

THE OPEN DOOR ANNUAL REPORT

IN CELEBRATION OF 10 YEARS SERVING DAKOTA COUNTY



2009-2019





THE OPEN DOOR

**A FRESH APPROACH TO ENDING
LOCAL HUNGER THROUGH
ACCESS TO HEALTHY FOOD.**

15 years ago, a group of volunteers at Mt. Calvary Lutheran church noted the absence of food support in Eagan and decided to do something. They designated a closet in the church to collect food for anyone that needed it.

As the number of people seeking help grew, leaders from St. John Neumann and Easter Lutheran Church joined the effort and worked to establish a reliable source of food support in Eagan.

Without realizing it, this small group of volunteers started not only what would become The Open Door, but started a movement that would change the way people around Minnesota think about hunger relief.

Driven by the voices of those we serve, The Open Door placed health and dignity at the center of its work and pushed the food shelf world beyond the traditional prepacked boxes of canned goods and nonperishable items. With a new emphasis on client-choice and healthy foods, The Open Door proved it was possible to provide fresh and healthy food in a dignified manner that makes our community a better place for everyone.

Over the past 10 years, the staff and volunteers of The Open Door have continued to evolve in response to the needs of our community. From those early days of that church closet, to the largest and most innovative food shelf in Dakota County, our commitment to making fresh and healthy food accessible where it is needed most is stronger than ever.

From our 10 Community Gardens where clients grow their own food, to the more than 25 different locations where we provide access to fresh and healthy food via our Mobile Food Programs, I hope you enjoy reading about the innovative programs you've helped us build. With your help, we will continue to fight hunger wherever it lives in our community.



Jason Viana, Executive Director



FY 2018 Annual Report

Our Mission.....	2
About TOD/Hunger in Dakota County.....	4
About Our Volunteers & Partners.....	5
About Our Clients.....	6-7
Brief History of TOD.....	8
TOD in 2019.....	9
Our Programs.....	10-11
TOD Stories.....	12-13
Financials.....	14-15
Board, Staff & Partners.....	16

ABOUT THE OPEN DOOR

The Open Door is a tax-exempt 501(c)(3) hunger relief organization dedicated to ending local hunger through access to healthy food.

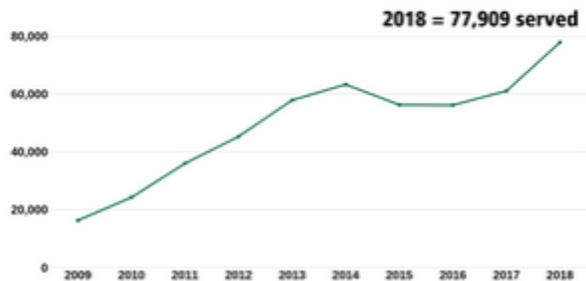
Founded in 2009, The Open Door has grown from a closet in a church to the largest food shelf in Dakota County, providing fresh and healthy food to more than 6,000 people each month through a combination of innovative programs. Our efforts have provided more than 10 million meals in our first 10 years.

Through our healthy food focus and innovative programs, we seek to redefine how our sector approaches hunger relief, and make healthy food a reality for thousands across Dakota County.

Our volunteers and staff know that hunger is about more than calories - it's about health. Our dedication to providing fresh and healthy food makes our community a healthier place for everyone.

From the founding of the Eagan Pantry, to the expansion of our neighborhood-based programs, The Open Door's staff and volunteers have been finding new ways to make fresh and healthy food available in the parts of our community where it is needed most.

People Served Since 2009



HUNGER IN DAKOTA COUNTY

Nearly 40,000 people in Dakota County live below the poverty line, which is \$25,750/year for a family of four. An additional 48,000 people live between the poverty line and the estimated cost for a family of four to live in Dakota County (\$65,000/year). That means more than 80,000 people living in our community don't make enough to make ends meet.

Earning less than \$65,000 a year also means less access to healthy food, five times the rate of heart disease and increased rates of obesity, per the 2018 Dakota County Community Health Assessment.

