



2014
ANNUAL
REPORT



**OPEN HAND PROVIDES
MORE THAN A MEAL.
WE HELP THE UNDERSERVED IN OUR COMMUNITY
INCREASE THEIR NUTRITION KNOWLEDGE,
UNDERSTAND THE CONNECTION
BETWEEN HEALTHIER FOOD CHOICES
AND IMPROVED HEALTH,
AND CHANGE THEIR BEHAVIORS RELATED TO THEIR CHOICES
IN ORDER TO HELP MOTIVATE AND EMPOWER THEM
TO LIVE HEALTHIER LIVES.**

MISSION

Open Hand helps people prevent or better manage chronic disease through Comprehensive Nutrition CareSM, which combines home-delivered meals and nutrition education as a means to reinforce the connection between informed food choices and improved quality of life.

VISION

To eliminate disability and untimely death caused by nutrition-sensitive chronic disease.

PURPOSE

To serve our community by empowering people to live healthier, more productive lives.

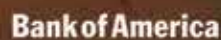
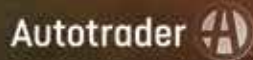
CORE VALUES

We put our mission first.
We honor our staff and volunteers as our most valuable resource.
We pursue innovation.
We embrace diversity.
We pledge accountability.

GUIDING PRINCIPLES

Our guiding principles that frame all decision-making are based on our purpose, these values and a mutual respect for each individual's contribution to the fulfillment of our mission.

OPEN HAND COMMUNITY NUTRITION PARTNERS



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As we reflect on Open Hand's last 15 years, we are exceedingly proud of what our community has helped us achieve. We watched our country struggle to deal with an epidemic of chronic disease so daunting that it was undermining our entire healthcare system. We witnessed firsthand a common lack of understanding about the connection between proper nutrition and good health. And we knew that this critical disconnect was contributing to the alarmingly high rates of obesity, diabetes and many other nutrition-sensitive conditions—particularly in Atlanta's food deserts, where the impact on low-income individuals and families was disproportionately high.

There had to be a better way!

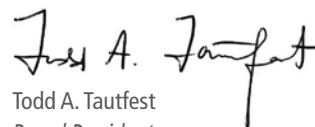
So, guided by the belief that food is medicine, Open Hand evolved into a community nutrition resource capable of creating widespread access to health-promoting meals. We built a highly-skilled team of registered dietitians to educate our clients through evidence-based nutrition interventions designed to help empower them to better manage their health. We elevated our nutritional standards and the quality of our meals beyond that typically found in a community-based setting. And we ultimately changed the dialogue around home-delivered meals—focusing not merely on food insecurity, but on *health promotion and disease prevention*.

Today, our comprehensive nutrition model is perfectly aligned with the strategic direction of our current healthcare system:

- Open Hand now serves more seniors than any other community-based nutrition agency in metro Atlanta.
- New collaborative partners like [Quality Care for Children](#) and [One 2 One](#) have sought out Open Hand to provide health-promoting meals for the at-risk youth they serve.
- [DeKalb Medical Center](#) features our [Good Measure Meals™](#) meal plans on their campuses to ensure that clients and employees alike have convenient access to high-quality nutrition. [Kaiser Permanente](#) will soon do the same for their members in metro Atlanta.
- The [Centers for Medicare and Medicaid Services](#) is now beginning to cover the cost of medically-tailored meals for certain populations as a cost-effective means to reduce hospital readmissions and institutional care.

Yes, much has changed at Open Hand in our 27 years of preparing and delivering meals, but our commitment to help our friends and neighbors in need has never wavered. Powered by our amazing volunteers and supported by stakeholders who value our work, we will continue to evolve and innovate in order to meet the ever-changing needs of our community.

Sincerely,



Todd A. Tautfest
Board President





Matthew Pieper
Executive Director



MORE THAN A MEAL

Overcoming the epidemic of nutrition-sensitive chronic disease

Open Hand has long known that food insecurity is closely linked to chronic disease—particularly in low-income households, where the effects are compounded by a general lack of nutrition knowledge and often associated with depression and other adverse mental health conditions.

