



**Project Open Hand**

meals with love

# 2023

# ANNUAL REPORT

# LETTER FROM THE CEO

Dear Friend,

2023 was a year of evolution, service improvement, and accomplishments for Project Open Hand, including:

- A completed renovation of our Oakland Grocery Center, which created the space for clients to self-shop;
- A wider range of culturally appropriate food for greater client choice;
- And better environmental sustainability practices, including new recycling containers, biodegradable bags, and more local produce in our meals and groceries.



Changes like these allow us to evolve and grow in order to meet our community's needs, and ensure that we can continually be responsive to them. Much like when we expanded our services beyond HIV/AIDS to also serve people living with other life-challenging health conditions, need and responsiveness are a part of our history and culture as an organization.

As of 2023, all of our meal sites, including congregate meal sites through our Community Nutrition Program, were open for in-person dining again. And as we continue our post-COVID-19 journey, Project Open Hand will keep an eye towards the future, and stay responsive to an ever-changing world.

Today, we continue to provide fresh, nutritious meals and groceries, as well as nutrition counseling and assessments to our thousands of Wellness Program clients, and meal services to thousands more people through our Community Nutrition Program. We take great care to ensure that client dignity and health are at the center of all of our services.

All markers indicate that the need for our services will continue to grow in the coming years – and, whether it's more clients with greater needs, higher produce and meal production costs, or something else, we will need to be ready to respond to those needs when they come.

Your support makes it possible for Project Open Hand to be ready. In the spirit of that, we invite you to continue with us on our journey to make life better for so many people in the Bay Area who are living with serious health issues by providing nutritious, high-quality meals and groceries.

**Paul Hepfer**  
Chief Executive Officer  
Project Open Hand

# HIGHLIGHTS OF THE YEAR

9,378  
total clients  
served



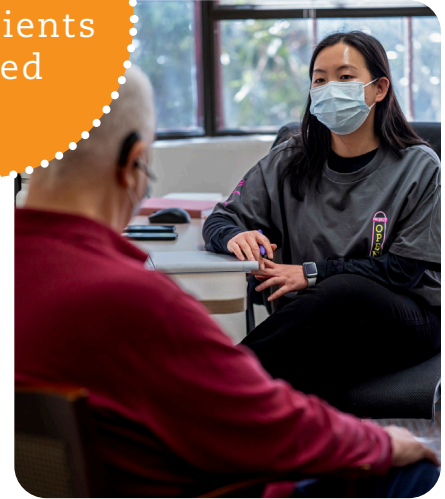
## OAKLAND RENOVATIONS

Thanks to donor support, the Oakland office was renovated to double our space. The renovations allowed for a large-enough area for clients to be able to shop for themselves, attend cooking demonstrations, and consult with nutritionists privately.



## OVER \$1.4M IN FEDERAL FUNDING

Project Open Hand received over \$1.4 million in federal funding to enhance our infrastructure, including new delivery vehicles and kitchen upgrades. The funding, allocated by Congressmember Nancy Pelosi, was part of a broader \$30 million government package aimed at supporting local organizations in San Francisco.



## COMING OUT OF COVID

With pandemic precautions winding down, we were able to re-open in-person dining for a number of our Community Nutrition Program meal sites. As of June 2023, ten out of twelve of our meal sites were open for in-person, hot meal services again. Staff continues to mask around clients.

## GUSNIP GRANT

Thanks to the federal Gus Schumacher Nutrition Incentive Program (GusNIP), Project Open Hand was able to offer more seasonal produce than ever at our grocery centers. This meant more critical, nutrient-rich produce like avocados, mushrooms, berries, garlic, basil, cilantro.

The grant, which was awarded for two years, allowed us to source locally-grown fruits and vegetables from Black, Indigenous, and People of Color (BIPOC) farms. In addition to a greater overall variety of food, the program allowed us to procure more culturally appropriate produce, build systems that bring in more local ingredients, and reduce our carbon footprint.



