

Women's & Children's Free Restaurant

1620 N. Monroe St • Spokane, Washington 99205 • 509.324.1995

2010



Annual Report

Women's & Children's Free Restaurant is a vital safety-net that fills nutritional gaps for women and children in need while fostering dignity and respect, both within our Restaurant and in the community.

To the Spokane Community,

As Executive Director of Women's & Children's Free Restaurant, I am pleased to present this report, within which contains our recipe for community: extra resources + the time and effort of volunteers, = food for those who don't have enough.

I am grateful that I can witness the generosity of the Spokane community everyday at WCFR. It allows us to provide well-balanced meals that include fresh fruits and vegetables that many of our guests **can't afford to buy**. We are grateful to the many guests that come to WCFR. There are some really brave women out there, who keep going in the face of huge challenges. Being able to accept our guests just as they are – **they don't have to explain their situation to anyone** – is a big part of our hospitality here at WCFR. **And it's contagious!** A number of our guests also volunteer with us – creating a circle of acceptance that makes our community better.



Our volunteers certainly provide the heart and soul to our operation. And the labor too! Our volunteers brought hundreds of thousands of pounds of food through our doors. They chopped, sliced, diced and otherwise prepared all the food needed to serve nearly 38,000 meals. Thousands of dishes were washed and re-washed. Volunteers ran three fundraisers, bringing in over 30% of our income this year!

After 23 years, we've become experts at procuring food, rallying volunteers and safely cooking and distributing nutritious food. This has allowed us to build an outreach program, providing food to other agencies. This means they can use more of their resources to effectively deliver their services to women and children in need.

As individuals, organizations and businesses struggled to make ends meet, their donations to us dropped some. Thankfully, we were able to increase our grant and fundraising income to make up for much of that loss. When our financial picture looked so bleak mid-year our donors stepped up to the plate and generously gave extra contributions. This much-needed **revenue meant that we didn't have to cut staff hours, or cut back on the quantity or quality** of food that we serve to our guests. So we sum up 2010 with gratefulness that others in the Spokane community valued our work and provided the resources we needed to continue to be a safety-net for women and children.

Sincerely,

Marlene Alford

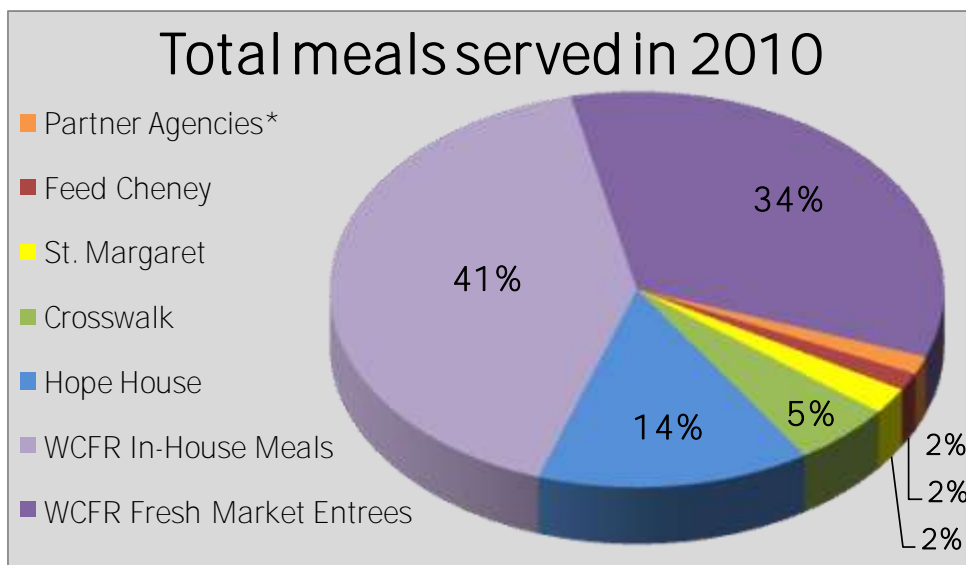
Marlene Alford

In 2010, nearly 38,000 times, a woman or child had food to eat because of **Women's & Children's Free Restaurant and our supporters.**

From the meals that we served in our Restaurant, to the food that went home with our guests from our Friday Fresh Market, to the meals that served other ladies at other programs, our volunteers and donors made it possible for these women and children to eat.

