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ANNUAL REPORT 2016-17 ENCLOSED

Save The Date: Upcoming Food Bank Events

Empty Bowls: 11/11/17
Art for hunger awareness
Homemade bowls and soup



Celebrity Chef: 2/3/18
Chef Fabio Viviani
10th Annual Event
The John Trinkle Center



United Food Bank and Services of Plant City, Inc.

Annual Report 2016-17

Providing a hand up and not a hand out

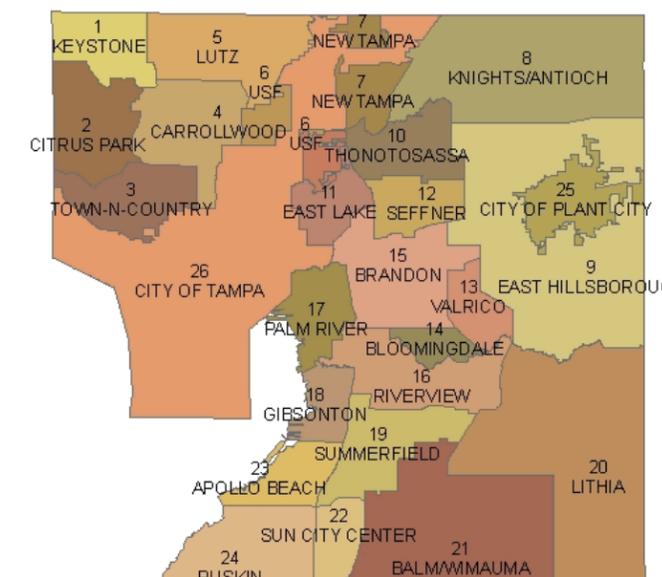
United Food Bank and Services of Plant City, Inc.

Annual Report 2016-17

Providing a hand up and not a hand out

To provide assistance for those in need, moving them from a state of hunger and impoverishment to self-sufficiency, empowerment, and self-reliance.

Our mission statement above says so much about who we are and how important our work is here in Plant City and within the six other surrounding communities (17 zip code area) that we serve: Dover, Seffner, Thonotosassa, Valrico, Lithia, and some limited outreach in Riverview. An even better determinant of our work at the United Food Bank and Services of Plant City is the testimony of our clients. You will hear from some of them in this report. It is their journey, leading up to and out of poverty and food insecurity that inspires me, our board of directors, the staff, and, quite frankly, each other.



United Food Bank East Hillsborough Service Area

I finished my first year serving as the food bank's executive director in July of 2017. Prior to that, beginning in 2011, I served on the board of directors as president elect and secretary of this agency. I've seen some extreme growth in the needs of the East Hillsborough residents that we serve, a near doubling by way of sheer food distribution going up from 612,789 pounds in 2015 to 1,023,472 pounds in 2016. This was all prior to Hurricane Irma. Even as we're blessed to have less destruction than some areas, we, too, saw an increase following the storm and our capacity was tested. We appreciate our donors: corporate, foundation, and government funders, and FEMA, for helping us through that time.

Given that we are a social service provider in addition to distributing nonperishable and perishable food supplies, it makes our 2017-18 strategic planning updates even more critical. Since we are often a first point of entry for these food-insecure individuals, the vast majority being families and single heads-of-house-

holds, it is an opportunity to change lives and strengthen long-term outcomes.

We are not working with the homeless at this food bank; we can't be all things to all people. We are focusing on the working-poor or those individuals or families that have had an unforeseen emergency derail their lives and just need hope and guidance to get back on track. We have a lot of work ahead and appreciate all of our partners who link arms with us to make a difference.

Thank you for helping me realize some amazing progress this year, including strengthening our outcomes and evaluation plans.

Mary Heysesek

Board Chairman's Report

I am following in some very tall shoes in my service as the Board Chairman at United Food Bank and Services of Plant City (UFBPC), installed just this July (2017). Prior to me, George Banning provided the leadership and continues to serve on the board to this day. Our 18-member board of directors is active, determined to make a difference in the seven communities we serve, and considered ambassadors and advocates for this organization and the individuals and families we serve.

We know there is work to do—plenty more work than some great things we managed in the last year—and it takes all of us listening to our clients and our community as a whole to see where the needs are and how best to help meet them in partnership with other providers, knowing our strengths and our limits.

