



charlotte  
**TOOIBANK**

**2020**  
Annual Report



Pivot. Donation drives. PPE distribution. Books for students. Meals for families. Outdoor church services. Renovating dorm housing for the homeless. These words help sum up the ToolBank activities in 2020.

As the year began, we were looking forward to our biggest year ever. Our special event supplies were in highest demand, and we set aggressive goals to raise funds to purchase more of these most requested items.

Then, COVID-19 halted our plans and those of our member agencies. Through all the uncertainty, this year demonstrated the incredible adaptability and community reach of the ToolBank model. As our member agencies stepped up in ways we could not have imagined, we adjusted our own program to support them as they figured how to serve our community during a pandemic. We bought 50 new storage totes so Promising Pages could transport books to students studying at home. When Crisis Assistance moved their case management services outdoors, we purchased every fan within a 30 mile radius to keep their staff cool.

With all the changes and challenges 2020 brought, we ended the year in our strongest position yet - thanks in no small part to the CARES Act funding, continued donations, and new donors who invested in our work. When we made the hard decision to cancel our Tool Rush tool sale in March, 3M presented an opportunity to work with another of their O2 teams. Their organizational work on our Tool Rush items will allow us to reach more customers until it is safe to have our big sale again. Stay tuned to learn how you can buy tools and accessories at great prices, all while supporting the work of the ToolBank! We hated not being able to see our friends at our annual Hammers & Ales fundraiser, but are so grateful they showed up to bid during our virtual silent auction. We were blown away by the support of our donor companies which helped us hold a very successful auction.

Putting our focus on member agencies is what we do. In spite of the upheaval experienced in 2020, we are proud to have provided tools and special event items to 160 member agencies. I hope you enjoy learning about some of these agencies and their projects in our annual report. Our work is possible because of the support we receive from people and organizations like yours, along with the partnerships we have developed with all of our member agencies.

Executive Director

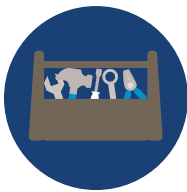
# OUR MISSION

The Charlotte ToolBank serves community-based organizations by providing tools, equipment, and expertise to empower their most ambitious goals.

## 2020 IMPACT

# \$1,102,097

VALUE OF LOANED TOOLS



**19,418**

TOOLS AVAILABLE  
TO BORROW

\*Includes PPE



**302**

ACTIVE MEMBER  
ORGANIZATIONS



**160**

AGENCIES WHO  
BORROWED



**795**

COMPLETED  
COMMUNITY PROJECTS



**386**  
TOOL ORDERS



**17,225**  
TOOLS & SPECIAL  
EVENT ITEMS LOANED



**301**  
CATEGORIES OF TOOLS  
& SPECIAL EVENT ITEMS

**4,747**

PPE ITEMS PROVIDED



**61,558**

LBS OF TRASH REMOVED  
FROM CATAWBA WATERSHED



**252**

PINEWOOD DERBY CARS  
BUILT AT THE TOOLBANK



# PIVOTING TO SUPPORT COMMUNITIES

Before COVID-19 hit in early March, the Charlotte ToolBank was on the way to our busiest year yet. But even in those first days when everything felt so uncertain, something began to happen – the nonprofit community in Charlotte stepped up. This year we've seen all sorts of projects – food distribution efforts, PPE collection drives for healthcare workers, book deliveries for underserved children, and mask distributions. We work with community-based organizations every day, but our partners never cease to amaze us with their determination, innovation and compassion. Because we consider COVID-19 a disaster event, our member agencies were not charged a weekly handling fee on these items.

# \$26,710

VALUE OF FREE TOOLS



**21**

AGENCIES SERVED WITH  
COVID-19 RELATED  
TOOLS & SPECIAL EVENT  
ITEMS



**679**

TOOLS & SPECIAL EVENT  
ITEMS PROVIDED



**31**

TOOL ORDERS FOR  
COVID-19 RELATED  
PROJECTS



**4,435**

MASKS GIVEN OUT TO  
NONPROFITS

## POP UP FOOD CENTERS FOR FAMILIES IN NEED

Heal Charlotte is a community empowerment and youth advocacy nonprofit organization that was founded in 2016.

When COVID-19 hit, they borrowed our tables and tents to assist with meal and food distribution events.

