

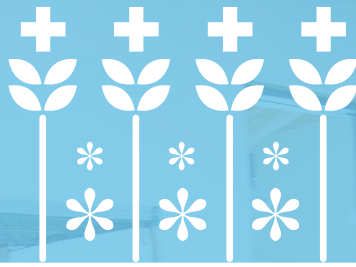


# MOMENTUM

OPEN ARMS OF MINNESOTA | 2013 ANNUAL REPORT







FROM OUR HUMBLE  
BEGINNINGS, WE WERE  
MOVED TO ACTION.  
BY DELIVERING MEALS TO  
PEOPLE WITH A SERIOUS  
ILLNESS, A SINGLE  
ACT OF KINDNESS  
STARTED A MOVEMENT.





# TO OUR OPEN ARMS FAMILY

+++ *Do good*



*Michael Venker & Leah Hebert*

## 2013 was a year of movement for Open Arms of Minnesota.

It was a year where we sharpened our focus, celebrated our abundance, and renewed our energy. A year where we gained momentum: that driving force that enabled us to continue to propel forward, to put things in motion, and to grow stronger.

It was a year that brought new leadership – new members of the executive team and a new Board Chair. As we celebrate 2013, we remain moved and inspired by the simplicity of our original purpose: to deliver meals to people with a life-threatening illness.

That single act of kindness almost 30 years ago started a movement. Since then, we've been in constant motion – and 2013 was no exception. Throughout the year, thousands of volunteers, staff, clients and other stakeholders have come to Open Arms and engaged in countless acts of kindness on behalf of others – and asked for nothing in return.

### WE MOVED

We took action everywhere we operate – locally and globally, in the inner city and in outlying areas, from garden to kitchen to table – to ensure that delicious and nutritious food reached people with HIV/AIDS, cancer, Multiple Sclerosis and ALS (Lou Gehrig's Disease).

### WE WERE MOVED

We were inspired by our dedicated volunteers, as well as our courageous clients, our generous donors, our talented staff members and our supportive community – the thousands of people it takes to make Open Arms work.

Surrounded by such abundance, we are moved to express our utter gratitude for our supporters – the movers and shakers that come together to make Open Arms what it is. Thank you for opening your hearts and making this a place for nourishment of mind, body and soul.

### WE REMOVED OBSTACLES

At times, there were challenges, but they only served to make us stronger and wiser. We learned to make the most of our available resources, and we never wavered in our steadfast and immovable commitment to our clients and our community.

### WE CONTINUED MOVING FORWARD IN A POSITIVE DIRECTION

As we are looking ahead to the future, we are striving to work smarter: examining our processes, improving our efficiency, and intensifying our commitment to innovation.

*Leah Hebert*

**Leah Hebert**  
Executive Director

*Michael Venker*

**Michael Venker**  
Board Chair

*Welcome*



LIFTING  
SPIRITS

*Food = life*

Each day at Open Arms, we are inspired by the courage of our clients, uplifted by the dedication of our volunteers and moved by the generosity of our donors. We are equally grateful for the talents of our staff and humbled by the support of our community.

Read on as we tell the stories, share the smiles and count the blessings of 2013.

## DELIVERING MEALS & HOPE

With your help, Open Arms prepared and distributed 446,557 free meals to nearly 1,800 clients and caregivers, whose lives are affected by serious illnesses. More than 800 of these clients were new in 2013.

Nearly half the meals were provided to clients with HIV/AIDS, about a third to those with breast cancer and other cancers, and the remainder to those with Multiple Sclerosis, ALS (Lou Gehrig's Disease) and other chronic and life-threatening illnesses.

As always, we prepared nutritious food using fresh ingredients and carefully designed recipes that took into account our clients' dietary needs, tastes and preferences. This year, more than 90 percent of our clients told us they were satisfied with the quality of the food and that it helped them maintain their health.

Clients like Hal whose cancer is in remission: "Your food was helpful in gaining my weight back after receiving 35 radiation treatments that really knocked me down, but also stopped the cancer."

Or, clients like Jean who told us that the food was appetizing, nourishing and satisfying. "I was struggling with malnourishment and was well below my normal weight. Thanks to the delicious food, I'm doing better with eating regularly."

