



Willing Hands

# Impact Report

Spring 2024



## 2023 By the Numbers

**855**  
people need food  
every day in the  
Upper Valley

**1,207,530 lbs**  
of CO<sub>2</sub>e avoided  
through food recovery  
and gleaning

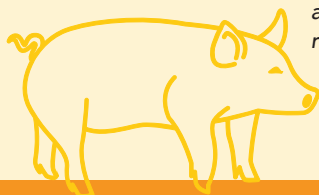
**561**  
volunteers

**135**  
food donors

Food sourced:  
**959,725 lbs**  
(getting closer to our goal  
of 1 million pounds!)

Food delivered:  
**846,461 lbs\***

**\* Why the difference?**  
Willing Hands staff  
and volunteers sort  
recovered produce.  
Anything unfit for  
distribution goes to a  
local pig farmer.



**72**  
delivery site  
partners

**2x** Since 2020,  
we have **doubled** the  
amount of local food  
we source annually.



## Behind the scenes

### Staff

**Chris Castles**

Operations Manager

**Sara Cavin**

Manager of Programs

**Alec Fannin**

Gleaning Coordinator

**J Green, Driver** ★

**Peter Griggs, Driver**

**Krista Karlson**

Outreach & Development Manager

**Gordon McKusick** ★

Driver

**Katie Ryan-O'Flaherty**

Mission Impact Coordinator

**Christine Savage** ★

Community Engagement Coordinator

**Tim Sevigny**

Warehouse & Delivery Coordinator

**Beth Svahn-Monroe** ★

Administrative Coordinator

**Scott Trombley**

Warehouse Coordinator

**Mikey Van Siclen**

Farming Coordinator

**Gabe Zoerheide**

Executive Director

### Board of Directors

**Leslie Rimmer**

President

**Johanna Miranda**

Vice President

**Shari McLaughlin**

Treasurer

**Janet Hardy**

Secretary

**Laurie Beyranevand** ★**Gary Brooks****Amanda Charland** ★

**Rebecca Hooper Holland**

**Saranya Loehrer****Suzanne McDowell****Cyndi Scott****Sheldon Stansfield****Chuck Wooster** ★

★ = New staff or board member!

## Dear friends,

**W**illing Hands was founded in 2004 with the idea that nourishing food should be available to everyone and that we all can have a role in reducing waste. Twenty years later, these are still the tenets that drive our work. Over two decades, this community of volunteers, staff, financial and food donors, farmers, and like minded nonprofits have distributed almost 40 million servings of food. This spring, we will handle our 10 millionth pound of food. Over this time, Willing Hands has become indispensable to the Upper Valley social safety net and the 30,000 people who we serve each year.

For many years, we have described our mission as reducing waste, supporting food security, and equitably offering nutritious food. Reducing waste is often thought of as an end in itself. Waste is something that we, as flinty New Englanders, have an almost primal reaction to. Over time, we came to understand that reducing food waste is an essential tool for confronting climate change. We may have known about climate change back in 2004, but now it's undeniable that it will be a defining force of our lifetimes.

Our work over these years is to make nourishing food a right and not a privilege. To provide equitable access to what every person needs to thrive. This work is as essential now as it was back in the early aughts. We appreciate the vision of our founders and the sweat, dirty hands, compassion, and optimism that have enabled this work to continue.



*Gabe Zoerheide, Executive Director*



## Welcome, New Board Members!



*Laurie Beyranevand*

**PROFESSION:** Director of the Center for Agriculture and Food Systems at Vermont Law & Graduate School

**PASSION:** The power of food to bring people together



*Amanda Charland*

**PROFESSION:** General Manager of the Co-op Food Stores and Auto Service Centers

**PASSION:** Finding innovative ways to support the community through cooperative business practices



*Chuck Wooster*

**PROFESSION:** Owner, Sunrise Farm

**PASSION:** Land stewardship and civic engagement

# Impact Spotlight

**88%**  
of site partners get  
the majority of their  
fresh produce from  
Willing Hands.

**Looking ahead:** Our forthcoming Strategic Plan has a strong emphasis on serving our community with **equitable & reliable access** to fresh foods.



