



n the darkest hours, the human spirit has the opportunity to shine the brightest.

In early 2020, the world came to a crashing halt due to COVID-19. Project Angel Food had a choice bend to fear or **lead with love**. We chose love.

To rise to the challenge, we worked around the clock and reinvented ourselves and our operations to meet the mounting demand for our life-saving meals for those with the virus or the critically ill, most at risk of contracting it.

We added thousands of clients and prepared and delivered meals in record numbers, making it our mantra that **no client would ever miss a meal**. We kept that promise and doors open with angel supporters who lifted us up on their wings so we could fly.

Through miracles big and small, our mission of serving with dignity and love shines brightly as a **beacon of hope** during COVID and beyond.

LETTERS FROM OUR LEADERS

his is Project Angel Food's COVID Response Report, which reflects the period of 2019-2020. We pivoted and reinvented ourselves to continue our mission of caring for those who were most at risk in the COVID crisis.

Our bustling kitchen filled with thousands of volunteers each year shifted to a lean, focused workforce of 17 furloughed chefs and kitchen gig workers. We vowed we would never close our doors and we would continue to serve L.A.'s critically ill uninterrupted – no matter what.

ot only did we make good n that promise; we added ients at a record pace elivering 842,343 meals to 913 clients, a 28% increase om the year before. We also elivered shelf-stable meals. ersonal hygiene kits, masks, oves, toilet paper, and, ost importantly, stability unstable times. There was much insecurity in the air nd I saw it firsthand. When elivering meals early in the pandemic, a client told me she was afraid we wouldn't be back. I told her not to worry,

we aren't going anywhere. We're here for COVID and beyond.

With this report, we take a moment to say thank you to the staff and volunteers, and to the Hollywood community, corporations, foundations for all their faith and support. This is the year all of us had to be so much more than we knew we could be, so we rose to the challenge.

In Service,

Richard Ayoub **Executive Director Project Angel Food** 

hen the pandemic started, it was clear that our clients needed us – more than ever.

While many organizations were trying to figure out if or how they could pivot with the pandemic, Richard and the team at Project Angel Food were already taking decisive action – responding to crisis with clarity, leading with love, reinventing themselves, and working tirelessly to ensure that L.A.'s critically ill never missed a life-sustaining meal.

Volunteers have been an important part of the organization since it started in a West Hollywood church kitchen more than 30 years ago. They are the reason we can fulfill our mission: but it was wasn't safe to have them anymore.

To create a COVID-safe environment, Project Angel Food had to limit the number of people coming in and out of the kitchen. The only way to do this was to create a COVID-safe bubble, by pausing the volunteer program and replacing volunteers with a dedicated

team of professional chefs.

They also established an emergency fund, reaching out to the community to let everyone know that Project Angel Food needed help donations were mission critical. People showed up in ways that remind me of the goodness humanity has to offer.

I want to take this moment to thank Richard and the staff for their courage and commitment, and for never losing hope in the dark days of the pandemic. Their response saved lives. I am so proud to serve as the board chair for this organization.

Sincerely,

Jason Ball

Chair **Project Angel Food** 



### WHO WE SERVE



Project Angel Food Embraces COVID Clients as Other Agencies Say, "No."

atrina, a widow, contracted COVID-19 when her special needs daughter was hospitalized. They were quarantined for weeks as the ravages of COVID lingered. Katrina reached out to several organizations who declined her desperate plea for help or didn't even return her call. Katrina felt ostracized as people turned their back on her because she had COVID.

Katrina says Project Angel Food was different, "You had compassion and concern." Unable to leave her apartment, too weak to cook, Project Angel Food held Katrina and her daughter close so they could recover with dignity.

Project Angel Food is one of the first and only agencies accepting clients who are COVID positive. It was a flashback to us caring for those with AIDS in 1989 when others shut their doors to them.

HIV/AIDS	28%
Congestive Heart Failure	19%
Cancer	15%
ESRD - Kidney Failure	12%
COPD - Emphysema	6%
Other	6%
Alzheimer's	5%
CVA-Stroke	4%
Severe Diabetes	4%
COVID-19	1%





### Partnering with the City of West Hollywood to Serve at Risk Seniors

Seniors are most vulnerable to COVID. And, when the pandemic hit, The City of West Hollywood, under the leadership of Mayor Lindsey Horvath, took swift action to make Project Angel Food's meal service available to residents over 55 years old. They might not have been ill, but because of their susceptibility to the virus, they were homebound due to the pandemic.