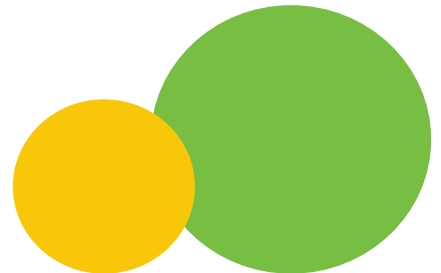
## HIGHEST RATING ON CHARITY NAVIGATOR

We earned a four-star rating with Charity Navigator, their highest possible rating! Charity Navigator is the world's largest and most trusted nonprofit evaluator. Project Open Hand is incredibly proud to have earned our four-star rating, which means we exemplify the best practices in accountability, transparency, and financial responsibility for nonprofits.



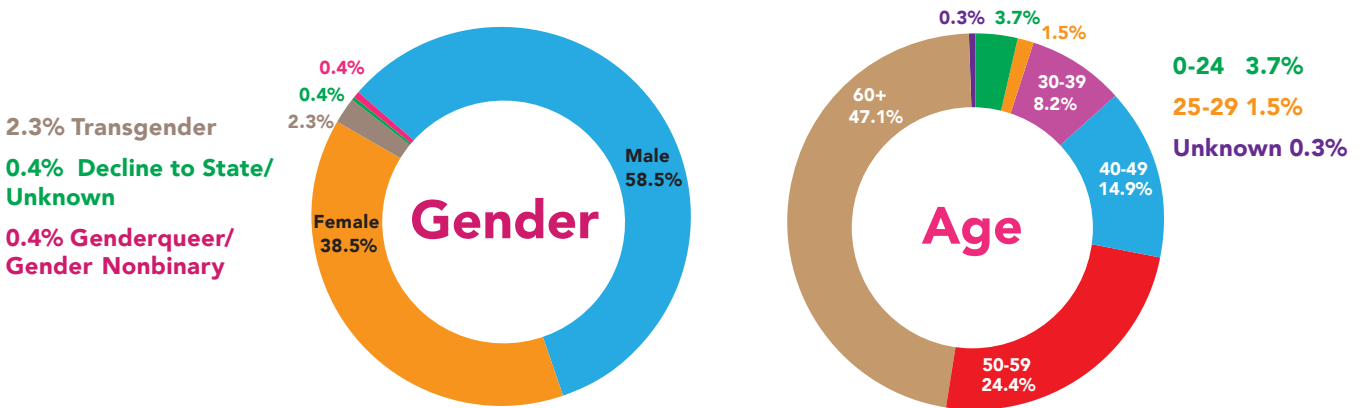
## \$750K HELLMAN ADVOCACY GRANT

Project Open Hand received the Hellman Advocacy grant, which awarded us \$750,000 over five years. The grant awarded six San Francisco-based organizations that work to improve nutrition equity for vulnerable communities in the Bay Area and advocate for statewide policy in California.

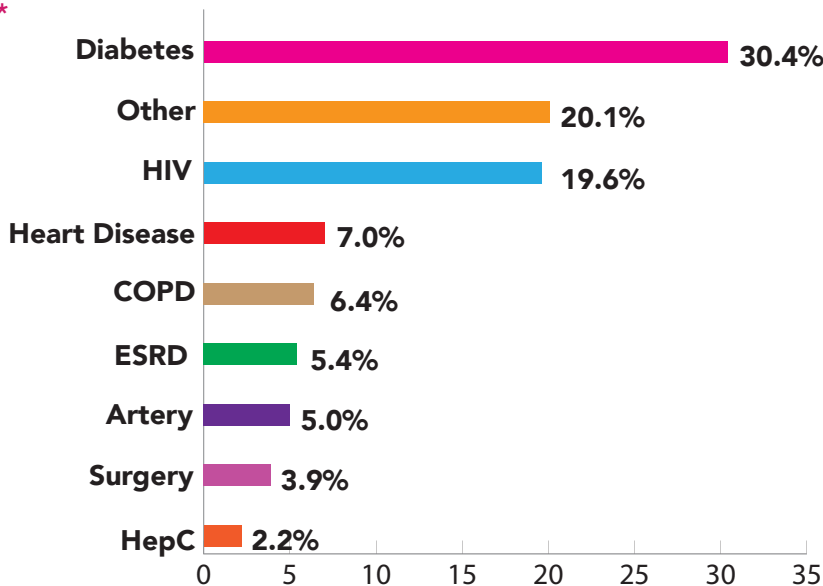


# WELLNESS PROGRAM

The Wellness Program offers medically tailored nutrition to support people living with a variety of critical health conditions. Clients are referred by a medical provider and receive nutritious meals, fresh groceries, as well as nutrition counseling and education with our team of Registered Dietitians. *This year, our Wellness Program served nearly 350,000 frozen meals and over 43,000 bags of groceries to our clients.*



