



IMPACT REPORT

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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,

A handwritten signature in dark ink, appearing to read "Noah Smock". The signature is fluid and cursive, with a large, stylized "N" and "S".

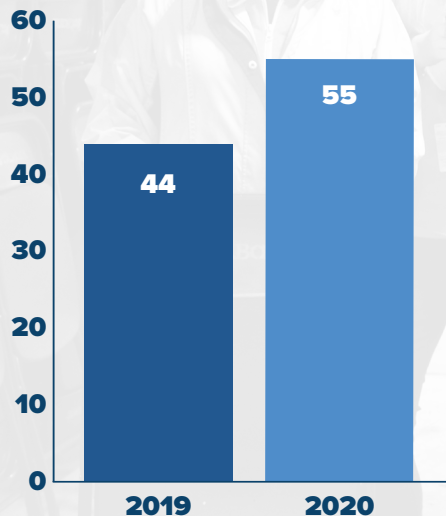
NOAH SMOCK, EXECUTIVE DIRECTOR

A RECORD-BREAKING START

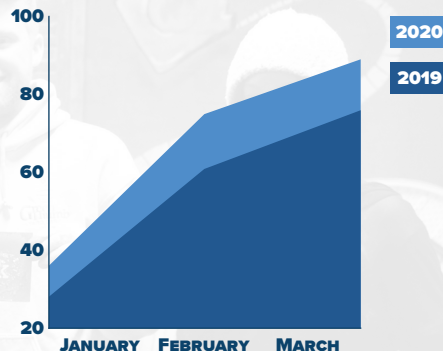
In the first three months of 2020, the ToolBank experienced record-breaking numbers in tool orders, individuals served and member agencies. We anticipated serving more partners on more projects until COVID-related shutdowns started in mid-March.

Total # of Member Agencies

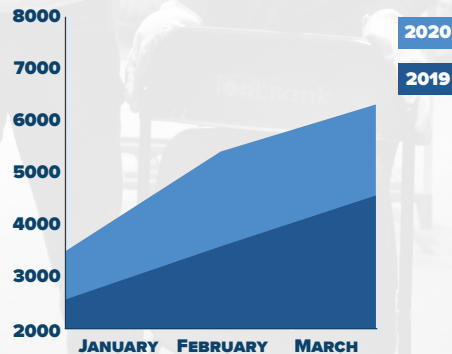
(January - March)



