



## SPECIAL ANNUAL REPORT EDITION

# Life-Changing Connections: Yesterday and Today

No matter our age, personal connections are vital to our everyday lives.

When Jean and her high school girlfriends went to the New Year's Eve dance at Jefferson Barracks, Missouri, in 1945, she made a connection that set the course of her life...she danced with a soldier who would eventually become her husband and whisk her off to snowy Minnesota.

Today, Jean still lives in the Minneapolis home where she and her husband set up housekeeping some 65 years ago. Although her husband's gone, she remembers well their decades-long bond – raising their five children and enjoying all sorts of hiking, canoeing and travel adventures.

Her vital connections today include family and friends, plus senior services providers like Mary and Bill from Store To Door.

### Discovering Store To Door

Jean, like 85 percent of Store To Door clients, lives on her own and is in her mid-80s. She was always active – working until she was 78 – but now she can no longer drive. Limited mobility prevents her from taking transit and carrying groceries on her own.



*Jean shows off her walking stick from years past, when she and her husband collected shields marking completion of many hikes through Hennepin County parks.*

All of Jean's children live out-of-state. As much as they'd like to, it's not easy for them to help their mom with everyday tasks.

Thankfully, Jean discovered Store To Door.

### A Cheerful, Helpful Connection

"One of my daughters went online and found Store To Door, and it has solved all my problems," she says.

Now volunteer Mary calls Jean every other week to check in and help prepare her grocery order. Jean describes Mary as "always cheerful, thoughtful and helpful, making sure she gets everything right."

Mary says that Jean is "quite the cook" and "knows her way around the kitchen." Mary, who has volunteered with Store To Door for nearly 20 years, likes to take a few extra minutes to chat with each of her clients – whether it's to ask about family or learn a new recipe.

### Bringing Home Groceries...and More

Also looking out for Jean's well-being is Store To Door delivery coordinator Bill, who drops off groceries and lends a hand every other week.

*continued on page 2*



### Our Vision

Supporting a community where people age with dignity.

### Our Mission

Enhancing opportunities for aging adults to live independently.

## Board of Directors

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Senior VP  
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Partner  
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## Above All, We Care About Seniors' Well-Being

Hello and thanks to all of our clients, volunteers and donors!

It is with great pride and humility that I joined Store To Door last October.

I am proud of our incredible staff and volunteers who assist hundreds of seniors all across the seven-county Twin Cities region every week. Each team member cares deeply for our clients' well-being, helping them to remain independent in their own homes.

I'm also proud of the vital role of Store To Door in our community. As our population ages, our services have become ever more essential.

I am, of course, humbled by the wisdom and insights of our clients. In my first months at Store To Door I visited with many of these tenacious seniors, learning about how they depend on our bi-weekly visits and listening to their suggestions about ways to strengthen our services.

In the year ahead, we will be examining how Store To Door can extend our core services beyond delivery of food and household essentials so that we can achieve our mission – enhancing opportunities for aging adults to live independently.

To begin, we plan to hire a new senior services director who will pilot a holistic approach to aging in



Executive director Karen Cotch, right, has visited Jean and lots of other Store To Door clients in her first months on the job.

place, including assessment of client needs, referrals to community-based resources and help navigating other services that our elders need to age well in their own homes.

As plans develop, we'll share all the details. In the meantime, thanks to everyone for your past and future support of Store To Door. Because of you, the well-being of our community's growing senior population is our first priority.

Karen Cotch  
Executive Director

*Editor's Note: Learn more about Karen's background in social services at [www.storeto-door.org/get-to-know-us/staff/](http://www.storeto-door.org/get-to-know-us/staff/).*

## Life-Changing Connections

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"I really appreciate Bill," Jean says. "My thumbs don't work so well anymore, so he opens containers for me. He goes right to the kitchen table and unpacks everything and unscrews the caps on the juice and milk."

Recently Bill arrived at the door with her grocery order and something extra – a half dozen roses compliments of the flower department manager at the Crystal Cub Foods.

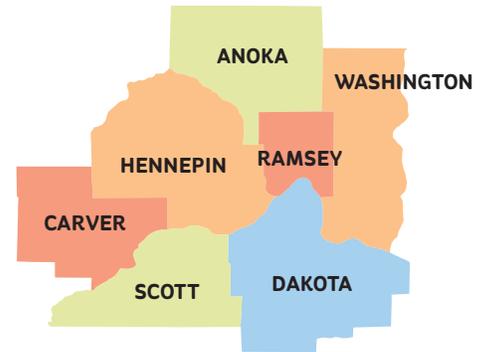
The gift was unexpected but certainly welcome – just like that serendipitous connection so many years ago.