Federal Poverty Line
\$25,750/year

**What It Costs to Live in
Dakota County**
\$65,000/year

Federal Poverty Line

**48,000 people
live in between**

**What It Costs to Live in
Dakota County**

**For a family of four*

ABOUT OUR VOLUNTEERS & PARTNERS



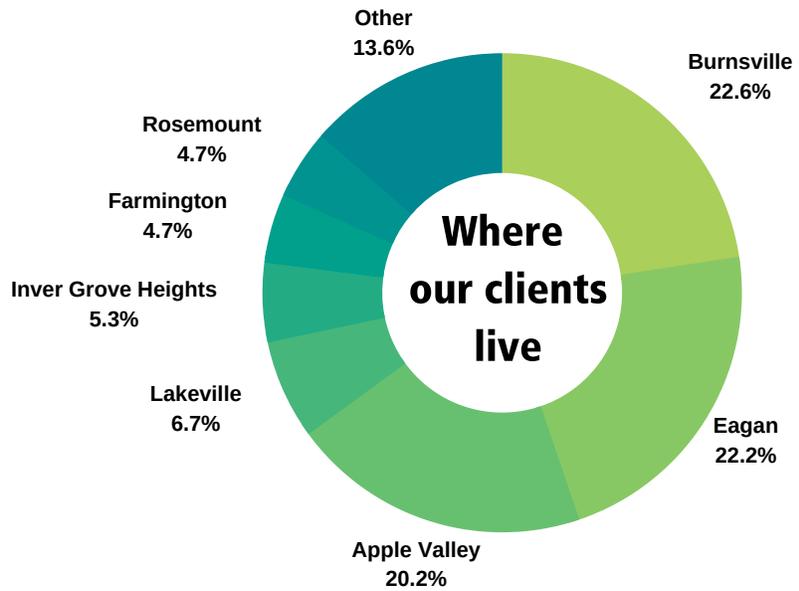
Since Day One, volunteers have been the heart and soul of The Open Door.

Volunteers pick up retail rescue before the sun rises and stock shelves on a busy produce delivery day. They load coolers onto the Mobile Pantry and pull weeds in the hot summer sun. Volunteers hand out meals from the Mobile Lunch Box and assist clients over the phone and in person. They work events and serve on our committees and the Board. We could not do the work we do without the support of our dedicated volunteers.



ABOUT OUR CLIENTS

In our 10-year history, The Open Door has always placed client dignity at the forefront of our work and hunger relief efforts. We serve low-income, food insecure populations in Dakota County, Minnesota. In 2018, TOD served 23,207 households and 76,748 individuals (duplicated). Of those served, 36% are children and 10% are seniors.



Our Clients Say:



The people are amazing and so helpful. They treat me like a person, not less than.

I'm treated with dignity and respect.

It's like shopping in a grocery store.

I can come in and pick what my family would be likely to eat, versus being given what is available.

I'm on limited income with no transportation. I appreciate that the mobile food pantry comes here.

There's a great selection of nutritious food, ingredients and frozen meals. The frozen food, meats and cheeses are especially helpful.

We wouldn't eat fresh fruit and vegetables without The Open Door.



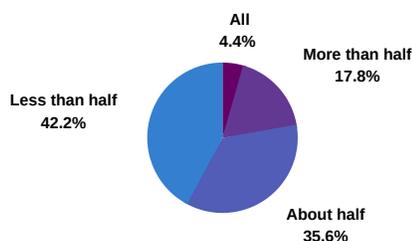
*From our 2019 Client Survey

CLIENT SURVEY

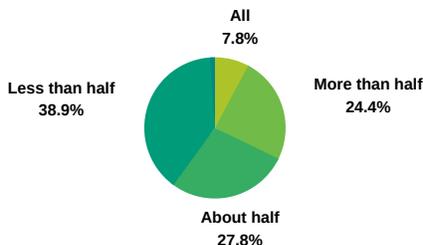
Overall client rating of The Open Door
4.5 out of 5 stars



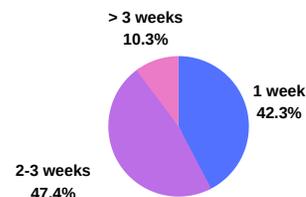
How much of **all the food** for your household comes from The Open Door?



How much of the **fresh fruits and produce** comes from The Open Door?



How long does the food from The Open Door last each month?



Listening to our clients and asking them to help guide our work has been part of The Open Door since the beginning. The Open Door conducts listening sessions, one-on-one interviews, and anonymous surveys on an ongoing basis to seek feedback on all of our services and programs. Most of our "innovations" come directly from client requests and feedback.

