2020 Impact Report
2020 Board of Directors

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<td>Dennis Sanschagrin</td>
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<td>Steve Galliard</td>
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<td>John Robinson</td>
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<td>Mark Cameron</td>
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<td>Governor’s Office of Service &amp; Volunteerism</td>
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**TOOLBANK STAFF**

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<td>Noah Smock</td>
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<td>Rachel Thompson</td>
<td>Program Manager</td>
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<td>Tim Sharp</td>
<td>Outreach Coordinator</td>
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<td>Marcus Mosley</td>
<td>Program Associate</td>
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<td>Flash</td>
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How are you holding up?

This is the question we heard most in 2020. These five words imply so many things. They imply hardship, as you only hold yourself up after a fall or a threat. They imply doubt. They may not be doing so well. There is a hesitation in the question. Do I really want to ask how a small community organization is doing in turbulent times?

So how are we holding up? Is the Baltimore Community ToolBank still serving partners? Have we reduced hours / staff / service? This document answers these questions with consideration from multiple angles. It answers: We are holding up amazingly well. It answers: We are still here, as essential as ever. It answers: We have pivoted in service to our partners’ evolving needs. In places it answers: We have struggled. But in all answers, the most important through-line is that we are providing tools and equipment to partners who are serving on the front lines of COVID-19 relief. We serve the servers as they respond to acute and protracted needs, from COVID-19 testing facilities to food distribution sites. Even under the most restrictive stay-at-home orders, we are deemed essential and our staff works on site up to six days a week to meet partner demand.

One more note before we get into the details of what we did and how we did it in 2020: The Baltimore giving community organized strongly in 2020 to ensure small organizations like ours could keep the lights on. From foundations to government entities to our bank, heroes were not hard to come by for us in 2020. I would not be addressing you in this letter if it weren’t for the enormous effort of the giving community in our region. In a year when we lost more than 70% of our revenue from tool handling fees and special events, we were able to bridge the gap because other people across industries were working overtime to leverage relief for us and other organizations. We can only support our partners because we have received support. The organizations and entities who made this possible will be named throughout this document. They will be thanked here and everywhere else we can find to thank them.

2020 was a year that exemplified the core philosophy of the ToolBank: We are all in this together (this City, this decade, this traffic jam, this pandemic); we need to share with each other so we can all get through together.

Sincerely,

Noah Smock, Executive Director

Noah Smock, Executive Director
A RECORD-BREAKING START

In the first three months of 2020, the ToolBank experienced record-breaking numbers in tool orders, individuals served and member agencies. We anticipated serving more partners on more projects until COVID-related shutdowns started in mid-March.

Total # of Member Agencies
(January - March)

Total # of Tool Orders

Total # of Individuals Served
2020 NET TOOL HANDLING FEES

$5000
$4000
$3000
$2000
$1000

MARCH 13
The ToolBank suspends normal lending and waives tool handling fees for COVID-19 orders

JANUARY
FEBRUARY
MARCH
As pandemic-related shutdowns took effect, the ToolBank remained essential and served partners every single week of 2020. As we continued to lend, we adopted an aggressive safety plan and implemented numerous protocols to ensure the safety of our staff and partners. This included a mask mandate on site, safe social distancing, installation of numerous hand sanitizer stations and a staggered shift model for staff.

Additionally, our procedure for processing tools changed. Upon return, all tools are quarantined for at least 72 hours. They are then washed with soap and water (when possible) and sanitized. In ideal weather, we then use the sun as a resource to dry and disinfect our tools naturally. And as in the past, we use our gray water system, the Stormwater Factory, to rinse tools before replacing them on shelves.

We also updated inventory to reflect COVID era needs. We added touchless thermometers and Wi-Fi hotspots to inventory and doubled our number of pallet jacks and safety cones to respond to partner demand.