# Store To Door 2015:\* By the Numbers

Total clients served:

**1,798**

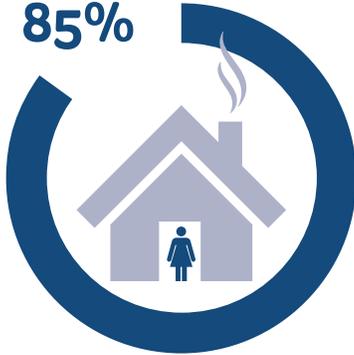
Total deliveries:



**Counties served:** Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington

Households where client lives alone:

**85%**



Clients who are women:

**84%**



Clients who are over age 80:

**55%**

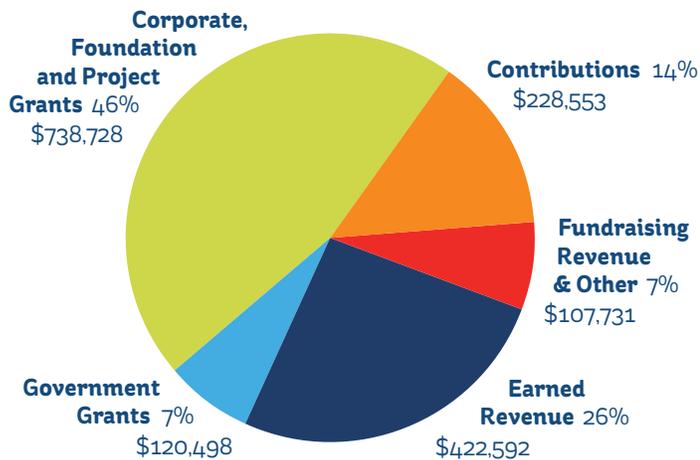


\*All reported information is for the October 1, 2014, to September 30, 2015, fiscal year.

‡Federal guidelines define poverty at \$11,670 annually per one-person household

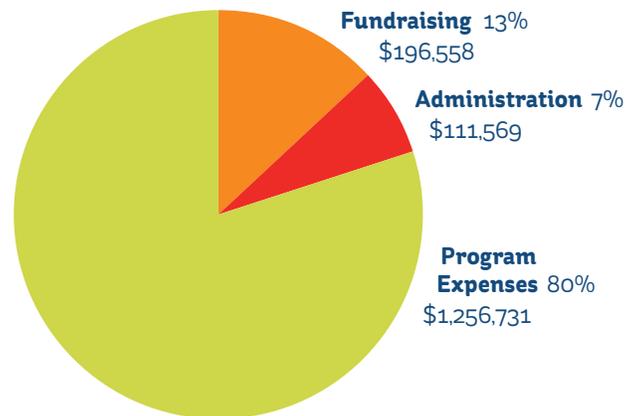
## REVENUES

**\$1,618,102**



## EXPENSES

**\$1,564,858**



Source: Independent audit of financial statements for year ending September 30, 2015, conducted by Olsen Thielen & Co., Ltd.

# Thanks for Helping Seniors Stay Independent at Home\*

## Corporations and Foundations

3M GIVES



Allianz Life Insurance Co  
of North America



Allina Health System

Ameriprise Financial



Andersen Corporate Foundation



Bloomington Community  
Foundation

Blue Cross Blue Shield of MN

Briggs and Morgan, PA

C. H. Robinson Foundation

Cargill Foundation



Casey Albert T. O'Neil  
Foundation

Catholic Community Foundation

Cloverfields Foundation

Colliers International

Columns Resource Group  
Foundation



The Columns Resource Group

Computer Connection  
Corporation

Connexus Energy

Coulee Bank

Cub Cares Community Fund



Deluxe Corporation Foundation



Elmer L. & Eleanor J. Andersen  
Foundation

Erickson & Wessman, P.A.

EY



F. R. Bigelow Foundation

Fourth Generation

Fred C. and Katherine B.  
Andersen Foundation

General Mills Foundation



GENERAL MILLS

Giving WoMN Community  
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H B Fuller

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Keyot

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LAJ Consulting /  
Food Safety Guy

Land O' Lakes Foundation

Leadquist Consulting Inc

Maguire Agency



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Mead Witter Foundation, Inc.

Medtronic Foundation

Nash Foundation

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Publishers Group West, LLC

Roseville Area Community  
Foundation

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Simma Flottemesch  
& Orenstein Ltd

St Paul's Church Home

Stevens Square Foundation

Target



The Nerdery LLC

The Prudential Foundation

Think Mutual Bank



Thomson Reuters

Thrivent Financial  
for Lutherans Foundation

UCare



UnitedHealth Group

WCA Foundation

Westwood Professional  
Services, Inc.

