



FRANKLIN
FOOD
PANTRY

FY24

Annual Report

A Commitment to
Sustainability



July 2023 to June 2024

341 W. Central Street

Franklin, MA 02038

508-528-3115

www.franklinfoodpantry.org

Welcome to the Franklin Food Pantry



Our Mission

To alleviate food insecurity and compassionately empower our community through resources and collaboration.

Our Vision

To build a community in which everyone in need has an improved quality of life through nutritious food and supportive resources.

Our Values

Integrity - Openness and honesty in all relationships.

Collaboration - Build and foster strong community relationships.

Stewardship - Mindful that our mission is accomplished by the generosity of others.

Empowerment - Education and advocacy programs that lead to self-sufficiency.

Service - Commitment to excellent service for our clients, donors, and community.

Respect - Respect for the privacy and dignity of every person.

Letter from the Executive Director

Dear Friend,

As I reflect on this past year, my heart is filled with gratitude for the unwavering support of our community, the tireless dedication of our volunteers and staff, and the resilience of those we serve. For 34 years, our commitment to addressing food insecurity has remained steadfast. This year, we strengthened that commitment by embracing sustainability in all its forms—financial, infrastructural, and environmental.

While our daily focus is to meet the immediate needs of those facing hunger, we also recognize the importance of building a sustainable model that supports our mission for years to come. We launched several initiatives to this end.

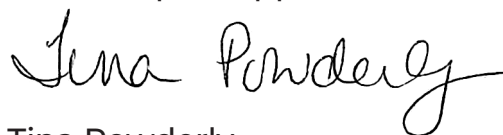
Thanks to a generous grant, we completed a strategic planning process to guide our growth, ensuring that we remain a reliable source of support for our community. This process allowed us to gather valuable feedback from our clients, volunteers, and community members helping us identify areas for improvement and set clear future goals. By strengthening our foundation, we are securing The Pantry's sustainability and enhancing our ability to serve those in need.

Sustainability also means taking care of our planet. We made significant strides in environmental stewardship by expanding our food recovery collaborations, partnering with local businesses to save surplus food that would otherwise go to waste, and ensuring it reaches those who need it most. We installed solar panels, funded entirely by grants, to reduce our carbon footprint and lower energy costs, allowing us to allocate more resources toward our mission. We also introduced composting practices to reduce waste and methane emissions in landfills.

These initiatives both reflect our commitment to sustainability and enable us to provide more healthy food in an equitable manner. None of this would be possible without the ongoing support of our donors, partners, volunteers, Board of Directors, and staff. Together, we are making a significant difference in the lives of those who face food insecurity.

As we move forward, we remain dedicated to our mission of serving those in need with dignity and compassion. We are excited to continue building a pantry that is resilient, innovative, and meets the needs of our community. Thank you for being an essential part of our journey.

With deepest appreciation,



Tina Powderly,
Executive Director, Franklin Food Pantry



Environmental Sustainability Commitment

We are dedicated to our community, which includes doing what we can to respect the environment.

The Pantry received two grants to fund the installation of solar panels.



- In February 2024, received the highly competitive *Citizens' Champions in Action Award* for **\$50,000**
- In June 2024, received the *Hammond Climate Solutions Foundation's Moonshot Grant* for **\$25,000**

The solar panels will contribute to environmental sustainability while reducing The Pantry's operating costs and improving its environmental footprint.



The Pantry composts food waste that is the result of donated and recovered food which is not fit for consumption. Composting reduces trash in landfills and methane emissions, and builds healthy soil for fresh produce.

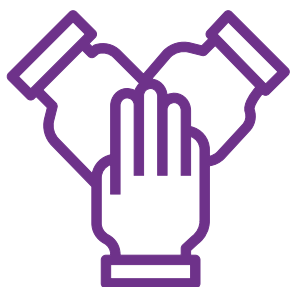
Organizational Sustainability Priorities

We are committed to operating and enhancing services and programs in a purposeful manner through:



People

We are a people-centered organization, building a stronger community with our clients, volunteers, supporters, and staff.



Engagement

We drive innovation through engagement and collaboration with diverse stakeholders.



Advocacy

We advocate for perspectives and policy changes that reduce food insecurity and promote community needs.



Sustainability

We strive for excellence in organizational effectiveness to ensure continuous improvement and long-term sustainability.

Community Partners



Supporters of The Pantry



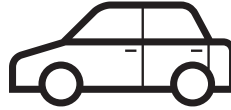
Our Programs and Services

In-Person Shopping



Clients shop in-person on Tuesdays, Thursdays and Fridays.

