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CommUnity's Fiscal Year 2021 began July 1, 2020 and ended June 30, 2021
Dear Friends,

Throughout the history of human beings, people have relied on one another to survive. This applied to our ancestors as much as it does today. We rely on the contributions of others to enhance our quality of life. Whether that is a family member watching our children, our friends helping us with a ride to the airport; or something of a more systemic nature like sending our children to public school, depending on snow plows in a storm, or calling the fire department in an emergency. It is community that enhances our quality of life and contributes to the ability for each individual to not just survive, but thrive.

It is for this reason that we are extremely proud of CommUnity Crisis Services & Food Bank as an organization. We were started by the grassroots efforts of a few, and have become a long-standing staple that our neighbors rely on when times are challenging. Our programs exist to serve a wide array of community needs. From essential items like food and housing, to providing crisis response; CommUnity staff, volunteers, and donors show up for their neighbors. Through our Food Bank and Basic Needs programs we are able to assist individuals and families through food assistance, rent assistance, and work enabling items. Through our Crisis Intervention and Mobile Crisis Outreach programs we respond 24/7 to those in our community who are in crisis, need emotional support, or are experiencing mental health challenges.

The upcoming year is going to represent continued growth for the services CommUnity offers. As we continue to live through this pandemic, mental health needs are significant for youth and adults in our community. As a National Suicide Prevention Lifeline Center, CommUnity counselors will be answering the 988 crisis line as it rolls out next summer. This three digit number was created and approved by the FCC to remove barriers for those experiencing a mental health crisis. We anticipate a significant increase in calls, chats and texts as mental health needs continue to mount in our community, and barriers to access are reduced. Additionally, we are expanding our Mobile Crisis Outreach program to better meet the needs of our community by increasing our response to schools and alongside law enforcement. Mobile Crisis Outreach provides in-person counselors 24/7 at no cost, regardless of socio-economic status, to any member of our community. We are passionate about providing these lifesaving services, and dedicated to providing high quality crisis response services.

Our Food Bank and Basic Needs Programs continue to expand on the services they provide. Over the past year we have increased the number of clients served by mobile pantry and food delivery. We have changed the hours and process for clients to access clothing vouchers, rental assistance, utility assistance, and work enabling items. We consistently look for ways to improve upon our legacy services, removing barriers for the individuals and families we serve.

Community Crisis Services & Food Bank would not be the organization it is today without our amazing volunteers, donors and community partners. We are incredibly honored to have dedicated community supporters that understand we truly are better together. Please read on to see the impact our organization has had over the past year.

Sarah Nelson, Executive Director
Amy Hospodarsky, Board Chair
Your support distributed 1,544,798 lbs of food to our Food Bank. Clients in FY21, 861,467 lbs of food were donated by Table to Table and 74,703 were donated by community members.

10,839 individuals visited the Food Bank a total of 31,367 times in FY21. Of those, 73% of our clients identify as non-white, and 40% identify as black.

Since 1996, Table to Table’s mission has been to keep wholesome, edible food from going to waste by collecting it from donors and distributing to those in need through agencies that serve the hungry, homeless and at-risk populations. “One common misconception about food rescue,” Ross said, “is that the food is somehow inferior... or short-dated. The truth is, that more than half of the food T2T collects is not short-dated, and has months of viability left.”

Here’s where CommUnity comes in. Our Food Bank model and Table to Table’s food rescue model were developed with each other in mind. “Table to Table’s model is remarkably unique, sustainable, and effective. We have the wheels and the relationships and we’re able to match food donors with recipients... Table to Table knows food rescue and CommUnity knows its clients. Your volunteers and staff keep T2T going. They’re so open-minded and provide great feedback and perspective.”

In FY21, Table to Table donated 861,467 of the 1,544,798 pounds CommUnity Food Bank distributed. We’re so grateful for their partnership over the last 25 years and look forward to a bright future of continued collaboration!
Rick grew up on a farm in rural Johnson County, Iowa. He understands the importance of a strong community and that’s why he volunteers every week at CommUnity’s Food Pantry at Pepperwood Plaza.

When Rick saw an article about the CommUnity Food Bank, he knew it was a sign for him to give back to the area he’s called home for over 60 years. “I just knew it was the perfect position for me,” he says. Rick quickly realized he wouldn’t just be making a difference for the thousands of hungry people CommUnity helps, but for fellow volunteers, as well. Rick says he’s made so many connections with clients and other volunteers that he considers them a part of his extended family, and he is forever grateful.

