Mama’s Kitchen believes that everyone is entitled to the basic necessity of life—nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

**OUR MISSION**

Mama’s Kitchen strives to provide nutritional support to San Diego residents at risk of malnutrition due to critical illness such as HIV, cancer, congestive heart failure and diabetes.

**OUR VISION FOR THE FUTURE**

At Mama’s Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

**OUR WORK**

We support our clients by helping them avoid malnutrition, increase medication adherence, lower health care costs, and improve their overall quality of life. Mama’s Kitchen provides home-delivered medically tailored meals, food pantry service and nutrition education, all at no cost to clients.
A MESSAGE FROM OUR
CHIEF EXECUTIVE OFFICER
AND BOARD PRESIDENT

THANK YOU FOR HELPING MAMA’S KITCHEN ACCOMPLISH GREAT THINGS FOR OUR COMMUNITY IN OUR 2019-2020 FISCAL YEAR.

This past year, we were presented with opportunities to broaden our mission and serve the increasing needs of our critically ill neighbors. Mama’s Kitchen has always been an organization that looks for solutions. We are grateful to be able to rely on you, our supporters and partners, to implement change, adapt, and continue providing healing nutrition to those battling critical illness.

EMERGENCY RESPONSE

In 2020, your support of our emergency response efforts helped Mama’s Kitchen adapt to meet the needs of our community during the threat of COVID-19. In March, we responded immediately, balancing a 63% increase in demand while maximizing safety for our staff, volunteers, and clients. We did so by modifying our menus and procedures to continue delivering nutritious meals, while preserving our quality. We encouraged our high-risk volunteers to self-isolate and recruited and trained 251 new volunteer delivery drivers and added 26 new delivery routes. In total, we delivered 528,034 meals this fiscal year – a new organizational record.

In March, we made the difficult but necessary decision to temporarily close Mama’s Pantry. We immediately allowed our pantry clients, individuals with HIV and low income, to enroll in our Home-Delivered Meal Service to keep them safe.

BUILDING CAPACITY

As you know, in the past three years, our focus shifted to providing medically tailored meals to promote the best health outcomes for the critically ill clients we serve. In December 2019, we hired our second registered dietitian, which allowed us to offer more nutritional counseling services within the diabetes and congestive heart failure pilot programs. This also built more capacity for future expansion of our mission scope and service.

In April 2020, Mama’s Kitchen began its first managed care contract with Blue Shield Promise, a Medi-Cal managed care program. This partnership is the first of its kind for Mama’s Kitchen, and a pivotal step in gaining recognition and access to medically tailored nutrition through managed health care. We are so thrilled for this positive step towards making nutrition-based therapy a healthcare intervention.

Thank you for the ways you stepped forward and demonstrated your extraordinary generosity and kindness towards your neighbors this past year. Your belief in, and support of, our mission has allowed us to successfully respond to a second public health crisis in 30 years, to grow and expand our services, and initiate a new avenue for reaching more critically ill people. Your support is invaluable to the work of Mama’s Kitchen.

It is this community that keeps us going.
HOME-DELIVERED MEAL SERVICE

The Home-Delivered Meal Service breaks down barriers to healthy nutrition by preparing and delivering medically tailored meals to individuals and children vulnerable to malnutrition due to HIV, cancer and other critical illnesses. The medically tailored meals we deliver allow clients to strengthen their immune systems; improve adherence to treatment, reduce complications and hospitalizations, increase energy, and improve quality of life. The Home-Delivered Meal Service also provides meals to our clients’ dependent children, strengthening family stability and ensuring that children at risk of malnutrition avoid the physical and psychological consequences of childhood hunger.

NUTRITION EDUCATION

Nutrition Education is an important component of Mama’s Kitchen’s medically tailored nutrition intervention. Nutrition Education, conducted through Medical Nutrition Therapy (MNT) or Nutrition Counseling, is provided by our registered dietitians, and educates clients on specific ways they can use nutrition to increase treatment response and improve quality of life. Depending on their diagnosis, each Mama’s Kitchen client receives between one and four nutrition counseling sessions by phone or in person.

MAMA’S PANTRY & EMERGENCY FOOD ASSISTANCE PROGRAM*

Mama’s Pantry is a grocery pantry available to HIV positive San Diego residents whose income does not exceed $1,500 per month, or those who face an emergent need for food assistance.

