



Annual Report

Fiscal Year 2021-2022



By the Numbers

860,000
pounds
of food sourced

796,202
pounds
of food delivered*

64
food donors



82
delivery sites

1,000+
volunteers
(150 volunteers in a single week in July!)



3 box trucks,
1 pickup truck and
1 cargo van

(our fleet is complete!)

*We compost produce unfit for distribution, and then use the compost in our gardens.

Behind the scenes

Staff

Jules Boger-Hawkins
Gleaning Coordinator

Chris Castles
Operations Manager

Sara Cavin
Manager of Programs

Mary Daum
Administrative
Coordinator

Peter Griggs
Driver and Gleaning
Assistant

Krista Karlson
Outreach and
Development Manager

Katie Ryan-O'Flaherty
Mission Impact
Coordinator

Scott Trombley
Warehouse Coordinator

Mikey Van Siclen
Farming Coordinator

Tim Sevigny
Warehouse & Delivery
Coordinator

Gabe Zoerheide
Executive Director

STAFF DRIVERS

Ray Brewster

Lars Sandvik

Iain Wallis

Board of Directors

Leslie Rimmer
President

Johanna Miranda
Vice President

Shari McLaughlin
Treasurer

Bartlett Leber
Secretary

Gary Brooks

Andy Friedland

Janet Hardy

Becky Hooper Holland

Birgit Humpert

Saranya Loehrer

Rob Schultz

Cyndi Scott

Sheldon Stansfield

Tim Taylor

TUCK FELLOWS

Leticia Pfeffer

Kathryn Wilcox



From the Executive Director

Dear friends,

I once heard that each non-profit organization, if it is lucky enough, will have a “moment” when its mission resonates with the community in a deeper way, captures the attention of the public, and is able to dramatically increase

its impact. Over the past two years, Willing Hands has been the beneficiary of such a moment. When the pandemic hit, we had just begun a Capital Campaign and were prepared to dramatically increase our capacity. **In just two years, we doubled the amount of food that we grow, glean, recover, and deliver to the community.** Because of the investments in our infrastructure, we have been able to take advantage of one-time federal pandemic relief programs, delivering more food to the community in a single summer than we did previously in an entire year.

This was all made possible by an incredibly inspired, generous community.

The most frequent question I’ve received over the past two years gives me pause: “In light of so much growth, have you been able to meet the needs of the community?”

The answer unfortunately is no, especially right now. The truth is that as Willing Hands has grown, so have the needs of our community. The charitable food system, the network of food shelves and other non-profits we serve, is strained by the same higher food and overhead costs that are driving more and more people to use their services. Thanks to the work of Willing Hands and many others, in the Upper Valley we have a stronger safety net—in the form of free, healthy food—than many other places. But it is nowhere near enough. Our partners are reporting record numbers of clients and running out of food faster than ever before. We are proud to say that we can keep most of our recipient organizations well-stocked with fresh fruits and veggies during the summer months, but there is a deep need for more proteins, milk, eggs and off-season produce.

Over the next year, the Willing Hands Board of Directors will be shepherding the organization through a Strategic Planning process to shape the next five years of our impact. We look forward to engaging those we serve, food donors, recipient organizations, financial donors, and volunteers, and learning how we can be more effective in meeting our mission. While the moment of dramatic growth for Willing Hands has come and gone, we are committed to sustaining our vital programs and learning how we can continue to rise to meet the needs of our community.

Best,

A handwritten signature in black ink, which appears to read "Gabe".

Gabe Zoerheide



Welcome New Board Members!