CAROL'S STORY

Carol became a client of The Open Door after a financial crisis that followed her husband's surgery. During recovery, he needed a breathing tube that she says cost \$1,800 a month. The couple didn't have health insurance, and after \$150,000 of medical expenses, they lost their home to foreclosure.

Before the crisis, Carol brought a friend who couldn't drive to monthly appointments at The Open Door. Once she became a client herself, she continued to help her friends benefit from its food programs – especially Fresh Food Fridays. Each week at the Eagan Pantry, after others browse the produce left at week's end, Carol stays behind and gathers up several bags of items that would otherwise be tossed. "I don't want it to go to waste!" she says. (Her favorite item: Brussels sprouts.) It's more than she and her husband could eat themselves, but she shares the wealth with six other families.

Carol currently works full-time in a day care center; before her husband's illness, she ran her own in-home day care. Now she lives in a one-bedroom apartment without a freezer, but she's happy that her husband is doing better and loves being able to help her friends.

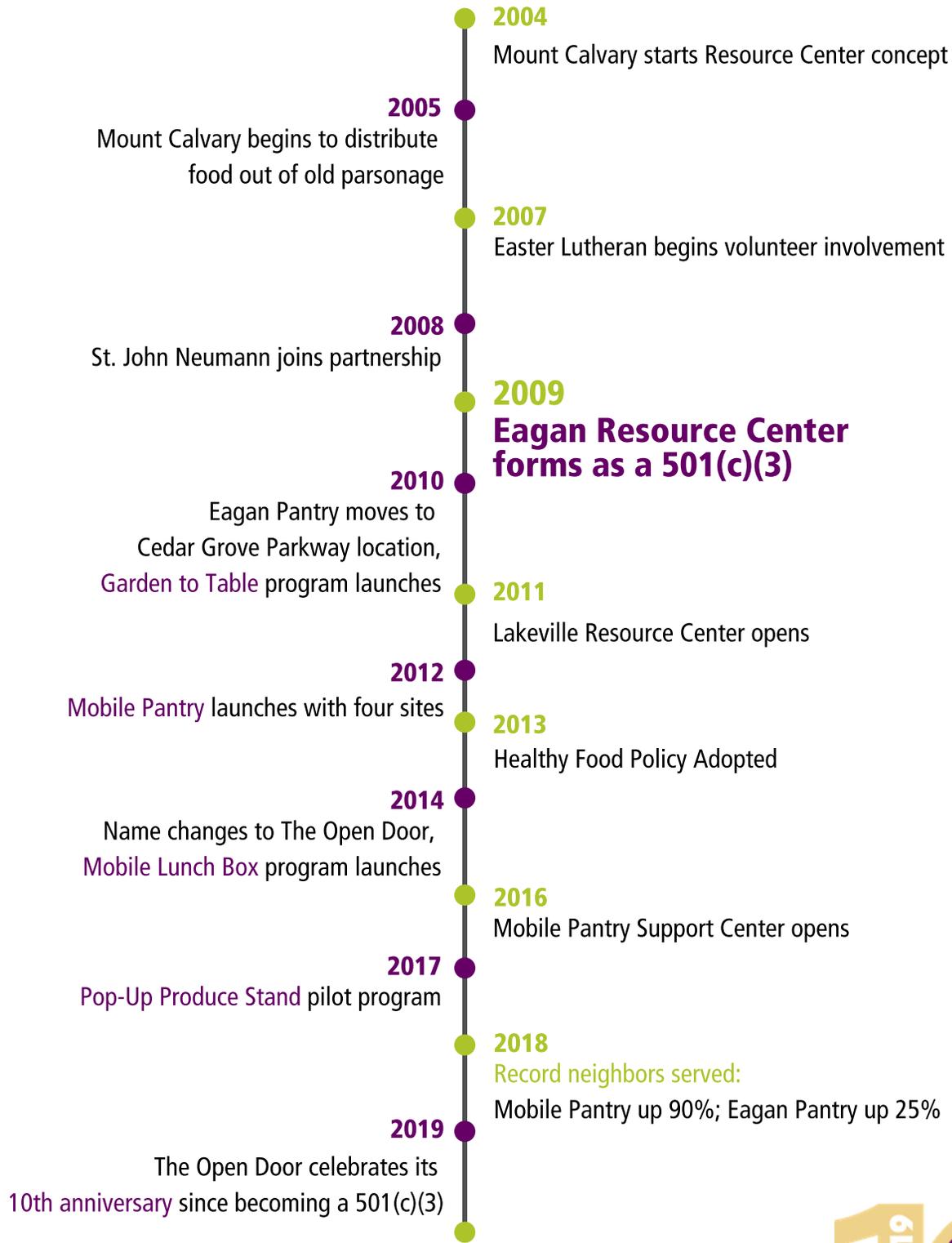
"If I can spread blessings to others, I make sure I do – because I've been blessed." Gesturing to Eagan Pantry staffers Deanna and Veronica, she adds, "These ladies are the best ladies in the world."



