 7,409,128	\$ 7,641,937
Total Liabilities	917,449	891,697
Total Net Assets	6,491,679	6,750,240
Total Liabilities and Net Assets	7,409,128	7,641,937

### STATEMENT OF ACTIVITIES (AS OF JUNE 30, 2015)

#### REVENUE

From Operations	
Individual Donations	\$ 3,115,144
Government Grants	2,867,557
Program Service Fees	595,911
Foundations	653,155
Business and Corporate Donations	457,362
Fundraising Events	647,196
Bequests	1,110,103
<b>Total Support and Revenue:</b>	<b>9,446,428</b>
Other Revenue (investments, rental income, interest)	707,823
<b>Total Revenue:</b>	<b>\$ 10,154,251</b>

#### OPERATING EXPENSES

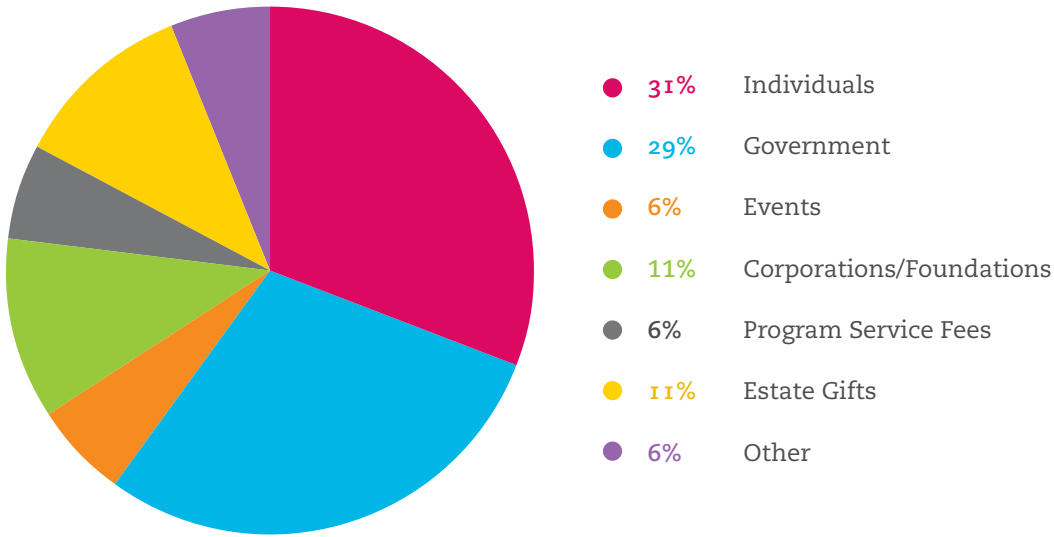
Program Services (Meals and Groceries)	\$ 7,947,045
Management and General Development	2,468,767
<b>Total Operating Expenses</b>	<b>10,412,812</b>

#### CHANGE IN NET ASSETS

Net Assets, Beginning of Year	\$ 6,750,240
Net Assets, End of Year	6,491,679
<b>Change</b>	<b>(258,561)</b>