Once a month, clients who are healthy enough to shop on their own, but whose extremely low income prevents them from being able to afford nutritious, healthy food, can visit Mama’s Pantry and shop for the equivalent of 21 meals per visit. The pantry offers a variety of healthy, non-perishable items such as cereals, pastas, and canned goods as well as a variety of perishable items, including meat, dairy, fresh fruit, produce, and bread. The Emergency Food Assistance Program, allows clients, once referred by case workers, to receive up to 12 weekly grocery bags in a 12-month period. The Emergency Food Assistance Program is funded by the County of San Diego with Ryan White Care Act funds.

*Due to the COVID-19 pandemic, Mama’s Pantry temporarily closed on March 20. To protect our clients, Pantry clients were allowed to enroll in our Home-Delivered Meal Service.
“With Mama’s Kitchen meals, I don’t have to worry about what to cook, or how to get the food home. I don’t have the strength to peel vegetables or stand up to cook. Mama’s Kitchen has given me much needed food and peace of mind.”

“My first Mama’s Kitchen meals were delivered right after I got out of the hospital for my toe amputation. While receiving the meals and nutrition counseling, I’ve learned an alternative way to eat compared to how I ate before. I’ve learned about portion control and how much I enjoy vegetables. Thank you for the help you’ve given me during this time—it’s made a huge difference.”

“I began receiving Mama’s Kitchen meals after I was discharged from the hospital after contracting COVID-19. The meals have been a big help. It’s a blessing not having to go out and shop or cook food while I am suffering with extreme fatigue.”

“This program has helped me so much by providing balanced, healthy meals every day. If not for the food deliveries, I would be living on fast food or going without food to have money to pay my rent and bills. I feel so much better now that I am eating good food! I’m not going to lose my fight with this disease—I’m going to keep fighting, and someday I’ll beat it. I know I can depend on Mama’s Kitchen to help me and support me as long as I need them.”
COVID-19
EMERGENCY RESPONSE

As case numbers, hospitalizations and deaths rose around the world and a California stay-at-home order went into effect March 19, 2020, Mama’s Kitchen prepared to respond. Research quickly showed that preexisting medical conditions, including HIV, cancer, diabetes, and congestive heart failure, increase vulnerability to severe complications from COVID-19. It also became clear that social inequalities, such as low income and lack of access to healthcare, increase risk. By May 29th, Mama’s Kitchen went from delivering to 430 clients each delivery day, to 707 clients, a 63% increase in demand.

VOLUNTEERS AND STAFF OPERATIONS

While volunteers perform many of our critical tasks, we shifted to operating with exceptionally few volunteers and increased staff hours. Only essential operations staff worked on-site, we limited the number of people in our kitchen, and encouraged all volunteers over 65 to self-isolate. Mama’s Kitchen’s staff and a small team of volunteers worked to ensure every meal was prepared.

VIRTUAL NUTRITION EDUCATION

Nutritional counseling is an important component of our Home-Delivered Meal Service. These sessions help to develop a customized diet based on the client’s diagnosis, comorbidities, medications, and dietary restrictions, while also educating the client. While most of these sessions used to take place at the client’s home, we quickly transitioned to phone counseling sessions. These calls are often the only conversations clients have during self-isolation.

With the support of our dedicated staff, board, volunteers, and community donors, we were able to achieve the following emergency response impact.

EMERGENCY RESPONSE IMPACT

INCREASE IN DEMAND

63% INCREASE

Demand for our Home-Delivered Meal Service has increased by a staggering 63% since the beginning of the pandemic. This means cooking and delivering 5,700 additional meals every week.

INCREASED DELIVERY ROUTES

26 NEW ROUTES

Since March, we added 26 new delivery routes, going from a total of 36 to 62 routes, or a 72% increase in total routes.

NEW RECORD DELIVERY DAY

707 CLIENTS ON A SINGLE DELIVERY DAY

On Friday, May 29th, we delivered 8,484 meals to 707 clients, the largest number we have ever served in one day, throughout our 30-year history.

EMERGENCY SHELF STABLE FOOD BAGS

548 BAGS

18,900 LBS OF FOOD DELIVERED

In April, we delivered a one-week supply of shelf-stable food to each client, in addition to our regular meal deliveries, by delivering a week’s worth of non-perishable food items, guaranteeing that clients had healthy food in the event that unforeseen circumstances paused or slowed our operations.

