



# 2021 Annual Impact Report

**HAND UP TORONTO**

Registered Charity #834396392RR0001

# Land Acknowledgement

Hand Up Toronto acknowledges that we are operating on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and that this territory is covered by Treaty 13 with the Mississaugas of the Credit.

This territory is also within the lands protected by the Dish With One Spoon Wampum Belt Covenant, an agreement between the Haudenosaunee and Anishinaabe and allied nations to peaceably share and care for the resources around the Great Lakes.

Today, the meeting place of Toronto (also known as Tkaronto) is home to many Indigenous peoples from across the continent, and we are grateful to work on this land.

# A Year in Review

Dear Hand Up Toronto Supporters,

As I reflect on the past year, I am both humbled and filled with hope at the future of our charity. While 2020 was a year full of uncertainty, 2021 offered a glimpse of what a return to normal from the pandemic might look like. I would like to take this opportunity express my deepest gratitude to our dedicated executive staff, our 500+ volunteer drivers, volunteer loaders, and our strategic partners who have worked so hard to support our mission.

Over the past 2 years I've had the pleasure of watching our charity grow from a small grassroot charity to one that has tremendous impact on our community. Our executive team has grown to a team of 24 and we've recruited over 170 new volunteers, drove over 50,000 km and delivered 10,700 boxes to families. This is a stunning accomplishment from our team comprised of 100% volunteers.

I want to highlight some of the major accomplishments from the team including a number of significant partnerships with local companies that came to staff our loading programs, a rollout of a new program to deliver fresh groceries to families to supplement the hearty box of dry goods we provide and the expansion of our family support programs.

Although our city is slowly recovering and as people return to work, I believe our mission is far from over. For many the pandemic has pushed many families towards or across the poverty line and the reality is that many in our community will not recover anytime soon. Daily bread is reporting that there has been a record breaking number of food bank usage in 2021 and estimated that the number will continue to rise. It is imperative that we continue to push ourselves to meet our community at where there needs are.



Carmen Leung  
Executive Director

## The team that makes it all possible

Abby Smyth  
Akshay Shirodker  
Alexandre Fischer  
Alice Liu  
Allie Zhou  
Anitaa Gregory  
Carmen Leung  
Daria Perevez  
Gillian Drukmaler  
Jaymie Varenbut  
Jefferson Huang  
Jessica Wuthmann  
Jeremy Trollope  
Joe Atkinson-Orlando  
JS Dumais  
Katie Wang  
Kelly Joseph  
Kevin Hoang  
Kirk Osborne  
Kirima Isler  
Kulveen Ahuja  
Lauren Crosby  
Lindsay Quinn  
Matthew Cornett  
Melanie Danna  
Mohammad Hafejee  
Navneet Kaur  
Nora Hussein  
Paul Kim  
Puneet Singh  
Quang Vuong  
Raza Rafiq  
Rhea Bhatia  
Sabrina Lazzara  
Sasee Arumugam  
Simon Guan  
Ting Yi Lin  
Valerie Mascarenhas  
William Oestreich

## Our Mission

**We are not here to offer handouts; we are here providing a hand up to those in need within the Greater Toronto area.**

As an organization, we focus on areas where individuals lack the capability to acquire proper nutrition and other basic necessities. We will go to those areas that require a hand up, providing ready-made meals, nutritional supplements and hygiene necessities. We will work with communities to nurture those in need of support. Our ultimate goal is to create a society without hunger.



# 2021 Impact



## Food Boxes

**10,700** food boxes distributed to over **44,600** individuals in our community.



## Families in the GTA

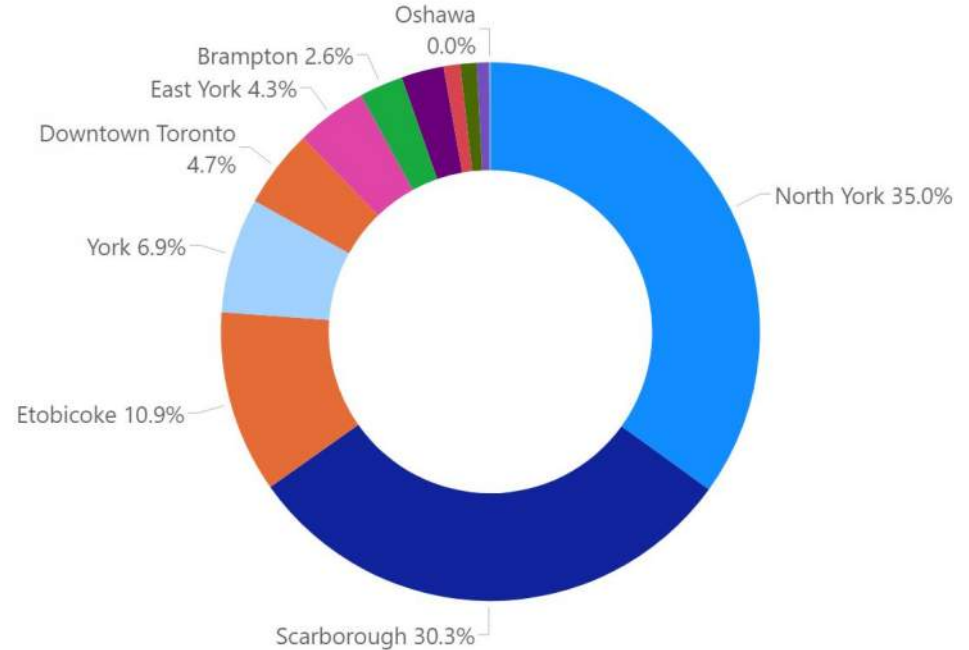
**2,400** unique families supported.