We saw strong numbers at our in-house meals on Tuesday, Wednesday and Friday. Throughout the year, we served 15,618 meals to women and children at the Restaurant and to a few men during our community dinners – Easter, Summer BBQ and Thanksgiving. Just over 12,000 people were served as part of our Friday Fresh Market Program.

WCFR regularly provides meals to Hope House, St. Margaret's Shelter, Crosswalk and Feed Cheney. Because of our strengths in procuring and preparing food, we are able to provide meals to these organizations, so they in turn can meet other needs of their constituents.



Partner agencies include Lutheran Community Services, SNAP, My Sister's Temple, Homeless Breakfasts, Feed Spokane, area churches, and North Monroe Street Business District

A number of community agencies came to WCFR and asked if we could provide them one-time assistance for a special gathering or event. These agencies included Lutheran Community Services, SNAP, My Sisters Temple and the Breakfasts for the Homeless, sponsored by the Community Building.

Our commercially-equipped kitchen and trained volunteers are the necessary resources needed to take donations of food and turn them into meals for those in need. We are grateful the community trusts us and turns to us as a place to re-distribute excess food.

WCFR is truly a community Restaurant. We could not prepare the meals that we do without support from the Spokane community. In 2010, this community support was demonstrated in many ways:

- Crab is rarely on our menu, but one day we received 40 pounds of Dungeness crab. Chef Karen and volunteers cracked crab for seven hours so that our guests could enjoy the most delicious crab enchiladas!
- Vendors and food brokers who participate in the URM Food Show donate their extra product to us, instead of hauling it back home. In 2010, we gratefully received 5000 pounds of food, and cleaning and packaging supplies.
- On March 23, Northwest Harvest inaugurated their new Spokane warehouse. Northwest Harvest has been supplying WCFR with food for several years and we are always grateful to receive their donations of healthy grains and proteins! Over 200 people attended the opening and WCFR was pleased to be able to give back to Northwest Harvest by catering the food for their celebration.

• Kalispel Tribe and Northern Quest Resort and Casino provided a \$2000 donation for our Summer BBQ, celebrated on June 29. The North Monroe Business District also sponsored the event as a way of connecting with neighbors in West Central. We served



over 930 guests – which is double the number served the previous year. The BBQ was also a huge media event for us, with 3 separate live newscasts on site!



The Sammy Eubanks Band completed the event with live music.

• How could we possibly prepare 150 turkeys for Thanksgiving dinner without some help from the community? Thanks to Egger's Better Meats and Seafood who provided the turkeys at cost to us,



and then smoked them for free! Over 10 chefs from the Spokane community carved the turkeys – carefully slicing each piece of meat so that it would be presented



beautifully. Of course, we can't mention Thanksgiving,

without thinking of Pawn 1, who, for the second year in a row, paid all of the expenses for the dinner. We again served at

two locations and altogether served over 1200 meals.

- We were so excited to begin a new tradition and continue to grow the community spirit when we invited our guests to come to the Restaurant to bake Christmas cookies. We mixed up 4 kinds of dough, and provided rolling pins, cookie cutters and decorating materials. Moms and kids came, best friends came, and individual women came to make cookies that added to their joy in the season. Special memories were created that day for our guests, volunteers and staff!



- But of special joy to us were the words from our guests as they told us:

I am a 74 year old senior – on SSA disability. The fresh produce is such a blessing as I am an insulin-dependent, special diet person. All the volunteers are so kind, helpful, gracious, caring. Keep up the great work, the visits here are much needed and ever so appreciated.

Over and over, our guests have commented how welcome they feel when they come here. It is a tribute to our volunteers that WCFR is known as such a welcoming place in the community. We **must also take a moment to salute our Volunteer Coordinator, Karen Orlando. Because of Karen's** brilliant organizational skills and hospitable manner, our volunteers feel like they are the ones who “receive”, when they are actually here to give!