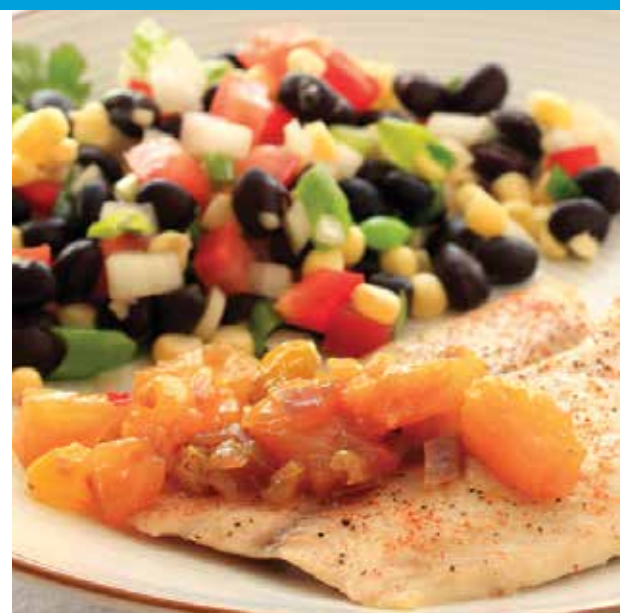
Our mission is to reach as many of our friends and neighbors as possible who don't have access to healthy food and who don't understand how to make nutritional choices that could drastically improve the quality of their lives.

Open Hand addresses food insecurity by providing our clients with the highest quality nutrition available, and we eliminate access as a barrier by delivering healthy meals, at no cost, directly to their door. Whether they are chronically ill, homebound, disabled or simply at high risk for chronic disease, we teach and empower them to make healthier food choices for themselves and their families, so they are better prepared to face the life challenges ahead.

FOOD IS MEDICINE

Open Hand is a charter member of the Food is Medicine Coalition (FIMC). FIMC is a volunteer association of nonprofit, medically-tailored food and nutrition services (FNS) providers all across the country seeking to preserve and expand coverage of FNS for the critically-ill clients that we serve.

Food and nutrition services include medical nutritional therapy (MNT) and the tailored food that accompanies it. MNT covers nutritional diagnostic, therapy and counseling services focused on prevention, delay or management of diseases and conditions, and involves an in-depth assessment, periodic reassessment and intervention provided by a licensed, Registered Dietitian Nutritionist (RDN) outside of a primary care visit. Medically-tailored food encompasses home-delivered meals, congregate meals, grocery bags, food pantries and vouchers that complement and are necessary to the fulfillment of MNT.





I try to imagine what my life would be like if I had known the importance of healthy eating sooner. Would I still have the use of both of my legs? Would I still need medication to control my diabetes and high blood pressure? I don't know what I would do if it weren't for Open Hand.

Ms. Eunice Andrews

With grandson Cameron, her constant companion



Volunteering with Open Hand every week fills my heart. I made a deep connection with an elderly gentleman who always told me he looked forward to my delivery days. When he became ill in his 90's and had little family support, I continued to care for him until he died. This connection would not have been possible without Open Hand's mission.

Barbara Antley

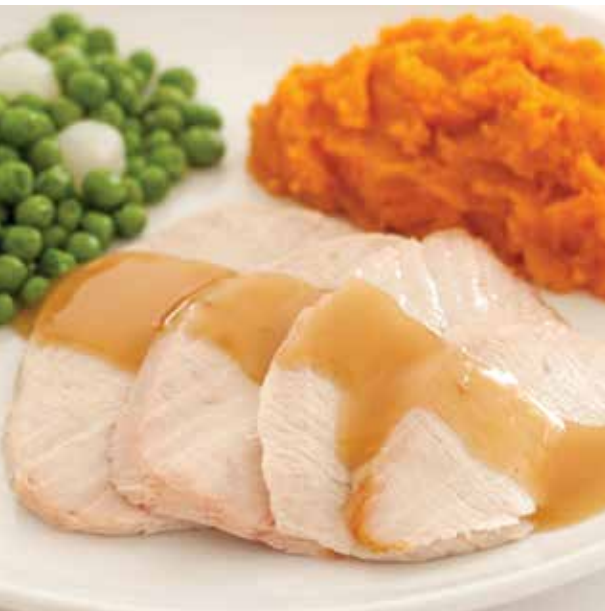
Longtime Open Hand volunteer and advocate