Woman's Club of Minneapolis

Xcel Energy



Xcel Energy Foundation

## State of Minnesota, Cities and Counties

City of Edina

Metro Area Agency on Aging

Contracts for waived services  
with counties and health  
plans: Anoka, Carver, Dakota,  
Hennepin, Ramsey, Scott  
and Washington Counties.  
Blue Plus, Health Partners,  
Medica, Metropolitan Health  
Plan and Ucare

## Community Organizations

Eagles Aerie 3208  
Richfield Bloomington

Brooklyn Park Rotary

Noon Rotary Club of Burnsville

New Hope Women of Today

## Faith-based Communities

Holy Name of Jesus Church

Macalester Plymouth  
United Church

Wooddale Church

## Gifts in Kind

Bailey Nurseries Inc

Michael Bellotti

Birch's Restaurant and Bar

Minnesota Valley Country Club

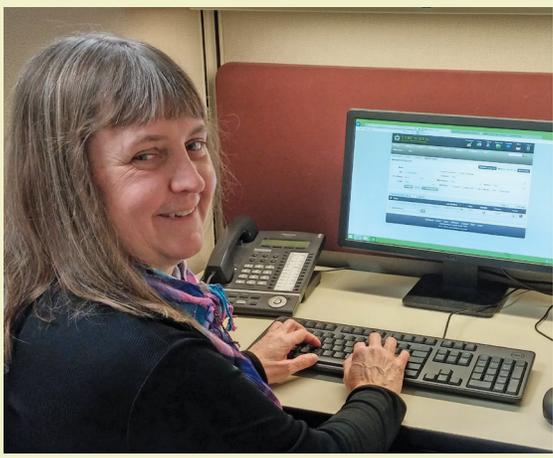
Mission American Kitchen  
and Bar

Jayne and Curt Olson

**Many thanks  
to all our  
Store To Door  
donors, including  
our generous  
individual  
contributors.**

\*Contributions made  
October 1, 2014, to  
September 30, 2015.

## Volunteers Boosting Efficiency



It truly “takes a village” of volunteers to provide personal, reliable service to our senior clients.

While order takers and shoppers are the most visible and numerous volunteers, many others pitch in to do everything from community outreach to coupon clipping to office support.

For instance, **Wendy Bain** (pictured) is a former

software engineer who is using her computer skills to fine tune Store To Door’s new order-taking system – helping volunteers and store coordinators to be more efficient and to give clients top-notch service.

### A More User-Friendly System

Two or three mornings every week, you can find Wendy in Store To Door’s Roseville office, uploading product images and revising product names in the online system. “When items have pictures, it’s easier and quicker for the volunteer order takers to find them while they’re on the phone with their clients,” she explains.

“Ten volunteers searched for product images last fall,” says Carolyn Swenson, volunteer program supervisor. “They identified 2,800 images, and Wendy is adding them to the online system, which includes the more than 50,000 grocery and household items that Cub Foods sells.”

Since the new order system was fully implemented last August, Carolyn notes that Store To Door has seen a downward trend in returns and credits as order accuracy has increased for shoppers and clients.

### Experiencing the Gratitude

A volunteer for more than two years, Wendy has used her affinity for numbers and computers to tackle other main office tasks, too.

“When I assisted in the accounting department I’d see the little thank you notes that clients attached to their checks. It’s very gratifying to see how much the service means to them,” she adds.

Wendy sought out a volunteer position at Store To Door because she specifically wanted to help seniors. “My parents experienced wonderful nursing home care in the small town where I grew up. But not everyone has that opportunity,” she notes. “It’s definitely better to stay in your home.”

## Kudos to 2015 Volunteers

Once again, our volunteers out-did themselves in serving Store To Door clients:



**730**  
active volunteers

Average of  
**4+ years**  
on the job



**45,270**  
volunteer hours

**\$1,124,054**



monetary  
equivalent  
of  
volunteer  
hours

# You Make the Difference

Turn inside for a look at Store To Door's 2015 Annual Report. You'll see the numbers – seniors served, deliveries made, hours volunteered, dollars raised and dollars spent. More importantly, you'll learn about our impact – enhancing opportunities for aging adults to live independently.

Each week, many of our volunteers and staff experience first-hand the difference that Store To Door makes in individuals' lives. The rest of us – particularly donors – play equally important roles in helping seniors stay in their own homes. Whatever your involvement, look inside and take some pride in our 2015 accomplishments. Thousands of elderly residents in our community rely on caring people like you. Thank you.



2016

## Tee It Up!

### Benefit Golf Tournament

Supported by

**Cub**  
FOODS



**Saturday, August 20, 2016**

**Pheasant Acres Golf Course, Rogers, Minnesota**

Sign up your foursome or book a sponsorship today.  
See all the details at: [storeto-door.org/donate/tee-it-up-2016-benefit-golf-tournament/](http://storeto-door.org/donate/tee-it-up-2016-benefit-golf-tournament/).

Or call event co-chair Linda Roeller at 612-669-8029  
or Tim Puffer at Store To Door, 651-209-1855.