In addition, we provided 2,236 nausea relief packs to clients who were undergoing intensive treatments that affected their appetites. According to Eileen (a client and donor), the candied ginger was particularly helpful in relieving her nausea.

"What a wonderful surprise to receive sliced ginger root! It really helped calm my stomach. Like everything from Open Arms, it is fantastic and delivered with love."

Eileen



*Volunteers Sarah & Joel package meals in the kitchen.*



*Delivery volunteers fill their vehicles with blue cooler bags and bring meals to clients in need.*

Our volunteer drivers made thousands of deliveries to clients and their families all around the Twin Cities metro area. In addition, we provided 35 meals per month to residents at Hope Lodge, which provides free lodging for patients and their caregivers who travel to the Twin Cities for cancer treatment.

"Open Arms has also been a wonderful asset for our guests," explained Mary Wiles, Hope Lodge Manager. "After a long day at the hospital, it's a blessing to have a ready-made meal that is delicious and nutritious. We are amazed by the generosity of Open Arms in coming to the aid of strangers in need."

Often, clients are as grateful for the meals as they are for the support of volunteers. So much so that some – like Shannon, a client with HIV – want to give back. Shannon discontinued her services in 2013 and became an Open Arms volunteer instead.

"The food is incredible, the volunteers are so kind, and the staff is great," she said. "But I am now ready to move into increased independence."



During 2013, more than 60 volunteers planted, tended and harvested a wide variety of fresh vegetables and herbs at Open Farms urban garden in the West 7th Street area of St. Paul (new in 2013). More than 3,500 pounds of vegetables – nearly 30 crops – were used in our nutritious meals, at a value approaching \$10,000. In fact, we grew enough basil to make pounds of pesto and freeze to last the entire year.

But Open Farms grew more than veggies. The numbers of interested volunteers continued to grow as well. Several corporate groups, including Finnegan's Beer, began volunteering their time in the gardens last summer. According to coordinator Angie Lee, Open Farms provided the right team-building experience. "Since all profits from our beer sales go to purchasing local produce for food shelves, we wanted to bring community supported agriculture to the forefront. Volunteering at Open Farms enabled us to get down and dirty while doing good," Angie said.

After the harvest at Open Farms was completed, there was still plenty of abundance to be shared. We were enormously thankful for the generous donors and volunteers who subsidized, prepared and distributed local organic turkeys to ensure a special Thanksgiving celebration for our clients and their families.

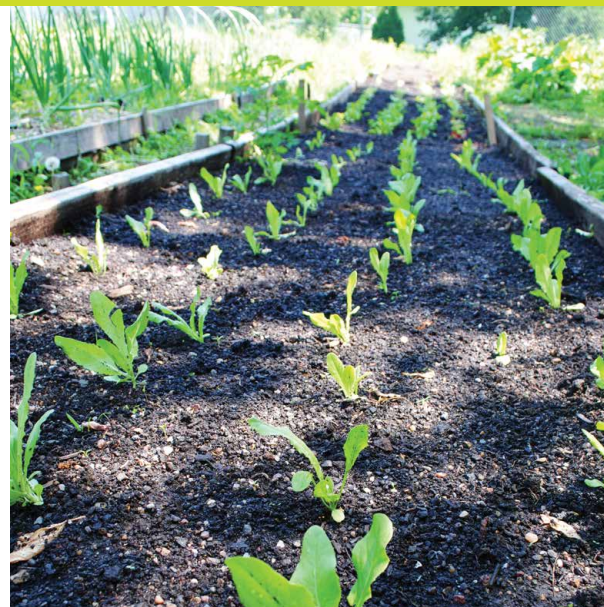
The week before Thanksgiving, more than 100 volunteers delivered 370 frozen organic turkeys and ingredients for fixings to clients who preferred to prepare their own holiday meal. For those clients who weren't feeling well enough to cook, another 100 volunteers delivered roasted turkey and sides prepared in the Open Arms kitchen – along with holiday hugs – on Thanksgiving Day.