Since March, they have provided more than 30,000 meals to residents in the Orchard Trace community as well as to families at surrounding motels.



# DURING THE COVID-19 PANDEMIC



## COMFORT & PROTECTION FOR ON-SITE COVID TESTING

Novant Health Charlotte Orthopedic Hospital was able to borrow our tents, tables and chairs to support their on-site COVID-19 pre-operative testing.

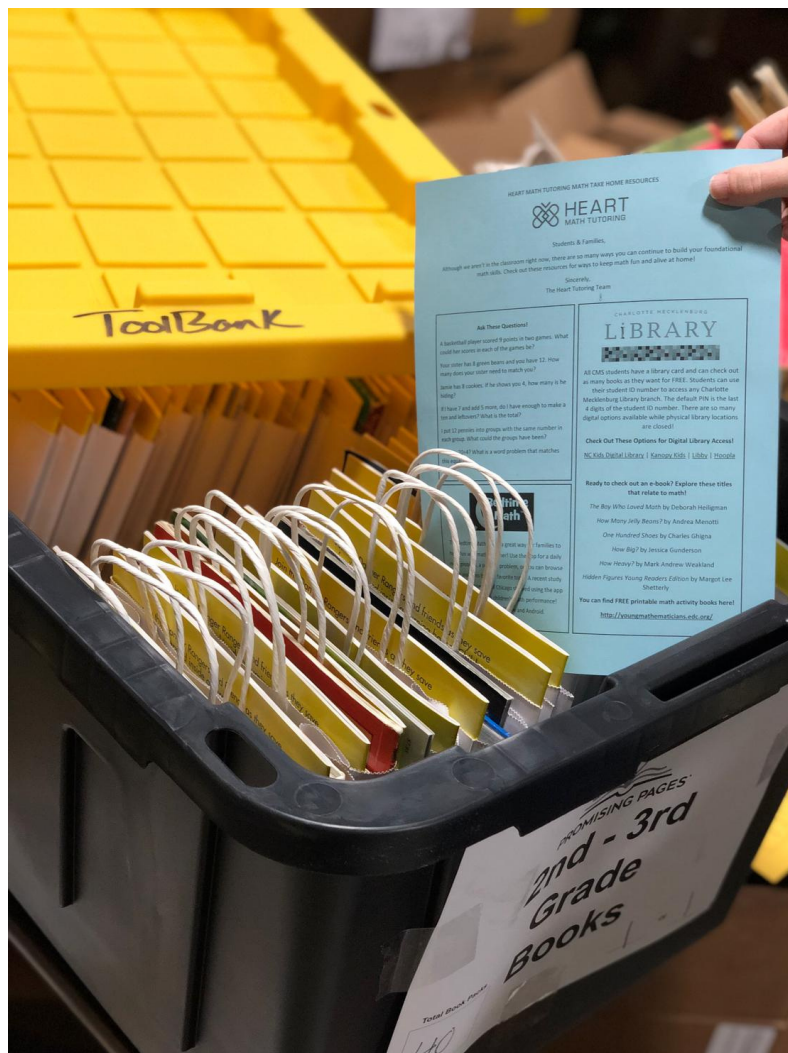
Starting in April, these items provided shelter, seating and item storage during the early days of COVID-19, keeping staff comfortable during a highly stressful period. And as the weather changed from season to season, the ToolBank's flexible inventory meant it was easy to adjust the testing site as needed.

## DISTRIBUTING BOOKS TO BOOK DESERTS FOR REMOTE LEARNING STUDENTS

Promising Pages is a nonprofit organization that collects new and donated books and shares them with children living in Charlotte area book deserts: those with few, if any, books at home.

During the first months of COVID-19, many of these children were at home with even less access to books.

The ToolBank lent safety cones, storage totes, and tents for distribution of 70,824 books to children who attended 28 schools.



# THE ANNUAL CATAWBA RIVERSWEEP



On Saturday October 3, 2020, all along the shores and out on the waters of the Catawba-Wateree River Basin, 1,300 volunteers gathered to clean their local waterways. This socially distanced event was the most widespread Riversweep ever, and so the Catawba Riverkeeper Foundation turned to the Charlotte ToolBank for support.

