



day in the life

COMMUNITY SERVINGS 2008 ANNUAL REPORT

Our Mission

Community Servings provides free, nutritionally-tailored, home-delivered meals throughout Eastern Massachusetts to our homebound neighbors who have acute life-threatening illnesses and are unable to shop or cook for themselves. Our goals are to supply the acutely ill with the nutrition they need to support effective medical treatment and recover; relieve our clients of the burdens of shopping and food preparation; and provide essential economic assistance to low-income households.

Founded in 1990 by a coalition of 70 organizations, activists and restaurateurs, Community Servings began feeding 30 people with HIV/AIDS at a time when there were no medical treatments to fight the virus—food was the only medicine available. As our reputation grew, so did the demand for our services. In 2004, we expanded to serve those struggling with any life-threatening illness. Now, we prepare and deliver 25 different medically-tailored diets to neighbors coping with HIV/AIDS, cancer, cardiac disease, kidney failure and 15 other diseases—along with their children and caregivers. We've also expanded our reach from two neighborhoods in Boston to 16 communities in Eastern Massachusetts across 200 square miles.

In fiscal year 2008, we moved to a new state-of-the-art nutrition center in Jamaica Plain, which offers us the opportunity to feed more sick neighbors, expand our volunteer program, offer nutrition classes and a new food service job training program, and start a social enterprise program to sell meals to other non-profits to fund our free meals program. We are also taking the lessons we've learned about HIV nutrition over the past 19 years to support those living with the disease in the poor townships of South Africa, where 30% of the population lives with the virus.

As we celebrate 19 years of “community serving community,” we have served 3.3 million free meals to the critically ill, along with the message that no one should be alone as they cope with a life-threatening illness and hunger.



A Letter from David and Mark

Dear Friend,

Welcome to the City's best "feel-good" story! In the midst of so much bad news around the globe, Community Servings is the story of a community coming together on behalf of our sick neighbors. Since our founding, what has never changed is an entrepreneurial spirit to engage the community to underwrite all areas of the mission—encompassing donations, in-kind services and volunteerism—so that each dollar is stretched to its limits. Together, we prepared and delivered 350,000 free meals to the critically ill last year!

Faced with daunting financial and logistical odds, we keep moving forward. We broadened our initial vision to include 25 different medical diets, incorporating produce from local farmers along with nutrition education and counseling to help our clients navigate the often confusing and overwhelming effects of a life-threatening illness. And this year, we laid plans for a new food service job training program; a partnership to develop better HIV nutrition programs in South Africa; and a social enterprise venture.

We joke that Community Servings is "the little kitchen that could." Our recent move to our new nutrition center in Jamaica Plain encompasses that spirit best. It took us 7 years and \$8 million to pull it off, but we finally have the facility this ambitious mission deserves. The naysayers said we'd never raise more than \$1 million, but with your help, we exceeded our campaign goal and own our home with no mortgage. They said we'd never finish construction in 6 months, but we finished on schedule and on budget. And they said we'd never be able to feed our clients during the move from one kitchen to another, but we laughed, because we've never missed a delivery day in 19 years. Our amazing staff and volunteers set to work and prepared 10,000 extra meals in 3 weeks—enough to tide our clients over during the move.

This new kitchen is the realization of a dream for those of us who love this agency and its mission. We have much to be proud of and yet, the accomplishment represents a new set of challenges. For our Board of Directors, this facility has always been about the future and about doing "more." There are more communities to be integrated into our delivery routes, more meals to be prepared, more clients to be served, more clients' families to be fed. With the increased capacity that 18 Marbury Terrace affords, we will be able to face these challenges confidently and efficiently. We know that 2009 will test our resolve and challenge our assumptions, but somehow, somehow, we will keep feeding sick individuals and families. Because we don't have a choice. The "little kitchen that could" will prevail!



David B. Waters
CEO

Mark Lippolt
Board Chair



6:00 AM Executive Chef Brad Stevens arrives and begins readying the kitchen for the day's tasks. Mornings are reserved for preparing entrees – 25 different diets in all. Volunteers will be arriving soon to begin preparing the 1450 meals that go out each day, feeding 725 people with acute life-threatening illnesses and their dependent children or caregivers in 16 communities across Eastern Massachusetts.