What started with 40 residents in April, quickly grew to 170 people at the program's peak. One of the clients was 90-year-old Phyllis. She says, "With COVID, I don't want to leave my house and thanks to Project Angel Food I don't have to. They bring me dinner and it's always good."

### **RESPONSE TO COVID**



Project Angel Food Staff

In March 2020, Project
Angel Food was
deemed an essential
service by Mayor
Eric Garcetti. Project
Angel Food were first
responders on the
frontlines of The City of
Los Angeles' COVID-19
relief efforts.

"As we confront the greatest health crisis of our lives, COVID-19, Project Angel Food's work is more essential than ever. They are truly angels in our City of Angels."

- Eric Garcetti, Mayor of Los Angeles

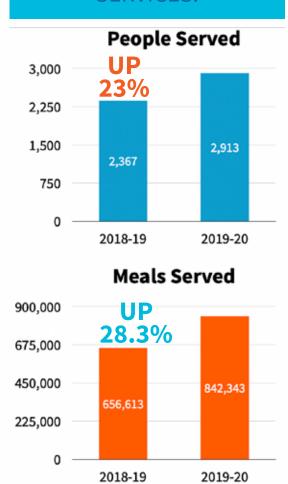


– USC Dornsife Public Exchange and L.A. County Emergency Food Security Branch





NEW ENROLLMENTS
SKYROCKET FROM 75 TO
200 A MONTH AND 6080 CALLS PER DAY WITH
PEOPLE ASKING ABOUT
PROJECT ANGEL FOOD
SERVICES.