Fresh Food Friday at Eagan Pantry

A BRIEF HISTORY OF THE OPEN DOOR

A look back at 10+ years of serving the Dakota County community with fresh and healthy food



THE NEXT 10: Feeding Neighbors Today and Tomorrow.

We are working harder than ever to fight local hunger by seeking out new areas of need and bringing fresh and healthy food to more people in more places.



THE OPEN DOOR IN 2019

- The Open Door served more than 8,000 people in each of the summer months, **our busiest summer ever**.
- The Mobile Pantry had its **biggest day ever**, distributing nearly 11 tons of food and serving 1,800 people in one day.
- Mobile Lunch Box served **40% more meals this summer** than ever before, providing 2,700 nutritious lunches directly to kids in low-income neighborhoods.
- Our 10 Garden to Table sites feed nearly 200 households each month. We partnered with Eagan Rotary to **build a new garden** in a low-income Eagan neighborhood that serves 20-40 families.
- We currently serve at 28 sites across Dakota County and have a **waiting list** of schools and senior living communities who want to be on our route.
- When a partner food shelf in Burnsville closed this spring, TOD teamed up with 360 Communities and ISD 191 Community Education to organize **three Pop-Up Produce stands** for impacted families, providing more than 8,000 pounds of food to 150 families at no cost.
- In March, the Eagan Pantry **spent nearly 40% less** on food purchases, compared to March 2018 - a direct result of our successful Super Bagging event and March Campaign food donations.
- The Open Door received the following **special recognition** this year:
 - Awarded Commissioner's Circle of Excellence from MN Department of Human Services
 - Named "2019 Food for All Partner" by IN Food Marketing & Design
 - Awarded Green Ribbon Initiatives Award for our Pop-Up Produce partnerships



As we marked our 10-year anniversary in 2019, **The Open Door committed to building more awareness of our work throughout Dakota County**. In keeping with that goal, we participated in several community events, including the Apple Valley Freedom Days and Burnsville Fire Muster. We had a weekly presence at Eagan Market Fest, collecting farm-fresh donations from shoppers and vendors for our clients. We set up in Vikings Plaza in September as the Minnesota Vikings featured non-profit partner of the game.

We also successfully reached our 10-year goal of **10% increased attendance and 10% more revenue** at our signature events, Empty Bowls and OctoberZest!

OUR PROGRAMS

Eagan Pantry



Our Eagan pantry is **where it all began**. The doors of our Cedar Parkway location opened in 2010 as we outgrew an old parsonage located just up the street. Nearly a decade later, we are committed to making sure the people of Eagan and surrounding communities will always have fresh food to eat.

Clients who visit our Eagan pantry select their own food from our coolers and shelves. Milk, eggs, dairy, meat, chicken, fruits and vegetables are offered at every visit. At least 70% of the food offered is fresh and perishable.

In 2018, our Eagan Pantry provided 885,639 pounds of food and served an average 3,700 people each month.

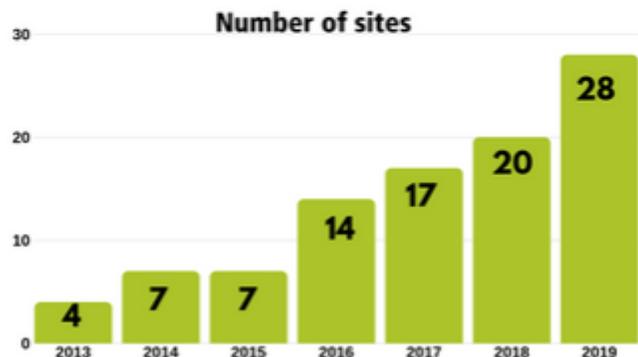
Mobile Food Programs

As we look to The Next 10, we are actively seeking out new areas of need and finding new ways to bring fresh and healthy food to more people in more places, closer to home. These **neighborhood-based programs** are the future of The Open Door. We launched our Mobile Pantry in 2012 with just four sites. In late 2019, we have 28 sites throughout Dakota County, with a waiting list of senior living facilities and schools that would like to be added.