During the pandemic, Rick says services like CommUnity’s are needed now more than ever. “People have been homeless,” explains Rick. “They’ve been out on the streets and can’t make ends meet. There’s been people that have lost jobs and don’t have paychecks. There’s so many people that need our service and need our volunteers.”

Volunteering is a fun and meaningful way to give back, either alone or with a group of family, friends, teammates, or coworkers. CommUnity relies on volunteers every single day to help with important tasks like sorting and stocking shelves, administrative work, and more. For more information on how to join our team of compassionate and energetic volunteers, visit builtbycommunity.org/volunteer.
Through all of our services, CommUnity serves thousands of people each week. Each client who walks through any of our doors has a rich history behind them, and we feel truly honored when someone offers to share their story with us.

We received a letter from a client named Ben at the end of FY21 explaining that “A few years ago, when I was just starting out on my own, I had little by means of wealth, just the very limited resources my closest family could spare... I was working two jobs, seven days a week and barely getting by, scraping the bottom of my bank account every two weeks.”

Ben went on to explain “When you work 56 hours over seven days a week, every week, and have extra expenses, debt, student loans, a high-interest car loan because the bank doesn’t trust you to not default at your income level - daily life is already strenuous,” but “People deserve to eat regardless of income or status... Every community, rural or urban, deserves to have a resource like CommUnity Crisis Services and Food Bank.”

On behalf of all CommUnity staff members and volunteers, thank you, Ben, for your kind letter! It is an honor to serve you and all of our clients!
Grace signed up to become a Crisis Intervention (CI) volunteer during her Freshman year at the University of Iowa. Now a senior, Grace looks back on her experience, saying “It scared me. I was super intimidated by the idea of talking to anyone with suicidal ideation, and I didn’t think I would be up for it, but I saw it as a big challenge and if I could learn how to do it properly and do it well, I thought it would be a really awesome way to spend my time!”

Grace is a Psychology student and would like to have a career in counseling. Volunteering with Crisis Intervention was a perfect way for her to get involved outside of academics and gain valuable experience. In addition, Grace says her experience as a volunteer has “given me a lot of great communication skills,” and “it’s a great opportunity to practice empathy and see how far unconditional positive regard can go.”

When asked what she would say to someone considering volunteering on the crisis line, Grace said “I think it can be super intimidating, but it’s worth it in the end. You learn a lot about yourself and other people. It’s just a great opportunity and a great way to spend your time... I leave every volunteer shift feeling better than I did before I arrived.”

We could not provide the level of service and mental health support we offer without our volunteers. When our neighbors are in need of another voice on the phone, CommUnity Crisis Intervention staff and volunteers are always there to take the call.

### CI VOLUNTEER STATS

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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<tbody>
<tr>
<td>Total Contacts</td>
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</tr>
<tr>
<td>Lifeline Contacts</td>
<td>23,799</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>3,624</td>
</tr>
<tr>
<td>Cost Savings</td>
<td>$89,5K</td>
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<tr>
<td>Contacts Involving Suicide</td>
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Over 23% of our total Crisis Intervention contacts in FY21 discussed suicide. All Crisis Intervention staff and volunteers go through rigorous suicide intervention training to prepare them for these critical conversations.

After their conversation with CommUnity staff or volunteers, all Crisis Intervention clients are asked to provide feedback on their experience. Their valuable feedback allows us to constantly improve our service for future conversations.
803 dispatches were dispatched through the Mental Health/Disability Services of the East Central Region (ECR), and 206 were dispatched through the GuideLink Center. 88% of clients diverted from hospitals or jails.

Kris first learned about Community in 2002 when she found herself in need of food while living in a group home following a mental health diagnosis. She recalls what the Food Bank was like in the days before client choice became the standard. “I remember when volunteers used to stock a table in the waiting room with fruit and bread. There were a lot of restrictions then, and people would rush to the table. She says, and the new system works really well. Grocery shopping where people can choose what they want... like gluten free items and things like that... works really well.”

The goal of Mobile Crisis Outreach is to de-escalate the client’s mental health crisis and divert clients from hospitals and jails. In FY21, we saw some of our highest dispatched rates ever and several months boasted diversion rates of 90% or above.

Mobile Crisis Outreach clients receive follow-up contacts for one year following their initial contact. These contacts help connect clients with community services that can support them long-term.

Mobile Crisis Outreach clients of the East Central Region (ECR) are followed up with a total of 2,939 follow-up contacts.
A NOTE FROM OUR CI PROGRAM MANAGER

Last year alone, we talked to over 33,000 people in crisis. Many of those conversations were handled by volunteers - people like you who want to help, who want to make a difference in people’s lives, and, in some cases, be the presence that helps a person choose life. If you’ve ever been struggling and needed support, you know how critical a service like this can be. We’re here for everything from “I’m having a bad day” to “I don’t know how I will get to tomorrow.”