Curbside Pick-up



Clients pick up food curbside on Tuesday evenings.

Kid's Bags



Snack bags for children living in client homes.



Mobile Pantry



Food staples, proteins, dairy and produce transported to three sites for individuals who may have difficulty visiting our location.

Home Delivery



Available for clients who cannot visit The Pantry due to medical or mobility issues.

Community Garden Program



Organic, locally-grown produce offered throughout the growing season.

SNAP Match at Franklin Farmers' Market



SNAP and HIP accepted for fresh, locally grown produce.

Weekend Backpack Program



Weekend meals and snacks for children in Franklin Public Schools.

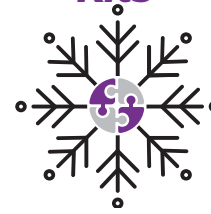
Emergency Food Bags



For anyone who comes to our door for help.



Holiday Meal Kits



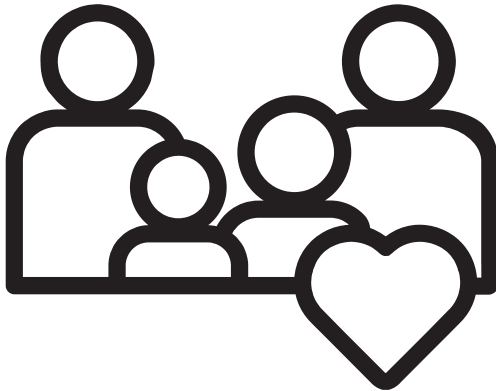
For special celebrations.

You Can Make a Difference



Scan Here to learn more

Your Impact



Reached
24,578
People in **850**
Households

42,958
Bags of Food
and Goods
Distributed

35% 
Growth



Distributed
94,118 lbs
of Produce from
Local Partners and
Community Garden

54% 
Growth



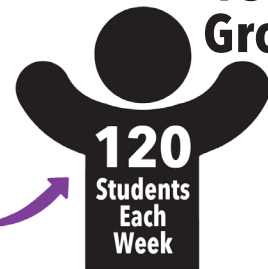
1,874
Bags
Delivered
to Three Mobile Sites

61% 
Growth



4,223
Weekend
Backpacks
Distributed

48% 
Growth



120
Students
Each
Week

An Average Of **120** Children
Received
a Backpack
Each Week

Thank You for the
Impact you make!

Client Feedback Shapes Our Programs

Client input is vital to developing and improving programs and services that alleviate food insecurity and compassionately empower our community.

In January 2024, The Pantry conducted our first multilingual client survey and learned:

93% of clients say we meet their needs very well or better

91% of clients shop twice a month or more

80% of clients rely on us mostly for meat and produce

74% of clients say The Pantry is their main source of food

73% of clients prefer non-weekend hours to shop at The Pantry

55% of clients need more help connecting with other community resources



Inside shopping by appointment is the preferred shopping method

These results are being used to shape our services, including:



Offering electronic appointment reminders by text and email

Providing culturally relevant foods and dietary needs

Scheduling more in-person shopping appointments

Increasing healthy produce offerings and nutrient dense foods including dairy and proteins

The Pantry believes we best fulfill our mission when we listen to the perspectives of our clients.

How You Help: In Our Clients' Words

Every time I get food from the Franklin Food Pantry it has impacted me because I am able to provide food for my children and that means the world to me!

My family has greater access to fruit and vegetables thanks to The Pantry.

I have been dealing with some major health issues and unable to work. They have provided food for me and my daughter during these hard times.

Franklin Food Pantry is very good at making you feel comfortable at your time of need. They help you find support other than just food which is also a great help!

As a Hispanic I prepare a condiment called sofrito. The Pantry provides ingredients I need to create it. I am very grateful.

My family has been able to lower our grocery bills and add foods we normally wouldn't buy. We've tried some new vegetables and were able to add meat to our diet.