## Frequency

**16 days** between food boxes for participating FSP families.

## Where We Operate FSP and MOP



# The Family Support Program (FSP)

## FSP IMPACT



**Dispatches**  
23 dispatches during 2021,  
delivering 7,957 boxes.



**Families**  
645 families supported, totalling  
2,676 individuals supported.



**Food**  
119,355 lbs of food distributed  
across the GTA.

Through FSP, we deliver the majority of boxes directly to the family's front door. The FSP programs are run for a duration of 6 months with approximately 350 families registered. Families are given priority based on their level of food insecurity. Our volunteers deliver one food hamper to the enrolled families every two weeks:

**The first box** is packed by Global Medic and contains dry grains, legumes and beans, as well as a variety of kids' snacks such as apple sauce, and pudding and hygiene products whenever possible.

**The second box** is packed by FoodShare and contains fresh seasonal produce.



# FSP Impact 2020-2021

## About our FSP Surveys

At the end of every FSP dispatch, we reach out to families with a survey and ask for feedback on our services. We are especially looking for ways in which we can better support the community through what we do.

In 2021, we conducted **2 surveys**:

**Survey #1 (April 2021) received 190 responses (a 79 % response rate!)**

**Survey #2 (October 2021) received 350 responses (a 70 % response rate!)**

Through survey responses from our participating families, we found that food security improved over time:



Food Insecurity Heat Map of GTA: Family Support Program Participants Survey from Nov 2020



Food Insecurity Heat Map of GTA: Family Support Program Participants Survey from Apr 2021 – Lighter color indicates level of improvement in food security scores.

## MOP Impact



### Dispatches

8 dispatches during 2021, delivering **2,343** boxes.



### Families

**2,343** families supported, totalling **10,544** individuals supported.

# The Monthly Outreach Program (MOP)

We understand that many people may be suddenly or temporarily in need of assistance due to food insecurity, but they may not readily be able to get the immediate or short-term assistance that they require. Launched in January 2021, our MOP helps to fill this gap by providing an opportunity to receive a 1 time delivery of a pantry staple food hamper.

MOP provides the Global Medic box, containing dry grains, legumes and beans, and a variety of kids' snacks such as apple sauce, and pudding whenever possible.

These events are usually operated in partnership with a local business or organization.



# Deliveries

## Operational Innovation

In 2021, we adjusted our delivery model in a major way – we prioritized maintaining the same delivery volunteer with the same group of families for the entirety of the program.

The intention behind this shift was two-fold:

**Community Bonds:** through familiarity and time, this shift focused on building relationships with the community.

**Operational Efficiency:** through maintaining delivery volunteer routes, drivers could improve their knowledge of the best routes and improve overall delivery time.



**Our deliveries are powered by Routific.** By leveraging best-in-class route optimization technology, we ensure that our volunteers make the best use of their time: In just under 3 hours, our drivers are able to deliver to up to 15 families in one dispatch. Our routes are optimized, we provide notes and contact information right in the app, and it links to google maps.



# Volunteers



## Total Volunteers

**327 active volunteers** helped load and deliver on our programs. **171** of these volunteers were new – supporting us for the first time in 2021.



## Total Hours

**2,800 hours** given by our volunteers.



## Dedication

**50,000 km** travelled by our volunteers for program delivery.

*"... Volunteering is the most rewarding thing I have ever done and Hand Up is an amazing charity to be a part of! I'll be volunteering for the rest of my life and recommend that everyone give back one way or another!" – Kirk, volunteer driver*



# Thank you volunteers!





# Partnerships

As we shifted focus from serving individuals to serving families with children, it was important for us to put together a care package that could be transformed into nutritious meals. Our offerings have evolved from sandwich bag lunches to food hampers containing pantry staple foods and fresh produce.

We source our hampers from our partner charities GlobalMedic and FoodShare. This allows us to maximize our funding while providing the most value to our clients.



