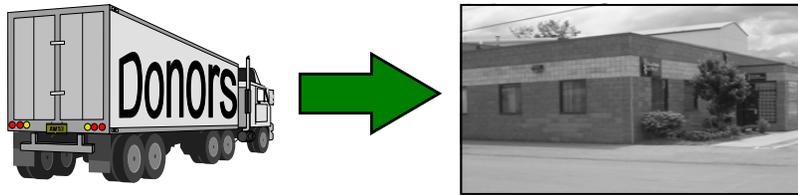


# How the Food Bank of WNY Works...



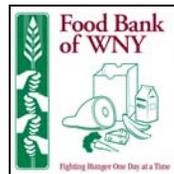
## Member Agencies

Adult Day Cares, Child Day Cares, Food Pantries, Group Homes, Kids Cafes, Religious Group Homes, Special Pantries, Snack Programs, Soup Kitchens, Shelters, and Summer Camps



## People Served

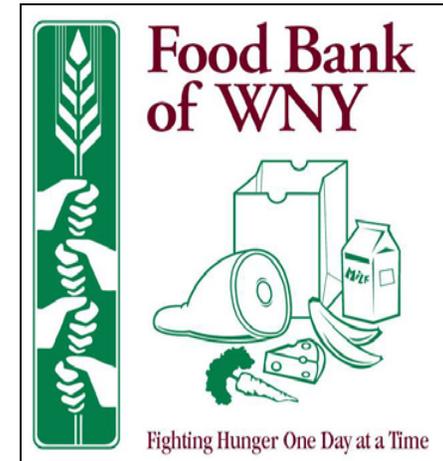
Chemically Dependent Being Rehabilitated - Children - Developmentally Disabled  
Elderly - Homeless - Physically Disabled - Working Poor - Unemployed



91 Holt Street  
Buffalo, NY 14206

Phone: 716 852-1305  
Fax: 716 852-7858  
[www.foodbankwny.org](http://www.foodbankwny.org)

# 2006 Annual Report



### Our Mission...

...obtain food and support from public and private sources and efficiently re-distribute these resources to affiliated charitable providers such as soup kitchens, pantries and shelters.

### Our Vision...

...will provide nutritional food, training, and education options to its agencies and their clients empowering them to make healthy lifestyle choices.



91 Holt Street  
Buffalo, NY 14206





### Letter from the Board Chair

My most rewarding times as Chair of the Food Bank of WNY's Board of Directors was interacting with those who volunteer at some of our 455 member agencies and meeting many of their clients. They aided me in understanding the challenges and opportunities our agencies and the individuals they serve encounter each day, and the importance of our job in feeding the needy and why we must continue to find new sources of donated food product.

Serving as the Chair of the Board was a fulfilling experience. Thanks to the dedicated, hard-working board of directors, advisory board and the support of our staff, we achieved our goals in 2006. However, we cannot stop striving to do more. Our member agencies including food pantries, soup kitchens, shelters, and senior and youth centers are all experiencing increases in the demand for food. One of the ways the Food Bank of WNY helps them is through the Agency Assistance Program, which provides agencies with equipment, support, and product to better serve the needs of their clients.

The nearly 1 million pounds of food product we distribute each month to member agencies enable them to serve 100,000 individuals, including 40,000 children and 12,000 senior citizens. It's terrific to watch our hard-working staff, team of volunteers and our valuable donors continue to meet the needs of those less fortunate in our community.

We could not make this happen without the generous support of our sponsors and the community in supporting our extremely popular campaigns including, Food 2 Families, Check Out Hunger, Buffalo Bills' Fan Food Drive, National Association of Letter Carriers Drive and the Buffalo Sabres' food and fund drive.

A heartfelt thanks to all of you for your dedication and assistance in the fight against hunger.

Marylou Borowiak

## Kids In The Kitchen

Kids in the Kitchen is a unique program that puts kids in control in the kitchen. Children throughout Western New



York come to the test kitchen at the Food Bank to learn about cooking and healthy eating.

