



baltimore  
**TOOLBANK**®

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10 YEARS OF SERVICE

2022 represents our new normal. Whereas 2020 and 2021 were about pivoting and adapting to the most acute health and economic impacts of COVID-19, 2022 was a year to set new expectations of how we serve in a new moment.

The volume of lending at the ToolBank returned to pre-pandemic levels in some months of 2022, but the feel was very different than it was in 2019. This is why we refer to 2022 as a new baseline year for comparisons going forward. We are in a new moment, living alongside COVID-19 and its impacts to the economy, the health of our staff and members, and its disruption of plans. Yet plans are being made that look similar to pre-pandemic years. So we're flexing the muscle memory we built from 2012 – 2019. If you will: We are returning to a new normal.



Our work to serve the servers meets the moment, so our service both changes and stays the same at once. You will see our impact in stories and stats in this report. Every stat is anchored with a true and dynamic story, even if we don't have the space to tell each of them here.

We are privileged to serve every day. We are stewards of a shared community resource and have a responsibility to listen to our partners and develop our service to meet their need. We come to this work humbly and prepared to learn even as we bring more than a decade of lessons in service with us each day.

We stand by without waiting. We actively reach new populations who can be served by our resources and adapt our service to include more voices. We are prepared to serve in all moments to strengthen and celebrate our broad and diverse community.

If you are reading this, you are part of our work. You are a volunteer, a member organization, a donor, a friend, an ambassador. Thank you for amplifying our work. Thank you for choosing to be part of our region's resilience.

Sincerely,

Noah Smock, Executive Director

# 2022 Impact



**Individuals Served = 55,222**

**Orders = 865**

**Unique Member Agencies = 277**

**Gallons of Stormwater Repurposed = 1,158,269\***



\*Using 2022 annual precipitation in Baltimore City provided by NOAA / National Weather Service.

# Volunteering at the ToolBank

In 2022, we welcomed 620 unique volunteers to join us. From seasonal maintenance of our rain gardens to small engine repairs to branding, sharpening, cleaning, organizing, setting up for our annual fundraiser, building picnic tables and so much more, volunteers were once again our engine for going deeper in service to our partners.

In a standard year, we host 1200+ unique volunteers. We can already tell that 2023 will return us to that number if not much more! Yet even in a year with many challenges in 2022, we were able to engage 620 volunteers in our work. For an organization that has never run out of work to be done... we needed every last one of them!



We were proud to work with a strong range of partners in 2022, including the Annie E. Casey Foundation, Baltimore Orioles, Break A Difference, Business Volunteer Maryland's GIVE Alumni Network, CareFirst BlueCross BlueShield, Clark Construction, Howard Community College, Johns Hopkins University's Investment Office, Morgan State University, Robert Half, The Home Depot, T Rowe Price, University of Maryland, University of Maryland Baltimore County, UBS, UPS and Volunteering Untapped.



**Individuals Served = 452,334**

**Orders = 7007**

**Unique Member Agencies = 854**

**Gallons of Stormwater Repurposed =  
8,000,000+**



# 10 Years of Impact

# 2022 Board



Steve Galliard - President | Katie Kilby - Vice President  
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*Serving the Servers Since 2012*