## DIAGNOSES\*



\*Note: This chart lists primary conditions only; roughly 35% of Project Open Hand clients present with two or more chronic conditions.



**392,863**

medically tailored meals  
(including groceries)



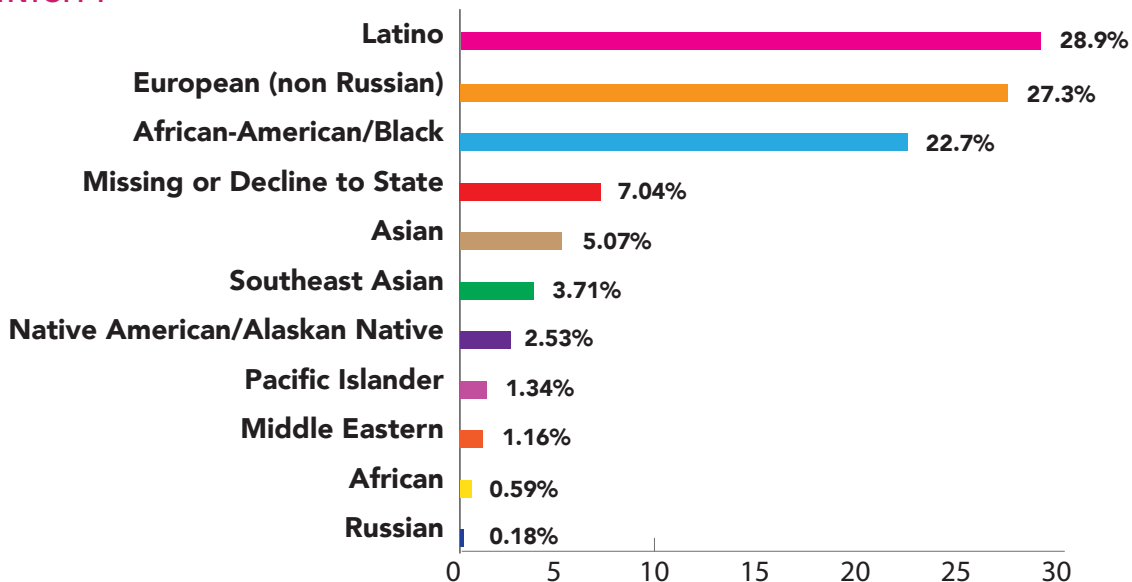
**3,722**

clients served (including 142  
military veterans)

**1,536**

counseling sessions with  
Registered Dietitians

**ETHNICITY\***



\*Note: Ethnicities reflected may add up to more than 100% because of multi-racial respondents.



## CLIENT STORIES

### Finding Energy through Food

Patricia moved to San Francisco in 1984. With her infectious laugh and joy of talking with others, most would not know that she faces serious health struggles each day. In 2000, doctors diagnosed her with cancer in both kidneys, a discovery made during an ultrasound for thyroid tumors. At first, Patricia pushed the diagnosis to the back of her mind, but persistent pain eventually led her to seek treatment at Zuckerberg San Francisco General Hospital, where she underwent multiple surgeries to control the tumors in her kidneys.

In 2014, she found Project Open Hand. With the support of her case manager and nurse, Patricia was introduced to the Wellness Program, where she received fresh groceries and nutritious meals that replaced her previous diet of high-calorie fast food. She also worked closely with nutritionists to adopt healthier cooking methods, like baking instead of frying. This dietary shift improved her energy levels and changed her outlook on food. Now, she eats to live — rather than living to eat. Patricia's

favorite meals from Project Open Hand include tilapia and chicken, and she's grown particularly fond of vegetables like asparagus and cabbage. Project Open Hand offered Patricia more than just food; it gave her a sense of belonging. Visiting our Grocery Center provided her with comfort and community, helping her cope with the emotional and physical challenges of her illness.