Guided by the Food Bank nutritionist, kids get a chance to understand how their eating habits affect their health. They learn how to prepare simple snacks and meals [many of

the recipes use products available at the Food Bank] and how to choose foods wisely to benefit their health.

The program began in 2000 and at that time was open only to Kids Cafe children. In 2001, the Food Bank expanded the class to include all member agencies housing children's programs [Kids Cafes, after school snack programs and day-cares].

In 2005, we incorporated the Garden Project in the Kids in the Kitchen program. The children have a bed in the garden that they plant, maintain and harvest. Participants in the program learn the basics of gardening and the nutritional value of the plants that are grown.

We are consistently researching other activities that can be combined with Kids in the Kitchen to provide the children with a well-rounded background in nutrition and health.



Groups of up to 15 can participate, and the lessons are adapted to meet the groups' ages and needs. Currently, the classes are set up for eight 1½ hour sessions that build on one another. Each week, the children explore a different section of the Food Guide Pyramid, using hands-on activities to help them achieve understanding.

The program uses the commercial kitchen equipment available to the Food Bank. Recipes consist of simple, everyday ingredients that would be found in most homes. The classes stress basic cooking, nutrition and food safety skills that the kids can apply to their own lives.



## Good Cookin'



This program is set up to train individuals in need of cooking and nutrition education. The Food Bank of WNY supplies them with hands-on nutritional information as well as food and supplies to utilize the information obtained through these classes.



The classes consist of eight two-hour classes on Thursdays. The students prepare a whole meal on graduation. The ideal class size is 6-12 students. Each session includes cooking demonstrations, hands-on menu planning and budgeting with the focus on nutrition and food safety lessons. The Food Bank

RD, RN will be the class instructor.

Good Cookin' classes have been given to diverse groups of individuals with different backgrounds and needs. For example, we have conducted a special session for Benedict House residents inflicted with HIV to help them understand the importance of proper nutrition to fight off certain illnesses. The instructor also provided kitchen sanitation tips which help prevent viruses and the spread of germs.



Seniors have been taught how to deal with the special dietary needs caused by diabetes, high blood pressure, cardiovascular diseases and other illnesses that inflict the elderly. An extremely rewarding class was the one conducted for mentally challenged individuals. Several of them never had the opportunity to cook for themselves and were about to move into apartments of their own.

### Message from Clem Eckert, President & CEO

We have completed another successful year at the Food Bank of Western New York, which could not have been accomplished without the generous support of our donors, foundations and the media as well as the cooperation of companies and vendors.



This year has been a time of many challenges – aiding the victims of the tsunami, Katrina, and Rita; increased demands from our agencies; government cutbacks; and rising fuel and utility costs. In spite of this, we have continued to meet the needs of our agencies and their clients. The highlight of this past year was our being in a position to designate \$634,000 to our Agency Assistance Program. This is a program that provides our agencies (our most valuable asset) with coolers, freezers, food preparation/storage equipment, and operating assistance as well as, this year, food to offset the decrease of available donated product.

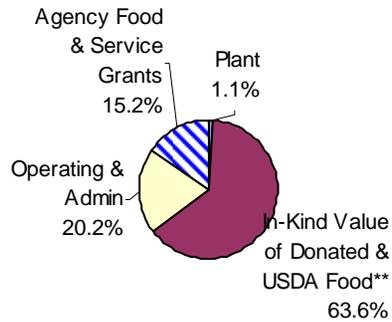
We at the Food Bank do much more than just distribute over 1,000,000 pounds of food to our agencies monthly.

- First, and probably foremost, we ensure that member agencies receive the kind of food which will help their clients create nutritious meals.
- We regularly visit member agencies to ensure the facilities are kept up to standards. If an agency needs assistance with equipment to better serve its clients, the Food Bank provides it thru our Agency Assistance Program.
- The Food Bank has an emergency infant and baby food program that meets the needs of infants and children by providing them with a supply of formula and baby food.
- We have a state-of-the-art food express truck with which we provide perishable products directly to agencies' clients.
- The goal of our Good Cookin' program is to help individuals progress toward self-sufficiency.
- There is a Kids Cafe program which provides meals to disadvantaged children under the age of 17 in an environment which is safe, accessible and convenient.
- The Food Bank also offers a wonderful Kids Helping Other Kids program in January. Through it, school-age children are taught about hunger among the needy in their community and ways in which they can help.
- Kids in the Kitchen is a program for children from throughout Western New York. They come to the test kitchen at the Food Bank to learn about cooking and healthy eating.