Often, the lines between client and volunteer blurred a bit. Take James, a client with AIDS who has received seven Thanksgiving turkeys from Open Arms since his diagnosis:

"Those turkeys have meant so much to me. I can fill my freezer and use the meat and broth for months," James said. "That's why I want to volunteer: Not only can I give back to a program that means so much to me, but it also means someone else might have the same wonderful experience."

James, Client and volunteer

Other partners shared their abundance by matching donations. Our generous community partner, Hope Chest for Breast Cancer Foundation, issued a \$20,000 challenge match in 2013 that enabled us to raise nearly \$40,000 to support meals for clients with breast cancer.



Rows of greens at Open Farms' urban garden in St. Paul.

# LOVE



# GIVE

Since  
'86



Monday Night Kitchen Crew (from left): Katie, Asha, Nick, Liz, Joel, Mary, Ally, Sarah (not pictured: Eric)

More than 2,200 volunteers devoted 54,000 hours to Open Arms in 2013 – the equivalent of nearly 26 full-time employees. This includes over 1,000 individual contributors, 64 interns, as well as 775 groups who participated in one-time volunteer experiences and 400 teams who gathered regularly for repeat experiences.

Several of those groups were made up of individuals and corporate entities that came together collectively to make a difference on behalf of Open Arms' clients in 2013.

Members of our Bread & Butter club provided a steady flow of monthly donations, raising more than \$38,000 in 2013.

"I have observed Open Arms' amazing growth first hand, and I have been inspired by the service they provide to the community. Giving through the Bread and Butter program helps to carry the tremendous momentum of the organization forward into the future."

Steven Comingdeer, Donor and volunteer

In addition, our NOSH social club offered young professionals an opportunity to combine socializing, networking and community service, while volunteering in the Open Arms gardens or kitchen.

Of course, there's no place like the kitchen for bringing people together. Since 2011, the self-named Monday Night Crew has chopped while they chatted, ladled while they laughed – and cooked up close friendships that have extended far beyond the kitchen.

## MONDAY NIGHT KITCHEN CREW

They chose Monday Night for different reasons: Long-time volunteer Mary had to change her schedule. Student Joel needed to fulfill community service hours for a college class. Couple Nick and Liz wanted to volunteer together. Regardless of what brought them together, they all agree it is the friendship that has kept them coming back week after week.

"When you're working with food, the conversation naturally gravitates to food," said Katie. "You learn each other's favorite recipes and restaurants, and soon you're eating together after shift."

Katie, Monday Night Crew

Before long, they were planning other outings for burgers, barbeques and birthday parties.


Over the years, they've prepared and packaged countless items, resulting in a few tales to be told: There's the one about Ally and the soup. Or the time Nick pummeled several pounds of diced potatoes. Or, Joel and the infamous Marshmallow Peeps.

Laughter aside, the Monday Night Crew is serious about their commitment to the Open Arms mission. "We volunteer to nourish people who are ill, but volunteering has fulfilled our needs as well," Katie said.



# MOVING MOUNTAINS

local  global



When Open Arms wasn't whipping up something delicious in the kitchen, we were striving to cook up fresh ideas and meaningful solutions. In 2013, our staff worked closely with volunteers and community partners to identify challenges and address unmet needs – locally and globally.

## GIVING BACK IN OUR OWN BACKYARD

During Summer 2013, Open Arms provided 2,854 meals and snacks to 200 neighborhood children and their families at the East Phillips Park and Community Center. The summer food service effort ensured that young people, who depended on subsidized lunches during the school year, had access to a free hot and nutritious meal during the summer months.

"The children were delighted by the food and the time spent together with their families," said Camille Summers, our 2013 intern. Said one young participant, "I've had beef stir fry before, but I really like this one." A parent commented, "My child enjoyed the menu and even took a picture to show other family members."





*Ikamva Labantu supports over 200 township pre-schools.*

We extended our arms beyond our backyard with the help of corporate donor and supporter, Cargill, whose Excelsior Crossing Hub Deliveries effort made it possible to meet the needs of clients in the western suburbs. "Cargill employees are grateful for the opportunity to distribute meals for Open Arms on five routes a week," said Jerry Lichtsinn, Cargill volunteer coordinator. "Many clients have been on our routes for months or years, allowing us to develop wonderful relationships with them."

