

"Looking to help those who are in need, that's really the heart of it. It's about making sure we're a community and that we're all in this together and helping each other through these dark times."

Christopher Dobens
 Creator of Boston Strong,
 when asked what Strong campaigns mean to him.









### Dear Neighbor,

We had no choice.

When practically overnight, COVID-19 shut down all that we knew, when dedicated workers were abruptly unemployed, and when parents skipped meals to feed their children now unexpectedly home from school – we had no choice but to remain open. The decision to close was always possible but the choice was never one in our hearts.

Keeping Neighbor to Neighbor open during a global pandemic was no easy task yet our decision was clear. After panic buying left store shelves empty, we were here to give a worried father diapers for his newborn. When a widowed 98 year old feared leaving his home, we were here to deliver his groceries. And we were here to comfort the young woman who phoned us from her car that was now her home, desperate to know where to turn.

### We would not close our doors on our neighbors.

It is hard to reflect on this past year of work without COVID-19 taking center stage. Its swift and ruthless spread across Fairfield County and our country left record numbers facing financial crisis, some for the first time in their lives. The glaring priority for so many was never rent, utilities or car payments – it was the hunger of a child, an elderly parent, or a pregnant wife. It was knowing the pain of skipped meals and worry about their next. This was why cars lined up across the nation at food banks and pantries. This was why the number of Neighbor clients nearly doubled in a few short weeks.

With your help, we were able to put nutritious food on the plates of thousands during a time when the need was critical. With your help, we were able to fulfill basic needs and other household staples when supply chains collapsed. Neighbors rallied to the rescue, offering a network of support unlike any we've ever seen. Community partners became collaborators, for-profit businesses became non-profit allies, volunteers and donors became our lifeline. Together, we showed strength beyond measure. We leaned on and lifted one another with boundless selflessness and resilience. And we continue to do this, every single day.

### There is no doubt - we are Neighbor Strong.

As you read through our 2019/20 Annual Report to the Community, we hope that these pages capture and reflect the relentless will of our community to help each other overcome.

Thank you for being such a powerful force in our work and our community.

Anne Miller Co-President Christine Zadik

Margaret Tjimos-Goldberg
Executive Director

### HERE'S OUR 2019-20 STRENGTH IN NUMBERS



1,859 individuals

709



# ONE TIME EMERGENCY FOOD

961

**322** 

CLOTHING & HOUSEHOLD ITEMS

D,386 & 1 ndividuals & ho

465,732

meals able to be made from the food provided by NTN pantry

\$789,000

worth of food donated from individuals and food drives

32,647

pounds of food collected through 24 online food drives

33,660

breakfasts and lunches provided to **340** children during summer break

550

families received turkeys and trimmings for Thanksgiving dinner



### COVID-19MPACT

We have yet to know the real, lasting impact this crisis has had on our area. What we do know is that it is severe – and harshest for those who are already struggling to make ends meet.



clients received weekly grocery deliveries



762 individuals served one-time emergency food during the crisis



**565** families impacted by panic buying received toilet paper



**200** Greenwich seniors were provided weekly groceries in partnership with the Greenwich Commission on Aging



**1,000** families received laundry detergent & personal care items during supply chain shortage

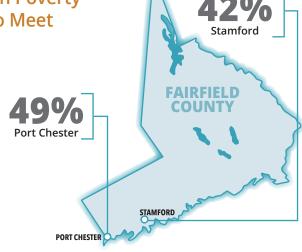
# The Need is Stronger Than Ever. Here's why:





29% 4

of Greenwich households have income which falls below what is needed to pay for basic necessities such as housing, food, child care, health care, technology, and transportation.



#### Food prices have **INCREASED**



US grocery prices in April recorded the sharpest increase in

### **50 YEARS.**

led by rising prices for meat and eggs.



Connecticut is 40% to 50% **HIGHER** 

than SNAP benefits allow.

### Food Insecurity is



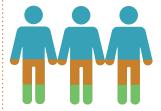
In Fairfield County, about **93,270 PEOPLE** 

were considered food insecure before the pandemic, according to Feeding America's "Map the Meal Gap".



This includes nearly 27,000 HILDREN

### The Workforce is DISRUPTED



**20%** of CT adults report that at least one member of their household has lost their job or been laid off because of the economic fallout from the pandemic.

Another 29% of CT adults have had their work hours cut or been placed on temporary furlough.

By the close of our fiscal year, CT had received

635,900

unemployment claims.