We continue to update our procedures on a regular basis to stay in compliance with CDC recommendations and ensure the maximum amount of safety for our staff and partners so that we can be a reliable resource even in the most trying times. We also remain responsive to the inventory requests of our partners throughout the pandemic and beyond.
300,000+ Meals served with ToolBank equipment

30,000+ Individuals served using ToolBank equipment

5 Testing sites established using ToolBank equipment

2,000+ Yards of fabric donated to local mask makers

1,600+ Medical-grade gloves & N95 masks donated

12,350+ Ounces of hand sanitizer donated
Our responsibility at all times is to leverage our resources to support partners in their work to serve others. As part of our pivot in the COVID era, we activated our warehouse as a resource for storage and staging. Early on in the shutdown, many partners lost access to storage and warehouse space. One of those partners, the Heart of America Foundation, organized volunteers to assemble education kits for five local schools.

In April, they reached out to us to see if we knew where they could store the kits for a short time before distributing to schools. In dialogue with them, we were able to use our own warehouse space to store the kits, then stage for pick-up to benefit a range of grades and students at Westport Academy, Harlem Park Elementary School, Sandtown-Winchester Elementary and Middle School and James McHenry Elementary and Middle School.
FOOD DISTRIBUTION SUPPORT

As the economic impacts of the pandemic set in, our partners swiftly mobilized massive food distribution efforts, including bulk produce, canned goods and hot meal service. Partners such as the Maryland National Guard worked with the Maryland Food Bank to distribute hundreds of tons of bulk food from May – August 2020 using ToolBank carts and pallet jacks. Other partners, such as the Bea Gaddy Family Center and the Franciscan Center of Baltimore, served hot meals to neighbors in need.

To isolate stats from just one partner, the Franciscan Center provided more than 150,000 meals using ToolBank tables in 2020. They also hosted special events such as free haircut days with ToolBank generators supplying the power to outdoor barber stations.

When UPS donated two pallets of hand sanitizer to the ToolBank in August, we were able to share with the Franciscan Center to ensure the safety of their staff and clients during daily meal service. More than 10,000 ounces of sanitizer were donated to this site in 2020 alone.
To meet the challenges posed by COVID-19, we knew we needed to listen to our partners and engage the full force of our creativity in order to serve them in the most efficient way. This creativity was also employed to define meaningful ways to friend-raise and fundraise in 2020.

One key example of an innovative way to stay visible and viable even in the middle of a pandemic was our 2020 Bmore Hustle event. This self-paced scavenger hunt-style event engaged participants in fun, individual tasks that focused on Charm City and our mission while also generating funds for our essential program. Challenges included tasks that supported our local bars and restaurants while underscoring the vital service the ToolBank provides on multiple fronts in Baltimore City. The entire event was hosted virtually over two weeks in late summer.
Hammers & Ales

As we pivoted in early 2020, we had a decision to make: How would we plan for our annual fundraiser, Hammers & Ales? In a typical year, we transform our warehouse into a party venue with live music, a photo booth, games, chef stations, a bar and 300 souls who support the ToolBank. Could we go virtual? And if we did, would it have the feel of our signature event or would it be just a thinly disguised Zoom call?

We are happy to report that our brewery and restaurant partners, listed below, came through for us big time. They allowed us to have a virtual party with many of the normal perks, including vouchers for restaurants, local craft beers and incredible grooves from DJ collective This Is Not a Drill! Attendees safely picked up their party pack in advance and we all got down and raised a glass together at Hammers & Ales 2020! Thanks to Blue Pit BBQ, Charm City Meadworks, Checkerspot Brewing Company, Ejji Ramen, Full Tilt Brewing, The Land of Kush, Mobtown Brewing Company, Peabody Heights Brewery, SoBo Café and the White Oak Tavern!
JANUARY
35 volunteers engaged on two group projects with the CollegeBound Foundation and Clark Construction.

MARCH
15 volunteers engaged on a project with Parks & People’s Branches Program. On March 13, COVID shutdowns began.

SEPTEMBER
20 volunteers engaged on two projects in our return to hosting outside groups. Groups are limited to 10 or less.

FEBRUARY
30 volunteers engaged on three projects with the Oxford Group and Howard Community College.

JULY
Two ToolBank board members helped test our safety protocols on a mini volunteer project.
There are many quantitative measures that illustrate the impact COVID-19 had on normal ToolBank operations. One that shows the stark contrast between 2020 and a typical year is the number of volunteers we engaged. In 2020, 138 total volunteers joined us—down 91% from 2019! Yet the fact that we were able to engage any volunteers at our warehouse after March is a testament to our team's commitment to testing and implementing rigorous safety protocols.