The Catawba Riversweep is a community cleanup effort that started over 20 years ago, and has since spread to include dozens of nonprofit, for-profit and governmental organizations across the Catawba-Wateree River Basin. The Catawba Riverkeeper Foundation is a local, community-based group of members and volunteers located throughout the 26-county river basin that dedicates time, talent and treasure to ensuring the protection of the Catawba-Wateree River.

*"Riversweep 2020 was unlike any other volunteer event we've ever done," explained John Searby, Executive Director of Catawba Riverkeeper. "We knew from the beginning we were going to need the help of the entire community and many partners."*

Normally, Riversweep events happen throughout the year across the Basin, with each event being independently organized by local groups. This year was the first year that the Catawba Riverkeeper joined with over 19 nonprofit/civic partners to clean up over 5,000 square miles of the river basin on a single Saturday morning.

Catawba Riverkeeper teamed up with the ToolBank, using the warehouse as an assembly and distribution center for clean-up kits. Organizers were able to load t-shirts and supplies into the ToolBank's sturdy plastic tubs for easy distribution to various locations across the Basin. The ToolBank's 56 trash grabbers combined with those of Keep Charlotte Beautiful and Charlotte-Mecklenburg Storm Water Services to ensure the clean-up was accessible to members of all ages.

*"The most important partner to the success of this event being the largest single day, in person volunteer event in the region, was the Charlotte ToolBank," said John Searby. "Maureen and her team took on all of the hardest tasks of the project with the greatest of ease and a constant smile."*

With the help of the ToolBank, and in collaboration with local parks and nonprofits, the Riversweep event was an amazing success. The volunteers helped out at 41 different areas – socially distancing as they picked up trash along shorelines, in streams and out on the water with their boats. At the end of the morning, they had collected 61,558 pounds of trash! This included 180+ tires and 250+ pieces of lumber, as well as 2,000 pounds of recyclables.

*"Bringing together so many volunteers across the river basin to remove such a large amount of trash was an amazing accomplishment for our organization, our volunteers, and the entire team of partners who worked on it," John Searby explained. "Thank you to the ToolBank for helping us clean up our waterways like never before!"*



# PINEWOOD DERBY

YOU BRING THE  
**DRIVE**

WE SUPPLY THE  
**TOOLS**

Every winter, the Charlotte ToolBank transforms our warehouse into a car building factory. It is a day of hands on creating for Cub Scouts to build their one-of-a-kind cars for the annual derby races held each spring. The ToolBank offers a unique and convenient experience, where Scouts and their families design, build, and decorate their cars all within a couple hours.



The process starts in the design room. Scouts bring their car kits which contain a block of wood, four wheels and two axels. They can draw their own car design or choose from a variety of stencils to determine the shape of their car. From there, Scouts continue into the warehouse where a crew of skilled ToolBank volunteers cut out the designs using our band saws. Next comes the sanding station where Scouts get hands on, smoothing out their cars. Once they have decorated their cars at the paint station, volunteers assist the Scouts in putting on the wheels and axels. After a final weigh, the Scouts are ready to race!

One parent remarked “the people that were there to help the kids were awesome. Everyone was polite, and willing to help.” Another said he “enjoyed building the car with my son without the hassle of tools and cleanup!” The ToolBank is grateful to all the volunteers who make our Pinewood Derby Build Days such a success!

Pinewood Derby Build Days took place on January 11 and February 1, 2020 at the Charlotte ToolBank. 252 Scouts built their derby cars.