After a careful community-wide search, we are thrilled to welcome Cyndi Scott, Saranya Loehrer, Gary Brooks and Janet Hardy to the Willing Hands Board of Directors. Each of them brings essential skills and knowledge that will help guide the next generation of Willing Hands. Read their full bios at willinghands.org/who-we-are



Gary Brooks

PROFESSIONAL EXPERIENCE:

Retired lawyer and former Assistant Professor of Law and Director of the General Practice Program at Vermont Law School

INTERESTS:

Willing Hands volunteer with strong interest in all efforts to address food insecurity



Janet Hardy

PROFESSIONAL EXPERIENCE:

Conducting snow research and managing CRREL's Antarctic program

INTERESTS:

Beekeeping, fly fishing and volunteering for her favorite local non-profits including Windsor County Mentors, Willing Hands, Upper Valley Haven, and Dismas House



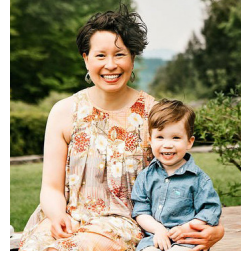
Saranya Loehrer

PROFESSIONAL EXPERIENCE:

Mobilizing health and health care leaders in service of improved health outcomes and a more just and equitable society. Presently: Chief Health Equity Officer for Teladoc Health.

INTERESTS:

Spending time with family and friends, hiking, reading, and traveling



Cyndi Scott

PROFESSIONAL EXPERIENCE:

Fundraising for Dartmouth-Hitchcock Health, the Geisel School of Medicine at Dartmouth, and Dartmouth College

INTERESTS:

Playing in the sand at sunrise or sunset (or both!) with her young son

Thank You, Outgoing Board Members!

It has been our immense privilege for Carolyn Frye (bottom photo), Peter Carter (below left) and Bartlett Leber (below right) to serve on our Board of Directors. Their dedication and careful leadership has shaped every aspect of our work, from our volunteer programs to our internal policies and practices. Carolyn, Peter and Bartlett helped expertly guide the organization through a successful Capital Campaign that has allowed Willing Hands to flourish at a larger scale than ever before. Through it all, they brought patience, humor and a willingness to roll up their sleeves and get their hands dirty. Thank you Carolyn, Peter and Bartlett, and best wishes for your next adventures!



Notes from a Food Shelf

"Being able to provide such amazing produce makes me proud...**It's not a hand out. It's a hand up.**"