While helping others through a crisis may sound like a daunting task, we have a thorough, engaging, and fun training program taught by long-serving counselors and experts that will help you hone your skills and natural instincts towards empathy, compassion, and helping.

Whether you’re looking to bolster your professional résumé for a future career in mental health, or just looking to give back to our community, the Crisis Intervention program is a great place to spend your time! The conversation about the importance of mental health is gaining momentum, and you can have an impact right now! Join us for our Spring training this coming February, and become a part of the movement to shed light on these issues to have a meaningful, life affirming effect on your friends, family, and community!

Ryan Dickson, Crisis Intervention Program Manager
279 Birthday Bags were distributed to local children at our Food Bank in FY21! These birthday kits, including decorations, a cake and all the fixings, are a special treat for all ages and include a cake baking kit, birthday decorations, a party, and more! Thanks to the Rotary Club of Iowa City Downtown for donating the bags to the Food Bank. For a list of donors, please see below.

OUR DONORS

$250 - $499

Angela Alexander & Robert Colas
Amy P. Anderson
Andrea Lampropoulou
Andrew Simmons
Arielle Arnold
Richard P. Ashman
Audrey S. Aziz
Avery D. Baek
Richard A. Backer
Linda B. Baker
Brooke Bajaj
Barbara L. Bates
Barbara M. Beck
Patricia M. Becker
Scott J. Becker
Bryan E. Bemis
Bill Benyei
Barbara L. Boudreau
Jean C. Brown
Barbara M. Brown
Paula Brown
Dana A. Brown
Kathleen A. Bums
Erica M. Burns
Mary J. Burns
Carlos R. Busto
laughs Busto
Joyce M. Busto
William D. Busto
James C. Buste
John M. Buste
Michael J. Buste
Rachel J. Busto
Marc L. Buste
James B. Busto

CommUnity’s team is made up entirely of volunteers!
5 Statues of Liberty

would weigh the same as our FY21 total food distribution. Our Food Bank distributed 1.5 million pounds of food this fiscal year, and the Statue of Liberty weighs about 310,000 lbs.
MISSION CIRCLE

Thank you to our Mission Circle Members for your monthly gift!