Employees from Affinity Plus Federal Credit Union (University branch) also rose to the challenge. Their team volunteered regularly in the kitchen in 2013, providing a transformative experience for all involved. "It is refreshing to do something outside of our regular jobs, and we always have a blast prepping vegetables and assembling meals," said Laura Frederickson, Affinity Plus Member Advisor and Open Arms volunteer. "Knowing we are providing something so simple – yet so essential – to someone in need is both humbling and fulfilling."

Another way Open Arms addressed community needs this year was through several nutrition education efforts. We improved our nutrition education materials for clients and volunteers, provided food safety kits to 40 clients living with HIV/AIDS, led nutrition classes at Clare Housing and Project for Pride in Living, and offered nutrition assistance to older clients through a grant from Minnesota Meals on Wheels.

We were particularly proud of our outreach efforts with Angel Foundation's Facing Cancer Together program, which offers education and support to adults with cancer and their children and caregivers. "In 2013, we focused on programming for teens, including a cooking class for teens whose parents were fighting cancer," said Gwen Hill, R.D. Open Arms nutrition specialist.

## WORKING WONDERS OUT IN THE WORLD

Since 2000, Open Arms has spread our arms across continents to provide funds for much needed nutritional support – and hope – to those living with and affected by HIV/AIDS in sub-Saharan Africa.

In 2013, your generous donations helped to support 62,000 meals for more than 8,000 people living with HIV in the townships near Cape Town. We were also able to provide 350 families with food parcels containing a month of food for a family of four.

Thanks to the Samp & Beans monthly giving club and other benevolent donors, Open Arms was able to provide more than \$20,000 to one of our community partners, Ikamva Labantu (IL), to be used toward its gardening program and food parcels for 250 children. The IL gardens supply fresh vegetables for AIDS-affected households and senior clubs.

At the nearby Zwane Centre, Open Arms support donations covered the cost of food, the cook's salary and related operating and transportation costs, as well as food parcels for 45 members of the Centre's HIV/AIDS support group.

"Working with our international partners gives us the opportunity to take our knowledge and expertise – and resources – to a part of the world continuing to struggle with the ravages of the AIDS pandemic. Together, we are making a very real difference to people in need through better nutrition and by nourishing their lives."

Carole Arwidson, Chair of Open Arms International Committee

Throughout the year, the International Committee also completed a statement of purpose and identified new program requirements for consideration of new partners, while continuing to work with our long-term partners to explore ways to further address nutritional needs in South Africa.

# CELEBRATING SUCCESSSES

*past & the  
present future* →

At Open Arms, we take our mission seriously, but we also know how to have serious fun. In 2013, we took time to celebrate, commemorate and honor our community of clients, donors, volunteers, staff and partners.

## RAISING FUNDS & HAVING FUN

### 1 MOVEABLE FEAST

2013 marked the 9th annual Moveable Feast, which raised nearly \$307,000 from one memorable event – our highest grossing event of all time! More than 450 guests gathered at Aria for cocktails and festivities, before being whisked away in limousines to one of 45 different restaurants around town for an amazing meal and wine pairing, then returning to Aria for dessert and more fun and games. Our sincere gratitude to the corporate sponsors, restaurant partners, volunteer planning committee and donors whose overwhelming generosity made the event such an enormous success.

### 2 GOLF CLASSIC

More than 125 golfers participated in our 3rd annual golf tournament at Windsong, raising nearly \$60,000. The event included a few new activities (golf ball drop, live auction and beef darts), followed by a VIP dinner hosted by Tom Barnard and Don Davidson. Special thanks to golf chairs, Bob and Laurie Emfield.

### 3 GIVEN BY OUR FRIENDS PARTIES

A huge thank you to our caring community partners who hosted donor dinners and other fundraising events on behalf of Open Arms, including the Walser Foundation, Gay Rodeo Association, CorePower Yoga, Aster Café, Massive Amounts of Good and many others.

