



2022

ANNUAL REPORT

MISSION: to help seniors and individuals with disabilities maintain their independence and continue living in their homes.

helpatyourdoor.org



MESSAGE FROM OUR LEADERS

Together, we have worked to make aging a positive experience in the Twin Cities. In 2022, Help At Your Door made 10,216 deliveries and provided 5,765 rides to support the needs of our community. We expanded our services to offer delivery of everyday essentials beyond food, built new partnerships, and strengthened our commitment to diversity, equity, inclusion, and access.

The past few years have been hard and full of deep sorrow; people we cared about became sick, and many clients passed away – but we continued our work, day in and day out, because our work ensures that basic needs are met. Access to food and transportation and assistance with chores and home repairs meant that those we serve didn't go hungry, could attend medical appointments, and felt comfortable in their homes. Importantly, they could count on us to be there.

We want to take a moment and thank all 518 volunteers who made our mission possible this past year – and a special shout out to the younger generation who stepped up in a big way to deliver essentials and connect with clients. Your efforts were vital, and we are so grateful for your help.

Our collective experience during COVID has given us insight into what it's like to feel isolated at home with limited access to everyday support. Fortunately, many of us have been able to return to a more normal existence, but for the populations we support, this hasn't been the case. They continue to need our helping hand so they can continue living in their homes.

While there is still more work to be done, we are confident in our ability to continue delivering on our mission.



Karen Cotch
Executive Director



Chris Chambs
Board Chair



WHO WE HELP

I appreciate every one of you at Help At Your Door. I could not get along without your help. Thank you so much! **Lois, Grocery Client**

68%

LIVE ALONE

73%

HAVE INCOMES
WITHIN THE
FEDERAL
POVERTY LEVELS

55%

ARE OVER THE
AGE OF 75

According to the Minnesota State Demographic Center*, approximately 66,000 older adults in Minnesota have incomes below the poverty line. Their data also shows that 11% of Minnesotans have a disability – and that percentage nearly quadruples for individuals who are 75 years and older.

This information coupled with the fact that more than 285,000 Minnesotans will be turning 65 this decade (a number greater than the past four decades combined)*, make it essential that resources are available to meet these rising needs.

*Sources: <https://bit.ly/3hnaxGL> | <https://bit.ly/3SBCw2A>

WHAT WE HEAR FROM CLIENTS

Such a good, convenient service.
I'm very thankful for it! **Craig, age 69**

I just love the program; the
people are so nice and attentive.
Mary, age 86

I love getting to chat
and share stories.
I believe staying in
contact with
people have
helped keep my
spirits up.
Doris, age 106



I haven't met a driver I haven't
liked; you are a very good service,
and I thank you. **Carol, age 81**



I am just so thankful that Help At
Your Door is there. I have two
daughters in the city, but they both
work and can't always take me.
I know THEY are also thankful for
you! **Rhonda, age 87**

You are the only people I can
depend on. **Jerome, age 78**

Just a note to say thank you!
My ride yesterday went very
well. Neale, the driver, was
exceptional. Your service
means so much to me since I
do not drive alone. I can take
buses, but this is so convenient
for longer trips. **Donna, age 80**

OUR IMPACT



1,000+
clients served



33,442
personal interactions



10,216
food deliveries



5,765
rides given

How It's Possible

518
volunteers
gave

17,333
hours of
their time



SERVICES OFFERED

Since 1984, we have delivered personalized services designed to improve health outcomes, enhance the quality of life, and meet the diverse needs of our clients.

GROCERY ASSISTANCE

We pair individuals with a volunteer who takes their grocery orders over the phone. After being shopped, we deliver groceries to our clients' kitchens and assist in putting items away.



TRANSPORTATION

We provide individualized, door-through-door service to and from medical appointments, errands, and more – helping clients stay connected to their community and maintain their independence.



HOME SUPPORT

We assist clients with indoor and outdoor light home-maintenance projects, ensuring they are living in a comfortable environment. Projects range from painting and changing light bulbs to yard cleanup.