ACCESS IS ESSENTIAL

Everyone deserves access to healthy food

Nearly 800,000 people in metro Atlanta and north Georgia are food insecure, and over half a million people live in metro Atlanta's food deserts, where low-income families lack access to healthy, affordable foods and suffer from disproportionately high rates of obesity, diabetes and other diet-related disease. Over 70 percent of them must make choices between putting a meal on the table or paying for medicine, transportation or housing.

This is why Open Hand continues to focus on creating healthier options for the seniors, youth and families in these at-risk communities. It is essential that we continue to make a major impact by delivering health-promoting meals and Market Baskets, working with these populations to increase their nutrition knowledge and partnering with their healthcare providers and other community-based agencies to find effective solutions that increase their access to healthy food and comprehensive nutrition care.



FOOD SERVICES

Prepared Meals

Freshly-cooked, home-delivered or congregate meals to meet the daily nutritional needs of homebound seniors and low-income men, women and children who are affected by or at-risk for chronic disease. We also provide meals and snacks for at-risk children at food services sites.

Market Baskets

Weekly supply of nutritious food items including fresh fruits and vegetables and education materials to low-income, medically-eligible clients who have the ability to prepare their own meals, but who do not have the strength or income to purchase their own groceries.

Good Measure Meals™

Our social enterprise provides gourmet calorie- and portion-controlled meal plans designed for those who want to manage their weight or a chronic condition...or who just want convenient access to delicious, health-promoting meals. GMM not only directs 100% of its net proceeds back to Open Hand, but helps extend our mission across the full socio-economic spectrum.

Emergency Nutrition

Provides meal replacement snacks and nutrition supplements to low-income, medically-eligible men, women and children served by the Grady Infectious Disease Program during extended waits for their healthcare appointments.

Shelf Stable Food Boxes

Non-perishable food items that are appropriate for emergency purposes or for individuals who may qualify for a prepared meal, but prefer more options.

KNOWLEDGE IS POWER

Changing unhealthy behaviors—
regardless of age—starts with education

Nutrition education and knowledge plays an integral role in health and well-being throughout the course of one's life. Appropriate nutrition, starting at a young age, is necessary for normal growth and development and has been shown to improve health outcomes and prevent and/or improve chronic diseases as we age. Nutrition interventions have the potential to improve the quality of life for clients as well as caregivers and reduce associated healthcare costs.

Open Hand's evidence-based nutrition programs implemented by our registered dietitians, integrate all aspects of health promotion, disease prevention and disease management. Whether a physician-prescribed nutrition consultation for a senior with diabetes or a six-week Cooking Matters class for a group of at-risk youth, these programs provide participants with the knowledge, motivation and skills necessary to make healthy decisions within the context of their day-to-day lives.

Open Hand has been the one good, stable thing in my life for the last 12 years. They've saved my health—I really believe that. I had periods when I didn't have my HIV medicine, but I always had the healthy meals coming in. And they counseled me that pomegranate juice blocks the absorption of one of my medications...who knew? So I stopped drinking it each day and my T cells went up 200 points. They literally saved me.

Craig Gustafson

*Recipient of Open Hand's 25 millionth meal,
delivered by Sir Elton John*





NUTRITION EDUCATION

Nutrition Counseling & Coaching

Educates and empowers our clients to take control of their health with nutrition topics including portion control, healthy eating, hands-on food preparation through our teaching garden, physical activity, goal-setting and chronic disease self-management. Follow-up reinforcement often includes review sessions, group training, referral(s) to additional support services and/or phone consultations.

