



# ANNUAL REPORT 2020

mama's kitchen

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FISCAL YEAR JULY 1, 2019  
THROUGH JUNE 30, 2020

# OUR MISSION

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 VISION FOR THE FUTURE

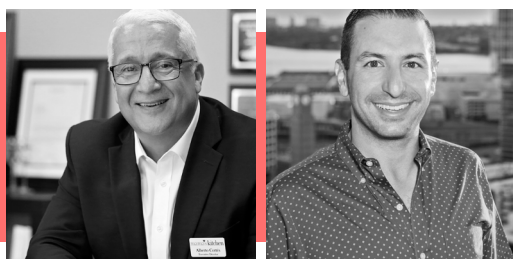
At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

## ♥ OUR WORK

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.

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.





Alberto Cortés | Chief Executive Officer Kevin Atto | Board President

# 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.*

  
Alberto Cortés | Chief Executive Officer

  
Kevin Atto | Board President

# OUR PROGRAMS



## HOME-DELIVERED MEAL SERVICE

**The Home-Delivered Meal Service is the only complete no-cost meal delivery and nutrition service available for critically ill San Diego residents.**

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

**Our Nutrition Education services provide evidence-based application focused on prevention, delay or management of disease and enhanced self management.**

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.*



# OUR CLIENTS



**CARMEN**

CANCER NUTRITION PROGRAM CLIENT



“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.”



**TONY**

DIABETES NUTRITION PROGRAM CLIENT



“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.”



**ROBERT**

MAMA’S PANTRY CLIENT WHO STARTED RECEIVING HOME-DELIVERED MEALS DURING COVID-19



“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.”



**ERIK**

HIV NUTRITION PROGRAM CLIENT



“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

Mama's Kitchen was founded in 1990 in response to the HIV epidemic in San Diego. In the Spring of 2020, as our organization prepared to enter our 30th anniversary, and still actively fighting the battle against HIV, we found ourselves faced with a second major public health crisis—the COVID-19 pandemic.

As case numbers, hospitalizations and deaths rose around and 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.

In response to the pandemic, our team implemented new procedures to ensure the continuation of our essential service, while protecting the health and safety of our clients, volunteers, and staff.

## MODIFIED PROCURES

### NO CONTACT DELIVERY PROCESS

We transitioned to a "no contact" delivery process where volunteer drivers call clients, set down the bags and step six feet back for clients' safety.

### MAMA'S PANTRY TEMPORARY CLOSURE

On March 20th, we temporarily closed Mama's Pantry for the health and safety of these clients and allowed them to temporarily enroll in our Home-Delivered Meal Service so they could receive the nutrition they need, without leaving home.

### 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**.



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

# OUR IMPACT

## 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\*\*

**31,917**

COVID HIV Expansion (Pantry clients enrolled due to COVID)\*

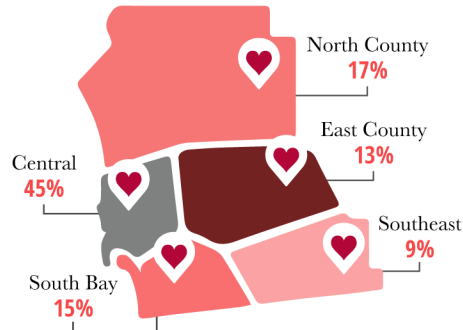
**16,203**

MediCal Congestive Heart Failure Pilot Program

**20,208**

Congestive Heart Failure Nutrition Program

### Number of Meals Served by Area



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

\*\*Children's meals are also included in the totals for each program, based on their parents' diagnosis.

## 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

## 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+, low income 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. Due to the COVID-19 pandemic, the pantry temporarily closed on March 20, 2020.

**666**

Pantry clients

**3,345**

Pantry visits

**70,245**

Pantry meal equivalents

## VOLUNTEERS



**1,431**

total volunteers

**30,740**

total volunteer hours donated

**\$968,617**

value of donated hours

(Value based on California Volunteer Time Valuation = \$31.51 per hour, Source The Independent Sector)

**131,769**

total volunteer miles driven

**25**

total number of corporate volunteer groups (393 individuals)

**\$76,426**

value of miles driven

(Value based on the IRS Mileage Reimbursement Rate = \$0.575 Source IRS business rate)

# FINANCIAL STATEMENT

## REVENUE, GAINS AND OTHER SUPPORT

	2019	2020
County of San Diego - Ryan White	\$486,590	\$557,222
County of San Diego - HOPWA	\$163,958	\$178,642
CDBG City of San Diego Grant	\$100,000	\$125,000
CDBG of Vista grant	\$15,000	\$15,750
Non-government contracts	\$207,596	\$323,007
Contributions	\$2,188,171	\$3,746,741
Capital projects - net of discount	\$5,158	\$1,150
Donations in-kind	\$113,249	\$55,145
Donated services and facilities	\$379,114	\$374,857
Special Events, net of direct expenses	(\$27,255)	(\$20,970)
Gain on sale of assets	35	—
Social enterprise	—	—
Investment income	\$45,899	\$47,236
Net realized and unrealized gain on investment	\$136,003	\$25,002
<b>TOTAL REVENUES, GAINS AND OTHER SUPPORT</b>	<b>\$3,813,518</b>	<b>\$5,428,782</b>