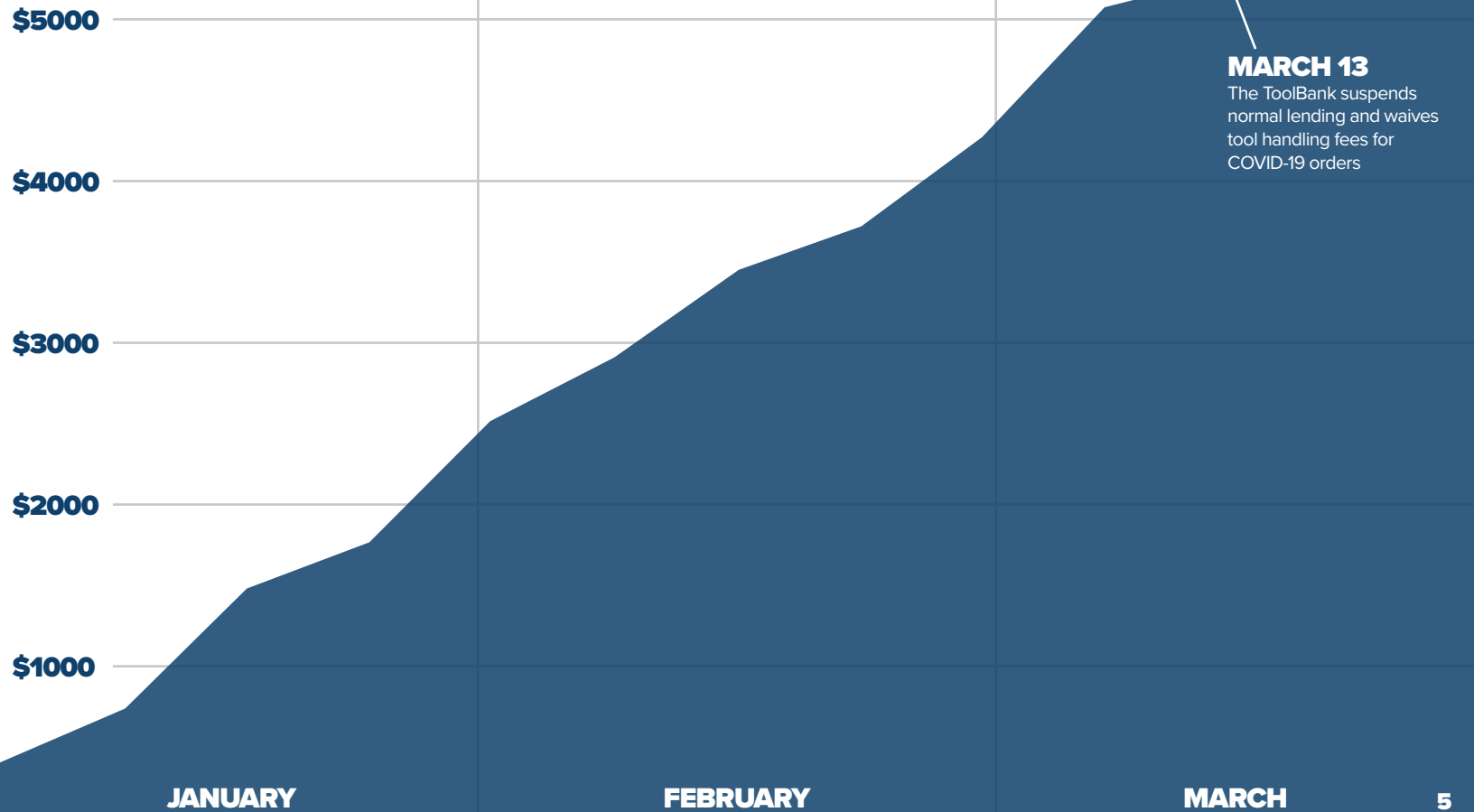
Total # of Tool Orders



Total # of Individuals Served



2020 NET TOOL HANDLING FEES



OUR RESPONSE TO COVID-19



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

PARTNER FOCUS



HEART OF AMERICA FOUNDATION

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.



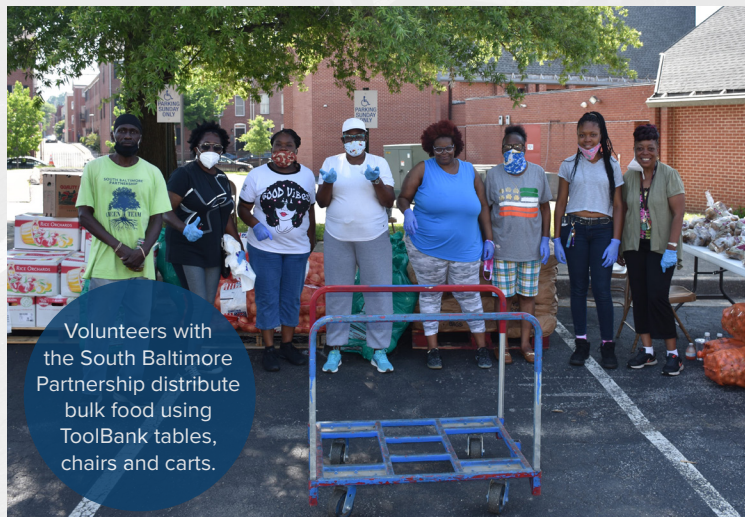
In April, they reached out to us to see if we knew where they could store the kits for a short time before distributing to schools. In dialogue with them, we were able to use our own warehouse space to store the kits, then stage for pick-up to benefit a range of grades and students at Westport Academy,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



Volunteers with the South Baltimore Partnership distribute bulk food using ToolBank tables, chairs and carts.



A member of the Maryland National Guard helps distribute food using ToolBank carts.