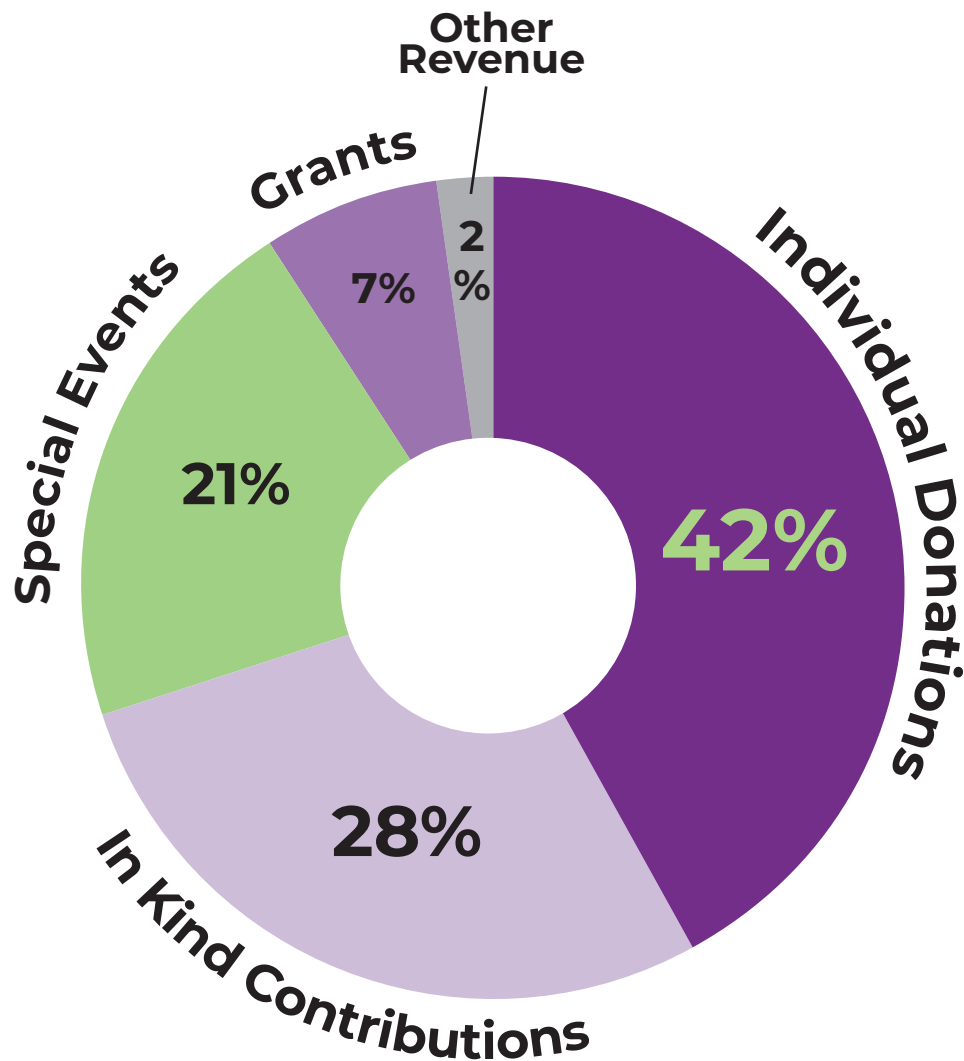
The Pantry is a great resource in the neighborhood for seniors like me as we have a limited income.

It's a very friendly atmosphere and not judgmental.

I am going through a lot with my health and I have to say I look forward to hearing from the volunteer on the phone every week when I'm just about to give up she lifts me up.

When I first became divorced, I was struggling to make ends meet for me and my two children. I was working two jobs and it was still difficult. The Food Pantry has helped me so much over the years.