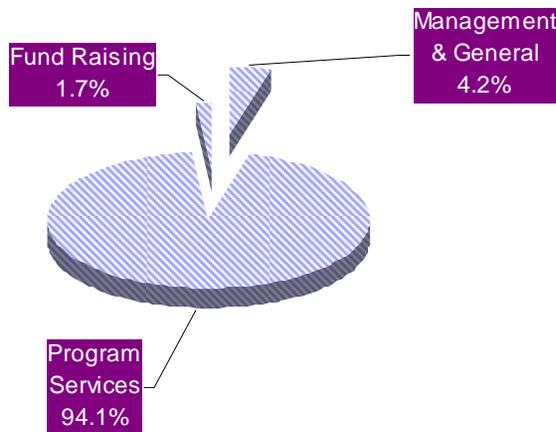
These are just a few of the programs offered by the Food Bank.

We promise to continue our leadership role in improving the quality of life for the less fortunate in our community. With the generous support of Western New Yorkers, the board of directors, foundations and the media as well as the dedication of our staff, we will be able to meet the challenges facing us today and prepare for tomorrow.

**Sources of Support & Revenue**



**Functional Expenses**



**COLLABORATIONS**

**BUFFALO NEWS & UNITED WAY**

**Buffalo News Neediest**, a collaboration of the Buffalo News, United Way and the Food Bank, uses these funds to purchase year-end holiday meal items. This food is given to needy Western New Yorkers through participating agency programs.

**MEALS ON WHEELS**

**Blizzard Boxes**-Meals on Wheels has found it helpful to distribute Blizzard Boxes, which are given to shut-ins each fall for use when regular meal deliveries are interrupted by severe weather. These boxes are packed by the Food Bank and contain enough nonperishable food for six meals [two days]. Meals on Wheels makes funds available to cover the costs.

**MEALS ON WHEELS & GOODWILL INDUSTRIES**

**Sunshine Nutrition**-A collaborative effort of the Food Bank of WNY, Meals on Wheels of Buffalo and Erie County and Goodwill Industries, this program provides a third meal to homebound individuals who already are receiving a hot lunch and cold dinner from Meals on Wheels.

**GOODWILL INDUSTRIES & ERIE COMMUNITY COLLEGE**

**Urban Opportunities Program** is a project involving the Food Bank, Goodwill Industries and Erie Community College. Its goal is to move individuals off public assistance and into competitive employment.

**COMMUNITY FOUNDATION FOR GREATER BUFFALO**

**K.I.D.S.** is a collaborative effort of the Food Bank, the Buffalo Foundation and K.I.D.S., a national charity committed to helping children in need. It provides children's clothing, shoes, toys and juvenile products to children in Erie County who are ill, living in poverty or victims of natural disasters.

## Nutrition/Education Programs

### GOOD COOKIN'

Cooking instructions and nutrition education are important aspects of helping the less fortunate. Good Cookin', a program offered at the Food Bank of WNY, is targeted at helping us meet our goals of not only feeding the needy but also helping individuals progress toward self-sufficiency.

### AGENCY ASSISTANCE PROGRAM

Funds from this program allow emergency food providers to access coolers, freezers, and other food preparation/storage equipment. This allows member agencies to store more perishable items and greatly increases their ability to provide a more nutritional mix of food to the needy.

### SENIOR MEAL PROGRAM

Seniors are reluctant to use public transportation because of the distance and cost involved and will often go without food and medication if transportation is not convenient. The Senior Meal Program provides 9 nutritious meals every two weeks to seniors living in Buffalo Municipal Housing. The seniors also receive literature regarding their nutrition and health concerns.

