

WARM BLESSINGS

Thank you for being a part of WARM's story! We pray this report affords hope, that through community support and the 50-year legacy entrusted to us, WARM's mission of "a hand up, not a handout" truly means that we provide more than food to those in need in the Westerville community. Our holistic approach that compassionately recognizes the humanity of those we serve allows us to meet underserved people in our care by truly seeing them as a whole and unique person, made in God's image.

We cannot accomplish our mission without the generous support of donors like you. The rising cost of inflation on the economy is real: there is a 45% increase in the number of families in need with a simultaneous decrease of 13% in food donations. While we are dedicated to being effective stewards of the resources given to us, we ask that you help us bridge this year's gap to help meet the growing needs of our WARM clients.

**"Whoever is generous to the poor
lends to the Lord, and he will
repay him for his deed."**

—Proverbs 19:17

During our 50th anniversary celebration, community support is more important now than ever! WARM humbly asks you to consider financially supporting our mission so that we can continue to minister those who need us the most.

All gifts will certainly make a tremendous impact and we prayerfully ask you to reflect on an amount that would appropriately express your support. We are asking our supporters who are able to consider making a recurring monthly donation in a manageable and meaningful amount. In honor of our jubilee year, WARM challenges you to make a tribute to this milestone by giving \$50 a month this fiscal year.

Please return the enclosed giving envelope or use the QR Code below which will direct you to our website and DONATE securely online at www.warmwesterville.org/donate

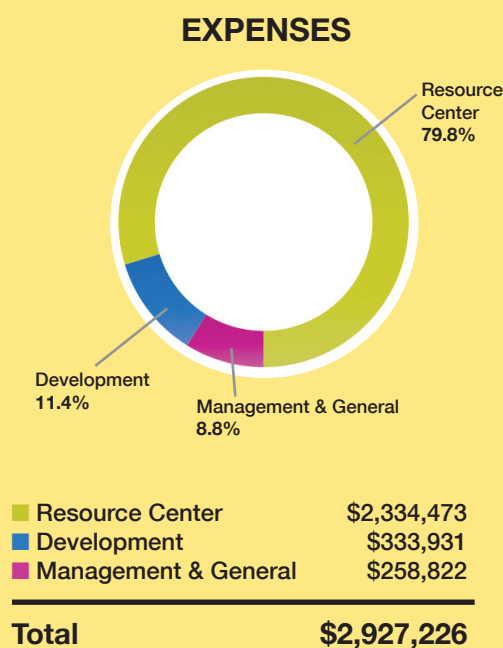
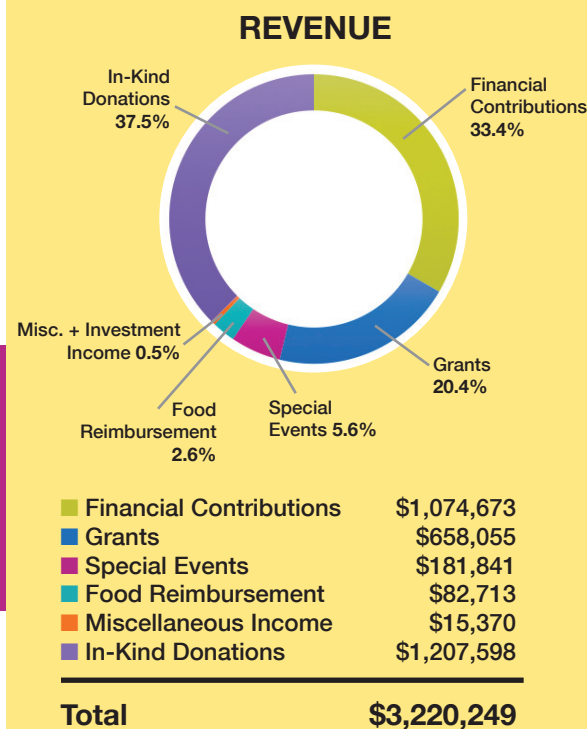
Other opportunities to consider:

- Make an end of year tax deductible gift
- Consider a lasting legacy by contributing to WARM's newly-established Endowment Funds to ensure the next 50 years and beyond
- Contribute to WARM through an IRA or Required Minimum Distributions
- Designate WARM as the beneficiary in your estate plans
- Donate a gift of stock or securities
- Contact your employer to ask if they participate in a Matching Gift program

If you have questions, or would like to know how you might remember WARM in your estate plans or with an impact gift, please contact our Director of Development & Communication, Jessica Schmitt, by email at jessica@warmwesterville.org



WARM FINANCIAL PERFORMANCE 2021–2022 UN-AUDITED



150 Heatherdown Dr.
Westerville, OH 43081

Serving more than food.

OUR VISION

Through the grace of God, WARM will be an exemplary, faith-based organization compassionately serving the Westerville community, supporting families who are on the economic and spiritual journey of self-sufficiency.

OUR MISSION

The work of WARM will provide compassionate, short-term assistance, educational services and spiritual support in order to encourage individuals to achieve a God-reliant, self-sufficient life while restoring dignity and hope.

God will be glorified as Christ's words are modeled. "I give you a new commandment: Love one another. As I have loved you, so you also should love one another. This is how all will know that you are my disciples, if you have love for one another." John 13:34-35.

OUR VALUES

We believe that a relationship with Jesus Christ is the beginning of a healing process for individuals. Furthermore, we believe in the dignity of each individual and that all people can and will strive to be self-sufficient.



@WestervilleAreaResourceMinistry



@warm_westerville



WarmWesterville



Westerville Area Resource Ministry

www.warmwesterville.org



Serving more than food.

Letter from the Executive Director

Unparalleled. Spirited. Revolved. Persistent. Thrived.

The past two years posed so many challenges, both for organizations and individuals. No denying, there was a pandemic. It changed everything and everyone – including our neighbors served here at WARM. The pandemic was, and in some ways still is, unparalleled. We remained spirited and resolved. Through prayer we remained persistent and persevered the storms of life. We are forever thankful for your continued support. It is by the grace of God that even in the midst of the storm, WARM thrived. We're still here!

Our mission to provide compassionate, short-term assistance, educational services and spiritual support in order to encourage individuals to achieve a God-reliant, self-sufficient life while restoring dignity and hope is always front and center in the minds of our excellent staff and volunteers – a cadre of professionals who work tirelessly every day. We are dedicated to being effective stewards of the resources entrusted to us. And we are, above all, committed to empowering our neighbors within the Westerville City School District to address specific needs of our community.

In July 2022, we celebrated the 50th Anniversary of WARM. I clearly remember a specific moment from that evening's celebration. Standing at the podium, I looked out across a room filled with colleagues and partners I admire, and I was struck by the legacy of leadership and accomplishment that propels WARM into the future. Wherever I go, whomever I meet, I am proud to say we are working to create opportunities to provide people with a hand up, to improve their lives, and strengthen our communities. We are WARM. We are 50 years strong. We are ready for what the next 50 years may bring. As we look to the somewhat uncertain future, what I am certain about is WARM will remain committed to serving our neighbors, providing needed resources, exploring new models of service, and expanding our reach within our community.

I am grateful and humbled to be a part of WARM and our exceptional board of directors, senior leadership team, staff, volunteers, and neighbors, who together have contributed to over 50 years of significant impact in our community. If you haven't been to WARM recently, we invite you to stop by and view the beautiful wall mural commemorating our successes over the last 50 years and honoring Almina Smock, Foundress of St. Paul's Pantry. We also acknowledged Scott Marier –Executive Director Emeritus for his commitment and dedication to WARM. It's an extraordinary history of accomplishment. This past year was no exception.