As the only Mobile Food Shelf in Dakota County, our volunteers and staff are driven by the knowledge that the more effective we become, the more people can be fed.

Feedback from clients, partners, and volunteers have helped our team continually improve our program design and develop new models of service while always striving to balance the need for efficiency with the dignity of those we serve.

Mobile Pantry Expansion



Mobile Pantry

From its original four sites, our Mobile Pantry has grown to include **20 all-season sites and eight summer sites**, and continues to grow. The Mobile Pantry served more than 35,000 people from January to September of 2019, up from 20,500 in the same time frame the previous year.

Our Mobile Pantry brings fresh food directly to our clients each month, eliminating transportation and mobility barriers. Our **large-scale distributions** support 50-100 households at each visit. Food is brought into an existing community building, like a senior living facility or school. At our **small-scale distributions**, clients climb aboard our Mobile Pantry bus to shop. These distribution support 20 households per visit.

In 2019, TOD is piloting a new school-based mobile food shelf called "**Pick-Up Pantry**" allowing families to access fresh, healthy food at a time convenient for them during the pick-up hour.

Pop-Up Produce Stands

Our Pop-Up Produce stands first set up two years ago, making farm-fresh produce available **within walking distance** of low-income communities. We're now in five communities, multiple times a month, and are able to offer more produce than ever before, thanks to partnerships that allow for delivery of food directly to the Pop-Up Produce sites.

Mobile Lunch Box

Our community leads the state in missed meals among children during the summer months. We are working with school districts, cities and other partners to close that gap. Our Mobile Lunch Box program has **nearly quadrupled** the number meals served over the past four years, rising from nearly 700 in 2015 to more than 2,700 in 2019.

Garden to Table

Since launching in 2010, Garden to Table has grown to include ten sites and more than 200 plots for client gardeners throughout Dakota County. In Summer 2019, an average **170 families grew and harvested their own fresh garden produce** each month. Giving gardens at churches, schools and businesses also grow fresh garden produce which goes directly to TOD clients.



Helping Students Closer to Home Helps

One of the places in our communities where hunger is most visible and easiest to address is in our schools. The Open Door began partnering with local school districts in 2017 to expand its mobile programs.

What began as a pilot program that fall has turned into a full-fledged success story. Hidden Valley Elementary school was identified by ISD 191 staff as an ideal partner for The Open Door due to its high percentage (81%) of students living in poverty. TOD volunteers began a monthly produce giveaway for students and families and the results are evident both inside the classroom and out.

"It's unbelievable how positively The Open Door has impacted our school community!" Principal Kristine Black beams as she shares the impact the program has made on her students. "There is no stigma, everyone is welcome, and the food is a lifesaver for our families."

The school saw a 9% increase in Minnesota Comprehensive Assessment math scores last year – the best improvement throughout the district. Black says she has no doubt that The Open Door played a role in her students' success. "It is so obvious that at the center of it all, their organization is really about honoring families and children."

"It's unbelievable how positively The Open Door has impacted our school community!"

Principal Kristine Black
Hidden Valley Elementary School

The Open Door designed the program around making it easier for parents to access healthy food. The giveaway takes place over the pick-up hour when parents are already at the school. Each month our volunteers distribute more than 3,000 pounds of food to more than 80 families.

Black says Pop-Up Produce has become her single favorite community event at the school. "We are so blessed to be able to have [TOD] at Hidden Valley because they meet a need for our families, and it is done with love and dignity," says Black.

The Open Door launched its second elementary school-based food distribution in Fall 2019 at another Burnsville school. There are numerous other schools on a waiting list for future sites.



Finding Hope in the Lobby

Dale and Heidi are in their 80s, and never thought they would need the help of a food shelf. "It's an emotional thing," Dale says of needing food assistance. "We've worked all our lives. But you go to the grocery store, and prices keep going up and up, and our income stays down here."

The couple has been clients of The Open Door ever since their senior living community in Apple Valley began hosting a monthly food distribution in the community room.

"We're not on welfare, but the thought came to us – we need the help."

Dale and Heidi were not alone. More than 40 residents of this subsidized senior building needed food support, but couldn't make it to a traditional offsite food shelf due to physical limitations and a lack of transportation options.