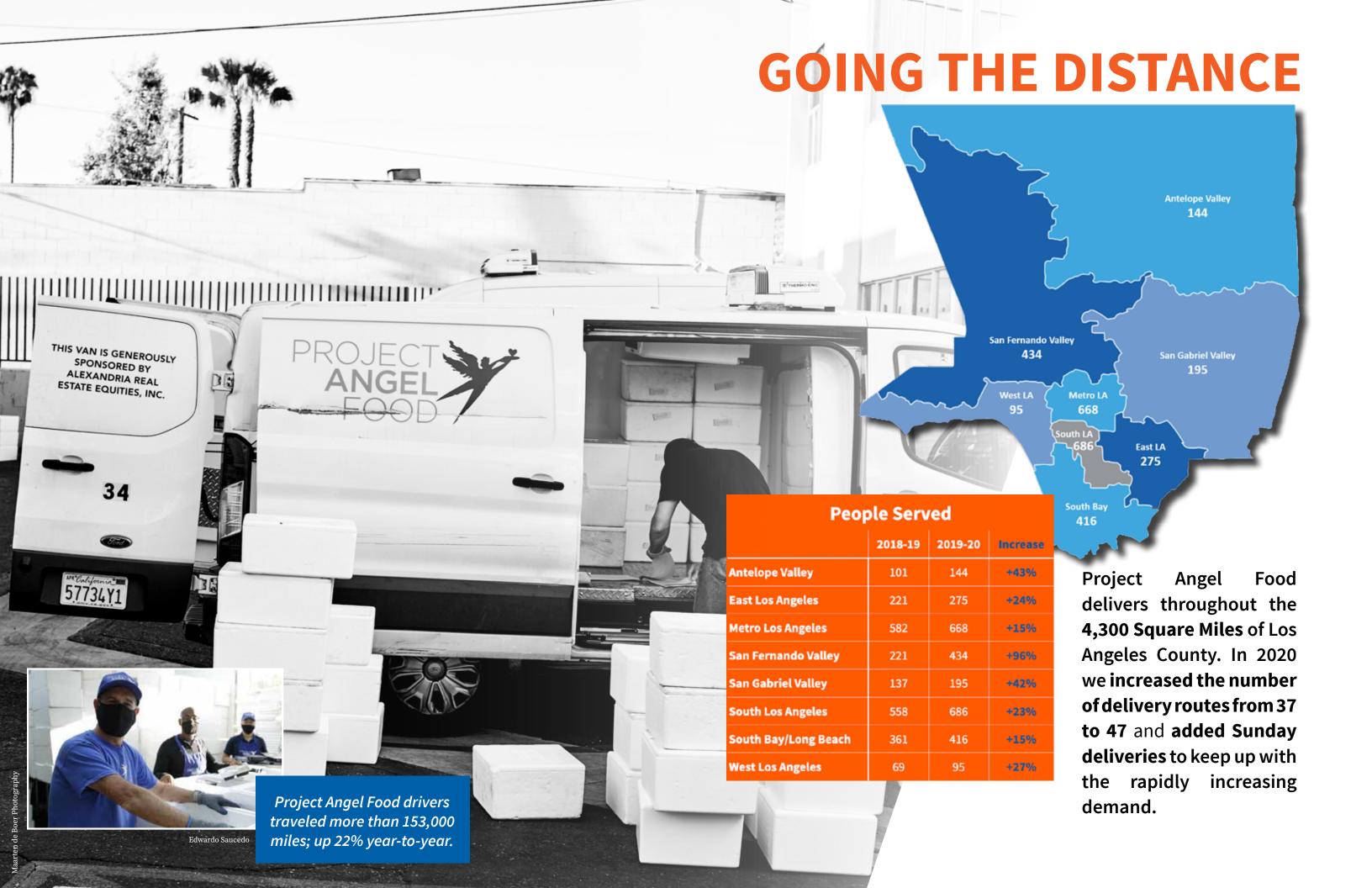


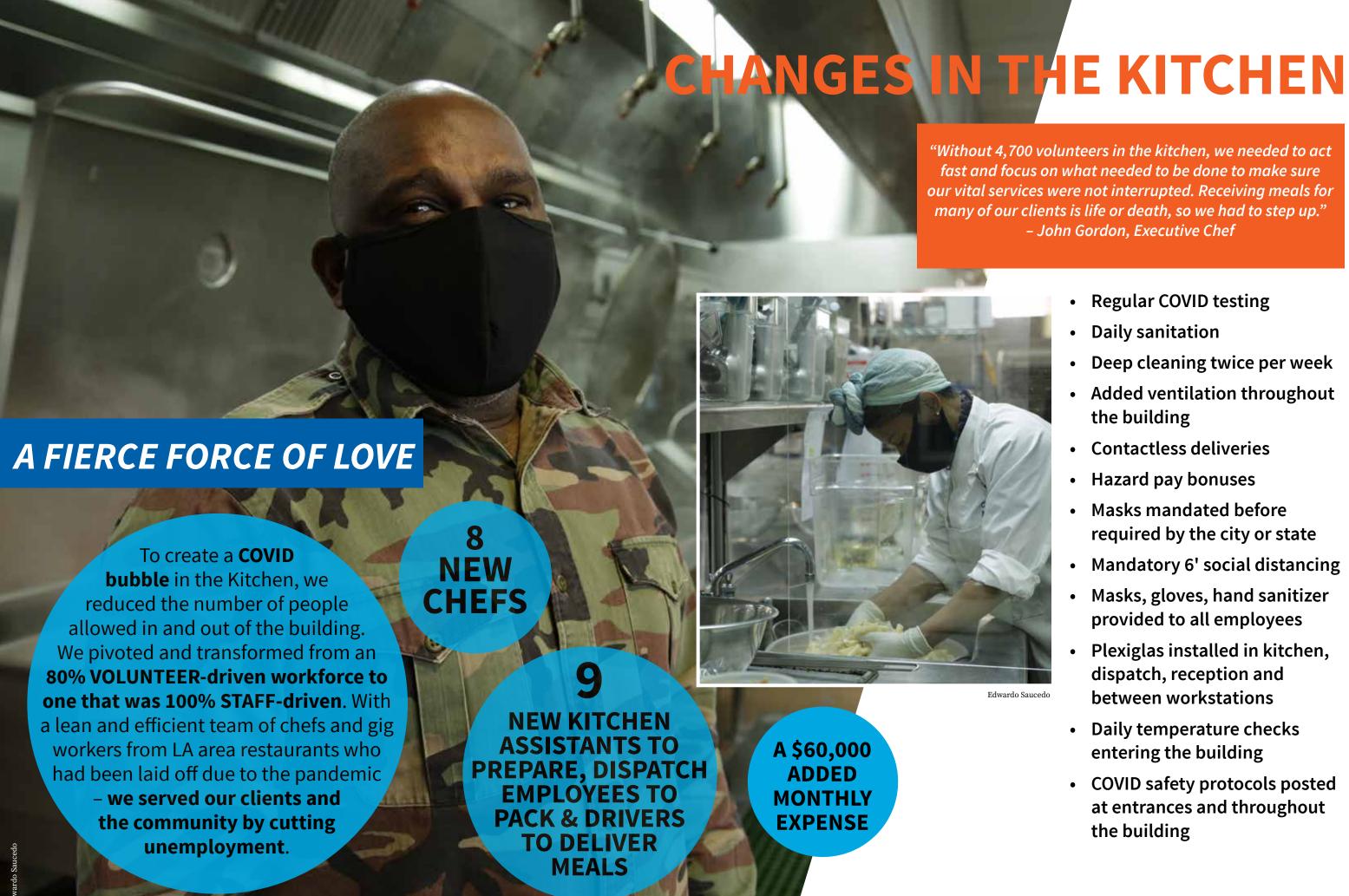
### HOLISTIC HELPING HAND

In addition to the organization's Medically Tailored Meals and Nutritional Counseling, we moved swiftly to ensure all clients had essentials needed to protect them from COVID-19 including:

- 3 weeks of Shelf Stable Meals
- Extra frozen meals
- Masks
- Gloves
- Hand sanitizer
- Toilet paper
- Greeting cards to combat isolation







Regular COVID testing

• Daily sanitation

- Deep cleaning twice per week
- Added ventilation throughout the building
- Contactless deliveries
- Hazard pay bonuses
- Masks mandated before required by the city or state
- Mandatory 6' social distancing
- Masks, gloves, hand sanitizer provided to all employees
- Plexiglas installed in kitchen, dispatch, reception and between workstations
- Daily temperature checks entering the building
- COVID safety protocols posted at entrances and throughout the building



Pefore the COVID-19 pandemic, Project Angel Food was celebrating our 30th anniversary year filled with milestones: 12 million meals delivered, an Angel Awards celebrating Jamie Lee Curtis and Jamie & Klaus Heidegger hitting an eventfundraising high, and a Thanksgiving Day serving hundreds of clients that was our last big volunteer gathering before COVID.

The virus reminded us we were born for this moment. We were reminded of our mission to **lead with love.** 

On July 27th, the first ever Lead with Love **Telethon** was hosted on KTLA by Eric McCormack, Sheryl Lee Ralph and Jessica Holmes. Sixtyone celebrities joined our efforts including EltonJohn, Sharon Stone, Kelly Clarkson, Annie Lennox, Josh Groban, Kristen Chenoweth, Lisa Rinna & Harry Hamlin and Matt Bomer to name a few. Over \$720,000 was raised in just two hours.

### **FINANCIALS**

### THE COST OF COVID:

Project Angel Food's expenses rose 32% year-to-year - adding staff to replace volunteers; purchasing Personal Protection Equipment to keep our employees and clients safe; and adapting to change to operate during this prolonged and turbulent pandemic.

### Revenue increased 79%

year-to-year. Project Angel Food supporters heard our urgent call and stepped up to keep our doors open, increase service, and reduce food insecurity for L.A.'s critically ill in the moment and into the future - no matter what.





# THE HEART OF PROJECT ANGEL FOOD

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### HONORS

Project Angel Food has received Charity Navigator's highest four star rating two years in a row. **Charity Navigator rates over** 160,000 charities each year with a goal of informing donors how efficiently a charity will use their support, how well it has sustained its programs and services over time, and its level of commitment to accountability and transparency. Project Angel Food has earned the best rating possible. Project Angel Food was also awarded 2019 California Nonprofit of the Year.



### \$100k+

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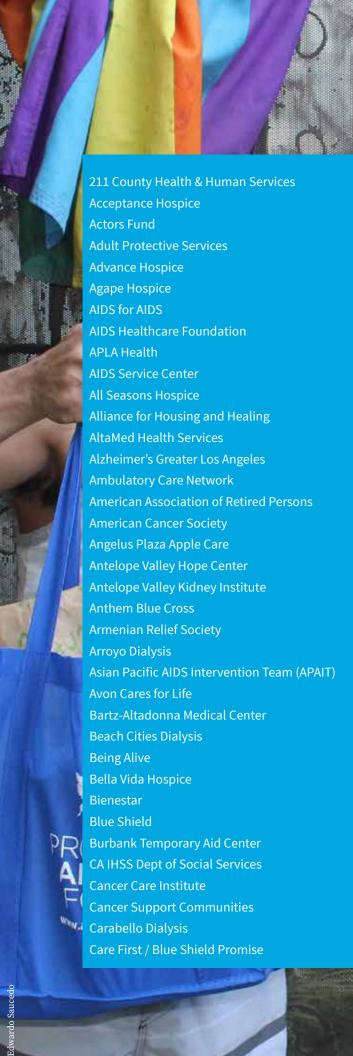
### Project Angel Food Helps Reduce Hospital Overcrowding During COVID

hroughout the pandemic, LA County hospitals were near, at, or over capacity. Project Angel Food reduced hospitalizations with our Medically Tailored Meal programs. A California Food is Medicine Coalition (CAL FIMC) study shows a 63% reduction in hospital stays in critically ill patients receiving medically tailored meals.