# Thank You to our Funders & In-Kind Supporters!

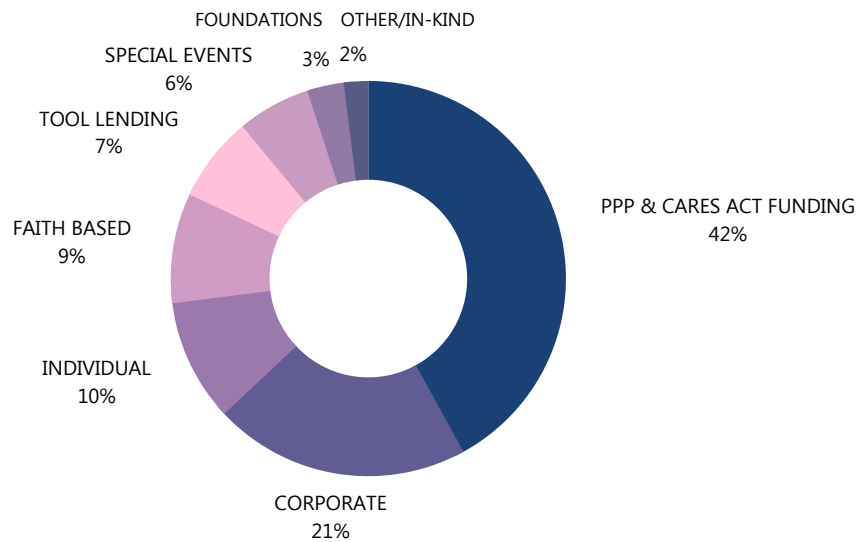
3M  
Ally Financial  
Anonymous  
Barringer Construction  
Blumenthal Foundation  
Charlotte Is Creative  
Duke Energy - Piedmont Natural Gas  
Elevation Church  
Home Depot  
McGuire Woods  
Metrolina Greenhouse  
Myers Park Wesley Foundation, Inc.  
Small Stuff Mission of NC  
Stanley Black & Decker  
TIAA CREF  
TowneBank  
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UPS  
Wells Fargo Foundation  
Weyerhaeuser NR Company

We are extremely grateful to United Way of Central Carolinas and Foundation For The Carolinas for the CARES ACT funding support. The CARES ACT Funding Round of the Charlotte-Mecklenburg COVID-19 Response Fund was administered through a partnership between UWCC and FFTC in close coordination with the City of Charlotte and Mecklenburg County.

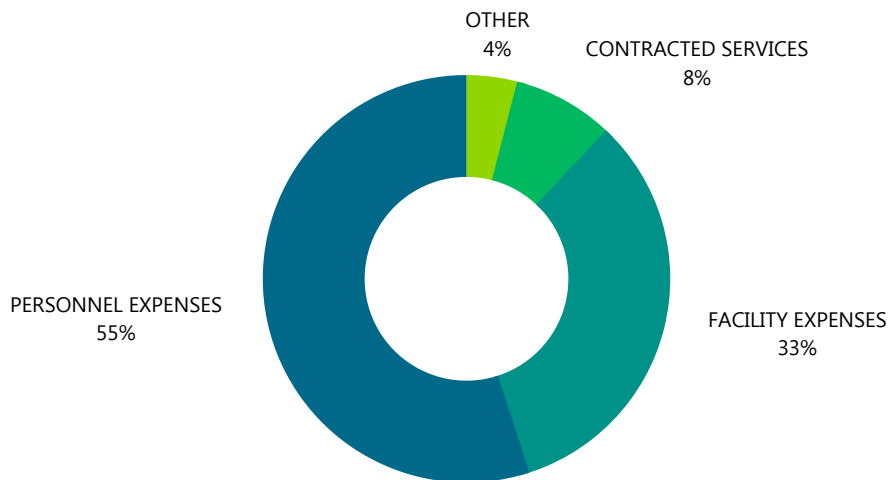


# 2020 FINANCIALS

## 2020 Revenue Breakdown



## 2020 Expense Breakdown



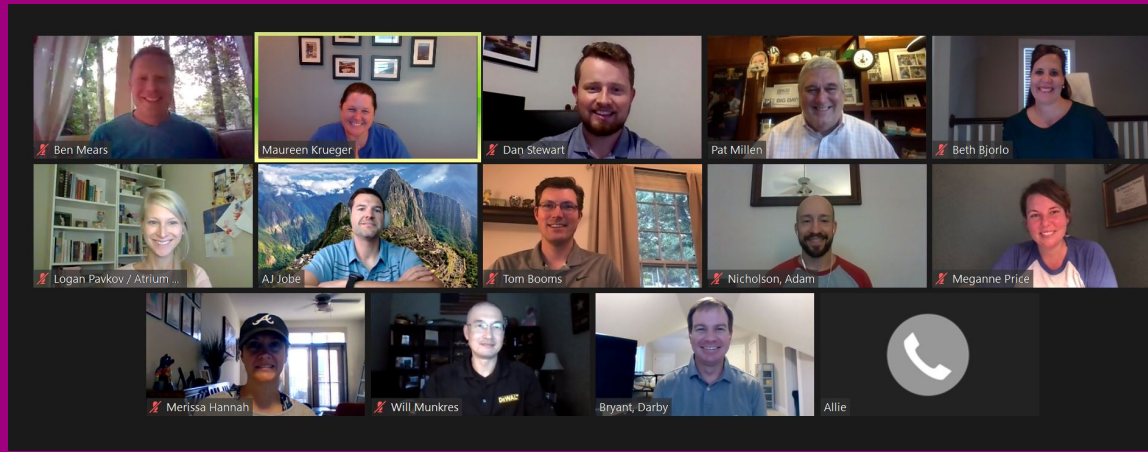
The Charlotte ToolBank graciously thanks all of our partners for their continued support throughout 2020.