THE NUMBER OF NEW CLIENTS ENROLLED AFTER THE PANDEMIC BEGAN

597 NEW CLIENTS (MARCH 20TH - JUNE 30TH)

Since the beginning of the pandemic, Mama’s Kitchen has added a total of 597 new clients.
**Our Impact**

**Fiscal Year 2020**

- **528,034** total number of meals served through Home-Delivered Meal Service
- **2,299** total number of unique clients served across all programs
- **$1,045,043** total value of volunteer contributions

---

**Home-Delivered Meal Program**

- Provides three meals a day, plus healthy snacks, 7 days a week and offers 17 different meal plans to accommodate dietary restrictions and preferences.

**Number of Meals Served by Program**

- **215,250** HIV Nutrition Program
- **37,698** Diabetes Nutrition Program
- **204,462** Cancer Nutrition Program
- **41,430** Children’s Nutrition Program* **

*COVID HIV Expansion includes Mama’s Pantry clients who enrolled into Home-Delivered Meal Service due to COVID-19 upon Pantry closure.

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**Nutrition Education**

- Partners our clients with registered dietitians to create custom menu plans and teach clients how to use nutrition to achieve the best possible health outcomes.

- **633** Nutrition Education clients
- **1,776** Nutrition Education sessions

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**Emergency Food Assistance Program**

- Provides up to 12 weekly grocery bags, in a 12-month period, each containing perishable and nonperishable food items to HIV+ individuals facing financial shortfalls.

- **340** Emergency Food Assistance program bags distributed
- **7,140** Meal equivalents (21 meals per bag)

---

**Pantry Service**

- Provides low-income, HIV+ individuals with monthly access to fresh produce, dairy, lean meats, dry goods, and more. Each pantry visit provides the equivalent of 21 meals.

- **1,431** total volunteers
- **3,345** Pantry visits
- **30,740** total volunteer hours donated
- **$968,617** value of donated hours

*Value based on California Volunteer Time Valuation = $17.53 per hour, Source: The Independent Sector*

---

**Volunteers**

- **131,769** total volunteer miles driven
- **$76,426** value of miles driven

*Value based on the IRS Mileage Reimbursement Rate = $0.575 Source: IRS business rate*
## REVENUE, GAINS AND OTHER SUPPORT

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<thead>
<tr>
<th>Source</th>
<th>2019</th>
<th>2020</th>
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<tr>
<td>County of San Diego - Ryan White</td>
<td>$486,590</td>
<td>$557,222</td>
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<td>County of San Diego - HOPWA</td>
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<td>Contributions</td>
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<td>Capital projects - net of discount</td>
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<td>Donations in-kind</td>
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<td>Donated services and facilities</td>
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<td>Special Events, net of direct expenses</td>
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<td>Gain on sale of assets</td>
<td>35</td>
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<tr>
<td>Social enterprise</td>
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<td>Investment income</td>
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<td>Net realized and unrealized gain on investment</td>
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<td><strong>TOTAL REVENUES, GAINS AND OTHER SUPPORT</strong></td>
<td>$3,813,518</td>
<td>$5,428,782</td>
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## EXPENSES AND LOSSES

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<td>Management and general</td>
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<td><strong>TOTAL EXPENSES AND LOSSES</strong></td>
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<td><strong>CHANGE IN NET ASSETS</strong></td>
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## STATEMENT OF NET ASSETS

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<td>With donor restrictions</td>
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<td><strong>TOTAL NET ASSETS</strong></td>
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<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td>$4,268,261</td>
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Mama’s Kitchen is incredibly grateful to all our donors and partners who believe in our mission and the healing power of nutrition. Thank you for making our impact possible.