## EXPENSES AND LOSSES

Program services	\$2,356,933	\$3,062,769
Social enterprise	—	—
Management and general	\$148,319	\$165,433
Fundraising	\$463,505	\$418,547
<b>TOTAL EXPENSES AND LOSSES</b>	<b>\$2,968,757</b>	<b>\$3,646,749</b>
<b>CHANGE IN NET ASSETS</b>	<b>\$844,761</b>	<b>\$1,782,033</b>

## STATEMENT OF FINANCIAL POSITION

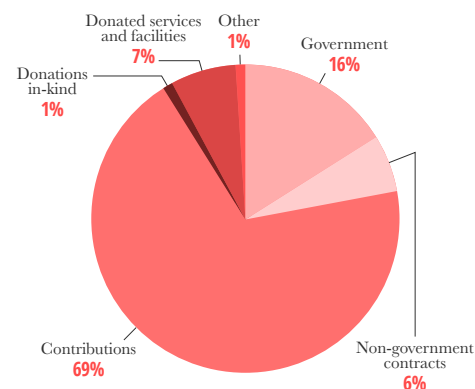
As of June 30, 2020  
(with comparative totals for June 30, 2019)

ASSETS	2019	2020
Cash and cash equivalents	\$173,816	\$2,069,024
Investments	\$1,846,993	\$1,766,413
Accounts Receivable – net	\$198,368	\$271,160
Inventories	\$34,054	\$39,260
Prepaid expenses and other	\$57,167	\$47,034
Pledges receivable – net – current portion	\$4,241	\$4,241
<b>TOTAL CURRENT ASSETS</b>	<b>\$2,314,639</b>	<b>\$4,197,132</b>
Property and equipment - net	\$1,793,725	\$1,732,132
Other assets - net	\$159,897	\$153,933
<b>TOTAL ASSETS</b>	<b>\$4,268,261</b>	<b>\$6,083,197</b>

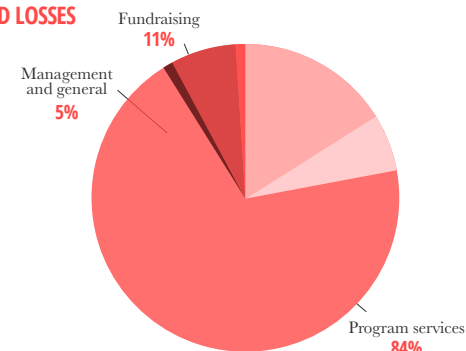
## STATEMENT OF ACTIVITIES

For the period of July 1, 2019 - June 30, 2020 (with comparative totals for the period of July 1, 2018 - June 30, 2019)

## REVENUE, GAINS AND OTHER SUPPORT



## EXPENSES AND LOSSES



## STATEMENT OF FINANCIAL POSITION

As of June 30, 2020  
(with comparative totals for June 30, 2019)

LIABILITIES	2019	2020
Line of Credit	\$74,260	
Accounts payable and accrued expenses	\$156,267	\$222,533
Current portion of long-term debt	\$94,193	
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$324,720</b>	<b>\$222,533</b>
Long-term debt	\$56,410	\$191,500
<b>TOTAL LIABILITIES</b>	<b>\$381,130</b>	<b>\$414,033</b>
NET ASSETS	2019	2020
Without donor restrictions	\$3,625,395	\$5,485,919
With donor restrictions	\$261,736	
<b>TOTAL NET ASSETS</b>	<b>\$3,887,131</b>	<b>\$5,669,164</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$4,268,261</b>	<b>\$6,083,197</b>



# OUR DONORS

**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.**

## ♥ **\$100,000 and above**

The John M. Auzin Trust  
California Department  
of Health Services  
County of San Diego  
City of San Diego  
Estate of Barbara Friis-Pettitt  
The Geller Family Trust

## ♥ **\$50,000 - \$99,999**

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**500 - 999**

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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.



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John Crepeau

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Ellen Baum  
Lisa Brickman-Hatfield  
Mireya Lousteau  
DeAndre Simmons

## 500+ Hours of Service

Ellen Baum  
DeAndre Simmons

♥ **250 – 499**  
*Hours of Service*  
Kellie Evans-O'Connor  
Myra Lousteau  
David Wornovitzky

♥ **100 – 149**  
*Hours of Service*  
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Gary Allard  
Ron Autry  
Deborah Benson  
Stephanie Bongiorno  
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Robin Chiki  
Alberto De La Mora  
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♥ **50 – 99**  
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Elayne Berman  
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JD Damon  
*Operations & Facilities Coordinator*

Tim Dominic  
*Food Drive Coordinator*

Tim Edwards  
*Production Cook*

Edward Garcia  
*Delivery Driver*

Bambi Lignell  
*Delivery Driver*

Mark Maddox  
*Director of Volunteer Engagement*

Jason Martin  
*Executive Chef*

Jonathan Moreno  
*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*

### Development

Silvia Dominguez  
*Marketing and Events Coordinator*

Grace Galloway  
*Grants and Institutional Giving Coordinator*

Jenna Novotny  
*Director of Development*

Courtney Sabol  
*Development Assistant*



♥ WE COULDN'T DO THIS  
WITHOUT YOU.



mama's kitchen

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