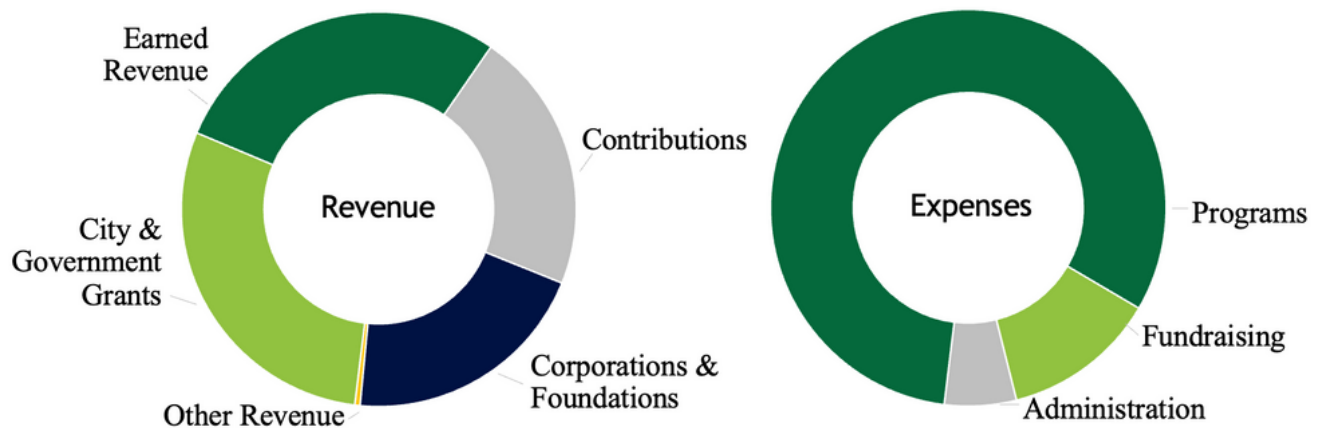
FINANCIALS

REVENUE

City & Government Grants	\$298,000
Earned Revenue	\$286,640
Contributions	\$217,906
Corporations & Foundations	\$207,000
Other Revenue	\$4,343
Total Revenue	\$1,013,889

EXPENSES

Programs	\$594,843
Administration	\$92,150
Fundraising	\$42,844
Total Expenses	\$729,837



Source: an independent audit by Olsen Thielen, of Help At Your Door's financial statements for the year ending on September 30, 2022.

OUR COMMITMENT TO DIVERSITY, EQUITY, INCLUSION, AND ACCESS

During this year's strategic board retreat, Help At Your Door's board of directors and the leadership team completed a comprehensive analysis of the organization and the communities we serve.

The team assessed the current situation, focusing on how our board, volunteers, and staff reflected and engaged with the communities we serve while identifying opportunities for improvement.

After exploring the trends, it was clear that greater effort needed to be dedicated to serving diverse communities in the Twin Cities. We would move forward by first building our understanding of their needs and then working on ways to best create access to essential services.

The team also took steps to ensure all efforts aligned with a vision, mission, and objectives and reflected Help At Your Door's values.

Since the initial efforts began, progress has been made with regard to increasing diverse representation on our board, staff, and volunteers with efforts underway to further engage the community.



VISION

A human-service organization serving older adults and people with disabilities that celebrate a diverse board, workforce, volunteer, and client base in an inclusive, equitable, and accessible environment for all – and is reflective of the community and the people that we support.

MISSION

Develop, strengthen, and support initiatives, partnerships, policies, and culture that promote a diverse staff, board, and client base where each individual feels that they are equitably treated, respected, visible, and valued.

OBJECTIVES

Inclusion: Empowering all individuals to contribute in their own unique way while fostering a positive environment where they are respected and supported.

Diversity: To have a diverse staff, volunteer, and client base, including but not limited to age, race, gender, gender identification, ethnicity, sexual orientation, socioeconomic status, ability/disability, language skills, veteran status, religion, marital status, and philosophical perspective.

Equity: The process of being fair to all people, accounting for social or historical disadvantages to help ensure equality.

Access: The opportunity for everyone to fully participate.



Help At Your Door Volunteer, Adam Krueger (left), with his husband, Thomas, and their dogs, Yuki and Aggie.

Volunteer Spotlight: Adam Krueger

On Friday mornings, Adam Krueger can be found at Cub Foods – St. Anthony volunteering as a Grocery Shopper for Help At Your Door. After gathering food and other requested essentials for the people we serve, he delivers the groceries to their homes.

When he arrives at their doorsteps, Adam unpacks items and puts frozen and refrigerated goods away as requested. It's more than a quick drop off though – he takes time to visit with clients and check on their well-being. He explains, "I am a morning person, so this fits my schedule. While shopping with other volunteers is fun, my favorite part is connecting with the clients. Getting to know each person firsthand as I deliver their groceries has been the biggest joy."

One of the clients Adam visits with, Priscilla always has wonderful stories about her life. He connected with her right away, which he accredits to their birthdays only being a few days (and 30 years) apart. They accordingly shared Libra's traits.

Adam notes, "I'd save Priscilla's grocery delivery for last, so we had time to catch up and visit awhile. At 99, I always tried to make sure Priscilla received what she ordered. Sometimes if our regular store did not have one of her items, I'd stop at another one along my route to find it."

This weekly routine has been a way for Adam to get involved and give back to his community. He's been a Help At Your Door volunteer since February 2021 – shortly after retiring from his job. He reflects on his



decision to volunteer with us, disclosing how he chose Help At Your Door: "I was looking for volunteer opportunities that would make a difference in people's everyday lives. At about the same time, Help At Your Door Board Director, Jason Grom, spoke at my husband's workplace. Jason shared the importance of the organization's mission, the programs it offered, and options to get involved. My husband thought I may be interested so I called and learned about their range of volunteer opportunities: make phone calls to order groceries with clients, shop for and deliver groceries, drive clients to appointments, help with home support, and more. Every one of their ways to give back serves older adults and people with

disabilities in a meaningful way that impacts their everyday lives. That is the kind of difference that matters to me."