### KIDS CAFE

Kids Cafe provides meals to disadvantaged children under the age of 17 in an environment which is safe, accessible and convenient. The children receive a well balanced meal before being tutored and taught life skills by having an opportunity to participate in meal development and preparation.

### KIDS IN THE KITCHEN

Children from Kids Cafes come to the Food Bank's test kitchen to learn about cooking and healthy eating. They get a chance to understand how their eating habits affect their health and learn how to prepare simple snacks and meals and how to choose foods wisely.

### KIDS HELPING OTHER KIDS

The Kids Helping Other Kids program teaches school-age children about hunger in their own communities and ways they can help. The children are given a guide instructing them how to set up food drives and/or money drives within their own schools. These children also help the Kids Cafes since all donations that are solicited are used exclusively for these sites.

## FY 2005-2006 FINANCIAL STATEMENT SUMMARY

<b><u>SUPPORT &amp; REVENUE</u></b>	<b>FY 05-06</b>
Operating & Admin	2,978,167
Plant	160,127
Agency Food & Service Grants	2,239,294
VALUE of Donated & USDA Food	<u>9,382,387</u>
<b>TOTAL SUPPORT &amp; REVENUE</b>	<b>\$14,759,975</b>
<b><u>EXPENSES/EXPENDITURES</u></b>	
Management & General	\$ 620,962
Program Services	14,036,192
Fund Raising	<u>256,549</u>
<b>TOTAL EXPENSES/EXPENDITURES</b>	<b>\$14,913,703</b>
<b><u>FUND BALANCE ACTIVITY</u></b>	
Operating & Admin	845,622
Plant	(76,917)
Agency Food & Service Grants	261,883
VALUE of Donated & USDA Food	<u>(594,683)</u>
<b>COMBINED NET ACTIVITY</b>	<b>\$435,905</b>
<b>Operational Cost Per pound</b>	<b>\$ 0.212</b>

A full copy of the most recent financial statement filed with New York State Department of Charities Registration may be obtained by writing to 162 Washington Avenue, Albany, NY 12231 or requesting a copy from the Food Bank of WNY, 91 Holt Street, Buffalo, NY 14206.

# BOARD OF DIRECTORS 2005-2006

## Executive Committee

Carolyn Thomas, Chair Emeritus  
Retired Social Worker

E.W. Dann Stevens, Esq. Chair Emeritus  
Hiscock & Barclay, LLP

Alan J. Condo, Chair Emeritus  
B.I.N. Sales & Marketing, Inc.

Marylou Borowiak, Chair  
Greater Buffalo Savings Bank

Richard J. Wright, Jr., CPA, Vice Chair  
Freed Maxick Battaglia

Mark De Backer, Treasurer  
Evans National Bank

Sr. Mary Anne Weldon, Secretary  
Catholic Charities

Clem Eckert  
President & CEO



The 14th annual NALC Branch 3 Buffalo/WNY hit another high record for the fourth consecutive year.

### Leading Food Drive Branches Presented Awards



America's Second Harvest President Vicki Escarra, far left, and Campbell Soup Co. Director/Brand Communications John Faulkner, third from right, join winners of this year's NALC/Campbell Soup awards to top two branches in five membership categories after awards were presented at the convention. Escarra addressed the convention, thanking delegates for the tremendous help NALC provides to the nation's largest network of food banks in the battle against hunger in America. Each of the 10 branches will receive 1,000 cans of Campbell Soup for a local food bank.



Doyle 2 Fire Company went through their district for the 6th consecutive year and brought in 8,454 pounds of assorted food.



Second Annual Carnival event hosted by wnymenu.com. The newest original fundraiser in Buffalo to benefit the Food Bank.



National Hunger Awareness Day



2005 Food 2 Families one day food and fund drive at select Tops locations



Buy-A-Bird Feed a Family Continues with Major Tom & Sheriff Tex Turkington



The Dodge Girl Scout Troop collected 5,337 pounds of assorted food during their annual scouting for food.