Meals are specially prepared to deliver not only nutritional value, but spiritual and emotional value as

well. Tailored to meet the unique nutritional and medical needs of a specific illness or drug regimen, a menu might consist of a crisp spinach salad, chicken tortilla soup, a hearty portion of lasagna, sweet peas, fresh fruit, and a slice of Boston cream pie for dessert. And special “kid friendly” meals are designed for younger clients or the children of clients.

“They bring lunches, snacks, desserts, dinner; a variety of American and Hispanic meals. There’s a lot of variety in the food and everything is very tasty. The lasagna is my daughter’s favorite!” – Client



8:00 AM Community Servings relies on a steady stream of volunteers. Groups that have helped for many years include BlueCross BlueShield of Massachusetts and the University of Wisconsin Alumni Association. Whether it's dicing red onions or portioning out beef stroganoff, volunteers have a hand in almost every aspect of meal production.

"We get volunteers from all walks of life," says Malissa Harmon, a volunteer coordinator at Community Servings. "It's really a melting pot. You could say that everyone brings a different spice to the soup."

10:00 AM Outside the kitchen, Community Servings' staff works tirelessly to make sure the business of feeding clients is taken care of. As Massachusetts' only program delivering medically tailored diets to clients in their homes, we are expert at forming strategic partnerships that help us achieve our mission.

Community Servings works with medical professionals and community organizations to make sure we reach the people in greatest need. Local farmers provide organic fruits and vegetables; restaurants provide financial support. Nutritionists and chefs train the volunteers and staff to create meals that are nutritious, medically sound, visually appealing and creative. And financial partners, through grants and donations, help keep the lights on.



Our clients come from very diverse backgrounds and represent many different ethnicities. 95%, however, are living in poverty. 58% are men, 42% are women. 71% of our meals go to people of color, including African-American, Latino, Haitian, and Cape Verdean clients. Children and families receive 33% of our meals, and 80% of their caregivers are single parents.



11:00 AM Each day, drivers and volunteers load the 6 trucks and set out to deliver meals to our clients, who are scattered across a 200 square mile area from Brockton to Lawrence. Community Servings has worked diligently to cover the communities with the greatest need.

“They could be anyone – your friends or your family. I see the same people over time and see them gain weight back, see them get better. We give them conversation and hope. Every day you feel like you are doing a good deed.” – Delivery Driver

The drivers may be the only people from the outside world that our clients see on a regular basis. Some have no family or friends nearby. The drivers, who might walk up five flights of stairs if needed, bring a lifeline of hope and nutrition.



In a bi-annual survey of our clients, 83% said they received excellent or good customer service and 87% rated our drivers as excellent or good.

1:00 PM Community Servings' original mission was to feed those afflicted with HIV/AIDS. But we soon saw a greater need beyond that first community and began serving clients with other critical illnesses. Community Servings has now expanded to serve individuals and families suffering from cancer, HIV/AIDS, kidney and liver disease, multiple sclerosis, lupus and other life-threatening illnesses. And we treat every client with care, respect and dignity.

Each day, food is delivered to the sick client and every household member. Mothers can be sure their children are eating properly. And people struggling with an illness, who don't have time or energy to prepare a nutritious meal, are getting the food they need. Community Servings helps keep families together.

“Like it used to be – a neighbor helping a sick neighbor by bringing food.” – Donor

3:00 PM There are many people who help to make the vision and mission of Community Servings a reality—enthusiastic volunteers, dedicated staff and inspired donors. The simple reality is that the more money Community Servings can raise, the more clients – and their families – we can feed.

Part of Community Servings' success comes from our sound business model. Donors appreciate that we manage a fiscally sound organization while meeting the goals of our mission. "They're very good at reporting not just the dollars, but the measure of those dollars," says Blake Jordan of the

Highland Street Foundation. "It's important to know how these dollars are used overall and how many people are impacted."



It takes a village: 40 staff, 850 volunteers per month, 100 referral partners, 12,000 annual donors.



“Another benefit is that I’ve learned to eat healthier. I’ve actually added vegetables to my diet – something that was not in my traditional diet – and I like them .” – Client

5:00 PM As the traditional workday is winding down, the third wave of volunteers arrives to start preparation for the next day – chopping crisp vegetables, steaming rice, simmering rich broth to start a soup.