—Morgana Isenberg,
White River Junction Vet Center



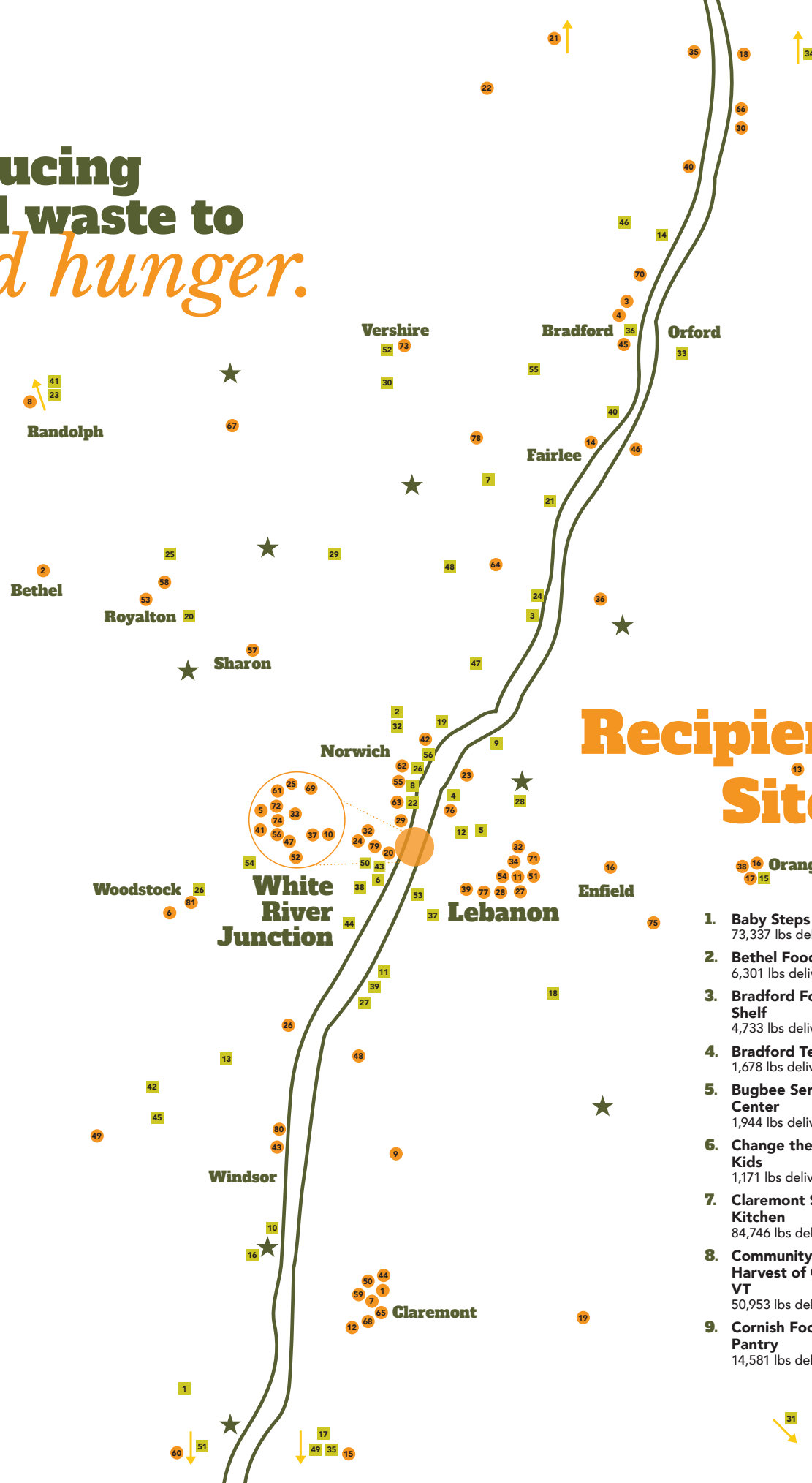


Willing Hands

Reducing food waste to end hunger.

Food Donors

- Black River Produce
- Brookmead Food Pantry Garden
- Cedar Circle Farm
- Coop Food Stores: Hanover
- Coop Food Stores: Lebanon
- Coop Food Stores: White River Junction
- Crossroad Farm
- Crossroad Farm Stand
- Dartmouth Organic Farm
- Deep Meadow Farm
- Edgewater Farm
- Farmacy Garden
- Fat Sheep Farm
- Four Corners Farm
- Friends of Mascoma
- Green Dragon Farm
- Hemingway Farms
- Hill Farm
- Honey Field Farm
- Hurricane Flats Farm
- Killdeer Farm
- King Arthur Baking
- La Panciata
- Long Wind Farm
- Luna Bleu Farm
- Marion Cross School
- McNamara Dairy
- Mink Meadow Farm
- Morrill Mountain Fruit Farm
- Mountain School
- New Hampshire Food Bank
- Norwich Farm Creamery
- Peaked Moon Farm
- Pete & Gerry's Organic Eggs
- Pete's Stand
- Pierson Farm
- Poverty Lane Orchards
- Provisions International
- Riverview Farm
- Root 5 Farm
- Salvation Farms
- Spring Brook Farm
- Stern's Quality Produce
- Sunrise Farm
- Sunrise Orchard
- Sweet Cow Yogurt
- Sweetland Farm
- Tucker Hill Flats Farm
- UNFI Fresh
- Upper Valley Produce
- Vermont Foodbank
- Watershed Farm
- West Lebanon Feed & Supply
- Whitman Brook Orchard
- Wild Hill Organics
- Willing Hands Garden



