



20
23
ANNUAL
REPORT

Helping seniors and individuals with disabilities maintain their independence and continue living in their homes

helpatyourdoor.org

MESSAGE FROM LEADERSHIP

In 2023, Help At Your Door made 10,039 food deliveries and provided 6,552 rides for older adults and people with disabilities residing throughout the seven-county Twin Cities metro area. Along with bringing personalized services designed to help individuals continue living in their chosen homes, Help At Your Door strengthened existing partnerships and built new ones with local organizations. These efforts enabled us to continue making our offerings accessible to diverse populations equitably.

The breadth of our services – grocery assistance, home support, transportation, and food shelf distributions – requires a significant internal and external infrastructure to ensure we preserve the high-quality support we aim to provide. Whether that’s dutifully tuning up and replacing vans or coordinating the 499 volunteers who make our mission possible, the behind-the-scenes work is no small task. We are grateful to our dedicated volunteers and staff who generously give back to the community.

The need for our services is growing. According to the Minnesota State Demographic Center, “the number of Minnesotans turning 65 this decade (285,000) will be greater than the past four decades combined.” This past year, requests for our transportation services were more than we could facilitate. While we regularly seek and review how to improve and streamline using feedback from our clients, volunteers, local partners, and donors, the work is challenging when the demand is so great.

67% of the people we serve live alone, 59% have a disability, and 47% have incomes within federal poverty levels. These numbers bring attention to how essential resources like Help At Your Door are to the community. In the coming year, we plan to continue being a friendly hand to help people stay in their homes, as we have for the past 40 years. Thank you for helping us deliver. We appreciate your support!



Karen Cotch
Executive Director



Chris Chambs
Board Chair

WHO WE HELP

67% live alone

47% have incomes within federal poverty levels

62% are over that age of 75



OUR IMPACT



917

clients served



6,552

rides given



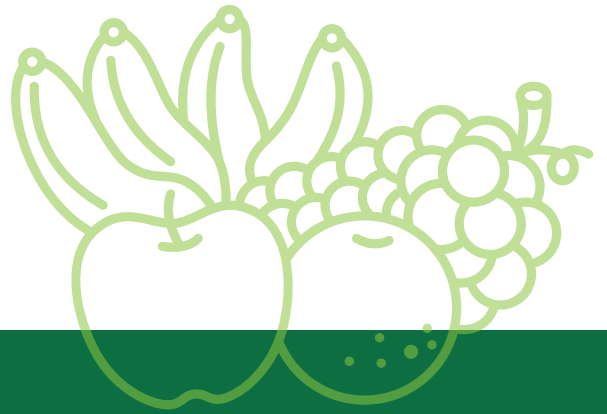
10,039

food deliveries



34,540

personal interactions



CLIENT SPOTLIGHT: DOROTHEA

In 2017, Dorothea suffered a heart attack, changing her life forever. As a strong, self-reliant woman, she now needed to navigate receiving assistance with maintaining her health and keeping up with everyday tasks. She contacted the Senior LinkAge Line for support, who connected her with Help At Your Door. After learning about our services, Dorothea decided to sign up for grocery assistance.

Through our program, older adults and people with disabilities can place orders either over the phone or online. After placing an order, we shop for the requested groceries, deliver the items to their home, and help put them away. We provide a personalized approach that is mindful of the challenges that may come with changes in health and aging.

Dorothea understands the impact organizations like Help At Your Door have in the community as she used to provide in-home health services and volunteered her time to bring food to those in need. In addition, she served as a cook at the University of Minnesota for many years. Dorothea reflects, “I was always independent – and you never think that one day you will be a recipient. I’ve noticed the kindness of the operation, and I think it’s a worthwhile assignment for people who cannot get around well.”

The reliability of our grocery assistance service has given her peace of mind while fulfilling a basic human need. For Dorothea, the same Help At Your Door Volunteer, Diane, calls each time to place her order, and the same staff member, Lynn, delivers her

groceries week after week, allowing for meaningful connections to form. She shares, “I like that they call me on Tuesday – like clockwork, and you get your groceries right on time; the delivery drivers bring them right up. They are just very accommodating and very friendly. Lynn and I joke because we are of the same generation.”

When asked what she wished people knew about Help At Your Door, Dorothea replied, “I wish that they knew what I knew – that if

they are in need, there is an organization they can get help from and employs thoughtful and kind people. It’s a good organization. I’ve had a positive experience with them since day one. I know they have been a big source of help to me.”

These days, she enjoys getting out of the house and visits from her grandchildren. Thank you, Dorothea, for taking the time to share your experience with Help At Your Door – we are grateful to serve you!

MAKE AN IMPACT: WAYS TO GIVE

- **Donate:** helpatyourdoor.org
- **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.



\$360



Provides a year of grocery deliveries
for one older adult.

OUR SERVICES

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 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 projects, ensuring they are living in a comfortable environment. Projects range from painting and changing light bulbs to yard cleanup.

“
I use grocery assistance and transportation services. I am very happy with these services. The people are kind and helpful!
”





VOLUNTEER SPOTLIGHT: CHRIS GOH

After retiring from his job, Chris began looking into his options for volunteer opportunities. He found what he was searching for with Help At Your Door. Chris explains, “I wanted a way to give back while meeting new people that would also be flexible with my time. Help At Your Door provides all three.”