Starting in September, we were able to resume hosting groups of ten or less volunteers. We welcomed five different groups on six projects in the last quarter of the year, an indicator of creative engagement and a bellwether of things to come in 2021.

Though the numbers were limited, we were able to invite volunteers to be part of our mission to serve others. Joining our hands with theirs, we were able to maintain optimal health in our rain gardens as well as keep our inventory clean, sharp and ready for partners.

In 2020, we proudly worked with the following groups: CollegeBound Foundation, Clark Construction, the Oxford Group, Howard Community College, Parks & People’s Branches Program, Volunteering Untapped, the Maryland Housing Authority, Civic Works and COPT.
ENVIRONMENTAL EDUCATION & OUTREACH

**2020**

**MARCH 9TH**
First day of work for our newly hired Outreach Coordinator.

**MARCH – JUNE**
Environmental education curriculum built and refined.

**JULY**
Two virtual tours hosted for Parks & People’s SuperKids Camp and Branches Program.

**AUGUST – DECEMBER**
Direct outreach to local education programs and businesses using refined marketing collateral produced with photos and footage from virtual tours.

**AUGUST**
Two additional virtual tours hosted for Parks & People’s SuperKids Camp and Branches programs.
When our newly hired Outreach Coordinator started in March, we had no idea he would work on site for exactly one week before COVID-related shutdowns went into effect. While this threatened to disrupt an ambitious plan to host hundreds of students and local businesses for field trips and tours focused on our sustainable features, we were able to pivot swiftly to a virtual model.

In fact, when our staffing model shifted to mostly remote work in March and April, we leaned into it as an opportunity to build a rigorous curriculum focused on our stormwater management features. We also concentrated our outreach efforts on local educators and invested in equipment that would empower us to host virtual tours and field trips.

By July, we were able to host our first of four virtual field trips with Parks & People’s SuperKids Camp and Branches programs. We also hosted limited in-person tours at a safe social distance. In a year when we easily could have thrown up our hands and stalled our education programs, we were able to engage 130+ students and visitors in valuable lessons focused on sustainability in our hyper-urban environment.
SUSTAINABILITY AT THE TOOLBANK

In addition to advancing our ambitious plans to engage more students and local partners in environmental education, our stormwater management systems operated at peak efficiency in 2020. And it’s a good thing they did, as our region experienced 57.38 inches of precipitation. That’s more than 15 inches above average! 2020 produced the second highest volume of precipitation at the ToolBank since we installed our stormwater management systems.

Our rain gardens and Stormwater Factory together re-routed more than 1.4 million gallons* of rooftop runoff in 2020. This water fueled our native gardens, providing habitat for native birds, bats, bees, butterflies and other pollinators. While we were busy managing the negative impacts of a pandemic at the programming level, our sustainable features were busy reducing the amount of water pollution flowing into local waterways!

*According to BioHabitats, Inc., our stormwater management features together re-purpose 24,550 gallons of water per inch of precipitation.
WICOMICO STREET LITTER PROJECT

ToolBank staff dedicates 10 – 15 minutes daily to picking up litter on our block. We started the practice in June of 2020 and pick up litter an average of four days a week even while staggering shifts during the pandemic. For 12 weeks from June – August, we counted select types of litter collected, which are represented in the graph below. We also quantified the pounds of litter we removed from our block, which totaled 224 pounds from June – December. Our practice of litter removal will continue in 2021 and beyond. We’ll track types of litter for the same 12-week period annually to compare data year-over-year.

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**224 Pounds of Litter Collected in 2020 (That’s 20.36 Digging Bars)**

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**Graph:**
- **WIND SPEED**
- **POUNDS OF TRASH**

**Pie Chart:**
- **Plastic Bags** 37%
- **Polystyrene** 32%
- **Food Containers** 18%
- **Tobacco Products** 5%
- **Glass** 8%
In 2020, Heroes Were Not Hard to Come By

In a year when so many organizations faced the threat of not making ends meet, the Baltimore area giving community mobilized swiftly. The Baltimore Community ToolBank was able to weather the storm thanks to support from individuals, foundations and businesses who themselves were facing uncertain financial times. Individuals across industries worked overtime to make sure organizations like ours could stay afloat and focus on our mission rather than worrying over whether we could retain a full-time staff.