This year, Project Angel Food continued our partnership with CAL FIMC, *delivering 15,534 Medically Tailored Meals and 8,164 breakfasts to 161 Congestive Heart Failure clients* in Los Angeles - nearly double from the previous year.



COVID-19 first responder, Project Angel provided chefs, dispatch and delivery drivers to support St. Vincent Meals on Wheels, offered backup support for Jewish Family Services of West Hollywood, meals for seniors in The City of West Hollywood, and bulk shelf stable food for the Central Hollywood Neighborhood Council's seniors in the Hollywood zip codes of 90028 and 90038, along countless other initiatives.



Dignity Health - Glendale Memorial Dignity Health - Saint Mary's Medical Center Doctor's Dialysis Downtown Women's Center East LA Dialysis East Los Angeles Women's Center East Valley Community Health Center Eisner Health **Exodus Recovery** Faith & Hope Hospice Family Care Specialists Florence Dialysis Center Foothill AIDS Project Fresenius Dialysis F\*ck Cancer Foundation Gala Dialysis Center

CareMore

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**Project Angel Food** is involved in hunger, HIV, malnutrition, aging, equity and "food is medicine" advocacy issues.

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LAC+USC 5P21

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Meals on Wheels West

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Saint Vincent Medical Center

San Fernando Valley Community Mental Health Center

Santa Clarita Senior Center

Satellite Dialysis

SCAN Health Plan

Senior Support Services

Silverado Hospice

**Skid Row Housing Trust** 

Society of St. Vincent de Paul

Sony Pictures Entertainment

Special Services for Groups

Spectrum Community Services & Research

SRO Housing Corp

Star Clinic

Step Up On Second

Sunrise Community Coundeling Center

Sunset Hall

Susan G. Komen Los Angeles County

SynerMed

T.H.E. Clinic, Inc.

**Tarzana Treatment Center** 

The ALS Association

The People Concern

The Serra Project

Thomas Safran & Associates

**Tom Kay Clinic** 

**Trinity Hospice** 

**True Care Hospice** 

U.S. Renal Care

UCLA Vine Street Clinic

UCLA Fielding School of Public Health

UCLA Ronald Reagan Medical Center

University Park Dialysis

**USC Norris Cancer Hospital** 

V.A. Greater Los Angeles Healthcare System

Valley's Best Hospice

Valley Community Health Care

Venice Family Clinic

Verdugo Hospice

Vitas Hospice

Washington Plaza Dialysis

Watts Health Center

Wellbe Health PACE Program

West Hollywood Social Services

White Memorial Hospital

Whittier Kidney Care

Whittier Rio Hondo AIDS Project

Wise Senior Services

Women's Cancer Center



Project
Angel Food's
partnership
with APLA is
3 decades
strong.

Project Angel
Food is a trusted
community member
with partnerships and
collaborations with more
than 200 healthcare,
social services, and
community-based
organizations.



**Project Angel Food's staff are** frontline essential workers, who worked tireless hours throughout the pandemic to make sure no client had to worry that they would miss a meal. A decrease in Project Food's volunteers Angel meant an increase in Project Angel Food staff. From 47 staff positions at the beginning of the COVID crisis, to 75 positions by the end of FY2020, a 60% increase in personnel.

Our staff reflects the diverse community we serve: 61% of our employees are People of Color, and 39% of our employees are women. While the pandemic has brought new faces into our building, several employees have been with Project Angel Food for 25 years or longer.

### **STAFF**

#### PROJECT ANGEL FOOD EXECUTIVE STAFF

Richard Ayoub, Executive Director Don Macaulay, Sr. Director of Operations

Brad Bessey, Head of Communications & Talent Relations

Robert Boller, Director of Programs

Mindy Glazer, Director of Institutional Giving & Strategic Partnerships

Kerry Hannawell, Director of Finance

Mark McBride, Director of Philanthropy

#### **CLIENT SERVICES**

Benjamin R. Martin, J.D., Associate Director of Client Services & Programs Services