Most neighbors who receive Willing Hands food at income-eligible housing sites **rely on our service every week** to supplement their weekly grocery trips. This underscores the importance of consistent, year-round deliveries to meaningfully improve food security.

**“The families we serve are eating healthier than they were just a few years ago. We’re so grateful that we can provide fruit and vegetables to our clients through Willing Hands.”**

—Bethel Area Food Shelf

Thank you to Twin Pines Housing Trust and Lebanon Housing Authority for partnering with Willing Hands to study the impact of our fresh food deliveries. Thank you to the Center for Advancing Rural Health Equity (CARHE) at Dartmouth Health for funding this work.

## Community Climate Solutions



More than a year ago, we set out with an ambitious goal: measure the climate impact of our work, and then identify ways to double that impact. With support and guidance from a group of community climate leaders, we refined dozens of strategies for reducing direct emissions from our daily operations and increasing avoided emissions from food recovery. With the plan in place, work has already begun: We recently installed a heat pump in the Willing Hands office, and we’re in the process of buying an electric van and cultivating new food recovery partners. **Learn more: [willinghands.org/impact/climate](http://willinghands.org/impact/climate)**

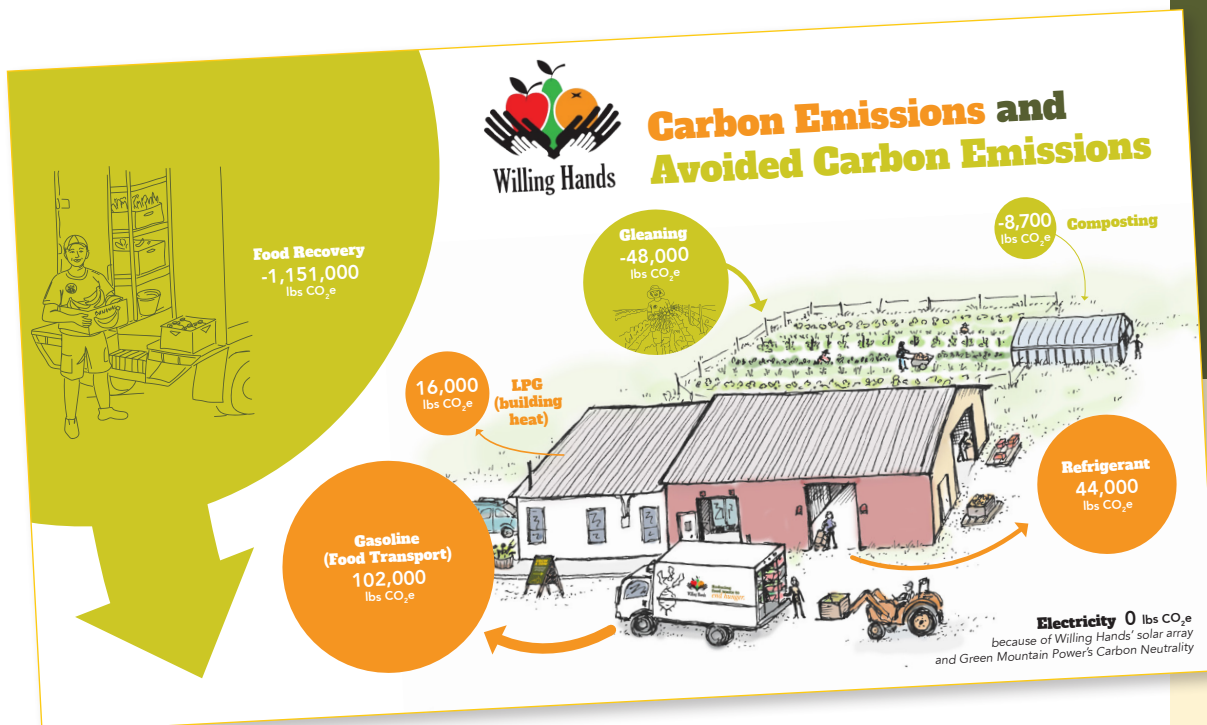
## Fast Facts

Willing Hands is **carbon negative** by 1 million pounds CO<sub>2</sub>e

Installing a heat pump will **reduce propane usage by 75%**

Reducing food waste has the potential to **reduce 10x as much CO<sub>2</sub>e** as the transition to electric cars

Scan to watch our video on climate work







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

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

198 Church Street  
Norwich, VT 05055  
[willinghands.org](http://willinghands.org)

**68,822 lbs**  
of food harvested by  
community members

**273**  
new volunteers

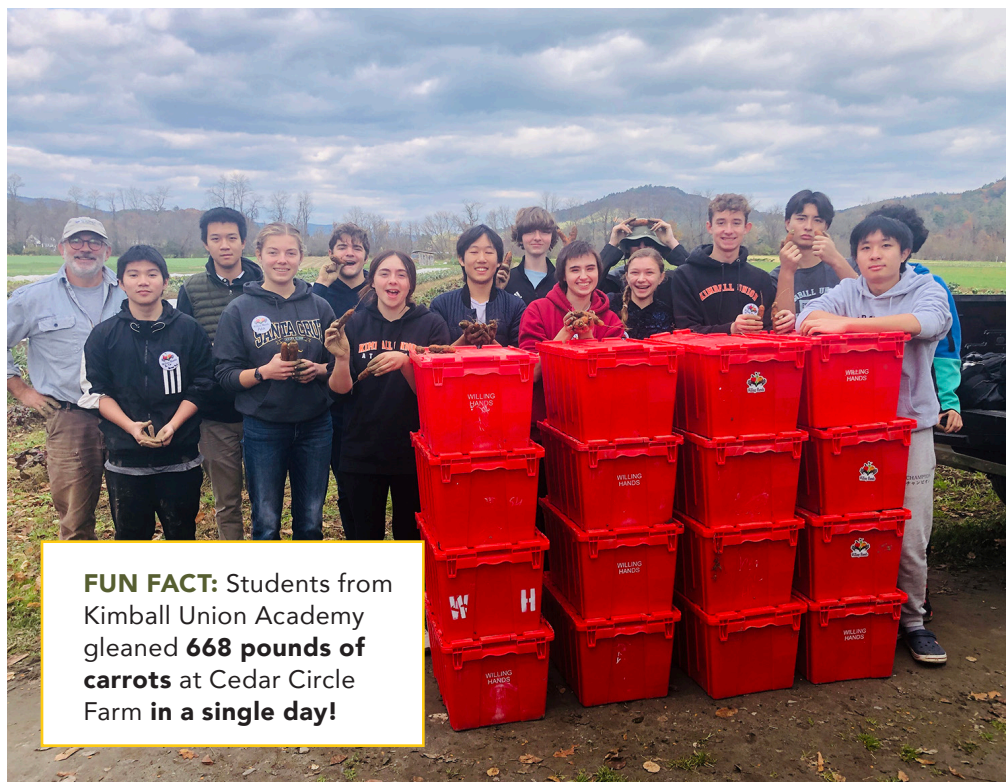


Thank you, Tito's  
Block to Block  
Program! With  
support from Tito's,  
Willing Hands  
brought our River Road garden into  
production and installed a sign to  
share our work with the community.

**"This could easily  
turn into the most  
gratifying volunteer  
work you will ever do."**

—Willing Hands volunteer

*Willing Hands at Work*  
**Thank you, volunteers!**



**FUN FACT:** Students from  
Kimball Union Academy  
gleaned **668 pounds of  
carrots** at Cedar Circle  
Farm **in a single day!**