Medical Nutrition Therapy

Targets a specific medical condition and includes nutrition diagnosis, therapy and counseling services. Performed by registered dietitians following a specific plan of assessment, diagnosis, intervention, evaluation/monitoring, documentation and communication with the client's primary care provider.

Cooking Matters

A groundbreaking nutrition education program that teaches at-risk families how to shop and prepare healthy meals on a very limited budget. This hands-on, evidence-based curriculum is geared to low-income youth and families to facilitate healthy eating behaviors, share nutrition advice and decrease food insecurity.



COLLABORATION IS KEY

Effective partnerships help
drive community impact

To provide over 25 million meals and a wealth of nutrition education interventions to thousands of at-risk men, women and children spread across 7,000 square miles is quite a complex challenge. It's a testament to our many invaluable collaborative partners that we are able to deliver high-quality nutrition care to so many of our friends and neighbors who would otherwise have little to no support in their struggles to improve their health and quality of life.

Working together, we're building a healthier community by orchestrating an integrated, cost-effective approach to food insecurity—a root cause of the epidemic of nutrition-sensitive chronic disease.

COLLABORATIVE PROGRAMS

USDA Food Service Program For Children

Partner: Quality Care for Children (QCC)

Open Hand partners with QCC to serve healthy meals and snacks and provide nutrition education to over 1,000 at-risk children in the metro Atlanta area. Our community dietitians help increase food knowledge and instill the importance of making healthier food choices for these children through fun, interactive educational experiences.

Fulton County Senior Collaborative

Partners: Visiting Nurse Health System (VNHS) & Meals On Wheels Atlanta (MOWA)

This collaboration manages all senior centers in central Fulton County. MOWA manages facilities, Open Hand prepares and delivers healthy meals and nutrition education and VNHS oversees case management.

Ryan White Treatment And Modernization Act

Partners: Absolute Care, Atlanta Infectious Disease Group, AID Athens, AID Atlanta, Positive Impact Health Centers, AIDS Healthcare Foundation, Clayton County Board of Health, Cobb-Douglas Board of Health, DeKalb County Board of Health, Emory Midtown Infectious Disease Clinic, Fulton County Department of Health and Wellness, Piedmont Avenue Health and Wellness, Infectious Disease Solutions, Morehouse Medical Associates, Pride Medical, Grady Infectious Disease Clinic, Mercy Care & VA Medical Center

A collaboration to provide nutrition services, including medical nutrition therapy (MNT) and counseling education, to healthcare providers in partnership with the Ryan White Care Act.

Atlanta Care Transition Workgroup

Partners: Atlanta Regional Commission, Visiting Nurse Health System, Alliant Health Solutions, Kaiser Permanente & Piedmont Hospital

A collaboration of healthcare providers and aging services to plan a regional approach to care transitions.

YMCA of Metropolitan Atlanta Community Health Initiative

Partners: YMCA of Metropolitan Atlanta & Good Measure Meals™

A collaboration designed to help YMCA members meet their health and wellness goals through youth and family programming that promotes consistent physical activity and optimal nutrition.

Food Access

Partners: Truly Living Well Center for Natural Urban Agriculture & The Turnip Truck

A collaboration focused on improving health through high-quality foods, including local, fresh fruits and vegetables through supporting community gardens and urban agriculture.

COMPASSION IS CONTAGIOUS

At the heart of it all is an
army of dedicated volunteers

Perhaps our greatest strength is the perpetual support from our community. At Open Hand, people from all walks of life come together to be a part of something larger than themselves—selfless individuals, families, school groups, churches, corporations and civic organizations all visit our campus to make an impact on our greater Atlanta community.

Volunteers pack and deliver meals, support the nutrition education efforts of our registered dietitians, work alongside our staff on special projects and events, and serve in leadership positions. They work hard, they laugh a lot and they leave our campus with a tangible sense of fulfillment.

We couldn't be more thankful for the kindness afforded by these generous souls whose personal mission is to make the lives of those we serve better.