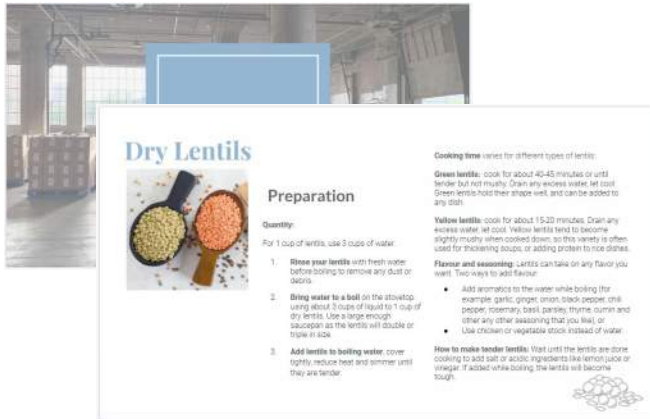
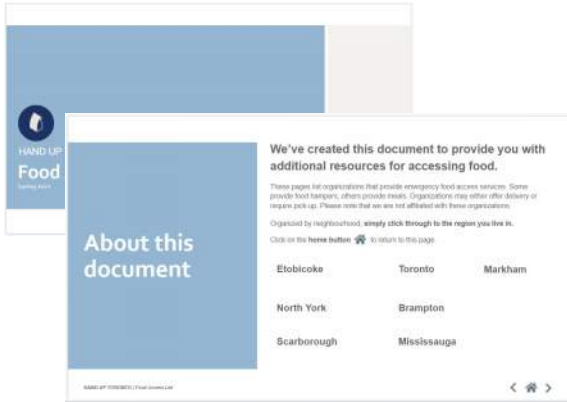
# New HUT Resources

In 2021 we worked to expand our services **Additional Resources Lists** to help provide access to resources, sometimes beyond what are are able to deliver, including:

- Additional Food Resources (broken down by geographic region),
- Housing and Tenant Services,
- Children's and Household items

As part of a FSP Survey, we asked families for feedback on what they needed. A common response was that many would love some suggestions for how to prepare the ingredients found in their boxes. **In response to this, we created the HUT Recipe book, which has been translated into 4 languages, and includes:**

- Instructions on how to prepare the dried foods included in our boxes
- A collection of healthy and tasty recipes found on the web, and in our volunteers own kitchens that incorporate ingredients included in both boxes.



# Holiday Program



In December 2021, HUT partnered up with local charities to bring some seasonal cheer to families in our community.

- Working with the **Santa Claus Fund** and **Toronto Star Charity**, we delivered **821 holiday gift boxes** to families with children under 12 years of age.
- Working with **Give and Go**, we distributed over **1500 gingerbread kits**.



# Raptors Event



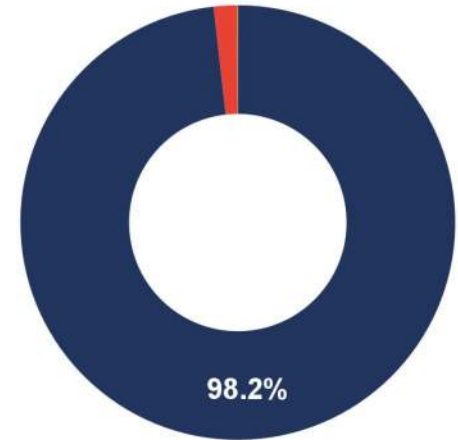
In June 2021, for the second year in a row, HUT partnered with Raptors 905 for a drive-thru and delivery event within the Peel region. **During this event 300 boxes were given to local families.**

# Financial Snapshot 2021

GENERAL TREASURY 2021 OPENING BALANCE	\$ 79,019
TOTAL FUNDS RAISED	\$ 108,002
TOTAL FUNDS DEPLOYED	\$ 149,277
GENERAL TREASURY 2021 CLOSING BALANCE	\$ 37,744

## 2021 YTD Spending

- Food and Support
- Insurance
- Bank Fees





# Special Thanks to:

Canadian Food Centres Canada  
City of Mississauga  
City of Toronto  
GlobalMedic  
FoodShare  
Give and Go  
MCIS Language Solutions  
Ono Poke Bar  
Raptors 905  
Routific  
Toronto Star Santa Claus Fund  
Second Harvest (Grant)  
Spirit of Math  
Blackbaud Community (Grant)  
United Way Giving fund

...and the countless individuals that  
donated to our cause.



# THANK YOU

## FOR A YEAR OF GREAT SERVICE

Continue to support our efforts at  
[handuptoronto.org/donate](https://handuptoronto.org/donate)

Have Questions? Email us at:  
[info@handuptoronto.org](mailto:info@handuptoronto.org)

Interested in what we were up to last year?  
Check out our [2020 Impact Report](#)



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[www.handuptoronto.org](https://www.handuptoronto.org)

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