



2024 ANNUAL REPORT



LETTER TO SUPPORTERS

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

I am proud of our dedicated staff and volunteers who serve hundreds of seniors every week across the seven-county Twin Cities area. Each team member cares deeply for our clients' well-being, helping them to remain independent in their homes. From board members to client connectors, drivers, grocery shoppers, and home support helpers, we have made 35,888 meaningful connections with seniors in 2024.

We should all be proud of the vital role Help At Your Door plays in our community. Aging is a shared human experience, and our services are even more critical as our population grows older. While we are all inherently dependent on others, aging often subjects us to circumstances that make support essential to remain independent.

I am, of course, humbled by the wisdom and insights of our clients. As one tenacious senior said, "I'm eighty years old and have the right to make up my mind, eat what I want to eat and live where I want to as long as I can." She can do this only with all of our help.

In the year ahead, we are committed to enhancing our services. We will focus on improving our grocery technology, increasing the number of personal rides, conducting home safety checks, and continuing to provide help beyond food deliveries, rides, and home assistance. Our goal is to foster meaningful connections that combat social isolation and offer peace of mind to older adults and their caregivers—helping seniors live independently for as long as possible.

Thanks to everyone for your past and future support of Help At Your Door. Because of you, the well-being of our community's growing senior population remains our top priority.

— **Karen Cotch**, Executive Director

ORGANIZATION OVERVIEW

Help At Your Door has for 40 years enabled seniors to age confidently at home by providing critical services that give access to nutritious food, personal contact, and a helpful hand of to thousands of seniors and individuals with disabilities across the seven counties encompassing Minnesota's greater metro area of Minneapolis and St. Paul. Our services, which include grocery assistance, home support (cleaning and repair), and transportation are designed to enhance the quality of life, improve health outcomes and meet the diverse needs of our clients, their families and caregivers.

Our vision is a community where aging is a positive experience. We do this with great appreciation to the volunteer community who contribute their time and talent to make seniors lives better.



Mission:

To help seniors and individuals with disabilities maintain their independence and continue living in their homes.

MARKET INSIGHTS



Population Growth: By 2030, it is projected that about 1 in 5 Minnesotans will be age 65 or older. *Source: Minnesota State Demographic Center*



Health Status: Approximately 40% of older adults in Minnesota have at least one chronic condition, such as heart disease or diabetes. *Source: Minnesota Department of Health*



Life Expectancy: As of 2021, the average life expectancy in Minnesota is about 79 years, which is among the highest in the nation. *Source: Minnesota Department of Health*



Social Isolation: Nearly 30% of older adults live alone, which can significantly impact health. *Source: Age-Friendly Minnesota*



Living Arrangements: About 77% of seniors prefer to age in place, meaning they want to remain in their own homes. *Source: AARP Research*

WHO WE HELP

74%

HAVE INCOME WITHIN
FEDERAL POVERTY LEVELS

67%

LIVE ALONE

62%

ARE OVER THE AGE OF 75



A HELPING HAND: GEORGE AND LILLIAN'S EXPERIENCE WITH GROCERY ASSISTANCE

Access to food and everyday items can present a significant challenge for many older adults. Help At Your Door offers a practical solution by combining the ease of in-home grocery delivery from a friendly professional with the freedom to choose one's preferred food. One couple, George and Lillian, has been using our service for over a year and recently shared their experience.

Born in Eau Claire, Wisconsin, George grew up with his grandparents before enlisting in the Air Force. After returning home from service, he met Lillian, and their connection was instant. They married quickly, had children, and built a life together, from working at Presto and raising a family to travelling across North America in a motorhome.

For over 70 years, they've called Minnesota home, embracing change and adapting to every new chapter life has thrown their way. Through the highs and lows, they've always had each other. "We've been married for 76 years," George says, his voice filled with warmth. "We've seen a lot, but we've always had each other."

Their relationship, built on decades of love, adventure, and mutual support, continues to be a source of strength as they navigate the realities of aging together. Help At Your Door has helped George and Lillian maintain their independence through our grocery assistance – a service delivering food and building meaningful personal connections, offering the kind of support that is often hard to find in today’s fast-paced world.

As George explained, their current circumstances make it challenging to get to the store. They are both in their late nineties, and Lillian has lost most of her eyesight and can no longer cook as she once did. “We’re lucky to have it,” George shares, his gratitude clear. “I don’t know what we’d do without it.”