There's so much need in this world—I find that if you just focus on your immediate area, you can make a difference. I love hearing about the client's health and overall quality of life getting better. And you actually see it and get the opportunity to immerse yourself in it.

Scott Smith

Weekly volunteer, here with son Davis, who often delivers meals with his dad

CAPACITY IS LEVERAGE

An expanded, optimized facility and strategic investments fuel growth

As we continue to grow our operations and scale our programs, products and services to maximize our impact in additional at-risk communities throughout north Georgia, our efforts are focused in the following strategic areas:

PARTNER DEVELOPMENT

Open Hand can only accomplish our mission through invaluable strategic partnerships which help provide access to the diverse populations we serve. Through our partners, we are able to deliver meals to more individuals who are battling or are at risk for chronic disease and provide nutrition education to empower them to make healthier choices. Our partnerships with physicians, institutional healthcare providers and insurers also help make Open Hand's more advanced nutrition therapies available to those with critical needs. To ensure we are reaching as many at-risk individuals and families as possible, we continue to invest in the vitality of these ongoing partnerships.

PROGRAM DEVELOPMENT

Open Hand is committed to offering an array of nutrition programs that make a measureable impact on the health of our community. These evidence-based interventions happen in many settings – in the home of a client, at county senior centers, as part of summer programs for at-risk youth or through corporate health and wellness initiatives implemented by our Good Measure Meals™ social enterprise. As we continue to document the results of these interventions and work with physicians and healthcare providers to ensure that our programs consistently deliver improved health outcomes, Open Hand is well positioned to leverage the investments we have made in our nutrition programming and greatly extend our reach to other communities in dire need of our services.

PRODUCT DEVELOPMENT

The landscape in which Open Hand currently operates in no way resembles that of ten or even five years ago. The evolving needs of our community are dictating the need for new or improved products and services and more cost-effective ways to deliver them. With a long history of innovation, Open Hand is currently exploring the viability of a number of product advancements in addition to the feasibility of shipping our meals to at-risk populations beyond our current distribution network. As one of the country's largest community-based providers of medically-appropriate meals and nutrition education, we are steadfastly committed to the continual improvement of the products and services we offer.

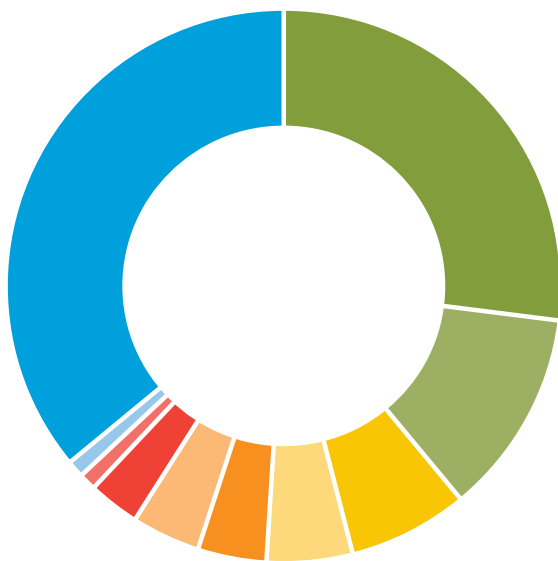
PROCESS DEVELOPMENT

Open Hand is consistently refining our operating processes in an ongoing effort to increase efficiency, which equates to potentially millions of dollars in savings over time. This is critically important because those savings are poured right back into our nutrition programs to directly benefit our clients. We have been fortunate to enlist the pro-bono professional services of the likes of Deloitte, the Georgia Tech Enterprise Innovation Institute, TechBridge, among others, in order to put ourselves in the best possible position to maximize every dollar invested in our organization. With the help of these technology resources, we have streamlined our manufacturing, quality assurance and distribution operations, and identified additional process areas that could help us continue to increase our productivity.