## MAKING MEMORIES & MARKING MILESTONES

### 4 TOAST!

The 2013 Toast! event was our largest volunteer appreciation event ever. More than 250 guests participated in a Sandwich Showdown by taste testing seven different staff creations and voting for their favorites – from Cubans to apple pork sliders to beet wraps. Guests also mingled with fellow volunteers, pausing to preserve memories in an old-fashioned photo booth.

### 5 WEDDING BELLS

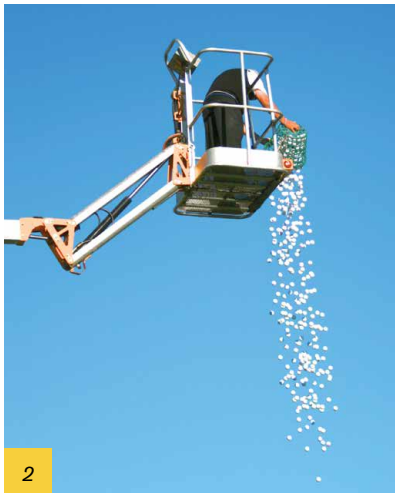
Throughout the year, ten couples – all Open Arms supporters – graciously invited their wedding guests to make a donation in lieu of gifts, helping to raise nearly \$6,000 for our organization. We were so honored that they made Open Arms a part of their joyful celebrations.

*"We feel a strong commitment to the mission of Open Arms and consider our involvement in the organization to be part of who we are as a family. We are thankful for so many things, including amazing and generous friends, so requesting donations to Open Arms was a natural thing to do."*

Mark (volunteer since 1997) and Dennis (volunteer since 2004), married August 10, 2013.

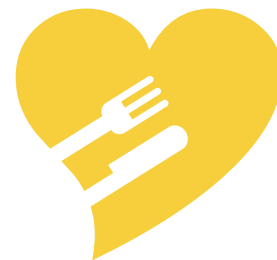








# COUNTING OUR BLESSINGS



# 446,557

MEALS COOKED & DELIVERED



# 800

hug  
the



BIRTHDAYS CELEBRATED  
WITH HOMEMADE CAKES

7,104  
TRUNKS FILLED  
WITH DELIVERIES



144,565  
MILES  
DRIVEN



GAS 7,228 GALLONS  
DONATED \$25,660

# 2,340

RELIEF PACKS  
DELIVERED

27 YEARS → 3.5 MILLION MEALS



40,596

SANDWICHES  
PREPARED



3,000 LBS

PRODUCE  
HARVESTED



29

CROPS FROM  
OPEN FARMS



1,872

GLUTEN FREE BAKED  
GOODS DELIVERED



370

FROZEN TURKEYS &  
180 HOLIDAY MEALS

MOVEABLE FEAST  
RAISED \$307,697

505  
PEOPLE



\$59,185 GOLF  
CLASSIC

Do  
good

# 54,000

VOLUNTEER HOURS



28 FULL-TIME  
EMPLOYEES

60 FARM VOLUNTEERS



MOMENTUM  
2013 ANNUAL REPORT

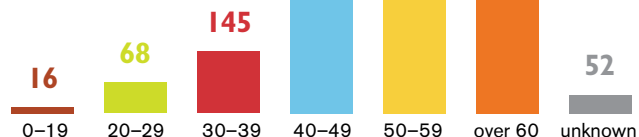




|                                  |     |
|----------------------------------|-----|
| Caucasian                        | 784 |
| African American                 | 328 |
| Unknown                          | 158 |
| Hispanic                         | 104 |
| African Born                     | 54  |
| Native American                  | 44  |
| Asian                            | 30  |
| Native Hawaiian/Pacific Islander | 3   |

## CLIENTS

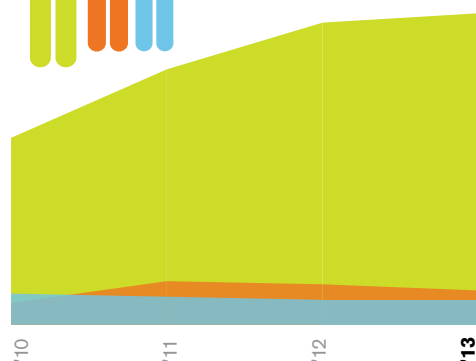
### BY AGE



**326** CLIENTS WITH CHILDREN



**1,792** INDIVIDUALS SERVED IN 2013



|            |            |            |
|------------|------------|------------|
| Clients    | '13: 1,505 | '11: 1,234 |
|            | '12: 1,463 | '10: 905   |
| Dependents | '13: 165   | '11: 211   |
|            | '12: 199   | '10: 98    |
| Caregivers | '13: 122   | '11: 145   |
|            | '12: 127   | '10: 154   |