Today, 11% of Project Open Hand's clients live with cancer, a testament to our commitment to provide life-sustaining nutrition and counseling to clients like Patricia.



## Benefits of Nutrition Guidance

Matthew is warm to everyone around him, exuding a cheerfulness and gratitude for life. Originally from Florida, Matthew moved to San Francisco in 1980, where some of his friends already lived, and built a life here. But soon, the HIV/AIDS epidemic devastated his circle of friends.

In 1988, Matthew tested positive for HIV. He decided to take action. Along with medication, Matthew also signed up for Project Open Hand's meal services.

"Back then, the meals would come in a take-out box and it would have a sandwich, piece of fruit, and a cookie or something," he said.

Throughout the years, Matthew has managed his health through a combination of medication, nutrition, and exercise. After a brief stint back East, he returned to San Francisco in 2008 and re-enrolled in Project Open Hand's services. At that point, our meals had evolved, focusing on medically tailored nutrition and offering Matthew a balanced diet that, according to him, significantly contributed to his improved health.



"Now I get brussel sprouts, vegetables, pork, chicken breast, and pasta - it's a really good balance."

Matthew's white blood cell count is now close to normal.

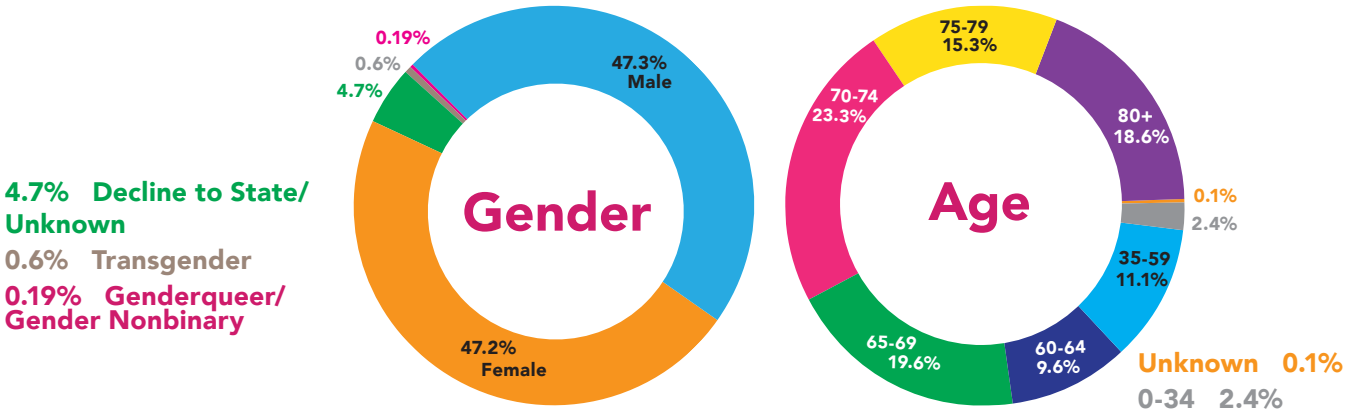
Today, Matthew is retired and dedicates his time to volunteering. He carries with him the memories of friends lost to HIV/AIDS, which motivates him to live fully and gratefully.

Over 25% of Project Open Hand clients are living with HIV/AIDS. As medications and nutrition help them live longer, the complex health conditions associated with aging increase their need for services like Project Open Hand.