91 CENTS OF EVERY DOLLAR GOES TO OUR COMMUNITY NUTRITION PROGRAMS

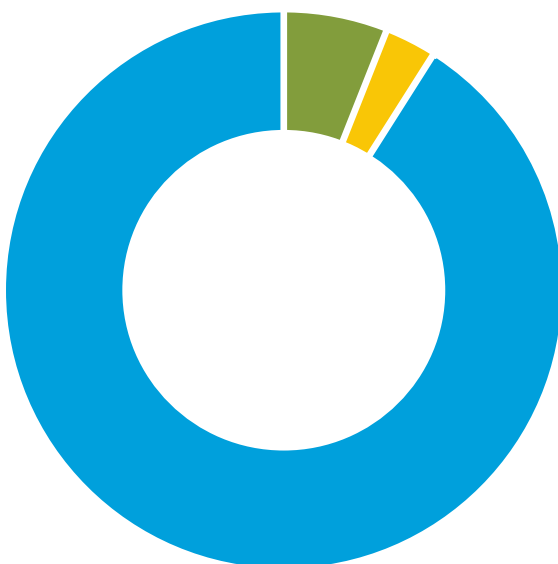
2014 FINANCIALS



REVENUE

● Earned Revenue	\$	3,319,740	34%
● Good Measure Meals™		2,710,229	28%
● Government Grants		1,205,740	12%
● Individual Gifts		679,924	7%
● Net Special Events		626,041	6%
● Foundation Awards		421,884	4%
● Capital/Designated		411,294	4%
● Gift In Kind		334,148	3%
● Corporate Gifts		142,198	1.5%
● Other Income		41,735	0.5%

Total	\$	9,892,933	100%
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EXPENSES

● Program	\$	9,193,175	91%
● Fundraising		609,426	6%
● Administrative		350,369	3%

Total	\$	10,152,970	100%
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The 2014 independent audit for Open Hand was performed by Brooks, McGinnis & Company, LLC. For a complete copy of the 2014 audit, please contact 404-872-8089.

INDIVIDUAL SUPPORT



Founder's Club

\$50,000 and above
 Stacy Bredendieck &
 Gregory Mullins
 Helen* & Jimmy Carlos
 Suzanne E. Mott Dansby

Elite Epicurean

\$10,000 and above
 Debra Carlton, M.D.* &
 William Craven, M.D.
 Court Coursey
 Margaret and J. Stephen Eaton*
 Mark J. Fillion
 Sally & Mark Hawn
 Marilyn & Carl Hug
 Chef Gerry Klaskala
 Anonymous
 Colleen & Kent Lindner*
 Yvonne & Charles E. Mendez, Jr.*
 Betsy and Dan Murphy
 Matthew Pieper^o & Joseph R. Milane
 Kimberly J. Rask, M.D.* &
 Martin Sheline, M.D.
 Chef Kevin Rathbun
 Todd A. Tautfest* & Mateo Restrepo

John B. Thompson, II
 Joe Vella & Tom Dapogny
 Mary & Jay Williams*

Five-Star Epicurean

\$5,000 and above
 Marlene J. Alexander
 Lisa & Matt Beine
 Anonymous
 George Chang & Joe Allen
 Karen & Tom Chapman
 Tony Conway & Steve Welsh
 Esther* & Bert Dabney
 Sally Dorsey* & Herbert Miller
 Johanna W. Ellis
 Varon Alexander Garcias, M.D.*
 & Fernando Montes
 Micki & Tobin Genung
 Raymond Scott Hawks
 Maureen Healy & Michael Tabachnick
 Cynthia & J. Charles Hendon
 Chip Johnson
 Kim Klumok and Alex Kaminsky
 Stanley C. Langston
 Jane Boyd Lee
 Stephen G. Mitchell, D.M.D. &
 L. Mitchel Linton
 J. Patrick Mooneyham
 Bill Murphey
 Mike Orcutt
 Lori & Neil Ort Kiese
 Ashley & Travis Palladino+
 Meg C. Reggie* & Rick Butgereit
 Nancy Rollins

Michael L. Rowell
 Joseph J. Sanders
 Mark Skillian, M.D. & John Morrison
 Greg Simms
 Janice & Ed Story
 Noveta & Clyde Watkins, Jr., M.D.*
 Elizabeth Williams-Winfield
 Stephen Woods & Mark Cimino
 Anonymous
 Jacqueline* & Eric Yeaney
 Mary & Robert Yellowlees