Creating an atmosphere of community for our guests is an important service we provide. Many of our ladies are alone – without family support or a strong network of friends. Welcoming them to the Restaurant, providing them with the very best food we can tells our ladies that they are important to us and to Spokane. We know we have succeeded in creating community in part, by the number of volunteers who started, and even continue, to be guests of the Restaurant.

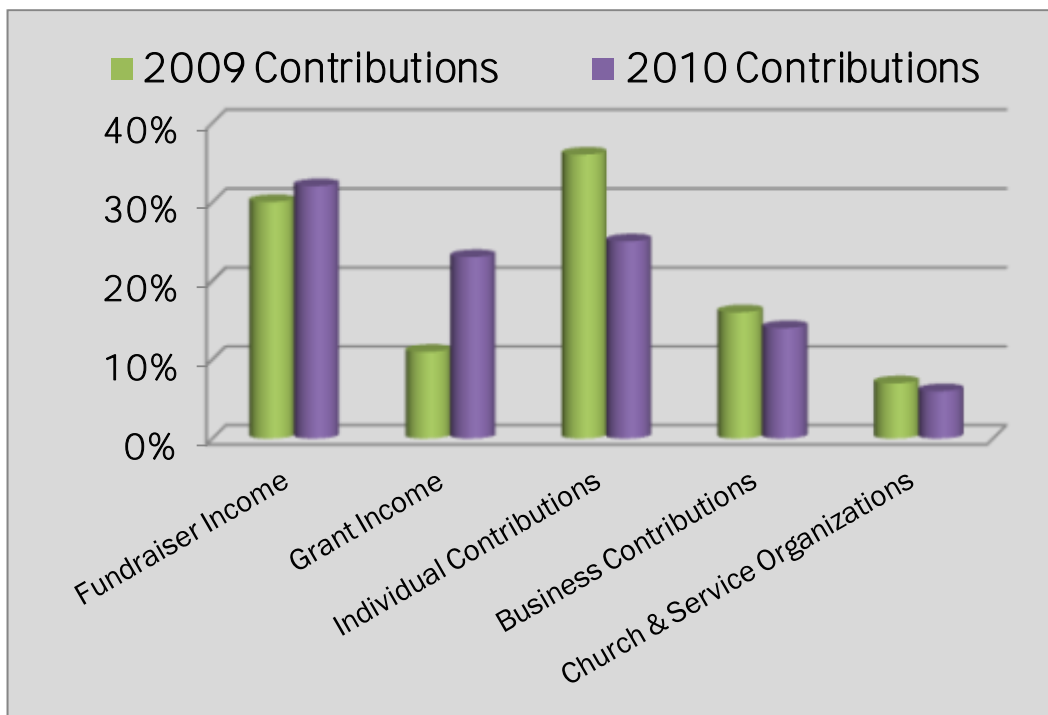
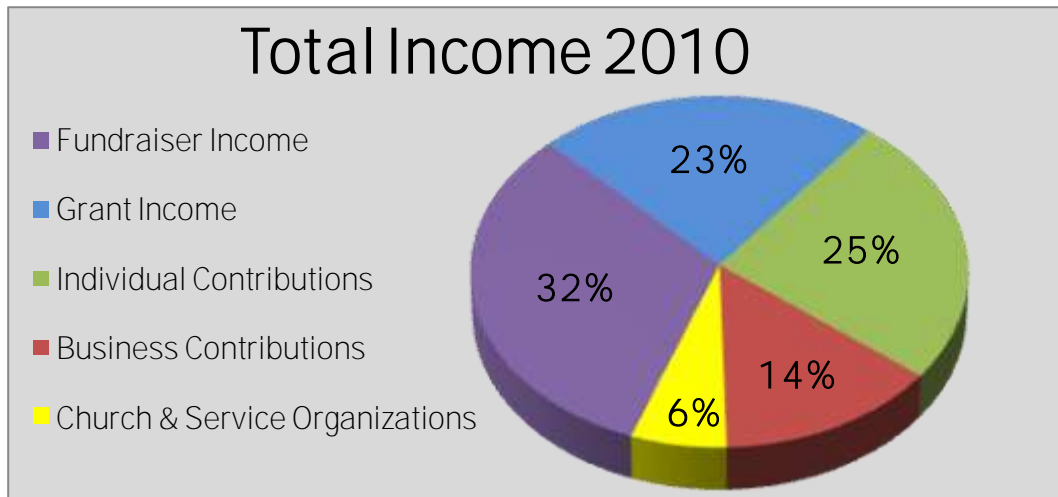
Over 125 people volunteer regularly and contributed nearly 18,000 hours of time in 2010. We are so grateful to these generous, caring people. They show up at the Restaurant with such regularity that we know which day it is based on who's here!