The Open Door has learned that convenience is key when helping Seniors get the food they need. By hosting healthy food distributions in the community room, and having volunteers help residents throughout the process, the whole thing becomes easier.

**Senior Visits to
Food Shelves
are up 57% in 7 years**



Bringing food into the buildings makes it easier for Seniors to shop

"It's so convenient," says Heidi. "And the food is always good."

Dale and Heidi, along with the other seniors who attend each month, leave with their fill of fresh and healthy food. From meat and cheese, to fruits and vegetables, volunteers provide almost one ton of food to the residents each month.

The food isn't the only benefit. Heidi also mentions the sense of community that comes with The Open Door food distribution. "Everyone is so welcoming," she says. The community room fills with chatter and laughter when the clients start streaming through the doors each month. People catch up with friends and neighbors as they make their way around the tables overflowing with food.

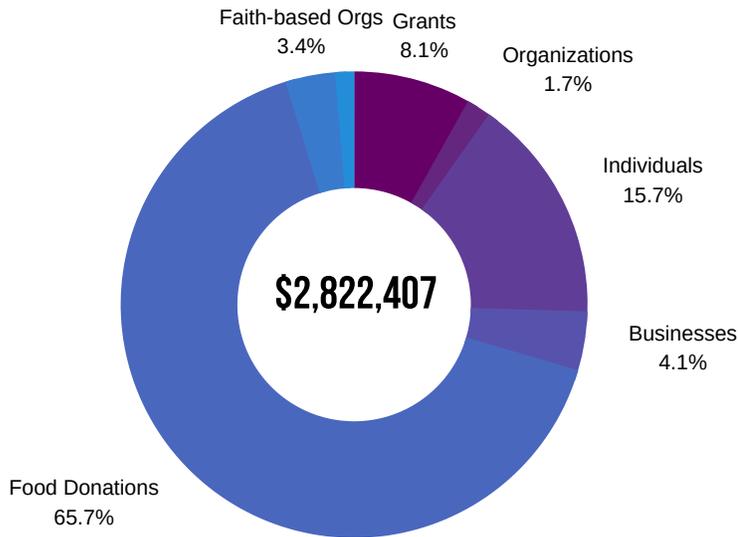
Dale and Heidi leave with a wagon packed full of food. Other clients enlist carts or family members to help carry their loads. The relaxed and even joyful expressions on clients' faces remind us all why we do this – because everyone deserves to eat well.