Four-Star Epicurean

\$4,000 and above
 Leigh Catherall*
 Caroline & Bob Cohen
 Mefail A. Cvrk
 Gary Alembik+ & Stephen Graves
 Tara & Jonathan Hayes
 Etta Raye Hirsch
 Elizabeth & Henry Moldt
 Anonymous
 Lyndon M. Wear

Three-Star Epicurean

\$3,000 and above
 Marla & Sidney Appel
 Kasey & Todd Asarch
 Thomas E. Bat, M.D.+
 Karen Beardslee & Susie McGinnis
 Boog & Reverend Samuel G. Candler
 Katie Deegan
 Tara & Michael Dolister
 Ellen & Christopher Etheridge

TO GIVE TO OPEN HAND means I am ultimately investing in my neighbors and my local community. I am confident that my donated dollars are well spent and am grateful to have the ability to give monetarily and through volunteering. This small sacrifice has such a significant impact on struggling local families. I encourage everyone to get involved locally and be the solution!

- Dynesha Montgomery
Volunteer and Friend for Life monthly donor



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 Stanley Friedman
 Lisa & Seth Greenberg
 Gregory Hughes⁺
 Mary Frances Jones
 Barrett Coker Krise
 Su So-Longman & Al Longman
 Michael C. McCoy
 Roger A. Park⁺
 Ed Patterson* & Steve Richards
 Becky & Vic Pentz
 Anonymous
 Heather & Mike Rensink
 Rad Slough⁺ & John Weathers
 Caroline & Ted Staton
 B. Joy Wasson

Two-Star Epicurean

\$2,000 and above
 Susan Anderson^o &
 Susannah Davis
 Julianne & Wilson Andrews
 Meg & Jeff Arnold
 Cyndae Ann Arrendale*
 Kenneth Beamon
 Peter M. Birnbaum
 Jennifer R. Bolding
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\$1,000 and above
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 Matt Filbeck & Lauren King
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 David W. Strickler
 Susan & Bob Tanner
 Paul R. Teigen
 Matthew Bianco & Joseph Usher

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 Helen & Ray Weeks
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 A. Pearl Wilder
 Krista & Brian Wilhite
 Margaret D. Woods+
 Susan & Bryan Woods
 Scott P. Wright+
 Catherine Young & Sara Thompson
 Suzi & Reid Zeising

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 Ethan Andelman
 Christopher B. Anderson
 Roz Anderson
 Debra Emma Aring+
 Louise & Harold Banister
 Jorge Barraza
 Louisa & Armando Basarrate
 Claire Marie Belisle+
 Paul Bennett
 Judith Bishop+
 Suzanne & Russ Blauser
 Monica L. Boll+
 Robert D. Bordett
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 Natalia Bravo Riofrio
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is an opportunity for us to be part of one of Atlanta's most impactful non-profit organizations while building camaraderie with a group of socially-conscious, young professionals.

- Lisa Boren Sivy and Ryan Moy

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- + Friend for Life Member
- o Staff Member

Giving Period 1/1/14–12/31/14

GIVING A FEW HOURS a week helps us slow down and give to something bigger than ourselves, giving us the peace we need to get through the work week.

- Ashley and Travis Palladino
Weekly volunteers and Friend for Life monthly donors



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WE LOVE PARTNERING WITH OPEN HAND

to reach those who are underserved throughout Atlanta. The work they do on a day-to-day basis is vitally important to the well-being of so many in our city. Plus, we hear over and over again from our congregation that working with Open Hand is so much fun! We are happy to be wind in the sails of an incredible organization.

- Melissa Edge *Buckhead Church | North Point Ministries, Inc.*



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 We are drawn to organizations such as Open Hand
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- Chef Kevin Rathbun and Chef Gerry Klaskala
*Co-chairs of Party in the Kitchen, Open Hand's
 largest annual fundraising event*

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