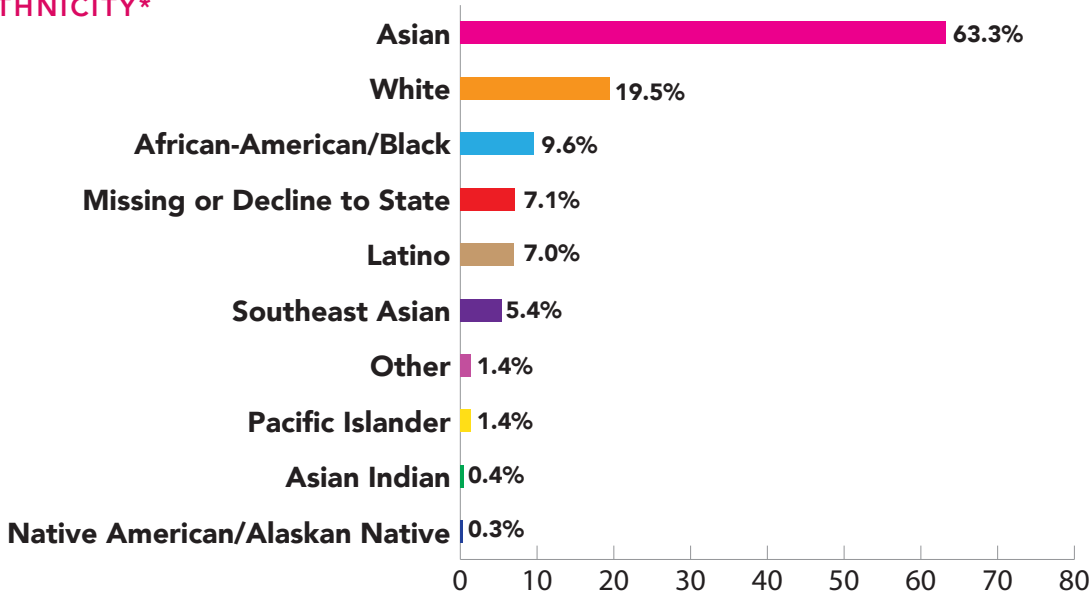


# COMMUNITY NUTRITION PROGRAM

Through our Community Nutrition Program, older adults (60+ years) and adults living with disabilities (18-59 years) enjoy warm, nutritious meals at community centers located across San Francisco. *The Community Nutrition Program served nearly 338,000 meals to our clients this year.*



## ETHNICITY\*



\*Note: Ethnicities reflected may add up to more than 100% because of multi-racial respondents.



**337,413**  
meals served

**5,656**  
clients served

**765**  
adults with disabilities  
served (ages 18-59)

**62%**  
clients living  
at or below  
poverty line

**4,891**  
older adults  
served (age  
60+)



**12**  
locations

# VOLUNTEER IMPACT

## OUR VOLUNTEERS PROVIDE INVALUABLE SUPPORT

1

3,202 *dedicated volunteers* supported Project Open Hand in FY 2023

2

Volunteers completed 12,078 *shifts* throughout multiple departments

3

Collectively, volunteers contributed 32,180 *service hours*

4

The estimated value of total volunteer support was \$1.2 M

## AT A GLANCE

**3,202**

Total Volunteers

**32,180**

Total Volunteer Hours

**12,078**

Total Volunteer Shifts

**201**

Total Groups

**829**

Individual Volunteers

**6,023**

Group Volunteer Hours

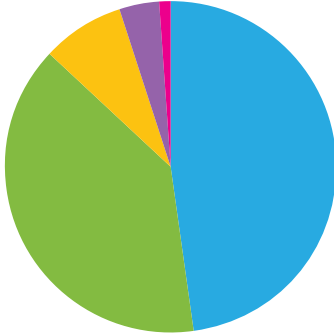
**26,157**

Individual Volunteer Hours

**\$1.2 M**

Estimated Value of Volunteer Time

## WHERE DO OUR VOLUNTEERS WORK?



- 48% Kitchen
- 39% Grocery Center
- 8% Community Nutrition Program
- 4% Meal Sites
- 1% Special Events and Administration



## VOLUNTEER SATISFACTION

96%

of our volunteers feel valued

96%

of volunteers would recommend Project Open Hand to people they know

98%

of volunteers agree that our staff and their fellow volunteers foster a safe and welcoming environment

# EVENTS



## HUMPHRY SLOCOMBE

Humphry Slocombe designated Project Open Hand as their nonprofit partner of choice. In fiscal year 2023, Project Open Hand was the beneficiary of donations made at the grand openings of their four new shops in the Bay Area: Emeryville, Campbell, San Mateo, and Dogpatch in San Francisco.