A special note of thanks goes out to our financial institution, M&T Bank. Their Payroll Protection Program team helped us apply swiftly for the loan, which we received earlier than 95% of other organizations and gave us strong predictability in a moment where nothing much was certain. They then guided us through the process to have the loan forgiven, which was confirmed before the end of the year. Again, this was far sooner than most financial institutions and we are grateful for their incredible customer service throughout the entire process.

Without the support of the team at M&T Bank and the others listed in the following pages, 2020 would have been a much harder year for us.
THANK YOU TO OUR DONORS AND SPONSORS!

**FOUNDATIONS**
- Abell Foundation
- Baltimore Community Foundation
- Bernard Family Foundation
- Campbell Foundation
- Commonwealth Cares Fund
- France-Merrick Foundation
- Helen J. Serini Foundation
- The J.M. Kaplan Fund
- Joseph & Harvey Meyerhoff Foundation
- Judy Family Fund

**CORPORATE DONORS**
- AbbVie
- Allergan
- Amazon Smile
- Art of Words
- Emergent BioSolutions
- The Home Depot
- JLL
- MOM’s Organic Market
- Northwestern Mutual
- PayPal Gives

**STANLEY BLACK & DECKER**
- Structural Technologies
- Target
- UPS Foundation

**SPONSORS**
- The Beliveau Group
- CareFirst
- The Dyckman Family
- Emergent BioSolutions
- Foundation Financial Advisors, Inc.
- Friends of Susan Scotto Dyckman
- Grandy Bell Partners
- Howard Bank
- M&T Bank
- MOM’s Organic Market
- Mullen Sondberg Wimbish & Stone
- Nelson Mullins
- Partner Contracting
- Rosenberg Martin Greenberg, LLP
- Structural Technologies

**NON-PROFIT, FAITH-BASED, HIGHER EDUCATION, AND GOVERNMENT**
- Baltimore Civic Fund
- Benevity, Inc.
- Break A Difference
- Chesapeake Bay Trust
- Give Source
- Howard Community College
- Johns Hopkins University
- Living Classrooms Foundation
- Our Creeks and Conservancy
- The State of Maryland
- South Baltimore Gateway Partnership
- United Way of Central Maryland
- Volunteering Untapped
INDIVIDUAL DONORS

Dmitry Akmal
Christine Albano
Lindsay Angelis
Emily Angus
Joseph Asterita
John & Marianne Bacci
Butch Barkstelle
Trey Bearden
Tina Beliveau
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Siubhan Clark
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Renee Fleck
Tony Flemmings
James Flesher
Erika Ford
Kayla Forsythe
Krista Foster
Shannon Frede
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<td>Tara Patterson</td>
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<td>John-Paul Smock</td>
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<td>Christophe Paul</td>
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<td>Mary Ann Smock</td>
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<td>IN-KIND DONORS</td>
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<td>ADT Commercial</td>
<td>John Robinson</td>
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<td>Art of Words</td>
<td>Matthew Robinson</td>
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<td>Baltimore Ravens</td>
<td>Patty Russart</td>
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<td>Jason Bell</td>
<td>Dennis Sanschagrin</td>
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<td>Cheryl Bennett</td>
<td>Smathers &amp; Branson</td>
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<td>Cal Ripken, Sr. Foundation</td>
<td>Noah Smock</td>
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<tr>
<td>Mark Cameron</td>
<td>Stanley Black &amp; Decker</td>
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<td>Chenire Carter</td>
<td>Structural Technologies</td>
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<td>Charm City Vet Hospital</td>
<td>Total Wine &amp; More</td>
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<td>The Charmery</td>
<td>Jeremy Torok</td>
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<td>Chris &amp; Susan Dyckman</td>
<td>Ashley Van Stone</td>
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<td>Eaddy Made, Inc.</td>
<td>John Wasowicz</td>
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<td>Enterprise Rent-A-Car</td>
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<td>Dan Fangio</td>
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<td>Steven Galliard</td>
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<td>Connor Groh</td>
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<td>Dean &amp; Gwen Harring</td>
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<td>Hotel Indigo Baltimore</td>
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<td>Doug Howard</td>
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<td>Kim Hovell Art</td>
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<tr>
<td>Katie Kilby</td>
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<td>National Aquarium</td>
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<td>Patapsco Distilling</td>
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<td>Brian Pham</td>
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<td>Red Lotus Float Spa</td>
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2020 MEMBER AGENCIES