3rd Annual Empty Bowls event hosted by Buffalo State College. A true family event with area schools making the bowls that were sold to benefit the Food Bank.

Teamsters Local 264 held their annual Charity Golf Tournament to benefit the Food Bank of WNY and the Ronald McDonald House of Buffalo.



Board Members

- Charles L. Bowman, PhD., SUNY at Buffalo
- Kevin J. Cavalieri, M & T Insurance Agency, Inc.
- John F. Dunbar, Strategic Investments & Holdings, Inc.
- Terry Dunford, West Valley Nuclear Services Co.
- Thomas R. Heine, The Buffalo News
- Rev. James Higgins, S.J., Canisius High School
- Robert E. Hilburger, Higgs, Inc.
- John Jablonski, Buffalo Beverage Corporation
- Ralph Kushner, Retired Grocery Executive
- Denny Lynch, Buffalo Bills
- Anthony D. Mancinelli, Esq., Harter, Secrest & Emery LLP
- Ann McCarthy, Wegmans Food Markets, Inc.
- Karl Oesterle, Tops Markets, LLC
- David N. Richardson, M & T Bank
- Marlene Schillinger, Jewish Family Service
- Bill Shepard, WNYO-TV



## Major Food Donors

Bison Foods Co./Upstate Milk  
 Campbell's  
 Cliffstar  
 Coca Cola Bottling Company of Buffalo  
 ConAgra, Inc.  
 C&S Wholesale Grocers  
 Fortistar  
 General Mills Buffalo  
 Goya Foods Great Lakes  
 James Desiderio, Inc.  
 Kellogg Co.  
 Kraft Foods  
 Mayer Brothers  
 Ocean Spray  
 Olean Wholesale Grocery Co-op  
 Pepsi Cola Buffalo Bottling Corp.  
 Perry's Ice Cream  
 Rosina Food Products. Inc.  
 Sunset Fruit and Vegetable  
 Sysco Food Service  
 Tops Markets  
 TripiFoods, Inc.  
 Tyson Foods  
 US Foodservice  
 Village Farms of Buffalo  
 Wegmans Food & Pharmacy

## Programs Continued

### HPNAP CONTINUED.

alcohol wipes, germicidal soaps, and soap dispensers. The Food Bank nutritionist also conducts workshops and trains providers in proper food handling practices to avoid food contamination.

HPNAP also offers limited annual funds for:

1. Operation Support—assists emergency food providers by covering portions of their operating costs such as staff, utilities, rent, transportation, etc.
2. Capital Equipment—enables emergency food providers to purchase equipment needed to enhance their delivery of food to the homeless and destitute.

### ECDSS (ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES)

The ECDSS Program is designed to meet the needs of low-income clients of the Erie County Department of Social Services. It was started in 1992 as a joint venture between ECDSS and the Food Bank and has now become an ongoing program.

The Food Bank provides certain selected pantries with extra food and with grocery store certificates funded by ECDSS. The foods comprise a nutritionally complete package for the number of days specified by the ECDSS caseworker, who may also specify whether a certificate is needed for such items as special dietary foods, infant formula, diapers, etc. The ECDSS caseworker refers the needy client to one of the participating pantries.

### USDA

NYS Bureau of Donated Foods, Office of General Services [OGS] provides New York State food banks with USDA surplus commodities for distribution to soup kitchens and shelters for meals served on-site [SKP program]. The TEFAP portion provides food to be used for home consumption by low-income individuals.

### EMERGENCY INFANT FORMULA & BABY NEEDS PROGRAM

The purpose of the Emergency Infant Formula & Baby Food Expansion Program is to meet the emergency needs of infants and children by providing them with a supply of infant formula, stage 1 baby food and baby care items. These items are distributed to emergency food providers that in turn service individuals suffering because of delays in receiving public assistance and/or W.I.C. assistance.

### CO-OP PROGRAM

Through the Agency Co-operative Buying Program, agencies may purchase cases of specific food items to supplement their other food sources. This offers agencies the convenience of "one stop" shopping at prices generally comparable to wholesale levels. Co-op also offers some non-food items.