FINANCIALS

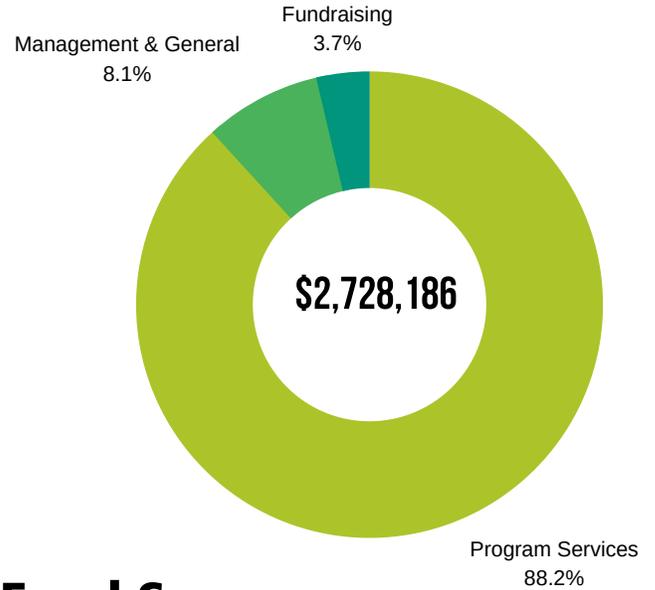
FY2018 Income & Expense

From 2018 Audited Financial Statement

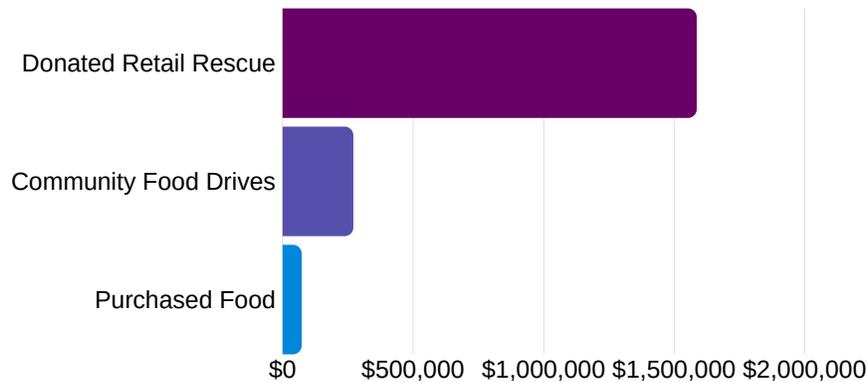
Income



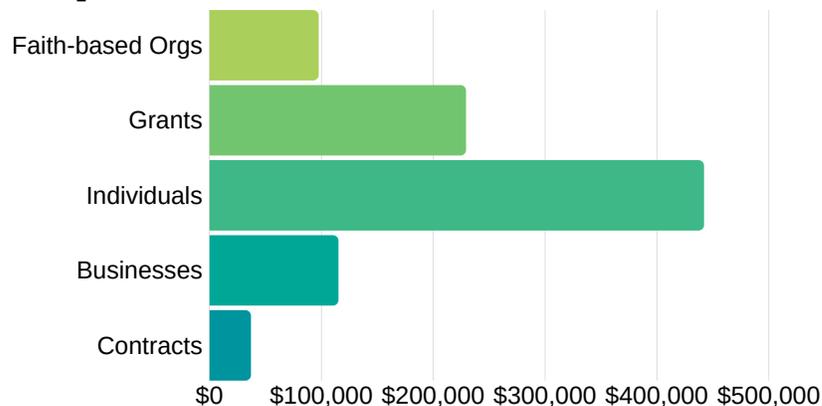
Expense



The Open Door's Food Sources



The Open Door's Financial Sources



The Open Door is proud to report another year of strong support from our amazing donors who enabled us to serve more people than ever before. As we look ahead toward growth and expansion into new pockets of need throughout Dakota County, we remain committed to fiscal prudence to ensure sustainability and strong programs for our clients.

REVENUE

Contributions and Grants (including in-kind donations)	\$2,803,646
Investment Income	\$581
Other Revenue	\$6,290
Total Revenue	\$2,810,517

EXPENDITURES

Facilities, Business & Marketing, Professional Fees	\$1,913,401
Salaries, Other Compensation, Employee Benefits	\$487,954
Other Expenses	\$314,941
Total Expenses	\$2,716,296

ASSETS & LIABILITIES

Assets	\$404,915
Liabilities	\$62,355
Net Assets or Fund Balances	\$342,560

FUNCTIONAL EXPENSE ALLOCATION

Program Services	\$2,404,603
Management and General	\$220,723
Fundraising	\$90,970
Total Expense	\$2,716,296

TOTAL PROGRAM COST

Total Program Services Expenses	\$2,404,603
--	--------------------

*Based on 2018 IRS Form 990



BOARD OF DIRECTORS

Scott Lanners, President	Alliance Bank
Jen Joly, Vice President	Magid
Karen Levra, Treasurer	Don Stevens, LLC
Tina Arend, Secretary	Thomson Reuters
Kim Christianson	Margaret A Cargill Philanthropies
Michael Mangold	Deloitte & Touche, LP
Mike Miller	Arvig
Mary Worley	Saint Mary's University

FOUNDING FAITH PARTNERS



STAFF

Kris Albright	Finance Manager
Deanna Baisch	Client Services Manager
Cathy Clauson	Development Assistant
Sara Garcia	Mobile Food Program Coordinator
Alpa Goswami	Garden to Table Manager
Adam Hoffman	Mobile Food Program Manager
Clare Howells	Mobile Food Program Coordinator
Veronica Lind	Volunteer & Client Services Coordinator
Sarah O'Brien	Development & Communications Manager
Sara Schwartz	Communications & Events Coordinator
Helayna Sjoberg	Mobile Lunch Box Coordinator
Theresa Stokes	Community Relations Coordinator
Jason Viana	Executive Director

2018 ANNUAL PARTNERS



Annual Partners are committed to supporting The Open Door at the highest levels through annual financial contributions, volunteering, and multiple food/fund drive collections



CONTACT INFORMATION

3910 Rahn Road, Eagan, MN 55122 Phone: 651-686-0787 theopendoorpantry.org