Recipient Sites

- Baby Steps 73,337 lbs delivered
- Bethel Food Shelf 6,301 lbs delivered
- Bradford Food Shelf 4,733 lbs delivered
- Bradford Teen Hub 1,678 lbs delivered
- Bugbee Senior Center 1,944 lbs delivered
- Change the World Kids 1,171 lbs delivered
- Claremont Soup Kitchen 84,746 lbs delivered
- Community Harvest of Central VT 50,953 lbs delivered
- Cornish Food Pantry 14,581 lbs delivered
- Crafts Hill Family Housing 8,418 lbs delivered
- D-H Women's Health Center 3,414 lbs delivered
- Earl Bourdon Center 100 lbs delivered
- End 68 Hours of Hunger 380 lbs delivered
- Fairlee Orford Food Shelf 1,372 lbs delivered
- Fall Mountain Food Shelf 35,050 lbs delivered
- Friends of Mascoma Food Shelves 3,170 lbs delivered
- Good Folks Pantry 2,594 lbs delivered
- Good Shepherd Ecumenical Food Pantry 2,272 lbs delivered
- Got Lunch Newport 1,731 lbs delivered
- Graystone Village 4,283 lbs delivered
- Groton Emergency Food Shelf 9,102 lbs delivered
- Growing Peace 2,210 lbs delivered
- Hanover Community Kitchen 729 lbs delivered
- Hartford Dismas House 1,154 lbs delivered
- Hartford High School 4,570 lbs delivered
- Hartland Food Shelf 9,058 lbs delivered
- Headrest 4,525 lbs delivered
- HIV/HCV Resource Center 4,438 lbs delivered
- Hollow Drive 5,339 lbs delivered
- Horse Meadow Senior Center 2,525 lbs delivered
- Joseph's Storehouse 24,807 lbs delivered
- Lebanon Towers 8,221 lbs delivered
- Listen Dinner Site 11,430 lbs delivered
- Listen Food Shelf 45,899 lbs delivered
- Little Rivers Health Care 14,098 lbs delivered
- Lyme Food Pantry 6,776 lbs delivered
- Maple Manor 8,835 lbs delivered
- Mascoma Senior Center 4,082 lbs delivered
- Mascoma Village 189 lbs delivered
- Newbury United 5,378 lbs delivered
- Northwoods Apartments 4,971 lbs delivered
- Norwich Senior Housing 3,897 lbs delivered
- Olde Windsor Village 10,744 lbs delivered
- One-4-All 6,120 lbs delivered
- Orange East Senior Center 2,209 lbs delivered
- Orford Food Drop 16,798 lbs delivered
- Overlook Apartments 3,288 lbs delivered
- Plainfield Food Shelf 19,126 lbs delivered
- Reading/West Windsor Food Shelf 4,631 lbs delivered
- Ready Set Grow 8,329 lbs delivered
- Roger's House 6,841 lbs delivered
- Romano Circle Family Housing 6,403 lbs delivered
- Royalton Seniors 3,122 lbs delivered
- Sacred Heart 372 lbs delivered
- Second Wind 1,979 lbs delivered
- Sharing and Caring 24,327 lbs delivered
- Sharon Food Shelf 9,198 lbs delivered
- South Royalton Food Shelf 16,115 lbs delivered
- Southwest Community Services 11,318 lbs delivered
- Springfield Family Center 18,246 lbs delivered
- Take a Bite Out of Hunger 2,426 lbs delivered
- The Family Place 2,054 lbs delivered
- The Wilder School 300 lbs delivered
- Thetford Food Shelf 6,768 lbs delivered
- Time Out 13,911 lbs delivered
- Trinity Church of Nazarene Food Pantry 2,440 lbs delivered
- Tunbridge Food Shelf 5,239 lbs delivered
- Turning Points 1,681 lbs delivered
- Upper Valley Haven 144,656 lbs delivered
- Upper Valley Pediatrics 499 lbs delivered
- Upper Valley Senior Center 6,891 lbs delivered
- VA Medical Center 6,171 lbs delivered
- Vershire Helping Hands 6,941 lbs delivered
- Village Apartments 4,455 lbs delivered
- Visions for Creative Housing Solutions 872 lbs delivered
- Wellspring Worship 7,413 lbs delivered
- West Central Behavioral Health 3,351 lbs delivered
- West Fairlee Food Shelf 37,121 lbs delivered
- White River Junction Vet Center 48,114 lbs delivered
- Windsor Food Shelf 3,919 lbs delivered
- Woodstock Food Shelf 150 lbs delivered

Welcome New Partners

- ★ Ascutney Harvest
- ★ Eureka Organic Farm
- ★ Etna General Store
- ★ King Blossom Farm
- ★ Kingland Farms
- ★ Maverick Farm
- ★ Orange County Parent Child Center
- ★ Ward Berry Farm
- ★ Winding Brook Farm

Notes from the Field

"Gleaning felt so much more meaningful than I expected. I knew I would be happy to have gotten some time outside in a nice place and felt good that I had helped contribute delicious veggies to folks who needed it. But I did not expect the sense of connectedness that came from this and from working (sometimes quiet, sometimes just chatting, sometimes just side by side with others. I felt connected to nature, connected to my community. But I also felt connected to the idea that we could live in a society that takes care of everybody and everything. Gleaning grounded me in a sense of hope for humanity and the planet each time I went, giving me a moment's respite from all the terrible news that suggests we are not up to the task."