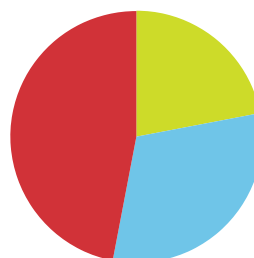


**CLIENTS BY LOCATION**



**MPLS 601**  
236 ST. PAUL  
DELIVERY SUBURBS **547**  
121 OUTER SUBURBS

**80%** OF CLIENTS LIVE BELOW POVERTY GUIDELINES



**2013 CLIENTS START DATE**

|           |     |
|-----------|-----|
| 1993-2011 | 464 |
| 2012      | 336 |
| 2013      | 705 |

## + + + CLIENTS BY ILLNESSES + + +

|     | HIV/AIDS | MS  | ALS | BREAST CANCER | OTHER CANCERS | OTHER ILLNESSES |
|-----|----------|-----|-----|---------------|---------------|-----------------|
| '13 | 517      | 133 | 28  | 214           | 528           | 85              |
| '12 | 472      | 107 | 33  | 126           | 125           | 42              |
| '11 | 544      | 110 | 32  | 173           | 327           | 48              |
| '10 | 527      | 117 | 32  | 232           | 483           | 72              |

# REACHING FARTHER

# SHARE



As we closed out the year, we paused to take stock of our abundance. We offered our gratitude for your role in helping us fulfill our mission: To nourish, mind body and soul for those living with life-threatening or chronic diseases.

## EVEN AS 2013 CAME TO AN END, THE MOMENTUM CONTINUED TO BUILD.

### THERE WERE SURE SIGNS OF STEADY PROGRESS

- **Increased support:** We were heartened by the response to our year-end appeal, resulting in a 20% increase in individual donations over the previous year.
- **Rising interest:** We saw an uptick in referrals and number of clients served, as well as growing interest in volunteering (particularly in the garden).
- **Heightened visibility:** Thanks to an invigorated social media presence and improved website, media interest expanded across channels (TV, radio and print) in Twin Cities metro and Greater Minnesota.

### THERE WAS ALSO EVIDENCE OF OUR IMPROVED STABILITY AS AN ORGANIZATION

- **Strong leadership:** In 2013, we brought on new Executive Director Leah Hebert, who built a new leadership team.
- **New talent:** We made several new hires in the areas of communication, development and volunteer services.
- **Fresh ideas:** We held staff retreats, revisited our mission and values, and renewed our commitment to working together – collaboratively, creatively and with accountability.



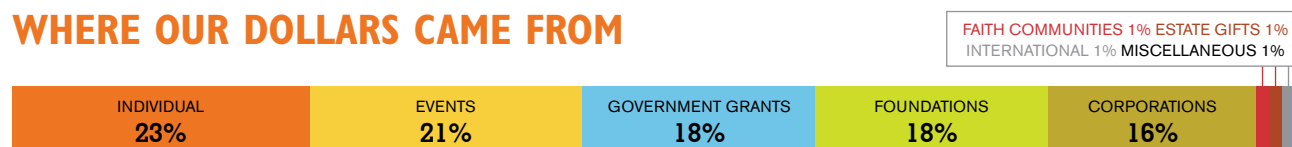
# LEARN!

We invite you – our entire Open Arms family – to join us in sustaining this positive momentum, as we move forward into an exciting future.