What truly sets Help At Your Door apart is the personal connection we build with each client. It's not just about delivering groceries—it's about providing thoughtful, customized service. Our team takes the time to ensure that grocery items are placed where needed, whether on the kitchen counter or within easy reach. Clear and ongoing communication is central to our approach, making the entire experience more seamless and stress-free.

As George puts it, “I’m impressed with how friendly and efficient the staff is. Our order taker is excellent

—very thorough and personable. She makes sure everything is delivered on time.”

He also appreciates how the team goes the extra mile. “They put the cold items by the fridge and everything else in the cupboards. It’s a huge help. It’s as close to shopping by myself as I can get. It takes a little planning to order every two weeks,” George admitted, “but it's well worth it. We know we can always rely on them. They take the time to get to know and understand your needs.”



Through Help At Your Door, they’ve found a community that mirrors the care and dedication they’ve shared with each other for decades. For George and Lillian, this service is more than just about groceries—it’s a vital part of the support system they’ve found in their later years.

OPERATIONAL REVIEW

Grocery Assistance

We pair clients with volunteers who take their grocery orders over the phone. After the groceries are shopped, we deliver them to the clients' kitchens and assist in putting them 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.

774
clients served

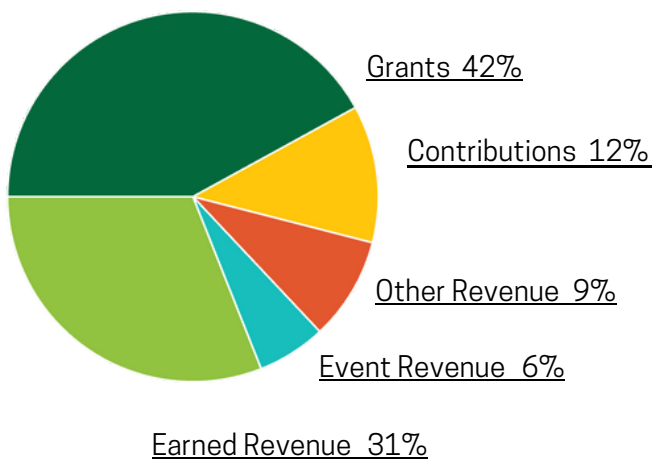
8,876
food deliveries

146
home projects



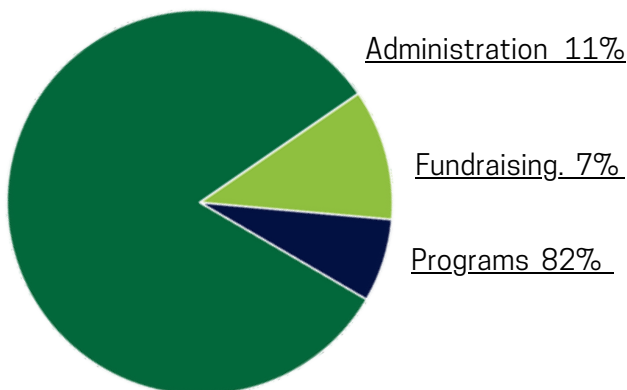
6,903
rides given

FINANCIAL PERFORMANCE



REVENUE

Grants	\$380,459
Earned Revenue	\$278,616
Contributions	\$111,329
Other Revenue	\$76,717
Event Revenue	\$50,947
Total Revenue	\$898,068



EXPENSES

Programs	\$643,822
Administration	\$85,695
Fundraising	\$54,505
Total Expenses	\$784,022

BECOME INVOLVED

As our aging population grows, so does the need for resources, support, and companionship for older adults. By collaborating with Help At Your Door, you can build stronger community ties and create positive change.

Volunteer Opportunities

We are in urgent need of volunteer drivers to provide rides and client connectors who help seniors place their grocery orders over the phone. These vital roles ensure our clients can access the essential services they need to live independently.

Along with these key positions, we offer a variety of other volunteer opportunities, such as helping with yard work to shopping for food, all of which create meaningful connections.

Donations

Donations of any amount help—whether one-time, monthly, or in honor of someone special, a gift can allow us to expand our programs and create new opportunities for seniors.

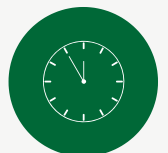
Corporate Giving

Through initiatives like matching gift programs and sponsorship of our annual spring event, local businesses can play a key role in supporting our mission while enhancing its commitment to social responsibility and fostering community engagement.

2024



481
volunteers gave



14,840
hours of their time

Make an impact, contact:
donation@helpatyourdoor.org

ACKNOWLEDGMENTS

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



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FY25 Board Directors

Thank you, Erika Schuld and Brian Warnert for serving on our board.