—Abigail, gleaning volunteer



Delivery totals are for calendar year 2021.

Program Highlights



Gardens

For the past year, volunteers and staff have been working hard to build soil quality at all of our garden sites, and the transformation is evident above and below ground. With mulch, compost and cover crops enhancing fertility, we are seeing worms, improved soil texture and color, and better crop growth.

All of this means that our gardens will be more sustainable in

the long-term. We can spend more time tending and harvesting high-quality food for our neighbors, and less time weeding.

The Willing Hands gardens aren't just building soil—they're creating friendship and community. It is so rewarding to see veteran volunteers coming back week after week to tend the gardens, and to see new faces join the gardening ranks each week. Thank you everyone for your willing hands!

Gleaning

We couldn't do what we do without the partner farms who generously offer surplus produce to help us meet our mission to make high-quality, local food available to everyone in our community. This year, volunteer teams gleaned dozens of types of crops at farms and orchards across the Upper Valley. A special shoutout goes to the five farms that have generously offered Willing Hands a season-long weekly gleaning opportunity:



Food Recovery

Did you know that reducing food waste is one of the most impactful climate solutions? We pick up thousands of pounds of food every week—from grocery stores, wholesalers, bakeries and farms—that would otherwise not make it onto someone's dinner plate. By ensuring this good food is eaten instead of wasted, we're preventing the emission of about 1 million pounds of CO₂ annually. Stay tuned for more information about our Climate Action Plan, which is in the works!

Grow a Row

The Grow a Row fridge is brimming with beautiful produce and eggs donated by home gardeners. One neighborhood in Eastman took their contribution to the next level by arranging a weekly community harvest for Willing Hands. Every week, more than a dozen home gardeners contribute their produce to a collective cooler that a volunteer then delivers to Willing Hands. We hope this neighborhood model will catch on elsewhere!

Share a Share

This year, 307 donors came together to purchase \$40,000 worth of CSA shares from local farms for Willing Hands to distribute to food shelves. This program expands access to the highest quality local produce for those who might not otherwise be able to afford it, while also directly supporting our farm partners and the local farming economy. Thank you to everyone who chipped in to this impressive total, and to our trusty volunteers who pick up Willing Hands CSA shares every week!