Operating Revenue Sources



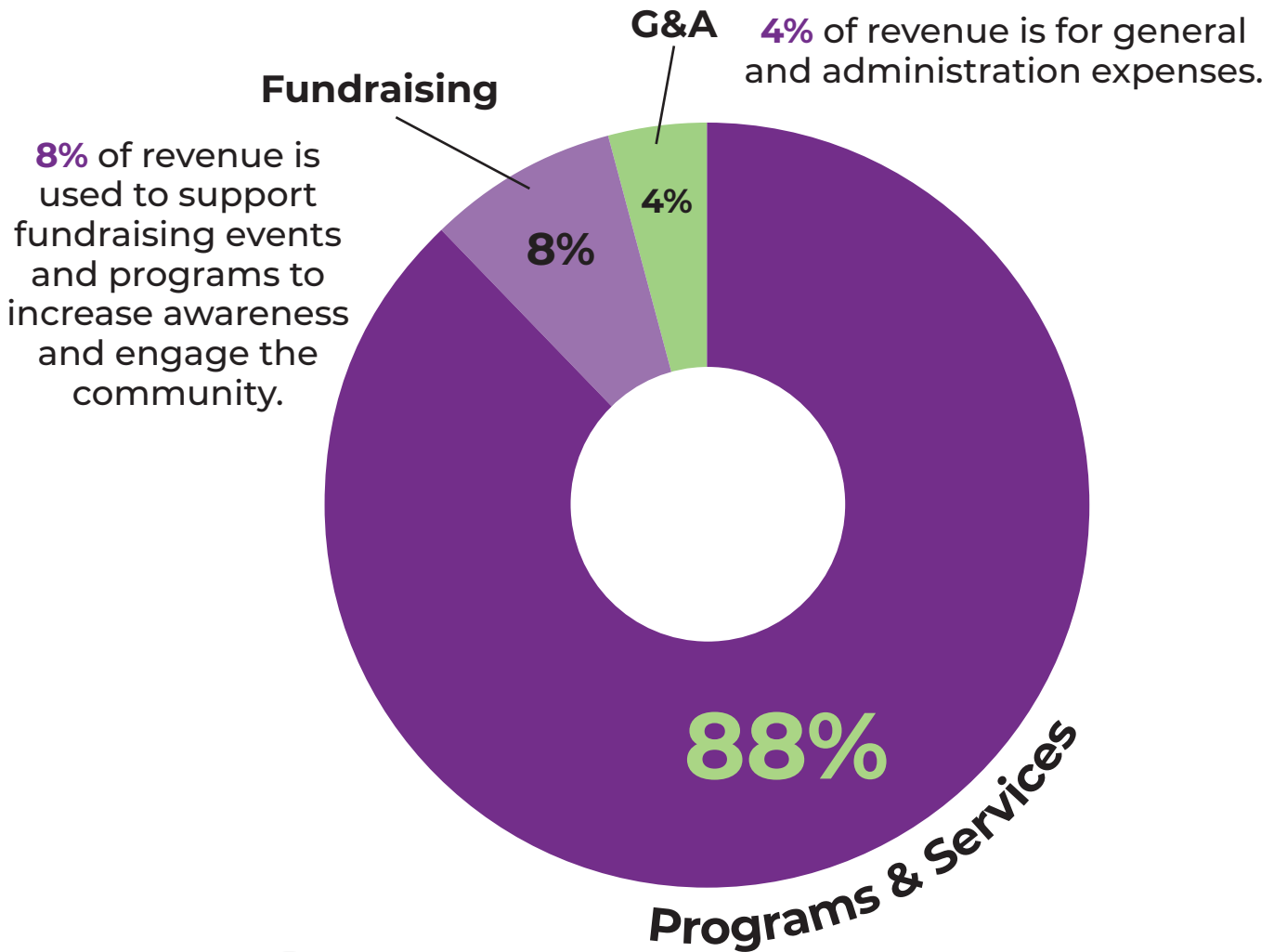
A Little Goes a Long Way!

88% of all Individual Donations were less than \$100!



The Pantry was allocated \$50,000 in the Massachusetts FY24 state budget. Thank you to State Representative Jeff Roy for securing the much-needed funding and demonstrating an ongoing commitment to fighting food insecurity.

Expense Allocation



88% of revenue is spent on feeding our neighbors. This includes purchasing food, processing food, client assistance and referrals, deploying staff, managing volunteers, and other operating costs.



Our Board of Directors

AS OF JUNE 2024



The Franklin Food Pantry is fortunate to be guided by a Board of Directors who gives generously of their time, expertise and resources, and who are dedicated to addressing food insecurity.



Top Row:


David Stott, Rachel Flum *Board Chair*, Jim Barton,
Susan Dewsnap *Treasurer*, Judith Perez, Nancy Schoen,
Roberta DeBaggis Trahan

Bottom Row:

Amber Baur, Suzanne Gendreau *Vice Chair*,
Vicki Coates *Secretary*, Oona Harrington

Our Volunteers

The Pantry relies on committed volunteers to keep our warehouse full, our shelves stocked, and our daily operations running. Volunteers are the very heart of The Pantry and we are eternally grateful for their dedication and service to our community.

434 
Volunteers
Provided 12,366 Hours of Work
Valued at \$506,621!

The President's Volunteer Service Award

- 2 individuals volunteered more than 500+ hours
- 7 individuals volunteered 250 to 499 hours
- 28 individuals volunteered 100 to 249 hours



Enables volunteers to achieve operational efficiency and greater social impact



Awarded Silver for Best non-profit in 2024

Our Staff

AS OF JUNE 2024



Top Row:

Jen Johnson *Development Associate*, Marsha Tait *Development Director*,
Marci Duffy *Administrative Assistant and Data Base Manager*,
Laura Du *Client Services Manager*, Laura Doherty *Associate Director*

Bottom Row:

Anne McGillis *Operations Director*, Yianna Zicherman *Warehouse Manager*,
Tina Powderly *Executive Director*, Catherine Troutman *Communications Manager*,
Linda Rondeau *Volunteer Coordinator*



FRANKLIN FOOD PANTRY

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Nourishing Neighbors,
Building Community