## DOFL EAST BAY

18 restaurants across Oakland, Berkeley, and Emeryville participated in our 4th annual Dining Out For Life event, helping to raise nearly \$20,000 for our clients with complex health conditions.



## HAND TO HAND

In 2022, we celebrated the 30th anniversary of our Hand to Hand Gala with a new venue: The Hibernia Bank. This also marked the beginning of a new collaboration with The Bread Project in Berkeley, who joined us as a Community Partner for the event.

15  
events  
hosted



## OAKLAND OFFICE REOPENING

In the spring of 2023, we celebrated the completion of our Oakland Office remodel. This new space offers clients the autonomy to select their own produce and allows staff and clients more privacy when performing intake assessments or discussing services.

# OAKLAND RENOVATIONS



## BEFORE

**A cramped space at 2,200 square feet**

Restricted space meant that clients could not shop for themselves, and space for counseling services was cramped. We needed a big update to the space to serve a growing population of East Bay clients.



## DURING

**Construction began in July 2022, completing in May 2023**

We expanded the space to 3,100 feet which included a new kitchen space for cooking demonstrations, five private offices for client consultations, and a new client restroom.



## AFTER

**Room to grow: the Grocery Center reopens in May 2023 with 5,300 square feet.**

Located in the heart of Oakland's Uptown, our Oakland space has great visibility, neighborhood amenities, and is within walking distance of the 19th Street BART station. With this newly remodeled space, Project Open Hand East Bay clients can have a more dignified shopping experience and have more opportunity for choice. The Oakland office turns 35 years old on October 17, 2024.



# FINANCIAL STATEMENT

## STATEMENTS OF FINANCIAL POSITION AS OF JUNE 30, 2023

	JUNE 2022	JUNE 2023
Total Assets	\$ 12,882,152	\$ 13,033,839
Total Liabilities	\$ 3,299,227	\$ 2,120,869
TOTAL NET ASSETS	\$ 9,582,925	\$ 10,912,970

## STATEMENTS OF ACTIVITIES AND CHANGES IN NET ASSETS AS OF JUNE 30, 2023

SUPPORT AND REVENUES FROM OPERATIONS	JUNE 2022	JUNE 2023
Program service fees	\$ 7,713,615	\$ 4,246,489
Government grants	\$ 6,192,488	\$ 6,973,122
Individual donations	\$ 2,792,545	\$ 2,623,927
PPP Forgiveness	\$ 1,199,826	\$ 0
Foundation grants and contributions	\$ 1,276,146	\$ 1,933,689
Bequests	\$ 706,330	\$ 644,573
Fundraising events	\$ 432,295	\$ 378,064
Fiscal sponsor revenue	\$ 285,430	\$ 238,755

**STATEMENTS OF ACTIVITIES AND CHANGES IN NET ASSETS AS OF JUNE 30, 2023  
(CONT.)**

<b>SUPPORT AND REVENUES FROM OPERATIONS (CONT.)</b>	<b>JUNE 2022</b>	<b>JUNE 2023</b>
Business and corporate donations	\$ 290,400	\$ 459,200
In-kind donations	**	\$ 806,471
<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$ 20,889, 075</b>	<b>\$ 18,304,290</b>

*\*\*Documentation of in-kind donations began in FY23*

<b>OPERATING EXPENSES: PROGRAM SERVICES</b>	<b>JUNE 2022</b>	<b>JUNE 2023</b>
San Francisco		
HIV Meal Delivery	\$ 1,613,616	\$ 2,102,872
HIV Grocery Services	\$ 549,707	\$ 502,834
HCI Meal Delivery	\$ 1,104,504	\$ 1,300,013
HCI Grocery Services	\$ 395,820	\$ 472,776
Senior Meals	\$ 12,768,267	\$ 9,679,468
East Bay:		
HIV Meal Delivery	\$ 472,992	\$ 643,728
HIV Grocery Services	\$ 370,512	\$ 339,512
HCI Meal Delivery	\$ 430,374	\$ 580,141
HCI Grocery Services	\$ 147,644	\$ 157,280
<b>TOTAL PROGRAM SERVICES</b>	<b>\$ 17,853,436</b>	<b>\$ 15,778,624</b>