Closing the Gap to 1 Million Pounds

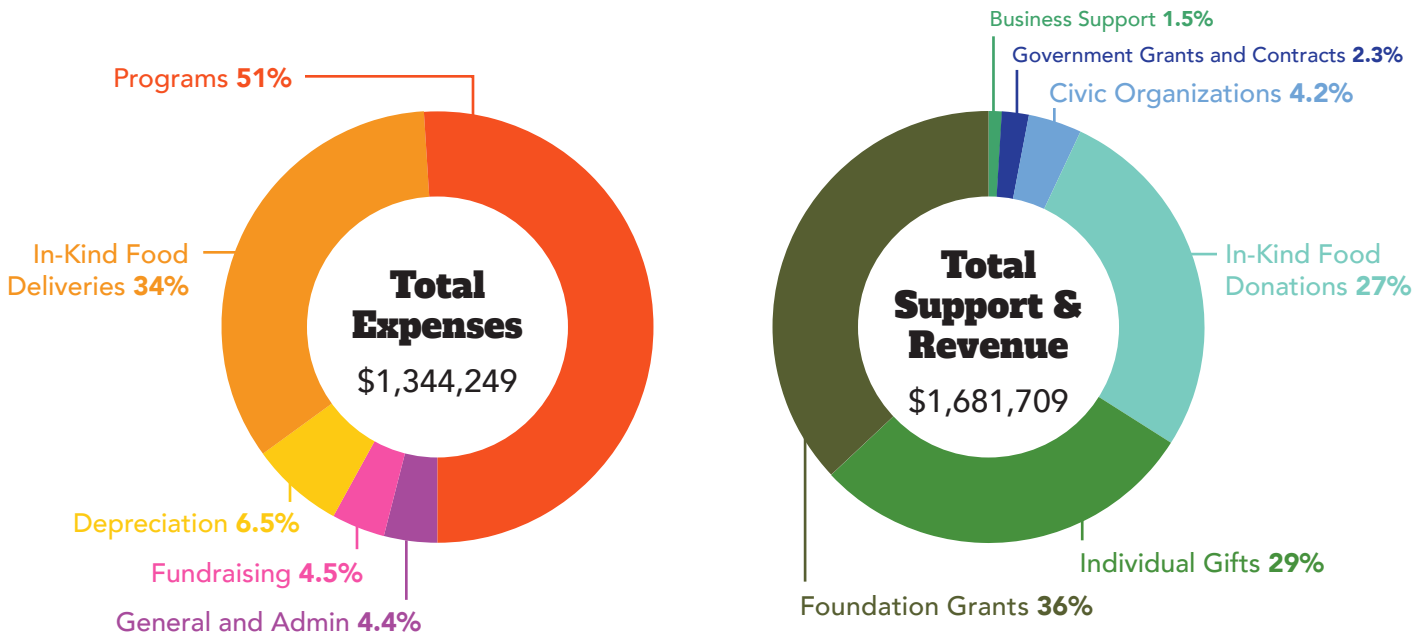
In each of the past two years, Willing Hands sourced more than 1 million pounds of healthy food, in part thanks to federal pandemic assistance programs like the USDA Farmers to Families Food Boxes. **As those programs end, we're working hard to fill in the 150,000-pound gap** in order to sustain deliveries to our community of 1 million pounds of nourishing food annually.



Above, loading the Willing Hands truck at a gleaning site. Left, our small but mighty truck picking up produce donations from UNFI Fresh.

Finances Fiscal Year 2021–2022

These charts represent the preliminary financial report for the fiscal year ending 6/30/22. The finalized audit will be available this winter.





**Reducing
food waste to
*end hunger.***

198 Church Street
Norwich, VT 05055
willinghands.org

NON PROFIT ORG
US POSTAGE
PAID
WHT RIV JCT VT
PERMIT 86

In Remembrance: **Anne Collins** 1938–2022

Anne was an integral part of the Willing Hands community. She was a believer in games, manners, high standards and a positive outlook. In the late 2000s, she helped Willing Hands purchase our first refrigerated delivery van, which allowed us to pick up more surplus produce from farms and grocery stores and then deliver it to food shelves. In many ways, this catalyzed Willing Hands' growth from a fledgling nonprofit to an essential social service in our community.

Then, in 2018, Anne joined our Board of Directors and helped guide Willing Hands during another pivotal time as we undertook a Capital Campaign and doubled the size of our impact in the community. Anne's humor, inquisitive spirit and practicality were a welcome addition to the Board.

Anne led an adventurous life. A doctor by trade, she worked in Sri Lanka, Brazil, Haiti, Nicaragua and Guatemala. In the late sixties she became engaged to an Australian journalist who was lost in Vietnam in 1970. She went on living, "spirited by memories of Tim."

Indomitable as ever, she became a pilot of small aircraft and float planes, and a para-skier until a photograph of her hang-gliding seen by her doctors at DHMC brought such activity to an end. After retirement, she lived at Kendal for nearly 20 years.

Now, thanks to a generous bequest that she left behind for Willing Hands, Anne is supporting Willing Hands at a third pivotal moment as we work to sustain the ability to source and deliver 1 million pounds of food annually to our community. We are so grateful for Anne's longtime dedication to Willing Hands' mission, and we strive to embody her dauntless spirit as we work to end hunger in our community.

Planned Giving

Are you interested in supporting the long-term sustainability of our work and leaving a lasting legacy in the community? We invite you to consider naming Willing Hands as a beneficiary of your retirement plan, will or trust.



CONTACT Executive Director Gabe Zoerheide
director@willinghands.org or 802-698-0265