<table>
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<th>$100,000 and above</th>
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<tr>
<td>The John M. Auzin Trust</td>
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<td>Estate of Barbara Friis-Petitt</td>
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<td>The Geller Family Trust</td>
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<td>Gene Burkard</td>
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<td>Kathryn Goetz</td>
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<td>The MAC VIVA GLAM Fund</td>
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<td>NAILBA Charitable Foundation</td>
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<td>Allison and Robert Price Family Foundation</td>
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<td>Walter J. and Betty C. Zable Foundation</td>
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<td>David C. Copley Foundation</td>
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<td>Carl E. Crider &amp; Carol L. Clause The Farrell Family Foundation</td>
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<td>Fresenius Girard Foundation</td>
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<td>Robert P. Adams Dr. Laura CroTTY-ALEXANDER &amp; Thomas Alexander Barbara &amp; Ernie Andrade Michael Baehr &amp; Robert Miller</td>
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Jenny & Brian Axford
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Phil Baran
Anna May Barrera
Hui Bau & Stephen H. Ward
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Soleil @ K
St. Luke Roman Catholic Church
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Waypoint Public
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OUR VOLUNTEERS

Whether cooking in our kitchen, delivering meals, assisting in our food pantry, or another critical role – our hundreds of volunteers are the life source of Mama’s Kitchen’s impact and growth.

❤️ 250 – 499 Hours of Service
Kellie Evans-O’Connor
Myra Lousteau
David Wornovitzky

❤️ 100 – 149 Hours of Service
Jennifer Aguilar
Gary Allard
Ron Autry
Deborah Benson
Stephanie Bongiorno
Alejandro Castillo
Robin Chiiki
Alberto De La Mora
Timothy Dominic
Anthony Flores-Garcia
Susan Ford
Joel Ford
Lisa Hatfield
Greg Johnson
Peter Mohrmann
Josue Molina
Robin Moss
Patricia Pasquill
Eric Schumacher
Melina Sisneroz
Lola Stice
Michele Vela
Scott Weldon
Community
Covenant Church

❤️ 50 – 99 Hours of Service
Caryl Barmack
Budd Barneyer
Anna May Barrera
Hui Bau
Claudia Bender
Elayne Berman
Jim Blevins
Dianne Borgwardt
Brenda Cabacungan
Caron Calabrese
Laura Cate
David Cherwin
Carlos Clark
Marie Clark
Maria Cordileone
John Crepeau
Charity De la Rosa
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Billy Fang
Matt Feeney
Ronald Fichter
David Friedman
Edward Fuller
Kirk Garrod
Aurash Gomroki
Mike Goodrich
Rita Gullickson
Laurie Gunn
Diane Hanson
Jeremy Heintzelman
Cheri Hoolihan
Mike Horn
Jen Jordan
Patricia Karstein
Katie Kepper
Jason Keyes
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Scott Lawry
Amelia Lee
Mark Mandel
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Darrell McQueen
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Cyril Reinicke
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Andrew Rosenberg
Robert Rosengberg
Nimesh Shah
Tony Sterzinger
Erin Thomas

Richard Valentine
Alan Vanden Avond
Benjamin Walker
Vicki Wallace
Scott Walls
Benjamin Ward
Cheryl Weldon
Mark Wenstrom
Kelly Wing
Mayela Zamora
Padres

❤️ LIFETIME Service Award
John Crepeau

❤️ VOLUNTEER of the Year Awards
Ron Autry
Stacy Berman & Kyle Icke
Linda Cory Allen
Bobbi Harwood
Peter Rambo
Scott Walls
Commonwealth Financial

❤️ COMMUNITY Covenant Church

❤️ VOLUNTEERS OF DISTINCTION Emergency Response
Ellen Baum
Lisa Brickman-Hatfield
Mireya Lousteau
DeAndre Simmons

❤️ 500+ Hours of Service
Ellen Baum
DeAndre Simmons

VOLUNTEERS
OF DISTINCTION
Emergency Response
Ellen Baum
Lisa Brickman-Hatfield
Mireya Lousteau
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Bookkeeper

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JD Damon
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Tim Dominic
Food Drive Coordinator
Tim Edwards
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Edward Garcia
Delivery Driver
Bambi Lignell
Delivery Driver
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Dishwasher
Vickie Randle
Bilingual Meal Services Administrator
Michelle Rodriguez
Delivery Driver
Brett Serwalt
Delivery Driver
Kristine Stensberg
Director of Nutrition Services
Lexi Striler
Registered Dietitian
Tyler Thomas
Cook and Dishwasher
Angel Zamora
Bilingual Volunteer Engagement Assistant

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Grace Galloway
Grants and Institutional Giving Coordinator
Jenna Novotny
Director of Development
Courtney Sabol
Development Assistant
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