## Programs

### DONATED PRODUCT

Donations of food and other items are provided to food banks by farmers, packers, manufacturers, wholesalers, and others in the food industry. Community groups also conduct food drives.

### VALU ADDED PRODUCTS

Sometimes donated products require more than our limited repack capabilities can handle. For example, 12-lb. deli hams are more effectively used by pantries when they are cut and re-cryovaced in 3-lb. chunks. Similarly, 20,000 lbs. of flour in 50-lb. bags can be converted into 30,000 lbs. of 2-lb. pancake mix. The cost of such "processing" is called "value added." Food banks are allowed to pass on these costs to their agencies, but we currently try to raise funds to subsidize value added products.

### FOOD EXPRESS

The Food Express vehicle delivers quality food directly to member agency clients. Highly perishable food items include fresh fruits, vegetables and dairy products. Products vary depending on current donations or program inventory.

### EFSP/FEMA

#### (EMERGENCY FOOD & SHELTER PROGRAM/FEDERAL EMERGENCY MANAGEMENT AGENCY)

Since 1983, the Food Bank has been the recipient of annual EFSP/FEMA grants which enable purchase of additional food to affiliated agencies in Buffalo and Erie County. This federally funded grant is administered nationally by the United Ways of America and is distributed through the local United Way.

### HPNAP—(HUNGER PREVENTION NUTRITION ASSISTANCE PROGRAM)

The New York State Department of Health, Bureau of Nutrition provides funds to assist in the feeding of homeless and destitute populations. Agencies provide the state with monthly data on their food distribution, clientele, service sites and locations.

Like EFSP/FEMA, HPNAP funds are used to purchase items not found in donated inventory and to pay a portion of the agency's shared maintenance accounts at the Food Bank.

By funding a nutritionist at the Food Bank, HPNAP provides nutrition assistance and education to the agencies. HPNAP also underwrites the distribution of sanitation and food safety supplies to supplemental/emergency food providers at no charge. These supplies include thermometers, disposable gloves, disposable aprons,

## Resource Development Highlights

### Food Drives & Fund Raising Events

97 Rock  
 WKSE-98.5 "Fasting for Families"  
 Adesa Buffalo  
 Bon-Ton Care to Share  
 Blue Cross Blue Shield  
 Buy-a-Bird Campaign  
 Carnaval a Food and Fashion Frenzy  
 Check Out Hunger  
 Chiropractor's "HOPE"  
 City Honors  
 Clinton Street Elementary  
 Cyberspokes Bike Run  
 Doyle #2 Fire Department  
 Empty Bowls  
 Erie County Bar Association's "Have-a-Heart"  
 Fan Food Drive (Buffalo Bills)  
 Food 2 Families  
 Girl Scouts of Dodge Service Unit  
 Kaufman's Spring Fling  
 Letter Carriers Buffalo Branch #3  
 Orchard Park High School  
 Rock for Food  
 Summer Harvest  
 Temple Beth Zion  
 U.P.S.  
 Valu Community Days  
 West Valley Demonstration Project

### Volunteer Groups

Amherst YES  
 Boy Scout Troop  
 Buffalo Savings Bank  
 Buffalo Seminary  
 C.O.U.R.T.S. Program  
 Canisius College  
 Catholic Health Systems  
 Cheektowaga YES  
 County of Erie-Community Service  
 C&S Wholesale

Edison St. Baptist Church  
 Emmanuel Temple Boy Scouts  
 Erie 1 Middle School  
 Greater Buffalo Savings Bank  
 Holy Cross  
 India Association  
 Jack & Jill  
 Junior League of Buffalo  
 Kenmore Methodist Church  
 Lancaster YES  
 Lancaster Youth  
 Liberty Group  
 Mid-Erie  
 Omega Queens Mentoring  
 Parents without Partners  
 Park School  
 Pioneer Camp & Retreat  
 Sacred Heart  
 Seneca High School  
 South Park High School  
 St. Joe's  
 Summer Teens  
 Summit Educational  
 Temple Beth Zion  
 US  
 Vietnam Vets  
 Wegmans  
 Wesleyan Christ in Hamburg  
 Williamsville East