Chris decided two years ago to start volunteering with Help At Your Door. Since then, he has been safely transporting clients to and from appointments, errands, and social outings as a Personal Driver. In this role, he drives individuals and helps them get into and out of the vehicle as requested, as well as stores assistive devices like walkers.

Chris uses an online scheduling platform to select rides that work within his weekly schedule. Generally, he volunteers for three or

so hours each week, assisting three to four clients regularly.

Soon after Chris started volunteering, he realized how essential Help At Your Door’s transportation service is. He explains, “In our car-centric society, the number of people that can’t drive for various reasons is amazing. They need help going to the doctor’s office, grocery shopping, and more. Help At Your Door provides a great way for people to live their everyday lives.”

Chris met one client that really stood out to him. She was diagnosed with cancer and sought care. He would drive her to and from her medical appointments. He shares, “When I started driving her, she was in bad shape. I would help her get from her apartment to her doctor’s visits. Over the course of a year,

I watched her get better with each trip. She eventually recovered significantly. This experience was so rewarding.”

When asked what he would say to someone interested in volunteering with Help At Your Door, Chris replied, “It’s straightforward

to sign-up for rides, log into the system, and find a client you can help. Being a Personal Driver is a great way to give back to seniors in need while learning from their wisdom and years of experience. Most rides are close to your home base and don’t take much out of your day.”

VOLUNTEER - LEND A HAND & HELP MAKE OUR IMPACT POSSIBLE

Are you looking for a hands-on volunteer experience that changes lives?

We offer a variety of volunteer opportunities, flexible scheduling, social interaction with a welcoming community, and hands-on activities. Together, we make thousands of meaningful connections each year to ensure that those who have given to us are not forgotten.



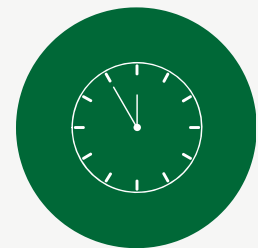
Let’s make an impact together! Learn more:
helpatyourdoor.org

2023



499

volunteers gave

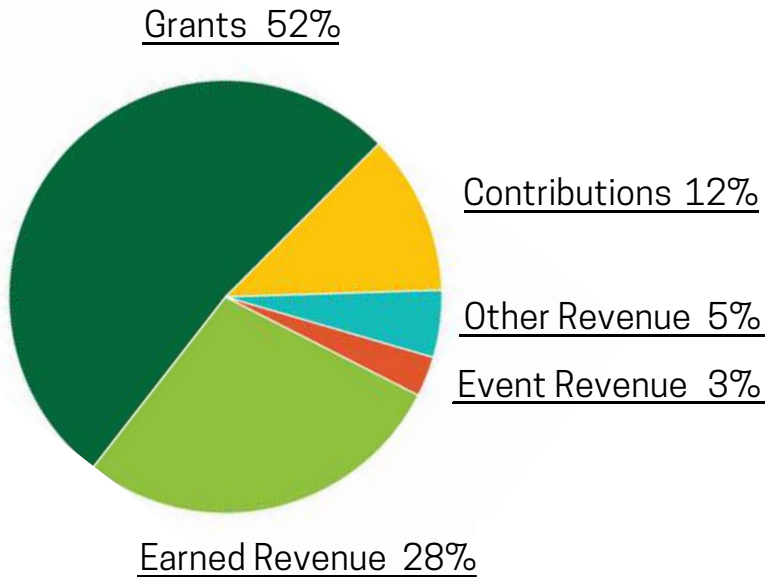


16,591

hours of their time

FINANCIALS

REVENUE



REVENUE

Grants	\$508,560
Earned Revenue	\$273,493
Contributions	\$114,915
Other Revenue	\$47,614
Event Revenue	\$31,758
Total Revenue	\$976,340

EXPENSES

Programs	\$582,170
Administration	\$116,333
Fundraising	\$54,432
Total Expenses	\$752,935

EXPENSES

BOARD OF DIRECTORS

Chris Chambs, Board Chair

Vice President, Finance
Allianz Life

Jason Grom, Vice Chair

Vice President
Field Development, Ameriprise

Sheri Nash, Treasurer

Retired, Finance and Compliance
Executive, Cargill

Jennifer Martinez, Secretary

Director, Enterprise Data Capabilities
General Mills

Mbeng Bakia-Chick

Information Technology Manager
General Mills

Jon Bordon

Vice President of Corporate Strategy
Allianz Life

Katie Donald

Senior Corporate Counsel-Legal
Best Buy

Jared Lorts

Vice President, Advice and Delivery
NorthRock Partners

Bengo Mrema

Finance and Compliance Executive
Cargill

Jodi Quam

Corporate Industrial Hygiene and
Ergonomics Manager, 3M

Kristin Radunz

Business Transformation
Senior MTD Lead, 3M

Jill Rogers

Director Total Rewards
Children's Minnesota

Tamela Saulsberry

Senior Director, Field
Implementation, Ameriprise

Erika Schuld

Director, Senior Health and
Care Navigation, Allina

Brian Warnert

Retired, Director, General Mills

Thank You

Aileen LeTourneau and Nancy Lange
for their work serving on our board.

FY24 Board Directors are listed above.

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Help At Your Door is a 501(c)(3) nonprofit and an equal-opportunity employer. Upon request,
this information can be made available in an alternate format.