



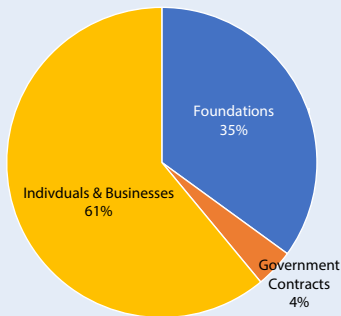
# UNITY *in Community*



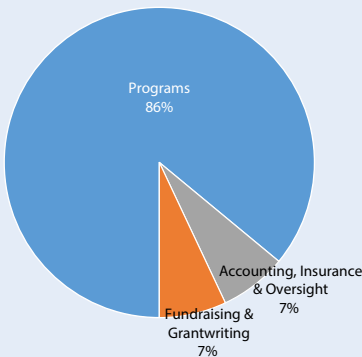
## 2020 ANNUAL REPORT

# YOUR INVESTMENTS IN FOOD SECURITY

Cash Revenue Sources



Expense Classification



19,567

hours of service performed  
by 531 volunteers

198

Breakfast Club donors  
giving all year

\$1,353,959 food secured at no cost



Fruits



Vegetables



Dairy



Meats, Fish, and Proteins



Pasta, Grains & Cereals



Other Food, Toiletries &  
Specials

Jackson



Points Balance 990.00

Cart Points 10.00

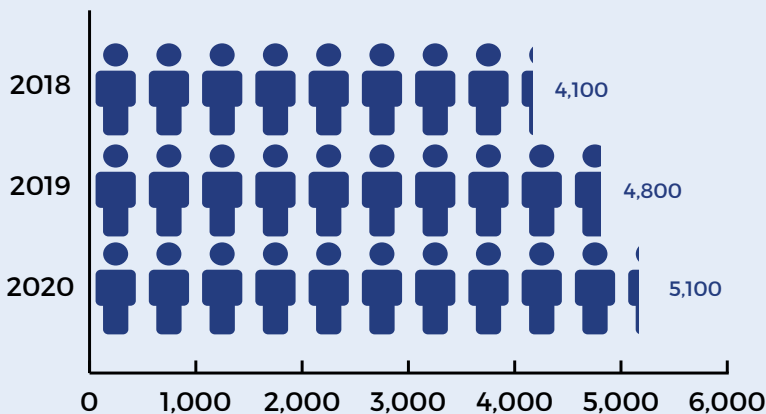
	Count	Points
Bananas	1	1.00
Butternut Squash	2	2.00
Carrots-Small Bag	1	1.00
Chicken-Bone-In	1	1.00
Pork-Cooked	1	1.00
Salad Mix - Garden	1	1.00
Tuna	3	3.00

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SMARTCHOICE

# YOUR IMPACT ON FOOD SECURITY

Total People Reached



**1,156,396**  
meals



**1,000**  
seniors



**1,300**  
children



**196**  
veterans

**+ 1,615**

**NEW** neighbors  
served

**↑ 72%**

increase in  
**home deliveries**



## Our Mission: To establish a community that provides for the whole person, with nourishing food, kindness and dignity... even in a pandemic.

Together, we have put more than **1.1 million meals** on the tables of more than **5,000 neighbors**. Nearly 2,000 neighbors: parents, children, frontline workers, people suddenly without a job, and people barely scraping by found themselves at our doors for the first time. More than 57% of these new faces are families with children hit hardest by the closures of businesses and schools. How do we offer hope when it's hard to find? The **Core Values** that have shaped our work for 28 years – **Service with Dignity, Community, Respect, Quality, Confidentiality** – are just as important today than ever before. True, these are unprecedented times, but the Unity in our community perseveres. It has been a privilege to be on the front lines, to stand in solidarity with our neighbors, and to keep food on the table – that is what you have built ONT to do.

Gratefully,  
Lyndsey Haight  
Executive Director



## SERVICE WITH DIGNITY & RESPECT

*Uncertainty.* One word captures a prevailing experience throughout 2020. Our north star has always been and remains to be *Service with Dignity*, especially when our neighbors needed a sense of calm and confidence they couldn't find elsewhere. What do *Service with Dignity* and *Respect* look like in the pandemic-era?

- An **online ordering** portal launched on April 8 allowed ONT guests to freely “shop” for their groceries like they were using a typical online shopping site – choosing the foods they and their families want and need to eat.
- **Doubling our market hours** accommodated 630 appointments each week, creating certainty knowing you could get your groceries when you needed them.
- ONT’s Food Resource Advocate provided **friendly support** for 636 guests trying to navigate the complicated web of state and federal assistance programs.
- Family-sized meals and take-out dinners provided safely and conveniently still allow us to connect with guests even when they can’t dine in.



## CONFIDENTIALITY

- Discrete online registrations and curbside pick-up reduce fear of embarrassment.
- Convenient 15-minute order pick-ups eliminated humiliating waits in long lines





## COMMUNITY

- Translation services covering more than **200 languages** and an online shopping portal in English, Spanish, Portuguese, Chinese and Nepali made help accessible for all.
- A friendly phone support team assists people who don't have internet at home or who just prefer the comfort of a **human voice**.
- Virtual training for all of our volunteers kept everyone informed and equipped with compassion and understanding in a time that's stressful for all.
- Despite the masks, our staff and volunteers, like individual Community Champion Bob Murciak, greet every guest with **smiling eyes**.
- Our **Community Champions** – Amesbury, Newburyport, Pentucket, and Triton School Districts and their food service teams kept food going even when schools closed.
- ONT secures \$141,000 for our partners to put much needed equipment in their food pantries and meal programs across the region
- **For every new guest registered for groceries, we welcomed a new donor ready to lend a helping hand.**



## QUALITY

Thanks to ONT's food partners: Greater Boston Food Bank, US Foods, Walmart, Stop & Shop, DeLuigi's, Heron Pond Farm, and other local food producers and distributors who have kept ONT's food supply steady throughout 2020.

- Every shopping trip to ONT includes many choices of fresh fruits and vegetables, meats and fish, milk, and eggs.
- When you can't dine in, ONT packages up your beautiful plates to go! 15,469 dinners and family-sized meals, to be exact!

## UNIVERSAL FOOD ACCESS. TODAY. TOMORROW.

There are endless reasons why someone might find themselves worrying about their next meal: sudden job loss, a child or relative needing constant care, a cancer diagnosis, a permanent disability, a national recession, or a global pandemic. Food security calls for universal food access for all, in good times and in bad. The onset of the COVID-19 crisis reinforces the need to secure a safety net that catches our neighbors when tough times arise and to continue our efforts toward a food secure region.

In 2020, ONT established the **Ward J Cromer Legacy Society**. The inaugural gift from Dr. Cromer's estate opens the door for the ONT community to join his legacy of supporting children and childhood health around the globe, planting the seed for ONT to build the infrastructure needed across our region to ensure every neighbor has food on their tables.

Having had Ward Cromer as a friend and mentor for over 40 years, I know that he would have been in awe of ONT's incredible work. He is smiling somewhere, thinking that his Trust is making a difference in the battle against food insecurity."

— Harry Sobel, Executive Trustee, Ward J Cromer Charitable Trust, and ONT Volunteer