We are finetuning and working on our strategic plan to make sure our identify is clear to our clients, funders, and the community. We are committed to excellence and the ability to show results. With 40,000 individuals and 12,000 families served each year, along with a demand for food that has doubled in just one

year's time, we are preparing to step up. We do an awful lot of work and produce tremendous volumes of distribution and program operations in a small, but previously manageable space. Thanks to Mosaic and Publix for helping with logistics planning in the past. Improvements and planning for the future are ongoing. I look forward to 2018 and our work together.

When I am not at the food bank, you can find me in my Director of Operations role at The South Florida Baptist Hospital in Plant City. Best wishes for the New Year and thanks to our funders for a great 2017.

Beth Tancredo

UFBPC Board Members

George W. Banning
Earl Biggs
Donna Burke
Mathew Buzza
David Davenport
Silvia Dodson
David H. Galloway, †
Brigitte Hodge
Kendelle Jimenez
Bill McDaniel

UFBPC Board Members

Danny McIntyre
Marsha Passmore
Rev. Dean Pfeffer
Jon Poppell
Daniel Raulerson
Bruce Rodwell
Beth Tancredo
William Thomas
Brian West, Emeritus
Dodie White

United Food Bank Testimonials



For Susan, having three children, ages 14, 16, and 19, would be enough for any mother and husband to coordinate as a family unit. And yet, for this family of five, things got more complicated six years ago when their ten-year-old daughter was diagnosed with myasthenia

gravis, a chronic autoimmune neuromuscular disorder that weakens various muscle groups. It meant, even with a husband who works as a mechanic, sometimes in management, there is never enough money, given their medical bills.

Susan makes plenty of lists, saves plenty of coupons, and goes without plenty, and still she found herself walking into the food bank to ask for help in 2013. It helps her stretch her budget and is a greatly needed resource: a life saver. Youngest daughter Madison, along with Susan on her July 25th supply pickup, was sporting a tee-shirt that read: *If you think I'm loud, you should hear my mother.* Susan: an advocate, a mother, a wife, a provider, a survivor.



For Gladys, the United Food Bank of Plant City is an adopted family; she would have it no other way. Gladys is also a client. She came to this local agency two years ago after her husband lost his semi-truck and incurred injuries following an accident while driving. He was forced to give up his rig and business investment and they had no outside income. Gladys is on disability, with a small monthly check, given her hip replacements, fibromyalgia, diabetes, and other health conditions that prevent her from working.

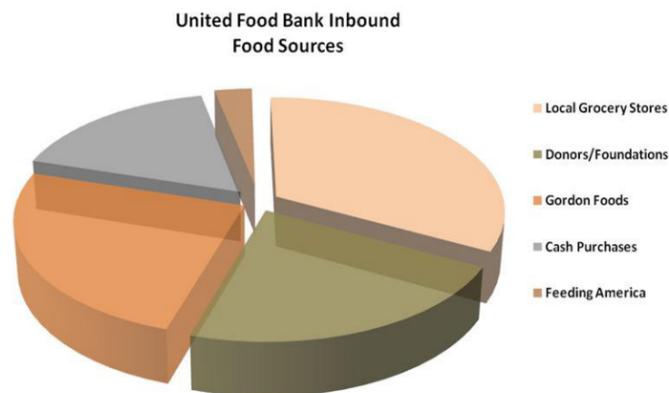
Driving to Wal-Mart, she would pass by the United Food Bank sign by the road and one day stopped in. Once her husband was back to work in a production job in February of 2017, he was hit from behind with a forklift and has been on worker's compensation until authorized to return. Following his loss of work in early 2017, Gladys and her husband faced eviction. It came down to paying the electric, paying rent, or buying food. The food bank has been a life saver. She has only missed two of the weekly Money Smart classes since she came to the food bank in the summer of 2015. She is learning to budget.