**STATEMENTS OF ACTIVITIES AND CHANGES IN NET ASSETS AS OF JUNE 30, 2023  
(CONT.)**

<b>OPERATING EXPENSES: SUPPORTING SERVICES</b>	<b>JUNE 2022</b>	<b>JUNE 2023</b>
Management and general	\$ 772,238	\$ 887,373
Development	\$ 1,670,180	\$ 1,634,529
<b>TOTAL SUPPORTING SERVICES</b>	<b>\$ 2,442,418</b>	<b>\$ 2,521,902</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 20,295,854</b>	<b>\$ 18,300,526</b>

<b>OTHER INCOME (EXPENSES)</b>	<b>TOTALS</b>
Rental income	\$ 924,138
Gain/Loss on disposal of assets	(\$ 30,953)
Miscellaneous income	\$ 9,443
Investment income	\$ 423,653
<b>TOTAL OTHER REVENUE</b>	<b>\$ 1,326,281</b>
<b>CHANGES IN NET ASSETS</b>	<b>\$1,330,045</b>

# THANK YOU TO OUR DONORS

## DIAMOND PLATE CLUB \$100,000+

BlackRock  
Gilead Sciences, Inc.  
Hellman Foundation

## PLATINUM PLATE CLUB \$50,000—\$99,999

Anonymous (1)  
John Anthony Anzalone  
Self-Trusted Revocable  
Living Trust  
Estate of Dorothy Jean  
Bobbitt  
Broadway Cares/Equity  
Fights AIDS  
Estate of Robert H.  
Cheney  
Linda Walsh and Keith  
Cowan  
Elevance Health  
Foundation  
John and Marcia  
Goldman  
Philanthropic Fund  
Estate of William J.  
Gordon  
Estate of Fredric Holub  
Estate of Milton J. Mosk  
Wilda and Lowell  
Northrop, III

## GOLD PLATE CLUB \$25,000—\$49,999

Anonymous (1)  
M H Buckeye Fund  
Frank A. Campini  
Foundation  
Dana and Robert Emery  
Exelixis  
HEDCO Foundation  
Hellmann Family Fund  
The Hreha-Zandi  
Family Trust  
Estate of Sylvester  
James  
Lillian Lincoln  
Foundation  
Middle Passage  
Foundation  
Estate of William  
Osuna  
Redwood Credit Union  
Estate of William  
Rusconi  
George H. Sandy  
Foundation  
Onnolee and Orlin  
Trapp  
Elizabeth Velarde\*

## SILVER PLATE CLUB \$10,000—\$24,999

Estate of Susan Brady  
Alfaro  
Anonymous (3)  
Elizabeth Cartwright  
and Alan Casserly  
Community Thrift Store  
Estate of Michael Criss

Sharon L Davidson  
Trust  
Sharon Dickson and  
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Michael Dillon\*  
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Gurmehar Foundation  
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Tyler Wuthmann  
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Estate of Marilea Larm  
Nicole Lederer and  
Lawrence Orr  
Carole and Bruce  
MacPhail  
Maidenherren Fund  
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Anthony and Catherine  
Mirante  
Caroline Mitchel and  
Mark Chesebro  
Estate of Jane Musser  
Mary and Michael  
Osborn  
Nellie Prescott Trust  
Premier Nutrition, Inc.  
Richmond/Ermet Aid  
Foundation  
San Francisco Health  
Plan  
Scarlet Feather Fund  
Sidney Schonfeld

Foundation  
Sutter Health CPMC  
Tito's Handmade Vodka

## BRONZE PLATE CLUB \$5,000—\$9,999

Alameda Alliance for  
Health  
Martha Angove and  
Carl Kaufman  
Anonymous (7)  
Autodesk, Inc.  
Kelly and Carrie Barlow  
Nancy Bolmeier Fisher  
and Ian Fisher  
Marci Bowers  
Robert and Susie  
Buckley  
Andrew Chang and  
Dannie Xie\*  
Theresa and Eric Chang  
Dr. David Chittenden  
Estate of Paul S. Daniels  
Thomas de Rose and  
Karl Sopke  
Jerome and Thao  
Dodson  
Connie Ellerbach  
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Fremont Bank  
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Mission Analytics  
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MUFG Union Bank  
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May and Don Qwan  
Anne and Martin Roher  
Jennifer Drimmer