Fairfield County's unemployment rate reached a record high in July, from 3.4% to 10.5%.

# OUR CLOTHING ROOM: Standing Strong on the Sidelines

One of the most difficult decisions we had to make once COVID-19 struck was the temporary closure of our Clothing Room due to health and safety concerns. We declined donations of clothing, shoes and home essentials – all gifted from the charitable hearts of so many neighbors. We look forward to welcoming your generosity again in the future.

Before the closure, our dedicated team of Clothing Room volunteers successfully led seasonal initiatives that brought joy to many families:



Distributed 14,532 bags of clothing to individuals and families



Gifted **500 students** with backpacks filled with school supplies for their 2019 school year



Welcomed parents of **500 children** to shop at no cost at our annual Holiday Toy Chest for their holiday gifts



Gave **100 families** their own tree to take home at our 1st ever Christmas
Tree Drive



Distributed new towels, sheets & blankets to over 1,000 families



Dispersed hundreds of packs of diapers and baby care items, including **32 baby layettes**, to families with newborns and toddlers



Delivered **14,944** undergarments donated by the Undies Project to families



Provided **140 children** with new winter coats



### The **Power** of Your Words

As we faced an unprecedented and unexpected increase in our work that spread our finances and capacity thin, the community rallied to the rescue. Thousands of Neighbor supporters and hundreds new to our mission sought out ways to support us and, in turn, our neighbors. This financial support was critical to our ability to remain open and meet the rising need and number of clients that relied on us for their weekly or emergency groceries.

While financial support fueled our operations, the words that accompanied these gifts were heartwarming and energized our daily motivation. Handwritten notes of encouragement and messages of gratitude served as inspirational reminders that made a profound and lasting difference at a time when it mattered most. Whenever a note was received, it was immediately shared – providing an essential morale boost to our frontline staff and volunteers. When we felt the heaviness of the day, your words gave us strength to carry on.







"I am so thankful for all of your hard work and sacrifices to help so many families in our community through this surprising challenge."

-Neighbor To Neighbor Donor

Financials\*

\*Financials are unaudited and cover the fiscal period 7/1/19 - 6/30/20





## The Strength of Your Dollars!

Each dollar's buying power is **more than doubled** due to generous buying agreements with our suppliers.

**Please consider making** a monetary donation, a gift of stock, a charitable distribution from an eligible IRA or a gift to the Jane Fleming Legacy Society.

When you support Neighbor to Neighbor with a legacy gift made through your will, you secure basic living essentials for future generations. Contact us for more information or consult your estate planner.

Ask your tax advisor if you can benefit by making a charitable gift from an eligible IRA. You can support this impactful work while receiving a tax benefit.

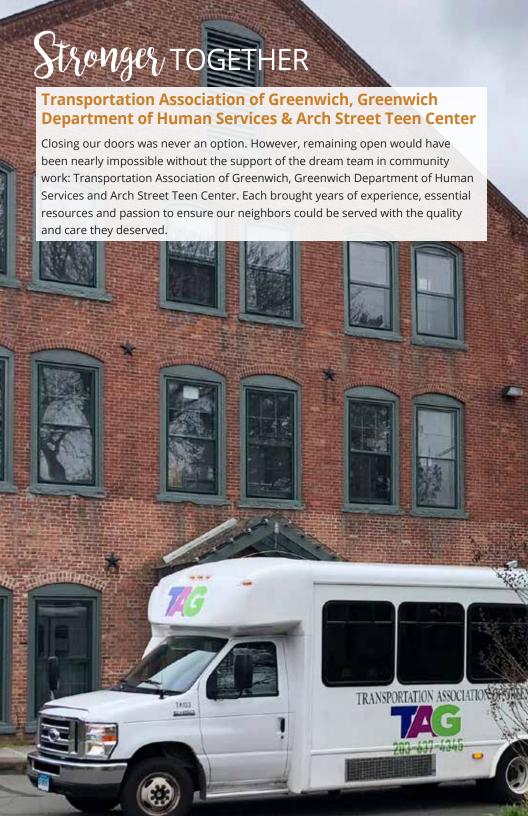
Your support makes a significant difference. Thank you.

## Looking head to a Stronger Home

COVID-19 illustrated just how important adequate work space is to fulfilling our mission. Our modest basement location at Christ Church simply did not provide sufficient space to safely serve those in need under COVID-19 restrictions. Staff and volunteers required ample room to stock shelves and pack hundreds of bags each day. While we are grateful for the generosity of Arch Street Teen Center for hosting our work, we're looking forward to the day when we can have our own place to call home.