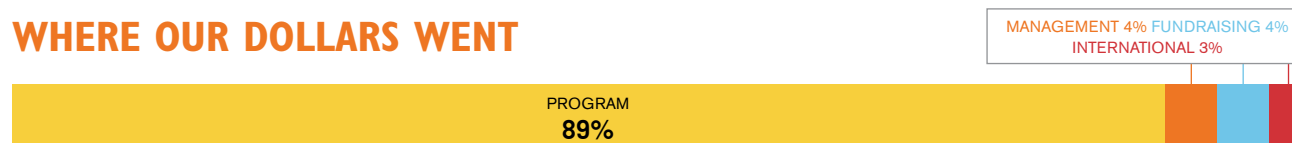


# FINANCIAL REPORTING

## WHERE OUR DOLLARS CAME FROM



## WHERE OUR DOLLARS WENT



## STATEMENT OF ACTIVITIES

Fiscal year ending December 31, 2013  
(in thousands of dollars)

| INCOME   | 2013           | 2012           |
|--|----------------|----------------|
| Contributions  | \$1,000        | \$1,232        |
| Government Grants  | 310            | 344            |
| Events – Net Expenses  | 359            | 257            |
| Meals on Wheels  | –              | 640            |
| Africa   | 15             | 76             |
| Interest   | 2              | 3              |
| Other Income   | 9              | 21             |
| Change in Value of Beneficial Interest in Charitable Remainder Trust | 2              | 3              |
| <b>Total Income</b>  | <b>\$1,697</b> | <b>\$2,576</b> |
| <b>EXPENSES</b>  |                |                |
| Program  | \$1,911        | \$2,264        |
| Meals on Wheels  | –              | 553            |
| Management & General   | 84             | 240            |
| Fundraising  | 92             | 263            |
| <b>Total Expenses</b>  | <b>\$2,087</b> | <b>\$3,320</b> |
| <b>CHANGE IN NET ASSETS</b>  |                |                |
| Operations – Unrestricted  | (326)          | (684)          |
| Operations – Temporarily Restricted                                  | (25)           | (38)           |
| <b>Total Change in Net Assets</b>                                    | <b>(351)</b>   | <b>(722)</b>   |

NOTE: Prior year numbers have been restated to conform to current year presentation. Audited financials are available for further review at Open Arms.

2013 expenses include \$213,000 in non-cash depreciation.

## BALANCE SHEET

Fiscal year ending December 31, 2013  
(in thousands of dollars)

| CURRENT ASSETS                            | 2013           | 2012           |
|---|----------------|----------------|
| Cash                                      | –              | –              |
| Operations                                | \$840          | \$1,127        |
| Pledge Receivable                         | 14             | 23             |
| Grants Receivable                         | 207            | 122            |
| Inventory                                 | 35             | 12             |
| Other Prepaid Expenses                    | 10             | 12             |
| <b>NON-CURRENT ASSETS</b>                 |                |                |
| Charitable Remainder Trust                | \$93           | \$91           |
| Loan originations fees – Net              | 15             | 13             |
| Property & Equipment – Net                | 5,529          | 5,723          |
| <b>Total Assets</b>                       | <b>\$6,743</b> | <b>\$7,123</b> |
| <b>LIABILITIES &amp; NET ASSETS</b>       |                |                |
| <b>Liabilities</b>                        |                |                |
| Accounts Payable                          | 32             | 9              |
| Funds Held for Others                     | 1              | 12             |
| Deferred Revenue                          | –              | 11             |
| Note Payable                              | 18             | 9              |
| Accrued Payroll & PTO                     | 33             | 54             |
| Note payable – Net of Current Portion     | 473            | 491            |
| <b>Total Liabilities</b>                  | <b>\$557</b>   | <b>\$586</b>   |
| <b>NET ASSETS</b>                         |                |                |
| Unrestricted                              | \$6,034        | \$6,360        |
| Temporarily Restricted                    | 152            | 177            |
| <b>Total Net Assets</b>                   | <b>\$6,186</b> | <b>\$6,537</b> |
| <b>TOTAL LIABILITIES &amp; NET ASSETS</b> | <b>\$6,743</b> | <b>\$7,123</b> |



2500 BLOOMINGTON AVENUE SOUTH  
MINNEAPOLIS, MINNESOTA 55404

612 872 1152 T  
612 872 0866 F

[WWW.OPENARMSMN.ORG](http://WWW.OPENARMSMN.ORG)