**DISTRIBUTION SUMMARY REPORT FOR FY 05-06**

<u>DONATED PRODUCT</u>	FY05-06 Actual	Cumulative 1983-2006
<u>RECEIVED FROM:</u>		
America's Second Harvest Donors	2,256,884	58,167,925 Lbs.
Local Donors	3,265,415	58,966,330
Other Food Banks	<u>93,137</u>	<u>16,235,926</u>
<b>TOTAL RECEIVED</b>	<b>5,615,436</b>	<b>133,370,181 Lbs.</b>

<u>DISTRIBUTED TO:</u>		
Local Agencies	5,156,438	97,622,595
Other Food Banks	327,797	20,318,143
Disposal	<u>423,808</u>	<u>14,049,064</u>
<b>TOTAL DISTRIBUTED</b>	<b>5,908,043</b>	<b>131,989,802 Lbs.</b>

SUMMARY PROGRAM DISTRIBUTION

	<u>%</u>		
Donated Products	52.7	5,908,043	131,989,802 Lbs
EFSP/FEMA Grants	2.4	265,511	6,930,451
HPNAP [SNAP] Grants	13.7	1,537,707	15,217,923
Erie County DSS & HS	0.4	43,294	379,321
USDA-TEFAP/SKP	20.4	2,283,048	47,270,764
Co-op Local Agencies	5.9	662,333	9,891,567
Co-op NYS Food Banks	0.0	0	6,263,388
Buffalo News Neediest	1.3	141,692	3,213,544
AAP-Restricted	0.7	80,441	1,729,136
AAP-Designated	2.3	259,746	431,621
K.I.D.S. Community Foundation	<u>0.2</u>	<u>20,096</u>	<u>126,051</u>
<b>TOTAL DISTRIBUTED</b>	<b><u>100.%</u></b>	<b><u>11,201,911.</u></b>	<b><u>223,443,568 Lbs.</u></b>

**Total Agency Programs**

<u>Program Type</u>	<u>Cattaraugus</u>	<u>Chautauqua</u>	<u>Erie</u>	<u>Niagara</u>	<u>Totals</u>
Kids Cafe	0	0	16	4	20
Soup Kitchen	2	4	12	4	22
Group Home	17	1	50	7	75
Shelter	2	3	15	2	22
Day Care-Children	3	1	3	1	8
Day Care-Adults	2	3	18	0	23
Camps	6	6	6	2	20
After School/Senior Programs.	0	5	43	2	50
Food Pantry	15	22	112	24	173
Other Special Sites	5	2	18	1	26
<b>TOTAL PROGRAMS</b>	<b>52</b>	<b>47</b>	<b>293</b>	<b>47</b>	<b>439</b>

<u>AREA SERVICED:</u>	<u>ANNUAL POUNDS</u>
Cattaraugus County	545,257
Chautauqua County	1,511,777
Erie County	7,112,238
Niagara County	<u>1,274,294</u>
<b>TOTAL TO WNY MEMBER AGENCIES</b>	<b>93.2%</b>
Others	<u>758,345</u>
<b>TOTAL DISTRIBUTED/HANDLED</b>	<b><u>11,201,911</u></b>

2005-2006 AVERAGE MONTHLY SERVICES...

<u>AREA SERVICED</u>	<u>MEALS</u>	<u>PEOPLE</u>	<u>HOUSEHOLDS</u>	<u>SITES</u>
Cattaraugus County	91,169	10,285	2,799	52
Chautauqua County	151,251	10,579	2,913	47
Erie County	757,975	57,464	19,058	291
Niagara County	<u>121,767</u>	<u>11,036</u>	<u>3,644</u>	<u>49</u>
<b>TOTAL TO WNY SITES</b>	<b><u>1,122,162</u></b>	<b><u>89,364</u></b>	<b><u>28,414</u></b>	<b><u>439</u></b>

...96.8% of the agencies reported.