Our accomplishments in fiscal year 2021-2022 included:

- Continued commitment of WARM's many volunteers who served 29,237 hours, an equivalent pf 14.6 full-time employees
- Total of 324 service projects which is a 30% increase over the previous fiscal year
- The Spiritual Care team had 124 spiritual engagements and continues to grow
- Provided food assistance to 20,647 individuals by supplying 332,750 meals
- Expanded the number of Kids Lunch Club sites to 16; KLC provided 16,188 lunches and 13,415 weekend meals for a total of 29,603 meals served
- Over 78,150 meals provided through WARM's weekend Share Bac A Pac program
- Client services assisted 1092 new families and 476 seniors
- Over 100 new candidates entered the Way2Work program
- Help center calls increased to 2,261 and client consultations to 1907
- ONLINE Choice Market orders expanded to 6,394

Our greatest strength has always been the quality of our volunteers and staff. They are dedicated. They are diligent, and they are committed to making WARM better. I am confident that the members of WARM will continue to carry out its mission. Please review this annual report to learn more about the impact WARM is having on our community.

Thank you for your support.

With WARMest regards,

Stephanie Robinson

Stephanie Robinson

Executive Director

As the new Executive Director of WARM, my passion is to make sure that all our clients are seen, heard and valued. The pandemic has crippled families financially, emotionally and spiritually. It is my desire to work with my Leadership Team to come up with more effective ways to service the community of Westerville.

WARM Board of Directors

Donna Andriot, CPA (Treasurer)
Capstone Financial
Consultants, Inc. CPAs

Jonathan Bull
St. Paul Evangelical
Lutheran Church

Ernest Clinkscale
Westerville City Schools

John Comerford
Otterbein University

Renis Desai
Grange Insurance

Jami Dewolf (Chairperson)
Community Member

Mike Heyeck (Ex-Officio)
The Grid Group, LLC

Paul Johnson
Community Member

David Koo
Optimed Research

Jamie Maze
Re/Max Affiliates, Inc.

Jeff Poor
Pelton Shepherd

Scott Reeves
Westerville City Schools

Tom Schmitt (Secretary)
Metz, Bailey & McLoughlin

Joe Simonet (Co-Chairperson)
Heidrick Consulting

Beth Wilkin
Kroger – Columbus Division
Customer Service



WARM's Way2Work program continued its growth and support for those unemployed or underemployed. There were numerous successful outcomes this past year. For example, new client signups grew 24%. Current and past clients reported 58 new jobs, an increase of 9.5% from the previous year. There was also an increase in part-time work selected. This may well be in part transitional, and a consequence of the pandemic, with a greater need for flexibility and work from home demands.

The average annual wage earnings for the fiscal year were at a combined \$38,000. This grows to \$44,100 when the 24 part-time positions are omitted. Client ratio stayed relatively consistent, with 65% woman and 35% men.

WARM invested in workforce development by adding a much-needed coordinator to facilitate growth. The two person staff, along with 2 part-time volunteers recorded over 1,000 hours of direct client activity time, addressing employment assistance, guidance, advice, coaching, and upskilling discussions.

As we move forward, we are excited at continuing to expand programming and delivery access to meet the needs of the underserved. There will be updates to our learning materials; added standardization to improve efficiency; and greater engagements in our outreach efforts with partnerships and events. Community support is more important now than ever.

For more information, please contact David Crago, Manager, Workforce Development, at david@warmwesterville.org



As WARM continues our commitment to “serving more than food”, we have formed a Pastoral Coach Team Ministry. This ministry is made up of volunteer pastoral coaches who provide spiritual support for clients, volunteers and staff through:

- Presence • Prayer • Biblical coaching • Use of the Bible and other spiritual resources

The Pastoral Team supports the Client Services Coaching Team. Their mission includes providing spiritual support to clients who wish to take the next step in their walk of faith. They help individuals to become more “God-reliant” as they move towards greater material stability. In addition, they work among our WARM family here on site to foster an atmosphere of God-glorifying and spiritual-mindedness in all that we do. Staff and volunteers are also encouraged to seek their own personal support should they be so inclined. Off site, the team will be working to create deeper connections and engagement with local pastors and churches and grow their team.