Brenna Miller, Assistant Manager, Client Services

Maria Barton, Client Relations Coordinator

Franklin Hall, Client Services Coordinator

Beatriz Nicolas-Jimenez, Client Services Coordinator

Maria Josefa Pablo, Client Intake Coordinator

#### **DEVELOPMENT AND SPECIAL EVENTS**

Brent Webster, Manager, Special Events

Anne-Marie Williams, Manager, Communications & Marketing

Linda Thomas, Associate, Development

#### **DISPATCH/DRIVERS**

Scott Huml, Manager, Dispatch

Andre Jones, Assistant Manager, Dispatch

Keith Borden, Coordinator, Dispatch

Bertrane Cole, Dispatch

Xavier Nailing, Dispatch

Nathalie Bouckalter, Driver / Dispatch

Darius Clark, Driver

Ben De Jesus, Driver / Dispatch

Joe Diaz, Driver

Brian Doyle, Driver

Bulat Mukanov, Driver

Timothy Obis, Driver

Keith Parks, Driver / Dispatch

Carlo Peron, Driver

Victor Pizana, Driver

Timothy Prangnell, Driver

Christopher Ramirez, Driver / Dispatch

Timothy Troester, Driver / Dispatch

David Jeriel Vandersmith, Driver Melissa Wong, Driver / Dispatch

Corey Yuen, Driver / Dispatch

#### **HUMAN RESOURCES & ADMINISTRATION**

Amy Schancupp, Manager, Administration

Ron Sierra, Coordinator, HR & Administration

Diana de la Peña, Accountant

Susie Lever, Receptionist

#### **INSTITUTIONAL GIVING & STRATEGIC PARTNERSHIPS**

Tanya Gulati, Manager, Grants

#### **KITCHEN/OPERATIONS**

John Gordon, Executive Chef

Daniel Clavel, Head Chef

Isaias Castillo, Chef

Angelique Cope, Chef

Ismael Estrada, Chef

Juan Macias, Chef

Jeremy Moreno, Chef

Paul Pitts, Chef

Cruz Elena Ponce, Chef

Rodolfo Ruiz, Chef

Antonio Vargas, Chef

Raquel Zepeda, Chef

Deja Blevins, Kitchen Assistant

Benito Mendez, Kitchen Assistant

Mayra Nava, Kitchen Assistant

Ronald Penachio, Kitchen Assistant / Dishwasher

Jessica Prado, Kitchen Assistant

Alfonso Puga, Kitchen Assistant Jonathan Ruiz, Kitchen Assistant Lazaro Lopez, Dishwasher

#### **OPERATIONS**

Stephen Sanford, Facilities Manager Jerry Hires, Facilities Maintenance Assistant

#### **NUTRITION SERVICES**

Alyssa Baldino, MPH, RD, Associate Director of Nutrition Services and Therapeutics

Jensine Gallegos, Dietetic Technician

Yoolim Hong, Registered Dietitian

Carmen Ordonez, Registered Dietitian

Nayeli Perales, Registered Dietitian

#### **VOLUNTEER SERVICES**

Vesna Fartek, Senior Manager of Community Engagement

Robert Cliff-Malagon, Program Coordinator

Holly Fishbein, Volunteer Service Coordinator

Judy Lee, Volunteer Services / Development









Maarten de Boer Photography



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Principal, Law Office of Rodney Gould

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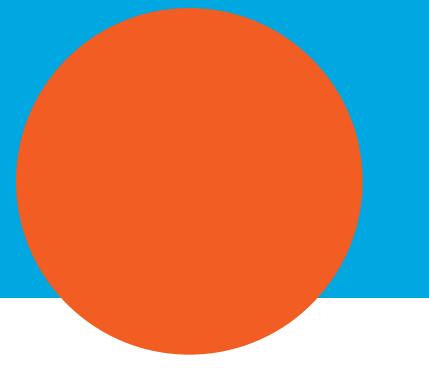
Peter Gurski

Joe Mannis, Esq.\*

Ardis Moe, M.D.

\*Former board members, serving during the 2020 fiscal year.











Project Angel Food's Annual Report reveals how our donors, volunteers, staff, board, celebrities and community partners, have all come together to rise up and meet the challenges of COVID by leading with love.

While we pray the darkest days of the pandemic are behind us. What COVID-19 revealed, and the record-setting demand confirmed, is that **our numbers will continue to climb** in the months and years to come.

In preparation for the future, Project Angel Food is exploring ways to reimagine our Vine Street facility and kitchen to increase our food production and delivery capacity. We hope we can count on your support as we move forward, and will post updates on our website (angelfood.org) as we have more to share.

We were born for this moment and whatever the future holds. We are Project Angel Food. For LIFE. For LOVE. For as long as it takes...