



2022 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,

Although 2022 was almost a return to a pre-pandemic normal, inflation drove even greater food insecurity in our community and a need for our charity. I would like to take this opportunity express my deepest gratitude to our dedicated executive staff, our 400+ volunteer drivers, volunteer loaders, and our strategic partners who have worked so hard to support our mission.

We have grown from a small grassroot charity to one that has a stronger sense of purpose and more efficient practices. This has led to a tremendous impact on our community, reducing food insecurity scores -21% since 2020. Our executive team has grown to a team of 24 and we've recruited almost 100 new volunteers, drove over 22,000 km and delivered 7,400 boxes to families. This is a stunning accomplishment from our team comprised of 100% volunteers.

This report highlights some of the major accomplishments from the team including a number of significant partnerships with local companies that came to staff our loading programs, and a rollout of a new program to deliver hot meals from local restaurants to families who may not qualify for our other programs.

Our mission is far from over. Families who were pushed towards or across the poverty line most likely will not recover anytime soon. According to Daily Bread, visits to Toronto food banks reached almost 2 million. Additionally, "food banks are seeing more new clients each month, and those visiting are experiencing more severe levels of food insecurity. On average, they are also younger and more likely to be employed". It is imperative that we continue to push ourselves to meet our community at where their needs are.

Raza Rafiq
Chair

The team that makes it all possible:

Alice Liu
Anitaa Gregory
Carmen Leung
Curtis Arthur
Genia Alievsky
Gillian Drukmaler
Greg Gapski
Holly Stallan
Idil Sheikh
Janice Man
Jaymie Varenbut
Jean-Sebastien Dumais
Jennifer Hoang
Jessica Wurthmann
Joe Atkinson-Orlando
Julian Picard
Katie Alievsky
Kay Castelle
Kelly Joseph
Kevin Hoang
Kirk Osborne
Kirima Isler
Kota Abe
Lauren Crosby
Lindsay Quinn
Leonard Kim
Matthew Cornett
Mohammad Hafejee
Phil Millington
Puneet Singh
Raza Rafiq
Rebecca Cohen
Ting Lin
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.



2022 Overall Impact



Food Boxes

7,455 food boxes distributed to over **30,600** individuals in our community.



Families in the GTA

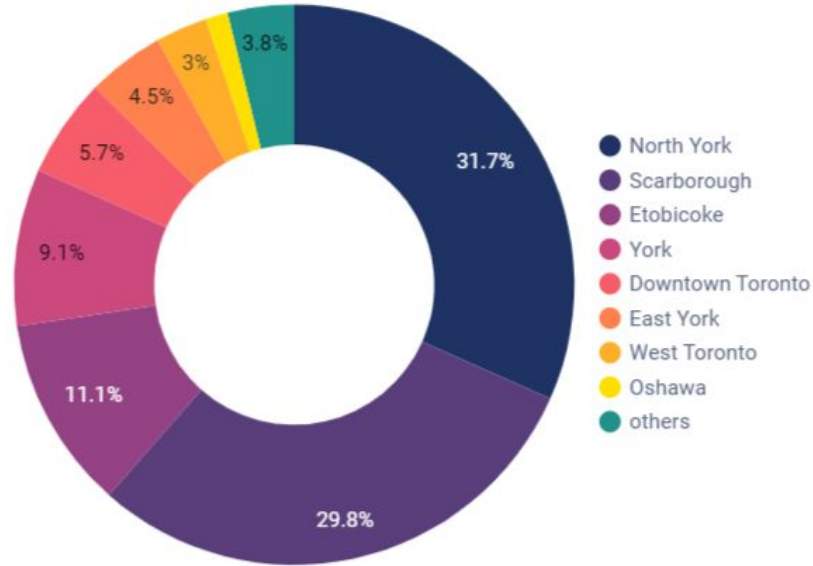
1,350 unique families supported.



Frequency

16 days between food boxes for participating FSP families.

Where We Operate



FSP Impact



Dispatches
20 dispatches during 2022,
delivering **6,556** boxes.



Families
583 families supported, totalling
2,390 individuals supported.



Food
98,340 lbs of food distributed
across the GTA.

Family Support Program (FSP)

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 300 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.

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 2022 we updated the survey:

- 97 responses (60 % response rate)
- Food insecurities scores decreased -21% from 2020 to 2022
- 41% improvement on the question “In the past 6 months, were any of the children ever hungry but you just couldn’t afford more food?”

FSP Survey Results 2020-2022

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 2022 - Lighter color indicates level of improvement in food security scores.

MOP Impact



Dispatches

3 dispatches during 2022,
delivering **485** boxes.



Families

458 families supported, totalling
1,877 individuals supported.

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 one-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.

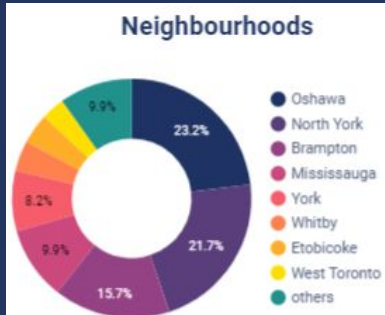
Special Program Impact



Dispatches
4 dispatches during 2022, delivering **414** boxes.



Families
401 families supported, totalling **1,644** individuals supported.



Special Programs

HUT also partnered up with GM and local restaurants to deliver food boxes and hot meals to families outside the standard programs:

- November 2022 GM Corporate – 136 families
- November 2022 Humaniti Hot Foods – 162 dinners
- December 2022 Humanity Hot Foods – 55 dinners
- December 2022 Pizza Delivery – 61 pizzas



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.

Deliveries



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.



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.



Volunteers



Total Volunteers

187 active volunteers helped load and deliver on our programs. **99** of these volunteers were new – supporting us for the first time in 2022



Total Hours

1,300 hours given by our volunteers.



Dedication

22,000 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!



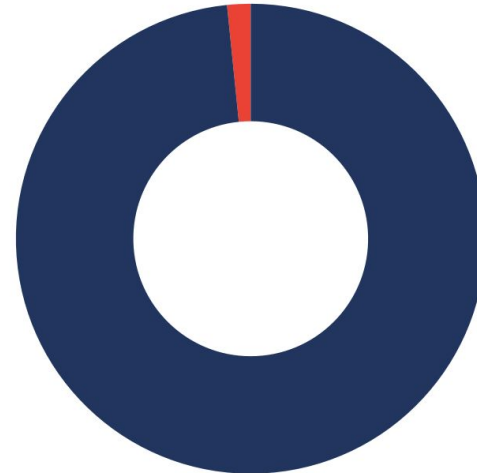
Financial Snapshot 2022

Funding Summary

| | |
|---------------------------------------|------------|
| General Treasury 2022 Opening Balance | \$ 35,009 |
| Total Funds Raised | \$ 149,621 |
| Total Funds Deployed | \$ 132,902 |
| General Treasury 2022 Closing Balance | \$ 51,727 |

2022 YTD Spending

- Food and Programming Support (98.4%)
- Insurance (1.6%)



Special Thanks to:

Canadian Food Centres Canada
City of Mississauga
City of Toronto
GlobalMedic
FoodShare
Routific
Spirit of Math
Second Harvest (Grant)
The Azrieli Foundation
The Rotary Club of Toronto

...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

Have Questions? Email us at:
info@handuptoronto.org

Interested in what we were up to last year?
Check out our [2021 Impact Report](#)

HAND UP TORONTO
www.handuptoronto.org
Registered Charity # 834396392RR0001



FOLLOW US ON



#handuptoronto16