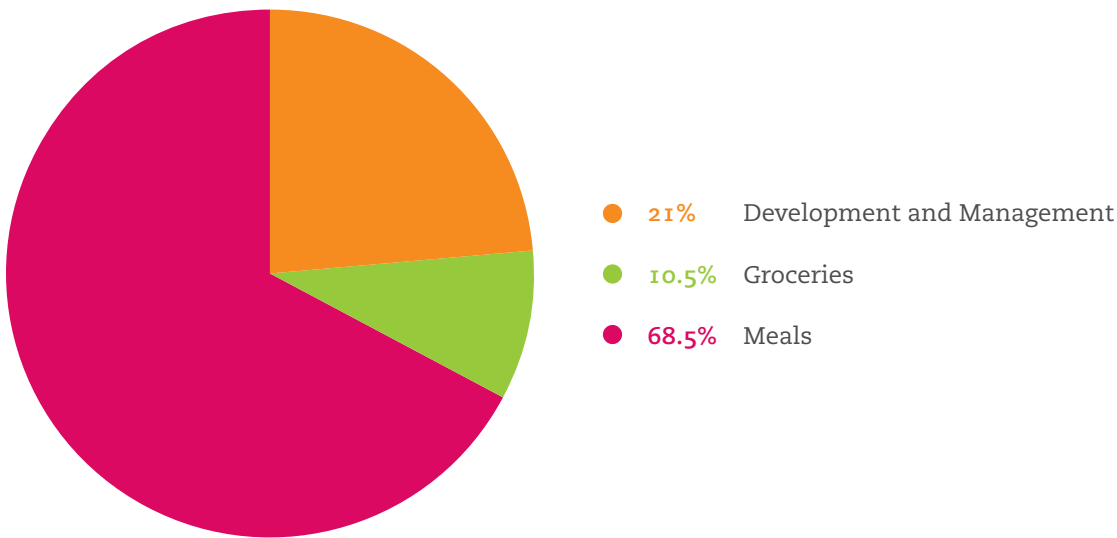
## REVENUE

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## EXPENSES

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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 Department of Aging and Adult Services, the USDA, senior contributions and private Project Open Hand donors.

This statement of activities and statement of financial position were derived from Project Open Hand's audited financial statements for the year ended June 30, 2015. The complete financial statements for Project Open Hand audited by Hood and Strong, LLP are available at [openhand.org](http://openhand.org).

## BOARD OF DIRECTORS

CHAIR: Scott Willoughby, San Francisco

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## LEADERSHIP TEAM

Simon Pitchford, PhD, Co-Chief Executive Officer

Mark Ryle, LCSW, Co-Chief Executive Officer

Jessica Avalos, Vice President, Human Resources

Teresa Ballete, Controller

Kevin Davidson, Director of Food Operations and Executive Chef

Tyra Edwards, Director, Wellness Programs

Noah Lopez, Director, Senior Lunch Program

Jay Owens, Director, Infrastructure

Sean Rosas, Director, Volunteer Services

Maria Stokes, Vice President, Communications

.....

*“Before I started getting food from Project Open Hand, I was eating a lot of cereal. I know I need to eat right, but life is expensive and most of my paycheck goes to my rent. Getting groceries and meals has helped me close the gaps in my budget and get the healthy food I need. Getting help from Project Open Hand helps me keep going, keep fighting. I won’t give up.”*

.....

—PATRICIA (center)



# OUR DONORS

Thank you for your generous contributions to Project Open Hand. With your support, we will continue to provide meals with love to seniors and critically ill neighbors for many years to come. This list includes donors who contributed \$1,000 or more during Fiscal Year 2014-15.

## DIAMOND PLATE CLUB \$100,000+

Anonymous (1)  
Avon Foundation for Women  
BlackRock Financial Management  
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Estate of Milan Holdorf &  
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Giant Race Fundraisers

## PLATINUM PLATE CLUB \$50,000-\$99,999

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Fundraisers

## GOLD PLATE CLUB \$25,000-\$49,999

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Estate of Sylvester James  
San Francisco Foundation  
Wallis Foundation  
Wells Fargo Foundation  
Young Professionals Council,  
Project Open Hand

## SILVER PLATE CLUB \$10,000—\$24,999

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Adrian & Daniel Blumberg  
Karl Christiansen \*  
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## CRYSTAL PLATE CLUB \$5,000—\$9,999

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\* Recognizes members of The Supper Club, Project Open Hand's monthly giving program. Through recurring monthly donations, Supper Club members provide a steady stream of income that Project Open Hand can count on to provide life-sustaining meals with love.

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Robert John Russo Gallery  
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Janie & Donald Friend  
Andrea L. Frome  
John & Raj Fry  
Richard I. Fuselier

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*“With meals from Project Open Hand, I don’t feel like I’m such a burden on family and friends. I don’t have to worry about where my next meal is coming from or whether it’s good for me because I know Project Open Hand is taking care of it. Having to worry just a little less about meals means less stress, which really helps a lot.” —UT*

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Sandra & John McGonigle  
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Edward Mittelstaedt  
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R. Douglas Norby  
Garrick O. Ohlsson  
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 Mr. & Mrs. William  
 Love \*

*"Seeing friends and eating a healthy meal  
 gets me going and keeps me strong.  
 The food is good and healthy, and I  
 especially love the stews and spaghetti."*

— PRISCILLA

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