



Funds Distribution Report

Recipient Organization:
Edmonds Food Bank

Address:
828 Caspers St
Edmonds, WA 98020

Contact:
(425) 778-5833
<https://edmondsfoodbank.org>

Organization's General Goals:
Our mission is to support those seeking food and nutrition security in the greater Edmonds community.

Date of Award:	Level:
2024 Q2	\$2,501 to \$5,000

For more information, please read the attached report from Edmonds Food Bank.

8802 27th Ave NE
Tulalip, WA 98271
TulalipCares.org

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Tulalip Grant Cares Impact Report: Volunteer Program Enhancement

2024-2025

Q 2 2024 14.2

The Edmonds Food Bank (EFB) respectfully submits its 2026 Tulalip Grant Cares (Grant) report on the \$████ funding received 2024. Tulalip’s Grant funding allowed EFB to implement our volunteer data software, and to track, train, and communicate with our volunteers.

Grant Impact:

The Grant allowed EFB to license volunteer management software, which has streamlined the tracking, training, and communication processes for our volunteers. We increased our volunteer training and education activities, and created efficiencies in volunteer data tracking.

The software allowed for better volunteer management and tracking of training activities, improving both the efficiency and effectiveness of our data tracking system. As a result, Edmonds Food Bank has been able to better manage volunteer information, support training and education initiatives, and foster a more organized approach to volunteer engagement and development. This help has been crucial amid a 45% rise in individuals and a 29% rise in families facing food insecurity in our community over the last three years.¹ The 2025 reduction in federal SNAP benefits mobilized our volunteer network to address the heightened level of food insecurity in Snohomish County. This surge in volunteerism has allowed us to enter 2026 with a 29% increase in total volunteer hours and commitments.

Training and Communication Initiatives:

Recent training and communication initiatives resulted in a measurable improvement in volunteers’ understanding of food security, DIA concepts, and effective communication. Volunteers have expressed appreciation for these sessions, with one noting that the training was “really valuable” in helping them support operations more effectively. This positive feedback highlights the program’s success in equipping volunteers with practical knowledge and skills, contributing to enhanced engagement and a more supportive environment for both customers and staff.

Impact and Volunteer Engagement and Growth:

¹

3 Year Data Fiscal Year (July-June)	2025	2024	2023	Percentage Increase
Customers Served (annually)	143,901	131,218	98,715	45%
Households Served (annually)	42,597	40,561	32,858	29%
Volunteers supported food bank operations (monthly)	389+	335	300	29%
Volunteers supported food bank operations (annual)	4668	4020	3600	29%

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Our investment in volunteer education has yielded a tangible increase in both operational skill and cultural competency. By providing a deeper understanding of the complex challenges facing our neighbors, these sessions empower our volunteer team to serve with greater precision and empathy. For instance, a volunteer in our kitchen noted that the specialized training directly improved their ability to sort and manage tasks, leading to a more streamlined preparation process. In addition, our recent presentation on Immigration and Customs Enforcement (ICE) protocols—have been cited as particularly valuable. Our volunteer Enhancement Program is providing our volunteers with the knowledge necessary to maintain a safe, inclusive, and supportive environment for all customers, regardless of their background or circumstances.

Motivating volunteers through training and new opportunities has led to increased engagement. Notably, the number of active volunteers has grown from 300 to 400 per month, reflecting the program's widening reach and appeal.

Customer Experience Survey: Edmonds Food Bank's commitment to engaging and supporting volunteers has directly enhanced the Edmonds Food Bank customer experience, with recent survey data showing that high volunteer morale translates into exceptional service.

Helpfulness & Support: An impressive 98.4% of customers found our staff and volunteers to be "extremely" or "very" helpful, a clear testament to the effectiveness of our latest training and management initiatives

Operational Efficiency: This standard of excellence extends to our logistics, as 96.9% of respondents rated the pick-up process efficiency as "excellent" or "good."

Accessibility: Service remains highly accessible, with 90% of customers describing wait times for drop-in ordering as "reasonable" or "super reasonable."

Communication: Furthermore, 85% of participants reported that their specific questions or concerns were addressed, with 83.8% highlighting the promptness of those responses.

Ultimately, these results confirm that our volunteer program does more than just foster engagement—it delivers measurable, high-quality impact that aligns with our mission to support the community with dignity and efficiency.

Data Management Improvements: Our newly implemented volunteer management system has significantly enhanced administrative oversight by centralizing hour tracking and task assignment. This transition has directly supported more effective scheduling, ensuring that volunteer resources are optimally aligned with our daily operational needs. While the core system is performing well, we are currently focused on two key optimization areas:

Precision in Participation Tracking: We are refining our data collection to more accurately capture individual engagement levels and retention trends.

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Training Categorization: Efforts are underway to better categorize training hours, allowing us to report on specialized skill development and its impact on service quality.

These ongoing refinements reflect our commitment to transparent recordkeeping and fiscal responsibility, ensuring that every volunteer hour is accurately documented to demonstrate the full scope of our community impact.

Funding and Resource Allocation: The \$█████ grant was strategically deployed to strengthen our human capital infrastructure, specifically funding the annual licensing for our volunteer management software, essential training materials, and a portion of the Volunteer Manager's salary. These investments have been pivotal in oversight and coordination for our 335 monthly volunteers.

System Optimization: While we are currently navigating specific software tier limits, we are actively optimizing our workflows to maximize the system's utility without incurring immediate additional costs.

Continuous Improvement: We are refining our use of the platform to better capture the uncompensated community investment of our volunteers, ensuring that our data accurately reflects the \$1.27 million in economic value they provide.

Operational Sustainability: By integrating these tools with dedicated leadership, we have created a more scalable model that directly supports our high rates of customer satisfaction and service efficiency.

These ongoing refinements reflect our commitment to transparent recordkeeping and fiscal responsibility, ensuring that every volunteer hour is accurately documented to demonstrate the full scope of our community impact.

As we continue to enhance our systems and foster leadership excellence, we remain dedicated to serving Edmonds with integrity, transparency, and a steadfast commitment to diversity and inclusion. Together, these efforts ensure our volunteers' contributions are fully recognized and our mission thrives well into the future.



Volunteers in the rain on a distribution day



Volunteers unloading food from our delivery truck