GOALS: Expand, Engage, Empower

EXPAND
• Implement a strategic food acquisition plan.
• Expand our capacity to store donated and purchased food.
• Create a food storage “hub” to support increased donations.
• Add new food partners to support expanded food access points.

ENGAGE
• Explore new ways to engage food insecure neighbors.
• Add new access “spokes” in underserved locations to meet more of the need.
• Create and deploy new and innovative distribution models to optimize reach and engage new clients.

EMPOWER
• Empower clients through social services.
• Maintain and grow walk-in case management as key service offering.
• Broaden strategic partnerships to address differentiated client needs.
• Expand Mental Health Program.
Food Storage Hub

Warehouse

- New 10,000 square-foot warehouse centralizing our food acquisition and increasing our storage capacity for donated food.

- Lakeview Pantry’s new warehouse, located at 5151 N. Ravenswood will be the central location for all food donations and storage.
  - Home Delivery will operate out of the warehouse after opening.
  - Online Market pickup will operate out of the warehouse.
Warehouse Timeline

Timeline:
- Lease signed 12/1/18
- Demo permit obtained 1/21/19
- Demo started week of 1/28/19
- Final costs received from general contractor week of 1/28/19
- Construction permit process begin week of 1/28/19
- Construction permit received week of 2/11/19 (anticipated)
- Office portion complete week of 4/8
- Refrigerated van delivered week of 4/8
- Warehouse complete week of 5/13

Completion date dependent on freezer/cooler delivery which has the longest lead time for the freezer/cooler panels. (Currently on order - 10-12 weeks out.)
Entryway >

< Entry Experience
Warehouse Visual Plans, cont’d

Entry Office >

< Volunteer Area
Warehouse Visual Plans, cont’d

Conference Room

< Office/Work Space
Warehouse Visual Plans, cont’d

Office/Work Space

< Kitchen
Warehouse Visual Plans, cont’d

Warehouse Space
Adding new spoke: La Casa Norte

La Casa Norte has been operating in Chicago for over 15 years, offering housing resources and opportunities to youth and families who are at-risk or experiencing homelessness throughout 43 different zip codes in Chicago.

- The organization provides access to stable housing and delivers comprehensive services that act as a catalyst to transform lives and communities.

- La Casa Norte dreams of a world where all people have dignity, communities thrive and everyone belongs. Core values include:
  - Work COLLABORATIVELY
  - Demonstrate EMPATHY
  - Cultivate MUTUAL RESPECT
  - Provide access to RESOURCES & OPPORTUNITIES
  - Create a JUST EXPERIENCE FOR ALL PEOPLE
La Casa Norte Partnership, cont’d

- Partnership with La Casa Norte was born out of needs of both organizations:
  - Lakeview Pantry actively looking to open more food distribution sites as part of Strategic Plan.
  - La Casa Norte’s clients and community in need of access to high quality, nutritious groceries and meals.
  - Both organizations believe that dignity should play a major role in charitable service and that basic human needs must be met before the cycle of poverty can be broken.

Lakeview Pantry
Food for Today, Hope for Tomorrow

More than housing...hope!
Nutrition Center would operate on the main floor of La Casa Norte’s new, $20 million facility at 3533 North Avenue in Humboldt Park.

- Food Pantry/Market Distribution hours will initially be Mondays from 11am - 3pm beginning March 4, 2019 and grow to three days a week within 12 months.

- Prepared meal on Monday nights in partnership with culinary programs and local chefs to being in April.

- Lakeview Pantry social services would also be available to clients.

- Pantry would be staffed by Lakeview Pantry with assistance from La Casa Norte staff and will leverage volunteers from both organizations.

- Service area would include residents living in Humboldt Park within the boundaries of North avenue on the north, Chicago Avenue on the south, Kedzie on the east, and Kostner on the west.
La Casa Norte Partnership, cont’d

- La Casa Norte’s new facility.
  - Grand Opening January 30th
  - Will also house a health clinic run by Howard Brown Health Center
La Casa Norte Partnership, cont’d

Nutrition Center/Food Pantry Renderings:
Social Services Update

Empowering Clients Through Social Services

- Offer Social Services 6 days per week via Walk-In Case Management, Energy Assistance Programs, Mental Health Counseling, and Home-Based Case Management.
- Unique households served is up by 78% over last year and services provided are up by 75%.

Growing Walk-In Case Management as key service offering.

- Department is growing to 3 team members who will provide Walk-In Case Management.
- Additional evening hours for Walk-In will be added in February.
- Up by 11% since last year.

Broadening strategic partnerships to address differentiated client needs

- Michael Reese Health Trust Foundation to implement SAFE Program.
  - Partnering with domestic violence advocate, Resilience, to provide staff training.
- Potential partnerships: Consortium to Lower Obesity in Chicago Children, Jewish United Fund - Uptown Cafe, Partners In Community Building, NAMI.

Expanding Mental Health Program.

- Offering Mental Health Services 5 days per week.
- Expanding to evening hours starting in February.
- Counseling sessions up over 50% from last year.
- New clients up 83% from last year.
Fundraising: CCS Project

- **Scope of Project**
  - Began working with CCS in December.
  - Goals:
    - Expanding out major gift fundraising.
    - Updating our master case to prepare for an expansion campaign for the 5-year strategic plan initiatives.
    - Analyze current staffing levels and advise on staffing model to better position team for growth.
    - Creating a development plan and advise on fundraising strategies to better assist with forecasting future revenue goals.
    - Offers us the opportunity to do in-depth wealth screening analysis on current donors.
    - Expanding Major Gift fundraising.
      - Have identified key potential donors and strategies.
      - LVP team will meet with the first set of donors in the coming months to ask for increased support for new strategic initiatives.
Creating the Case for the Campaign.

- Drafting materials that can be used in donor solicitations, grant proposals, and other campaigns.

Development Plan.

- Team examined the existing job descriptions and key priorities of the development team to make recommendations for the open position.
  - Decision to add an Individual Giving Manager who will focus on mid-level donors and the direct-mail program.
- Team is reviewing Lakeview Pantry forecasting data and providing insight.
Data Analysis

- LVP team conducted data analysis and has found some interesting trends:

  - Gifts in the $50K+ group showed a significant increase in FY19 (127%).
  - Gifts less than $5K decreased by 6% in FY19.
Revenue Trends, cont’d

Data Analysis

- Average Annual Fund growth is 18% over the last three fiscal years.
- Grants line experienced a 72% increase over last fiscal year. Some of these grants are one-time and should not be considered renewable for FY20.
- Events line has been relatively flat for the last three fiscal years.
<table>
<thead>
<tr>
<th></th>
<th>FYTD19 Giving</th>
<th>FYTD19 # of Gifts</th>
<th>FYTD18 % of Total Raised</th>
<th>FY18 Giving</th>
<th>FY18 # of Gifts</th>
<th>FY18 % of Total Raised</th>
<th>FY17 Giving</th>
<th>FY17 # of Gifts</th>
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Next Steps

- Launch Working Groups.
- Develop Strategic Plan Dashboard to be reviewed and approved at April 2019 board retreat.
- Kicking off budget process which will include strategic priorities for FY 2020.