WARM thanks them for their time, talent, and willingness to shepherd God's flock.

The Pastoral Coach Team can be reached at Pastoral@WarmWesterville.org, 614.899.0196, ext. 230



Would you like to engage with WARM in a meaningful way, but don't have the time or opportunity for regular volunteering? Contact us to set up at Service Project at the facility, then contact your friends, neighbors, family, church or club members to get together to serve the community at WARM. Service projects are one way that WARM engages with external stakeholders and various community members Last year more than 300 groups did projects in WARM's Distribution Center. Once you schedule a service project, your group will do important work in our facility like processing donated items for inventory, packing meal bags for students or working on special projects. Your group will support WARM in its mission to extend hope to all.

For more information about volunteer opportunities, please contact Julia Smith, Manager, Volunteer Services, at julia@warmwesterville.org

As pre-pandemic normalcy is settling in, so are the effects of rising inflation on the economy. Like most, WARM is not immune to increased pricing and the reduction of purchasing power.

Over the last five months, WARM has seen an average increase of 45% in families served over last year. In addition, food donations are down 13% from last year. With less food coming in and demand going up, WARM is challenged as to how to best reach and serve those in need. This challenge also comes with a continued commitment to be responsible stewards of the resources we have been blessed with to share with our clients.

Highlights from WARM's food programs this past fiscal year include:

- Kids Lunch Club program resumed congregate feeding in the summer of 2022 for the first time since the pandemic ensued. This created a few challenges but the amazing Kids Lunch Club Crew proved up to the task! Kids Lunch Club served 16,188 total lunches, averaging 317 kids a day at 16 sites! In summer 2023, WARM will go back to the pre-pandemic model which includes an enrichment/ recreation time after the lunch serve window at each site location. This allows more time for staff to connect with the kids, feeding their minds and hearts along with their bellies!
- WARM's Share Bac A Pac program provides healthy foods and snacks to children who are at risk of hunger on weekends and school breaks when free and reduced meals are not available. Last school year, our weekend backpack program averaged 351 kids served per week. Already this year, we have seen an increase to an average of 524 kids! Thanks to a wonderful partnership with the Westerville City Schools and their committed staff, we are able to identify, connect, and deliver food to families with children in need of weekend sustenance. As our partnership continues to grow, so does our number of students in need.
- Our Choice Market, WARM's adult nutrition program, has done a great job transitioning to how we safely serve those in need during the pandemic. Our ONLINE Choice Market allows clients to order online or by phone, and pick-up curbside. In addition, we are now partnering with Door Dash to deliver orders to our homebound seniors. In the coming months, WARM will be exploring how we can incorporate live shopping again, and how we take WARM to those areas of greatest need in the Westerville School District via mobile markets. With the amazing generosity and commitment of the Westerville community, WARM knows we can continue our commitment to serve the rising number of neighbors in need! Together, we can make a difference!

For more information, please contact Chad Maxeiner, Manager, Nutrition Services and Facility, at chad@warmwesterville.org



Client Services strives to get to know WARM's families so that when a need arises, we are prepared to connect our families with the help they request. Every person who receives food from WARM is important to us and we're available to listen, support, and make connections to other resources if needed. From clothing needs to counseling, Client Services is ready to assist by phone, email, or in-person.

Heading into the new fiscal year, we are looking forward to spending more time out in the community making face-to-face connections with new and existing families. We will also be strengthening our contacts with other agencies within the community to create an even larger safety net for WARM families.

By increasing our outreach efforts and partnering with agencies in the southern portion of the Westerville City School District, we will broaden the WARM community to include previously underserved families in need of nourishment, resources, and spiritual encouragement. And as new families discover all WARM has to offer, we will continue to learn what resources are most valuable to our families and cultivate resources so we can advocate for our families.

For more information, please contact Abra Campbell, Supportive Coach and Community Outreach Coordinator, at abra@warmwesterville.org