Thank you to all our volunteers!



Financials:

There were moments of concern for our financial picture mid-way through the year. Donations from individuals and businesses were down dramatically. Thankfully, we were able to examine our budget and make some reductions and adjustments in expenses. Even better, when we put the word out to our supporters that donations were down, they responded and we were able to finish the year with an additional \$16,000 in income over 2009.



Grant income rose in 2010 and allowed us to support some of our regular work, but also do new things. Thank you to:

- Assistants - \$800 for equipment
- Bank of America - \$1000 for general operating support
- Burlington Northern Sante Fe - \$2000 for our Friday Take-Out/Fresh Market
- David & Dorothy Pierce Trust - \$4000 to purchase a salad bar and fresh produce
- Emergency Food & Shelter Program - \$5400 for food and kitchen supplies
- Human Services - City of Spokane - \$10,000 for general operating support (salaries)
- Florence Wasmer Foundation for Women & Children - \$4750 for food for **children's meals**
- Inland Northwest Community Foundation - \$16,743 to fund a part-time development position (for 2011)
- Community Building Foundation - \$7600 for our Guest Chef Dinners and nutrition advocacy (for 2011)
- Empire Health Foundation - \$23,750 for our Guest Chef Dinners and nutrition advocacy (for 2011)
- Principal Financial - \$2500 for Healthy Habits supplies
- Providence Health Services - \$2500 for general operating support
- Avista Foundation - \$5000 for program support
- Greenstone Foundation - \$2000 to pay for ServSafe Training and thermometers (for 2011)
- Horizons Foundation - \$2500 for general operating support
- Women Helping Women - \$16,000 for general operating support
- Catholic Charities Rice Bowl - \$250 to purchase milk
- Elizabeth Pool Charitable Trust - \$2500 to install fans
- Albertsons - \$2400 for Fresh Friday Market support

Many businesses and organizations donated food - 325,000 pounds of it - and we would like to acknowledge them too:

- Northwest Harvest
- Second Harvest
- Core-Mark
- URM
- Huckleberries
- Sysco Food Services of Spokane
- Darigold
- Main Market Co-op
- Albertsons
- Snyders Bakery Outlet
- Pierone Produce
- Davenport Hotel
- Charlies Produce
- Feed Spokane
- Mission Tortillas
- Food Services of America



Event sponsorship will be a growing source of revenue as we fine-tune our ability to offer exposure to businesses that support our work. In 2010, we received funds in the way of sponsorship for:



Spring Tea:

- Cherry Hill Farms
- Boehm's Candy and Flowers
- Northwest Beauty



Volunteer Appreciation Dinner:

- Dwight Hille Realty/Windermere
- Providence Health Services/Sacred Heart
- in-kind donation

Summer BBQ:

- Kalispel Tribes and Northern Quest Casino
- North Monroe Business District
- Western States Insurance

A Little Night Music:



- Spokane Teachers Credit Union
- Community Building Foundation
- Hallmark Hyundai
- Witherspoon Kelley
- Food Services of America
- Exit Real Estate
- American West Bank
- Numerica Credit Union
- Kalispel Tribe
- First Choice Health
- Mary Shrode
- RBC Fund Management
- Inland Imaging
- First Choice Health
- **Farmer's Insurance**



Support from these funders and sponsors means that our guests can have an enjoyable experience when they come here:

*Coming here helps me to prepare decent calorie foods.
I have now become a vegetable lover... - V.S.*

*My kids had a complete meal which was rare -
and I was served a meal - also very rare. - Anonymous*

Changes to the WCFR Board and Staff

Sue McFadden became the Board President at the end of 2010. Ann Harder finished her term with the WCFR after 3 years as President. WCFR also said thank you and farewell to Board Members Patsy Day and Colleen Barcus. We welcomed Geana Van Dessel to the Board and she brings with her valuable legal skills from her day job with Witherspoon Kelley. Thank you for their continuing service to Board Members, Gary Carter, Leila Dompier, Liz Hogan and Dana Anderson.