We are excited to share that we are closer than we've ever been to that day. We are looking ahead to a stronger future for Neighbor to Neighbor as we make headway in our long-awaited construction of a new building just steps away from our Christ Church location. The journey has been long, but we are confident we will fulfill our vision in 2021. We are tremendously grateful to those who have donated to our capital campaign and those who advocated for our work over the past years. We look forward to opening new doors and welcoming our neighbors into a home that reflects the dignity and respect they deserve.





#### Transportation Association of Greenwich:

When our food pantry could no longer allow clients access due to space and COVID-19 guidelines, we knew delivery was the best option, especially for our elderly clients, single parents and those with disabilities. That meant our weekly deliveries jumped from around 50 to over 500 – a feat that required more than our resources. TAG brought decades of valuable know-how to this part of our operations as we added hundreds of new homes to their routes. We're pretty sure that TAG drivers are superheroes in disguise – delivering through heat waves and pouring rain, all with a smile under their masks – we just haven't found where they hide their capes!

#### Greenwich Department of Human Services:

The Greenwich Department of Human Services has threaded our collective efforts through their coordination of client referrals for food assistance. In addition to providing direct services to clients during the crisis, they helped us manage our own dramatic uptick in clients within a matter of days. We are proud to serve as an integral part of their continuum of care by meeting the basic needs of families throughout our town.

#### Arch Street Teen Center:

With in-person programming practically shutdown, the Arch Street Teen Center could have closed its doors. Instead, they sought out ways to support the community's greatest needs and graciously offered to foster Neighbor to Neighbor's food pantry so that we could meet the urgent need to keep families fed and healthy. Their abundant space and open layout continues to serve as the perfect home for our staff and volunteers to safely work together each day. We appreciate their hospitality and look forward to a full calendar of events when they are able to open their doors again in the future.

Our gratitude to these community partners is immeasurable. Without hesitation, each partner committed and was ready to serve our neighbors in need. We look forward to our continued work and thank you for all you do – together we truly are stronger!

"This is very important for us to do. There are so many seniors and people with disabilities in this town and they have to get their food some way. If it means us delivering it or taking them places, we will do what we need to do to help".

Debra Vetromile
 TAG Executive Director



# What Makes Us Neighbor Strong?













# Strong Foundation

We had high expectations of honoring our 45th year of serving the community at our Annual Spring Luncheon fundraiser this past April. For 45 years, we embraced our neighbors in need together with our neighbors who want to help. We are grateful for the knowledge and the experience we have gained throughout the years that so clearly provided strong pillars of hope and support to others during our most challenging time.

# Strong Community

Our area is home to an array of corporations, local businesses, community organizations, schools and houses of worship. So many within our community faced their own loss and uncertainty yet continued to find ways to support others. Our number of online food drives reached record highs. The pounds of food donated surpassed annual totals. We are fortunate to be a part of a community that feels such duty of care for others in great need.











# Strong Team

Our Neighbor to Neighbor staff deserves the highest accolades: all of our employees remained fully employed throughout this crisis. Rather than shelter safely at home, our staff continued to work while navigating this crisis in their own lives. This same dedication held true for our volunteers. When many non-profits struggled to keep volunteers, we welcomed new faces to our food distribution crew. As a volunteer-supported organization, we simply could not meet the increased demand for services without these selfless individuals who risk their own health to graciously offer their time and hard work to serve their neighbors.

# Thank you

to Our Amazing Volunteers

We are grateful for the strength and commitment of our volunteers who contributed more than 15,000 hours to our food pantry, clothing room, food and clothing drives, and serve on our board of directors. They are the lifeline of our work and we couldn't appreciate them more!

# thankyou to Our Donors

Thank you to our donors. Your support has made us stronger than ever!

We are grateful for the many individuals, businesses, religious institutions, schools and community organizations that have provided in-kind support to us over the past year. This year we have chosen to honor our in-kind donors on our website. Please visit our recognition page at **www.ntngreenwich.org**.

Every effort has been made to ensure the accuracy of our lists. We apologize for any errors or omissions. Please contact us to correct our records. We never sell or share our donor lists.

#### SUPER HEROES \$50,000 +

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Company

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"Thank you for all you do! I'm grateful to have this support-fresh eggs, delicious and sweet blueberries.

Thank you!!"

Meigh for Client



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