Similar to the rest of the nonprofit community, 2020 presented a variety of unexpected challenges. From a financial perspective, this included: lower tool lending volume (as the majority of projects/events were cancelled due to COVID), the inability for the ToolBank and other nonprofit groups to host fundraising events (which typically are part of the financial backing of our organization), and significant disruptions to day-to-day operations.

However, through the generosity of community partners, individuals, corporations, and many others, the ToolBank will continue to serve community organizations throughout the length of the pandemic and beyond. Again, thank you to all of our supporters, volunteers, and partners. We look forward to continuing and growing our service of Charlotte area community organizations in 2021.

– Dan Stewart, ToolBank Treasurer

# LETTER FROM THE PRESIDENT



Dear Friends,

I am honored to be writing our annual report letter as we begin our 10-year anniversary celebration. The Charlotte ToolBank has so much for which to be thankful, especially coming off a chaotic year. As we look ahead into 2021, our amazing executive director, Maureen Krueger, and the board of directors have developed a robust strategy to advance the impact of our ToolBank. We're focusing on four key pillars tied to our mission: utilization of our tools, tracking the impact of the projects served by ToolBank items, connecting with the Charlotte community, and expanding our giving campaigns to make all of our plans possible.

There are big and positive changes coming to the ToolBank throughout 2021! We continue to work with Mia White as our shared development director with the Houston ToolBank. We will grow our ToolBank team with the addition of a staff person to provide warehouse support and volunteer coordination. In addition to ensuring our 19,000+ tools and special event items are maintained and available for community projects, we continue to provide items to help our community face COVID-19. We are still distributing personal protective equipment (masks, hand sanitizer, shields, etc.) and special event supplies (tables and tents) for testing sites and to help schools maintain social distance, as recommended. As we've grown in the last few years, we've found our 8,000 square foot warehouse has become a bit tight; this year we plan to find a new, larger home to expand our footprint and impact.

Please stay connected with us via our social media sites for information on where to find us and on how volunteers can support our daily operations. The ToolBank staff and board of directors remain #missionfocused and look forward to serving our member agencies and the resilient Charlotte community in 2021 and beyond.

Kind regards,

2021 Board of Directors - President

## 2021 Board

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IDEXX Laboratories

**Dan Stewart - Treasurer**  
PNC Bank

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Turner Construction

**Adam Nicholson**  
Deloitte & Touche LLP

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**Will Munkres**  
Stanley Black & Decker

**Tim Dugan**  
The Home Depot

## About the Cover

Our cover photo was taken from a drone during Colonial Village's Paint the Pavement street mural painting event supported by the Charlotte ToolBank's inventory. The mural, designed by artists Ivan and Teela Depeña who live in the Colonial Village neighborhood, depicts an owl in a nod to the barn owls that are often heard by residents of the area.

"When we started to prepare for this project, we didn't think about half of the items that we ended up borrowing," explained Michelle Taylor, president of the Colonial Village Neighborhood Association in 2020. "The ToolBank got us what we needed for the actual painting, but also other things like cornhole sets to make this a fun event where people wanted to spend the day."

The ToolBank's inventory was integral to supporting the outdoor event in August. The neighborhood borrowed \$2,498.34 worth of supplies for just \$75.30.

## CONTACT US

✉ [charlotte@toolbank.org](mailto:charlotte@toolbank.org)

☎ 704.469.5800

🌐 [www.charlotte.toolbank.org](http://www.charlotte.toolbank.org)

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