Each day, Chef Brad is on the phone with resource partners like the Greater Boston Food Bank to find out what items are available to Community Servings' kitchen – investigating if local tomatoes are ripe or if there's an extra case of kidney beans available. He admits: "I spend a lot of time on the phone. I am always working to find out what deals we can get on large food deliveries."

The food that is fresh and available will influence what the menu for the next day might be. That's where the creativity of the kitchen staff and volunteers comes in. Recipes aren't always set in stone; people are encouraged to replicate dishes that they remember from childhood or that have a cultural importance. And then the chef and nutritionist tweak them to incorporate items in stock and ensure they meet nutritional needs.

“Now I know that there will be milk, snacks like yogurt, salads...It was a great relief to the stress and depression I was feeling. They removed a big weight from my life.” – Client



8:00 PM

Community Servings is proud to have the support of local businesses, whose teams of volunteers regularly visit our Jamaica Plain facility.

Pat Walker, who is a member of the alumni group “*Spirit of State Street*,” explains why she volunteers at Community Servings: “This is a lifeline for people. These are our most vulnerable citizens and Community Servings helps them know that they are not forgotten.” Then she adds with a grin, “But this is an upbeat, joyful place to volunteer. When my group works in the kitchen, there is a lot of laughter along with the warmth and compassion.”

10:00 PM

Community Servings’ referral partners connect us to the people who need our services the most. Doctors and case managers let us know of medical and mobility issues that might keep clients from shopping and cooking on their own.

With critical illnesses such as HIV/AIDS, breast cancer, and diabetes, nutrition plays a crucial role in helping people recuperate from illness and toxic medical treatments. “Without Community Servings, I would be at a loss to ensure my clients are getting the food they need. Many go without eating well, if they are eating at all. This affects treatment and healing,” says Claudine Riley, a clinical social worker who works with oncology patients.

Community Servings feeds the family as well as the sick client. Feeding dependent children and caretakers can hasten recuperation because a father is not worried about feeding his children or giving his meals to his kids and going without. By supporting the entire family, Community Servings helps caregivers look after their own health as well as their loved ones.

“I work with people from everywhere. I’ve learned how to prepare things in the kitchen and package foods. I can put this experience on my resume. And when I do have a job, I plan to still come here and volunteer.” — Volunteer



1:00 AM

Community Servings is well known for our two largest fundraising events - "Pie in the Sky" and "LifeSavor." Our Board Chair, Mark Lippolt, explains that we are in some ways a victim of our own success. "People know "Pie in the Sky" and "LifeSavor" because they've been so successful. But they don't necessarily tie those events back to the real work Community Servings is doing every day."



We are already thinking in new ways, like the establishment of a job training program. This program will help to provide a steady stream of volunteers while helping people in transition develop skills. We're also exploring earned income opportunities, such as providing healthy and kid-friendly lunches to local schools, which would in turn help fund existing programs.

Every day, Community Servings works to keep advancing our mission—serving more communities, addressing additional social issues and thinking about ways to positively impact our part of the world.

"Community Servings addresses a significant gap in the medical recuperative process. They provide nutrition to individuals who can't provide it for themselves. We don't take care of people the way we should in America. You get sick, you go home to get better, and the recuperative process is up to you." — Referral Partner

3:00 AM

One major milestone reached this year was the completion of our new facility in Jamaica Plain. Designed with an eye to detail, the building is functional, efficient and environmentally friendly. And we successfully raised the funds needed to complete the project.

The facility has made it possible for Community Servings to now serve approximately 377,000 meals this year. By 2012 we plan to increase the number of meals produced each day from 1,450 to 1,800, and increase the number of people served every weekday from 725 to nearly 900. This increase in capacity will also enable Community Servings to expand our geographic service area in the future.

Unfortunately, capacity is limited by one critical need – funding. The struggling economy, the price of fuel and rising food costs mean that every dollar we raise has to go further.

Community Servings has never stopped expanding its vision. "It's been an incredible journey," says Pat Walker. But it's up to every member of the community to make sure that Community Servings can keep growing.

It's up to you.

"If you care about: urban poverty, homelessness, minority communities, children's charities, jobs programs, cancer, HIV/AIDS, nutrition... then Community Servings is an organization you should look at."