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Program Overviews

The United Food Bank seeks to stamp out hunger in East Hillsborough County through a holistic approach, including community referrals, to reduce some of the causes of hunger: lack of access to SNAP (food stamps), unforeseen or high medical costs, low wages, high housing costs, unemployment, and poor money management. The following programs have been a part of the food bank's 2016-17 onsite continuum of care:

- **Food Distribution:** grocery stores, donors, cash purchases, Feeding America, foundation partners
 - **Emergency Food Distribution:** Funders/ FEMA
 - **FDIC Money Smart Program:** Regions Bank
 - **ACCESS Site:** approved DCF site for benefit sign up and monitoring (food stamps, etc.)
 - **Education Center:** computer lab and internet for job search, insurance registration, educational classes and tutorials, GED preparation
 - **Children's Nutritional Outreach:** Hillsborough County School District
 - **Diabetes Prevention Class:** FL Dept. of Health
 - **Health Literacy:** Hispanic Services Council and Florida Blue
 - **Flu Shots:** BayCare's South FL Baptist Hospital
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- **Interns:** Hillsborough Education Foundation made possible by Bank of America
 - **Senior volunteers:** stipends paid by Area Agency on Aging
 - **Volunteers:** Plant City Housing Authority and many others



Demographics

DEMOGRAPHICS

A combined total population of 153,108 that includes service to residents in Plant City, Dover, Thonotosassa, Seffner, Valrico, Lithia, and limited outreach to Riverview.

Plant City		Hillsborough County	
Per Capita Income	\$21,302	Per Capita Income	\$27,282
↓Poverty w/children<5	26.5%	↓Poverty w/children<5	18.2%
↓Poverty F/head/child<5	57.1%	↓Poverty F/head/child<5	40%
White	70.1%	White	71.1%
Black	14.7%	Black	16.6%
Asian	2.0%	Asian	3.7%
Hispanic	28.8%	Hispanic	26.1%

*US Census ACS Survey 2015



At the food bank, clients share some of the following demographics:

White	40%
Black	20%
Asian	5%
Hispanic	30%
Female	60%
Male	40%
Children	20%
Infant	5%
Adolescent	5%
Elderly	35%

OUTCOMES & EVALUATION

By the numbers: geographic distribution for registered United Food Bank and Services of Plant City (UFBPC) clients since opening in 1991:

Plant City	49,467
Dover	4,189
Valrico	2,160
Seffner	1,624
Lithia	978
Thonotosassa	488
Riverview	208

40,000 individuals and 12,000 families were served in the last 12 months. In the aftermath of Hurricane Irma, UFBPC compared September 2016 to 2017:

2016 September	2017 September
Inbound Food: 151,567 lbs.	Inbound Food: 155,912 lbs.
Outbound Food: 102,933 lbs.	Outbound Food: 157,783 lbs.
People Served: 2,410	People Served: 3,026

Financial Update

Hurricanes and natural disasters happen and we thank our partners for helping us see our clients through them.

Disasters Happen in Life

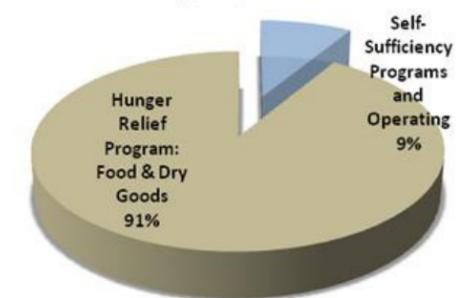


At United Food Bank, we help guide clients through life's crises each day of each week of each year. There is no season. When we are not here, we guide them to 2-1-1 Tampa Bay Cares.

FINANCIAL SNAPSHOT OF FOOD BANK

Annual audit conducted by CPA Raulerson Castillo Westlake & Co.

Food and Dry Goods Budget vs. Self-Sufficiency Programs and Operating Expenses Totalling \$3,942,250



GRATITUDE FOR OUR CONTRACTED PARTNERS (Individual Donors Recognized and Honored Separately)

Allegany Franciscan Ministries
 CSX Railroad
 Community Foundation of Tampa Bay
 Emergency Food and Shelter Program
 Feeding Tampa Bay
 FEMA
 Florida Blue
 Florida Strawberry Festival
 Gordon Foods
 Hillsborough Education Foundation
 Mosaic Company
 Publix Super Markets Charities
 Rays Baseball Foundation
 Rooms to Go Children's Fund
 Star Distribution
 TECO- An Emera Company
 United Way Suncoast
 Unity in the Community