Anonymous (10)
Stevens and Mary Asdak
Abdulrahim Atwous
Ruby Aung
Lacey Arthur
Judy Atkins
Patricia Bahr
Paola Baxkerman
Emma Bumard
Jeff and Judi Barta
Brian Baudier
Heather Beurainmargueram
Nancy Bell
Michael and Ingrid Benja
Ardel H. Bennett
Karen Barham
Jay Baysal
Jennifer De La Cruz and Allison Boardman
Gregory P. and Barbara J. Black
Kenneth and Mandell Bland
Jacqueline T. Blake
David Levene and Christine Laurance
Susan Brooks
Jesse and Emily Bockelman
Cynthia Fathling and Frederick Boehler
Michael and Joni Bosch
Molly Brodsky
Barry Bronk
Don Byrd
John P. Byrdin
Mark and Terri Behe
Jeremy Breit and Mary Campbell
Carland Barbara/Brian
Geoffrey Buck
Elizabeth Bakes
Ted Bumbar
Megan Combs
Michael and Christine Carnie
Mary G. Ceresiek
Richard and Robin Chambers
Beverly and Frank Clark
Karen Christensen
Shannon Christiansen
Allie Claxton
Gina Claude
Brett Cloud and Debra Vonderoest
James and Sandy Conger
Margaret Cooper
Susan Cotting-Mal
Daniel Crawford and Liz Markiewicz
Tim and Margaret Coughanour
Tiz and Janet Croco
Joseph Crouse and Andrew Wilser
Lois Crouch
Stephanie De Bois
Lori and Patricia Dolan
Patrick Deser and Kristie Fortmann
Adam Dowell
Andrew and Diane Drapart
Frank and Meredith Dufrane
Laurya Eastland and Michael Paulsen
Michael and Mary Lynn Eckert
Michael Ecklund
Matthew Edmondson
Briley and Joyce Elnd
Maggie Elrod
Helan El-Sharif
Eric and Jennifer Erdahl
Lori Erdahl and James Trepa
Robbie and Pom Pifer
Sandy and Brian Everhart
Joan Eyman
Joan Falconer
Rebecca Foster-Gage
Julia Filling
Wilkie Fischbacher and Gloria Gaho
Margaret Gardigues and Sarah Ross
Eric Gold and Jacqueline Blyn
Nathan and Shikola Gibbons
Joseph Gilles
Laura Goldestream
Kathleen Goldmark
Jim M. Goldberg
Karin Gonzalez-Diaz
Scott and Teri Gordy
Mary Lynn Greer
Helen Greedex
Tiffiny Gordon
Melissa Gorshen
Meagan Guagliano-Downing
Brad Turner
Betha Hoas
Michael Higley and Laura Routh
James and Lisa Holt
Barry Humes
Jordan Hymes
Ujiee Kang
Scott and Jill Hansen
Corey Harms
Brian and Gina Hartley
Matthew Hartley
J. Ladd and Susan M. Heath
Elizabeth Hamilton
Aaron Hammer and Elizabeth Caldwell
Chas Henderson and Nancyayer
J. J. Henry
D. Henry Jr. and Gretchen B. Hill
Malvina Hernandez
Elisa Herdeno Perez
Mathew Hill and Margaret Beck
Steve and Elinor Hilt
Jack and Nancy Hollis
Sue and Bill Holm
Michael and Francine Hummert
Peter H. Huick
Tina Hylies
K. J. Hylies
Bob and Jill Ives
Dave and Jan Ismayer
Lois James
Bill, Jennifer and Susan Furst
Jewel Jenor
Judith M. Jenner
Susan R. Johnson and Ann T
Nicholas Johnson and Joseph Chen
J. Raymond Johnson and Mary Chessy
J. Raymond Johnson and Mary Chessy
June Juenger
Annamaria Kadosz
Robert Kees
Jim Keller Wilson
William Kelly
Kathryn Keer
Alex Keizer
Rebecca Keister
Sandy Keister
Brian and Kelly Kezer
Bryan and Krysta Kempf
Irwin D. Kemppainen
James and Patricia Kosar
Michael and Deborah Kroetz
Caroline L. Kroetz
Lisa Kroetz
Patricia Kresl
Diana Krey
Rita Krysko
Carla Krysko
Sarah Krysko
John and Mary J. Langhoorne
David and Pamela Larbalest
Janyd and Brian Lash
Karen Lash
Paula Lefo
Adrienne Gomex and Elenor
Leslie Gomex
Yojin Lee
Jeannine Lefrancois
Anna Lefrancois
David Leper and Sonida Smith
Michael Levy
Jean Littlejohn
Rachel L Ihnen
Peggy Lovelace
Levi loved
Laura and Mike Lye
Joyce E. Mandel and Bruce A. Bishop
Susan and David Manuell
Robert and N. Manuell
John and Mary McCollum
Lloyd and Carol Mathewson
Kevin Mccraith
Paul B. McCrae, Jr. and Linelle Kull McCray
Mary and J. Mcguin
Chris and Kathleen McDonnell
William and June McDonnell
Karyn McCracken
Angie Michael
Michael Mengeling and William Presco
David P. Miller and Margaret A. Bally
David and Me-Mia
Samantha Mitchell
Fred Minter and Monica Maloney-Mitcha
Melissa Moll
Joan Moore and Grant Brown
William and Neil Brown
Mary and Jerry Brown
Dana A. Moberg
Patricia Murchie
Kathryn Moon and Margaret Murray
Marc and Joanna Myers
Ann and John Myers
Ed Nally and Krista Niska
Joseph and Mary Niska
Justin and Arnes Nevan
Debra Newton
Ronald and Ann Nikola
Diana N. Olas
Garrit and Leslie Oster
Verna L Olson*
Karen and F. Oster
Candice Osgood
Michael and Patricia Parker
Patricia Pascal
Pamela Peppleman
Anne and Andrew Peter
Roberta and Robert Aslan
Alfredo García
George H. Perry
Philo and Barbara Peterson
Patricia Peterson*
Ingard Perkins
Sandy Pigott and Jodean Concilla
Erica Popp and Matthew Benda
Kevin and Kay Benda
Ted and Anne Porter
Jerry and Suzanne Protheroe
Elizabeth A. Purdy
Jeffrey Quaiche
Shawn and Troy Rineke
Melissa Roberts
John and Paula Robison
Chad Robiduke and Beth Ritter
Rabiduke
Yokoaki and Rebecca Sato
Joseph Schiller
Robert and Rita Schmidt
Colleen Schmidt
Catherine Schneider
Gena and Thomas Schuyler
Michael and Francesco Schuchet
Lynette Seylger
Jared Serr
Nancy Serdack
Me Sharan and Lucy Wilhelmemeyer
Jula Shem
Andrea Shemanski
Kent and Joy Short
Ken and Joy Short
Ann and Jeremy Showers
Andrew and Jason Sinclair
Laele and Ruth Sleator
Kaci Smith
Tanya Smith
Jack and Anne Stapleton
James and Bostock Staple
Dolane and Beth Stans
Nancy and John Stanas
Rip and Sherry Stan
Liam and Carla Strock
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Donald and Cretia Sotiratoy
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Lauren Thompson
Carol M. Thrudstrom
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Ewa K. Twaer
Joshua Tweep
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Brigette and Andrew Vogel
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Jean M. Voss
Bruce and Derek Walker
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Jamie and Joanne Walker
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Joni and Glenn Warmen
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Robert and Lynn Weigel
Carrie Weigel
Marilyn Wells
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Demis and Virginia Wieland
Lisa R. Wilkins
Elizabeth Williams
Mark and Larry Wilson
Terry and Anna Wilson
Sarah and Mark Wily
Ken and Wik
James Wood
Joan Wood
John and Nancy Zear
Kris and Linda Ziegler
Mark Ziegler