WCFR didn't experience any staff turn-over! This is an important point, as our staff is stretched so thin, and compensation can be low compared to other opportunities they might have. We continue to be grateful to:

Marlene Alford – Executive Director – her strengths in networking mean that we continue to develop friends in the community who provide us with the resources to serve food, but also provide us with a pipeline to the women and children who need food. Her care for our guests sets the example for us all!

Karen Torkelson – Chef/Kitchen Manager – on any given day, Karen must manage around 5 volunteer prep cooks, put out lunch for the staff and volunteers, and prepare meals for 70 – 100 people, all while balancing taste, nutrition and a variety of surprise donations!

Karen Orlando – Volunteer Coordinator/Office Manager – Karen is the very first voice volunteers or guests hear at the Restaurant when they call for information. Her professionalism and grace welcome everyone to our doors. We are able to accomplish so much because of her ability to inspire so many people to help us!

Jeanine McKinney – Accountant – after serving as Board Treasurer for many years, Jeanine joined the staff a little over a year ago. Her ability to track the many gifts we receive means that we can properly acknowledge those gifts and that we can demonstrate our responsibility in using those gifts.

Terry Deno – Inventory Manager – **hundreds of thousands of pounds of food is under Terry's watch.** He keeps it coming and he keeps it going! He provides a lot of muscle and heart around here.

Randy McCrea – Our Saturday Supervisor, Randy oversees our largest produce delivery of the week and keeps the cleaning crew on task. Randy works at every special event and we know him as the Recycling King – his work cuts our garbage bill dramatically, and makes less garbage for Spokane as a community!

We are also pleased that we were able to convert our contract grant-writer, Jenifer Priest to a part-time staff position beginning in 2011.



The service of our Board of Directors and Staff provides the leadership needed to keep this vital community resource running. Without WCFR, women would not be able to experience this:

*How very nice the volunteers are to me and my grandchildren.
The food is very good and the service is excellent. It is clean. Good job.
My thanks to all of you and I feel blessed to have been able to come here.
God bless all who run this show!!!*

*When I first came here, I remember the room being filled with all walks
of life of the women and children that are but a part of our great community.*

Where Will the Future Take Us?

As 2010 wound down, we began to prepare for WCFR to take on a more focused mission – still providing food for women and children in need, but with an emphasis on how we can add nutritional benefit to their diets. We received funds that will allow us to purchase fresh produce and lean meats and fish.

We created our Guest Chef Dinner program which invites chefs from the community to come to the restaurant to prepare and demonstrate healthy, delicious meals.

WCFR also laid the ground work for “Nutrition to Go,” a program that will place fresh entrees in low-income childcare facilities. Our first partner in this effort will be the Vanessa Behan Crisis Nursery. Our “outreach” meals will no doubt be a growing area for WCFR. Transportation can be especially difficult for single moms if they don’t have a car. Outreach meals will take the food to additional places in the community.



Our Restaurant, housed in the basement of St. Paul’s United Methodist Church will be moving! The church building is up for sale and our Board of Directors has decided that securing our own location, in a building better suited for our future is necessary. We will no doubt start a capital campaign in 2011 and will depend on our supporters to both help us maintain our current operation, and to fund a new building. We’ll be approaching some major foundations and tap into some corporate support. But it will be our individual donors who will make a difference!



*I just want to take a moment to say how much it means to me to
have Women’s & Children’s in my life! The services here are
fantastic. I am on a fixed income and can’t afford many of the things
I receive here. I just can’t say thank you enough.*