Adam's generous spirit reaches beyond our nonprofit. Along with the five hours a week he donates to Help At Your Door, Adam also volunteers at his church by providing administration and delivery services for 8-10 hours a week, mentors a refugee family for 8-10 hours a week, and delivers meals for a local nonprofit.

Thank you, Adam, for your service to the individuals we support. We are grateful for your time, effort, and dedication to the community.



Lend a Hand: Volunteer with Us

Looking for a hands-on volunteer experience that changes lives?

More than 500 volunteers find purpose in giving back to their communities through Help At Your Door, a nonprofit committed to the health and well-being of older adults and people with disabilities in the Twin Cities greater metro area.

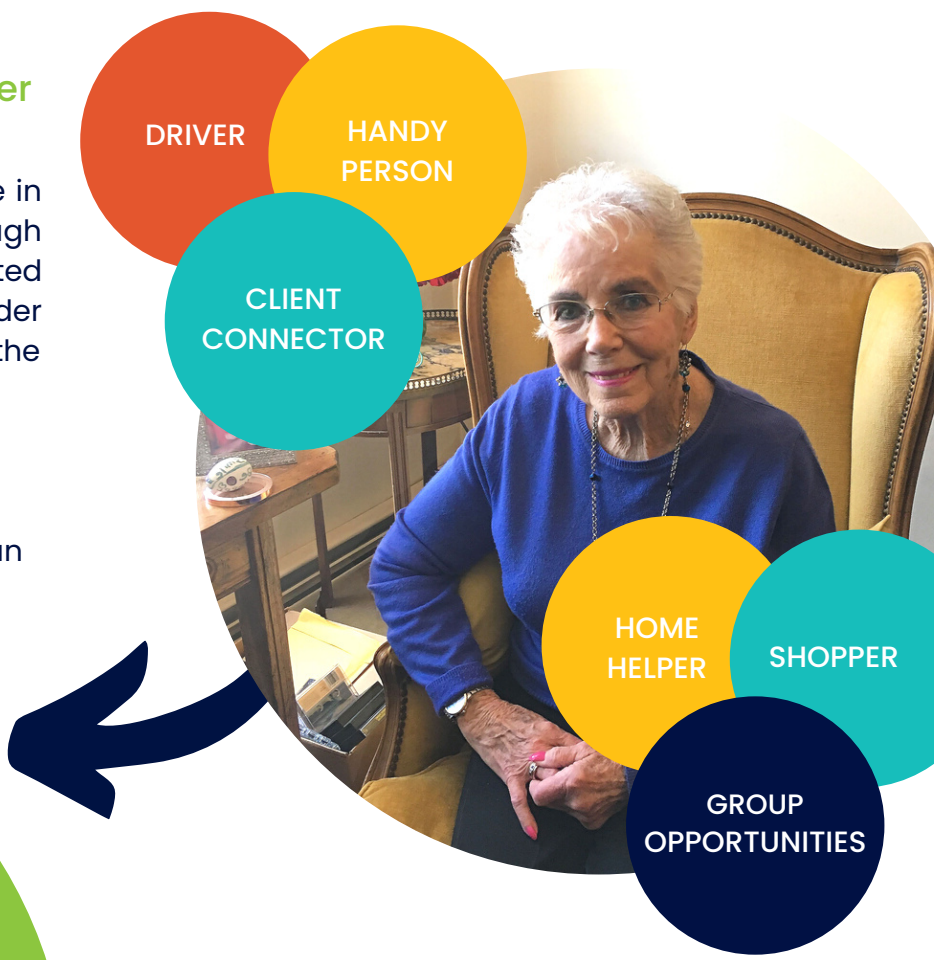
Let's make an impact, together!

We welcome your expertise and can work with your schedule.

Learn more:

651-642-1892

helpatyourdoor.org



CONTRIBUTORS

Our work made possible.

We couldn't have done it without your generous *support.*

Thank you to our volunteers, individual donors, partners, and supporters. We are grateful to you for helping us make aging a positive experience.



Special
thank you:



Cannon Family
Foundation



F. R. BIGELOW FOUNDATION



James R. Thorpe
FOUNDATION



Stevens Square Foundation
DIGNITY, INDEPENDENCE, & QUALITY OF LIFE



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Allianz Life

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Vice President Field Development,
Ameriprise

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Jill Rogers
Director Total Rewards
Children's Minnesota

Erika Schuld
Director Senior Health and
Care Navigation, Allina

FY23 Board Directors are listed above.

Thank you

Tom Bailey, Karen Beadie, and Catherine Gump for their work serving on our board. We are so grateful for their efforts!

WAYS TO GIVE

- **Donate**
- **Volunteer**
- **Workplace Giving:** support us through employer-matching gifts, corporate sponsorships, and group volunteer opportunities.
- **Planned Giving:** make us part of your legacy!
- **Spread Awareness:** share our mission and services with family and friends; connect with us on our social media channels.



Learn more:
651-642-1892
helpatyourdoor.org

Follow us
on social
media!



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