A VIRTUAL PIVOT

13

TOOLBANK BmoreHUSTLE

4 Points

- ☐ Purchase Tickets for Virtual Hammers & Ales Celebration (points per ticket)

3 Points

- ☐ Set the ToolBank as Your Charitable Partner for Amazon Smile

2 Points

- ☐ Purchase from a ToolBank-Friendly Restaurant
- ☐ Purchase from a ToolBank-Friendly Brewery
- ☐ Photograph & Name a Native Flower in Bloom
- ☐ Share a Photo of Yourself Safely Picking Up Litter
- ☐ Donate Any Amount to the ToolBank or Campaign Zero

1 Point

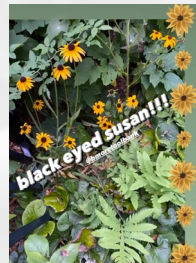
- ☐ Take the ToolBank Digging Bar Challenge
- ☐ Share a ToolBank COVID-19 Social Media Post
- ☐ Invite Friends to Like the ToolBank on Social Media
- ☐ Take the ToolBank Pollinator Quiz
- ☐ Take the ToolBank Stormwater Quiz
- ☐ List How Many Tools the ToolBank Washed with Rain Water in 2019
- ☐ Share a Photo of Yourself with a ToolBank Tool or Branded Swag
- ☐ List the ToolBank's 2019 Stats

Total Score

#ToolBankBmoreHustle 1

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, Eiji Ramen, Full Tilt Brewing, The Land of Kush, Mobtown Brewing Company, Peabody Heights Brewery, SoBo Café and the White Oak Tavern!

VOLUNTEERING

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.

2020

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

MARCH 9TH

First day of work for our newly hired Outreach Coordinator.

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.

2020

MARCH – JUNE

Environmental education curriculum built and refined.

AUGUST

Two additional virtual tours hosted for Parks & People's SuperKids Camp and Branches programs.

A sample page from our environmental activity packet featuring native plants.





Staff lead a virtual field trip featuring our Stormwater Factory.

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.

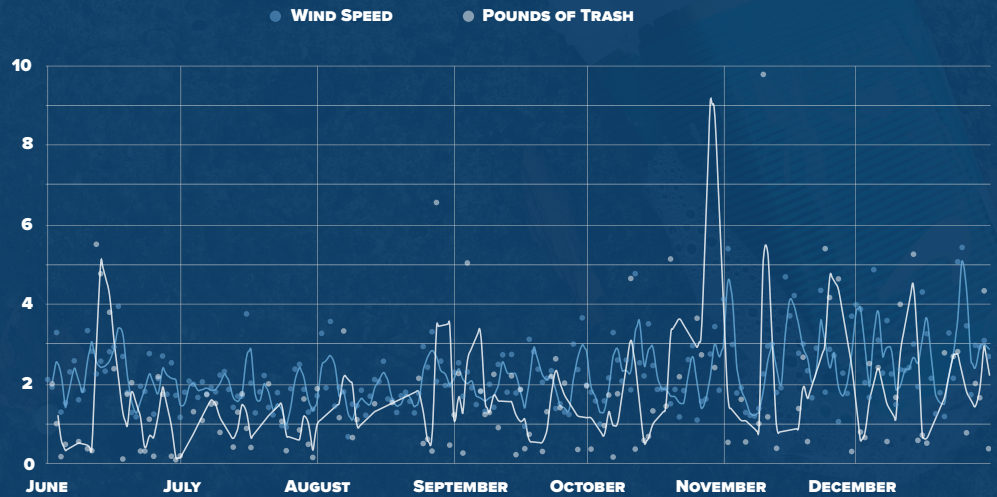
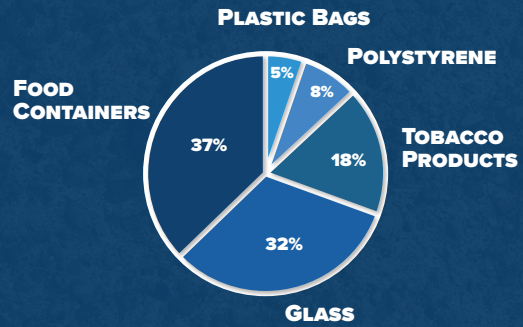
Our rain gardens and Stormwater Factory together re-routed more than 1.4 million gallons* of rooftop runoff in 2020. This water fueled our native gardens, providing habitat for native birds, bats, bees, butterflies and other pollinators. While we were busy managing the negative impacts of a pandemic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