10:12 Sports Inc.
3200 Carlisle Block Association, Inc
The Acme Corporation
Alkaline Bodies
Augusta Fells Savage Institute of Visual Arts
Baltimore City Mayor's Office of Human Services
Baltimore Community ToolBank
Baltimore Green Space
Baltimore Office of Promotion and The Arts
Bea Gaddy Family Centers
Black Women Build - Baltimore Inc.
Blue Water Baltimore
Booker Dr./Round Road Neighborhood Clean-up Committee
Break A Difference
THE BREATHE4SURE FOUNDATION
Bro Code Baltimore, Inc.
Calvin M Rodwell Elementary/Middle School
Carroll-Camden Business Association
Central Baltimore Partnership
The Charles Koiner Center for Urban Farming
Charles Village Civic Association, Inc.
Charm City Buccaneers
Cityfam
Clay Pots... A Place to Grow
Coppin State University College of Behavioral and Social Sciences
Dads United Organization
Downtown Sailing Center
Earth Instinct
Edmondson Legacy Experience
Elijah's Blessing Community Service Center
Environmental Control Board BMORE Beautiful
Fearlessly Loving Yourself, Inc.
Federal Hill South Neighborhood Association
Filbert Street Garden
Flight 1 Carriers
FOI Baltimore
Friends of Betty Hyatt Park
Friends of Riverside Park
Gaywood Community Association
Glenwood Life Counseling Center
Green Street Academy
Heart of America Foundation
Holistic Life Foundation
Hug Don't Shoot
Irvington Neighborhood Association
Job Opportunity Task Force
Lacy's Oasis
Libraries Without Borders
LittlePrintsArt
Market Center Association, Inc.
Matthew Henson Community Development Corporation
Men of Valuable Action (MOVA)
The Mission Continues - DC/Baltimore
Mt. Royal Parent Teacher Organization
National Wildlife Federation
The New Baltimore Go-Getters
Nubian Lodge # 132
O' Taste and See Apostolic Faith Church
Oliver Beautification Alliance
Out For Justice, Inc.
Park Heights Renaissance
Pennsylvania Avenue Black Arts and Entertainment District
The Pimlico Merchants Association
Pimlico Testing Facility
Progressive Steps Inc.
Pushing the Vision
Repair the World: Baltimore at Jewish Volunteer Connection
Ride for the Feast: Fierce Chicks Rock
Roland Heights Neighbor Group
Seton Hill Association, Inc.
Society to Preserve H L Mencken's Legacy, Inc.
Southeast Youth And Family Engagement Organization
St Camillus Catholic Church
St. Vincent de Paul of Baltimore
Strength to Love 2
THINKING OUT LOUD
Thrive Baltimore
True Phoenix Community Care
Underground Market
Union Square Chamber Music Society
Urban Land Institute
Visionaries Development Cooperative
Waterfront Partnership
Westport Community Economic Development Corporation
Young Successful Leaders
Track our service in real-time by following or liking our social media pages!

Facebook: facebook.com/BaltimoreToolBank
Instagram & Twitter: @BmoreToolBank
MISSION STATEMENT
The Baltimore Community ToolBank serves community-based organizations by providing tools, equipment & expertise to empower their most ambitious goals.

VISION STATEMENT
To equip all communities with tools for change.

CONTACT
(410) 244-5565
baltimoretoolbank.org

DONATE
The ToolBank movement is sustained by donors at every level. Gifts in any amount will echo throughout our shared community. Direct online donations can be made at www.mightycause.com/us/story/Tools-for-Change. You may also give via Facebook.

LEARN
The ToolBank hosts field trips for students of all ages. To schedule a tour with us, email Tim Sharp at timothy.sharp@toolbank.org.

VOLUNTEER
In a typical year, the Baltimore Community ToolBank engages over 1,500 on-site volunteers. For information on volunteer opportunities for groups or individuals, email Tim Sharp at timothy.sharp@toolbank.org.