UPCOMING EVENTS

DECEMBER
Project Holiday
All month - Each $25 donation will purchase a complete holiday meal for a local family in need.

FEBRUARY
Spread the Love
All month - Spread the Love is CommUnity’s annual community-wide peanut butter and jelly drive.

MARCH
Pancake Breakfast
March 5 - Join us for breakfast on the first Saturday in March.

APRIL
CommUnity Baby Shower
All month - Help us provide diapers and other baby items to local families.

Hunger Banquet
April 8 - The Hunger Banquet is designed to immerse participants in the reality of food insecurity.

MAY
Mental Health Awareness Month
All month - Help us raise awareness about the importance of taking care of our mental health.

Period Poverty Drive
All month - Let’s end the cycle of period poverty through the donation of menstrual hygiene products.

JUNE
Strike Out Hunger
June through August - Help us provide diapers and other baby items to local families.

Fan Club
June through July - For every $20 donation, a family in need will receive a box fan.

Learn more about Mission Circle at builtbycommunity.org/missioncircle
BOARD OF DIRECTORS

Phillip Bettis
Board Member
TIAA Financial Services

Broderick Binns
Board Member
Hawkeye Sports

Kingsley Botchway
Board Member
Waterloo Community Schools

Maria Bruno
Board Member
University of Iowa

Curtis Chung
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University of Iowa Health Care

Eddie Etsey
Program Oversight Chair
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Scott Hansen
Board Member
University of Iowa Center for Advancement

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Deb Seymour-Guard
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Karen M. Shemanski
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Greg Vrchoicky
Development Committee Chair
Farmers and Merchants Savings Bank

Carlette Washington-Hoagland
CAC Liaison
University of Iowa Libraries

Yu Yu
Board Member
Hills Bank

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Current Hometown: Marion, IA

Nicole Kilmer
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(319) 351-2726 ext. 105
Current Hometown: North Liberty, IA

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(319) 351-2726 ext. 105
Current Hometown: North Liberty, IA

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(319) 351-2726 ext. 107
Current Hometown: Bennett, IA

Cindy Hewett
Director of Services
cindy.hewett@builtbycommunity.org
(319) 351-2726 ext. 170
Current Hometown: Tiffin, IA

 Current Hometown: Iowa City, IA

Current Hometown: Marion, IA

Current Hometown: North Liberty, IA

Current Hometown: North Liberty, IA

Current Hometown: Bennett, IA

Current Hometown: Tiffin, IA
**QUICK CONTACTS**

**Crisis Intervention**
Call, chat, or text a trained counselor to listen and provide support.
Call or Text: 1-855-325-4296
Chat: IowaCrisisChat.org

**Mobile Crisis Outreach**
Have trained crisis counselors dispatched to your location.
Call 1-855-581-8111 and ask for Mobile Crisis

**Basic Needs**
Get assistance with rent, utility bills, mailing addresses, and more.
Call (319) 351-0128

**Food Bank**
Visit once per week to receive groceries and household basics.
Call (319) 351-0128 for delivery or visit the Food Bank at
1045 Highway 6 East
Iowa City, IA 52240

**TOP TEN NEEDED DONATIONS**

1. Financial Donations  
2. Hygiene Products  
3. Toilet Paper  
4. Canned Meat  
5. Baby Diapers and Wipes  
6. Baby Formula  
7. Rice & Pasta  
8. Hearty Soups & Stews  
9. Peanut Butter  
10. Laundry Detergent