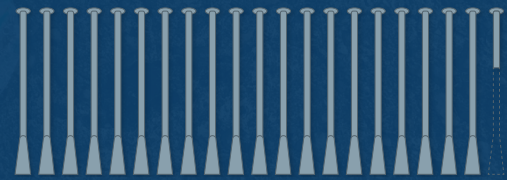
**According to BioHabitats, Inc., our stormwater management features together re-purpose 24,550 gallons of water per inch of precipitation.*

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.



224 POUNDS
OF LITTER COLLECTED IN 2020
(THAT'S 20.36 DIGGING BARS)



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
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France-Merrick Foundation
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Break A Difference
Chesapeake Bay Trust
Give Source
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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

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Track our service in real-time by following or liking our social media pages!

Facebook: facebook.com/BaltimoreToolBank

Instagram & Twitter: [@BmoreToolBank](https://twitter.com/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

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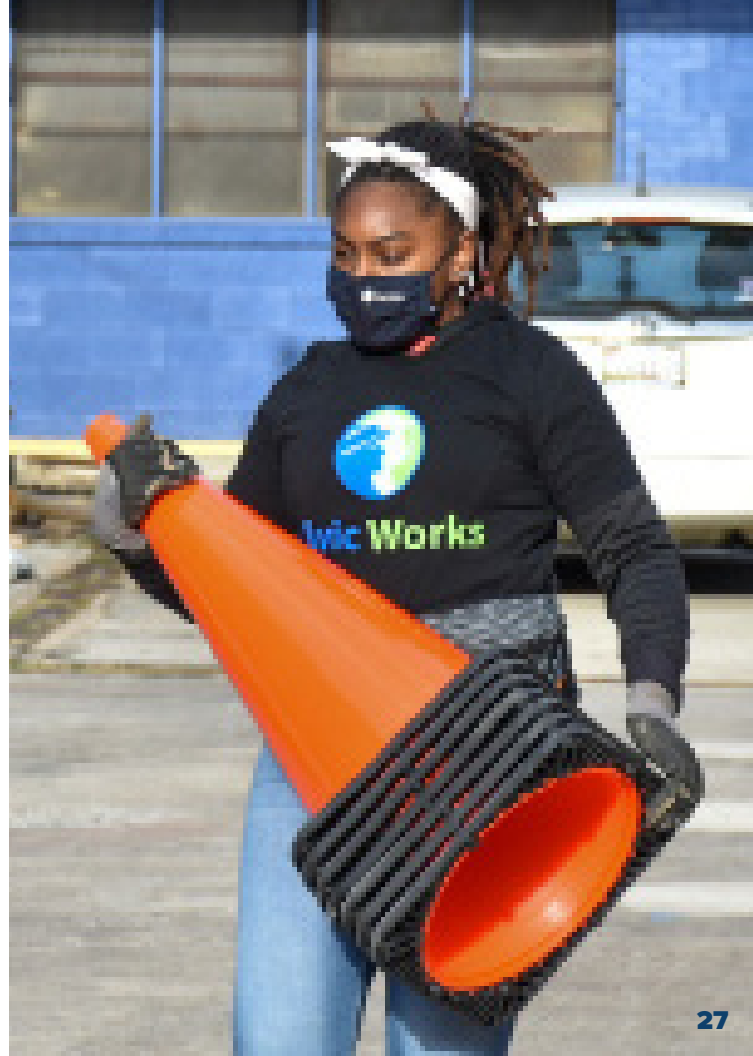
The ToolBank movement is sustained by donors at every level. Gifts in any amount will echo throughout our shared community. Direct online donations can be made at www.mightycause.com/us/story/Tools-for-Change. You may also give via Facebook.

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.





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