Rokovich  
The Abe & Kathryn  
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Siggins  
Smuin Contemporary  
American Ballet  
The Talbott Family  
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Aditya Wakankar  
Duane Wakeham and  
Richard Sutherland  
Jason Wei  
Gina Wellmaker  
Andrea Wilkinson  
Michelle Winner  
Ruth A. Yankoupe Fund  
Dr. Charles and Jane  
Zaloudek

**CRYSTAL PLATE  
CLUB  
\$2,500—\$4,999**

Anonymous (7)  
Eileen Bewley  
Steven Ames Brown  
Terrie Campbell and  
James Henderson  
Claudine Cheng  
Yu-Hung Chiang  
Barbara and Martin  
Cohen  
Marsha Condon  
Susan Cooper  
George L. Crow  
Thomas Cutillo and  
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Linda Glick\*  
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M.D.  
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Petraglia\*  
Christine Pulito-Colbert  
and Tim Colbert  
Carol Seiler Roberts  
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Eli & Mae Rosen  
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Tachina Rudman-  
Young and Peter Young  
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Neal Siler  
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David C. Strachan  
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Wilson  
Chris Welch  
Robert Weston\*  
Scott Willoughby\*  
David Winckoski and  
Harold Ziese

**CHINA PLATE CLUB  
\$1,000—\$2,499**

Barbara Abate  
Susan Aizumi  
Alice Phelan Sullivan  
Corporation  
Claire and Kendall  
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Catherine and Patrick  
Allen\*  
Lindsay Allen  
Amitabha Fund  
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Joni Anderson  
Richard and Carlene  
Anderson  
Anonymous (21)  
Anita Antler  
Kevin Arnold  
Karin Ashley and

Daniel Roth  
Yvette Assia-Breslauer  
and George Breslauer  
AT&T LGBTQ Volunteer  
Group  
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Sterling Augustine  
Ursula and S. Leonard  
Aurebach  
Baker & Commons  
Philip and Patricia  
Balsama  
Scherrie Barone\*  
Eric Barkan  
Barbary Insurance  
Brokerage  
Randall Barkan and  
Audrey Barris  
James Bartlett and  
Theodore Hax  
James Scott Bays  
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Marian Beard and  
Daniel Wehmeier  
The BEC Fund  
Marjorie and Milo Bell\*  
Jeremy Bergtholdt\*  
Allan Berenstein  
Robert Bernheim  
Nirav Bhakta  
Mabel and Jeffrey  
Bialik\*  
Sandra Bitler  
Dr. Richard Bland  
Brian Bliss\*  
Susan Blomberg\*  
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Nancy Boughey  
James Bowler Giving  
Fund  
Jane Brady\*

Sheila Brady  
Kathleen Brannan and  
Michael Borck Family  
Foundation  
Ida Braun  
Dennis Breen  
Marilyn and Walter  
Briefs\*  
Donna and Ralph  
Briskin Family Fund  
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Kerry Brooks  
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Steve Elprin  
Renni Burge  
Rita Burgess and David  
Readerman  
Bonnie Burt and Mark  
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Penny and Bruce  
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Karin and David  
Chamberlain

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Paul Colfer  
John Colton and  
Patricia Sauerbrey  
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Margaret Davis  
Norma and Bruno  
Davis  
Janeann Dawson  
Serge and Monika De  
La Porte

Janet Dempsey  
Jacqueline Desoer  
Diane Diggins\*  
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John Drago  
The Ed and Joyce Drake  
Family Fund  
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and Kevin Lechner  
James and Elizabeth  
Ferguson  
Richard Fiory  
David J. Fix\*  
Doris Flamm  
Maureen Flaherty, MD  
Samuel Fleischmann  
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Kevin Fox\*  
Diane Freeman  
Robert Frey  
Leah and Lawrence  
Friedman  
Loretta and Andrew Fu  
Gap Inc.  
Lynn Garney\*  
Patricia and Alfred  
Gavello  
Kelly Gaynor\*  
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