— Board Member

Financial Information, Fiscal Year 2008

July 1, 2007 - June 30, 2008

In a difficult funding environment, Community Servings had a strong year, meeting our budget and showing a small operating surplus after moving into a new facility. Our funding sources remain diverse and our general and administrative expense ratio is well below the peer average of 20%.

Operating Income Statement, Fiscal Year 2008

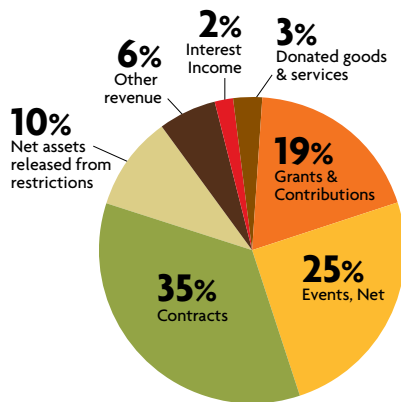
Revenue

Government contracts	\$ 1,228,380
Grants and contributions	1,002,278
Events (net of expenses)	865,341
Other revenue	197,294
Donated goods and services	121,173
Interest income	63,068
Total	\$ 3,477,534

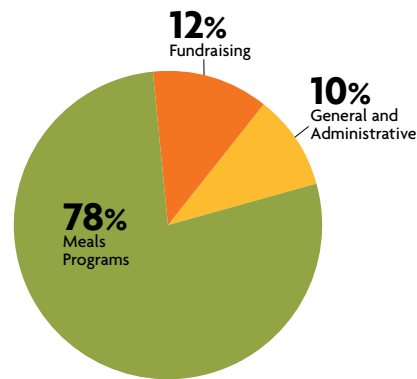
Expenses

Meals program	\$ 2,699,792
General and administrative	340,140
Fundraising	428,937
Total	\$ 3,468,869

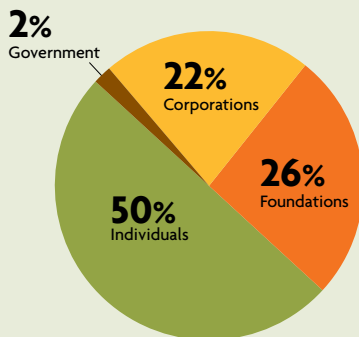
Changes in net assets from operations \$8,665



Operating Revenue



Operating Expenses



Capital Campaign

The 2005-2007 Campaign for Community Servings successfully raised the \$4 million needed to fund the construction of our new Jamaica Plain facility, meeting our Kresge Foundation Challenge grant. An additional \$4 million came from other sources, including the sale of our former Roxbury facility.

The Campaign for Community Servings

The 2005-2007 Campaign for Community Servings

The board, clients and staff of Community Servings gratefully acknowledge the following individuals, corporations and foundations for their leadership, generosity and the role they played in creating this one-of-a-kind industrial kitchen and nutrition facility.

Master Chef

Anonymous
Altria Group, Inc.
Ronald M. Ansin
Brown Rudnick Berlack Israels LLP
Coldwell Banker Cares, Inc. Foundation
Department of Neighborhood Development
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The board, clients and staff of Community Servings are deeply grateful to the following individuals, corporations, foundations and public agencies for their generous donations of financial support and in-kind services.

\$100,000+

Avon Foundation Breast Cancer Crusade
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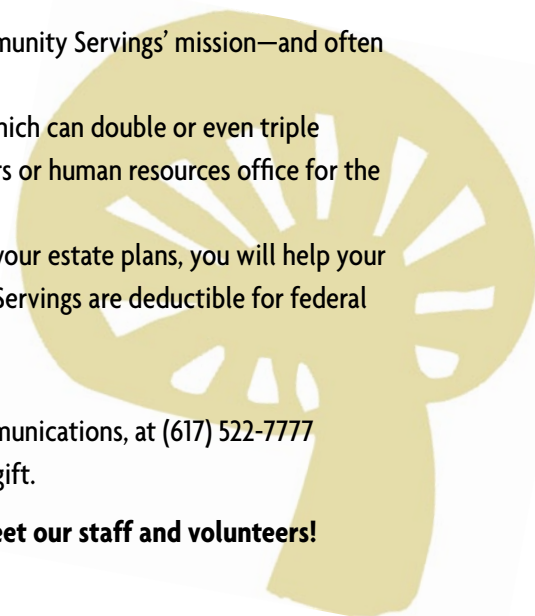
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