



*Celebrated 30
years of service!*



*Served our
5 millionth
meal!*

Growing — our — Family

ANNUAL REPORT 2016



openarms



*2 new farm plots
this year!*



*Broke record in
volunteer hours!*

*Welcome to our family album!
Take a look at what we
accomplished together in 2016.*



*Volunteer Sarah and board member Lisa
deliver our 5 millionth meal*



Chef Zachary with a fresh bunch of kale



Volunteers packing up meals for clients

Growing *our family*

Dear Open Arms Family,

A while ago we came across this quote by author Robert Louis Stevenson: "Don't judge each day by the harvest you reap but by the seeds you plant." What a fitting expression for the transformational work we do together at Open Arms.



Our inspiring community of volunteers, donors, staff, board and committee members came together in 2016 to plant all kinds of seeds to nourish families in need. You gave your skills, time and resources to help provide high-quality food to neighbors living with life-threatening illnesses. In 2016, all of those seeds produced an abundant harvest for this organization – and made a phenomenal impact for the people we serve.

Last year was a remarkable year for the Open Arms family. By year's end, we celebrated preparing and delivering more than 600,000 meals in 2016. We also marked the 5 millionth meal in our 30-year history as an organization. Not only did you help us serve more primary clients than ever before, but together we also served more caregivers and dependents. There were more ways than ever to be part of the Open Arms family. And we grew the community of supporters that make our work possible.

Together, we are doing more than ever for people in our community – family members, neighbors, friends, co-workers – living with life-threatening illnesses who need a little extra support. You made that possible, with your time, generosity and compassion. 2016 was an incredible year in so many ways for Open Arms, and now we look to the next 30 years and all that we will accomplish together as we continue to grow our family.

Leah Hébert Welles, Executive Director and Dr. Pam Paulsen, Board Chair

Food = life

My breast cancer has taken its toll on our family, and one of the bigger challenges over time for my husband was cooking - what he could make for our brood of four growing boys. Simultaneously I was trying to figure out what my stomach can handle and how to transition to a vegetarian diet when I could hardly think straight. Open Arms helped me just when I needed it - when we needed it most. Once our family has a chance to take a couple of deep breaths and maybe see a bit of clear, blue sky for a moment, we will look for ways we can volunteer at Open Arms and also help with the funding for this amazing organization.

- Gretchen, client



51% and 54% increase
in caregivers and dependents over 2015



Packaging and organizing made-from-scratch meals for clients

5 million meals

served over
30 years



The Hernandez family, recipients of our 5 millionth meal

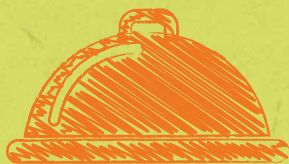


Fresh vegetables for client meals and Community Supported Agriculture (CSA) shares from our urban gardens



2,442

clients, caregivers and dependents served



600,753 meals

cooked and delivered

More Servings

than ever before

The need for medically tailored meals in the Twin Cities continues to grow and more neighbors than ever need our help. Thanks to your support, we served 600,753 nutritious meals throughout the course of the year, a 26% increase from the previous year. That growth was partially due to increasing the amount of food that our clients receive each week from 11 meals to 12 healthy meals tailored to their illness and needs.

Our family of clients living with life-threatening illnesses grew to a total of 2,442 clients. That number includes caregivers and dependent children – a group that significantly increased in 2016 as your support helped us strengthen our services for our clients. When a family member is sick, we know that they're not the only one affected, particularly when the household faces food insecurity. Medical bills can pile up, and it can be hard to make ends meet for the whole family. And worrying about food only compounds the stress of living with a life-threatening illness.

In 2016 we served 51% more caregivers and 54% more dependents than in the previous year. We offered nourishing food for all kinds of families, like Charlene and her grandchildren (see story on page 7) and Lori and her sister Diane (see story on page 6).

One of the highlights of the year came in December, when we delivered Open Arms' 5 millionth meal to the family of client Erica Hernandez. "It's incredible to think that Open Arms has delivered that many meals," exclaimed Erica during the milestone delivery. "They are providing hope and stability to families like ours."



"Thank you so much for the delicious meals you provided to my parents. It was comforting to know that they always had a warm dinner and fresh fruit to eat. My dad was her caregiver and to include supporting him was wonderful!"

- Sara, family member of a client

Making life Easier and Healthier

When Lori was diagnosed with brain cancer, she and her sister Diane did their best to face the challenges that came with her diagnosis. As medical bills mounted and radiation took its toll on Lori, they struggled to find the energy to put good food on the table.

"It meant lots of planning," explains Diane, who is Lori's primary caregiver. "We'd read the paper to find the deals, and we always shopped the cheaper stores, so we'd be going all over the place getting ingredients. And then to have to come home and cook—neither one of us had the energy to do that."

"A lot of times we were just getting Chinese takeout or something else that was easy," adds Lori.

"So we weren't eating healthy because we just couldn't face going shopping and cooking," says Diane.

The sisters recall that wintertime was particularly problematic. "During the summer, we'd at least go to the farmers markets and get fresh produce. But we both gained weight over the winter eating all those carbs," says Lori.

But when spring came, a doctor mentioned that Open Arms could offer healthy food to ease some worries – and not just for Lori, but for Diane, too.

Now the sisters stop by Open Arms to pick up a week's worth of made-from-scratch meals, and they marvel at the difference the food has made on their well-being. Lori can focus on healing, knowing that her meals are tailored by a dietitian to help her fight the cancer. She and Diane report that their lives are much healthier now that nutritious food is accessible.

"The meals are very well-rounded for nutrition and variety," remarks Lori. "And tasty! Every single thing we've eaten, whether it's frozen or fresh, has been delicious."



Client Lori and her sister & caregiver Diane

Open Farms grows to Three Urban Gardens

For several years, we've grown nutritious veggies and herbs for client meals at an organic farm plot in the West 7th neighborhood of St. Paul.

But in 2016, this single garden bloomed to three with the addition of two new farm plots – one in North Minneapolis and one a few blocks from our building in the Phillips neighborhood.

This expansion, generously made possible by the Schneider Family Foundation, helped Open Farms flourish in 2016! Our green-thumbed volunteers and interns almost doubled the number of volunteer hours from 2015. Together we harvested many more veggies – an amazing total of 10,028 pounds of produce. Our innovative Community Supported Agriculture (CSA) program also thrived in its first full year, with 43 members purchasing shares at the start of the season and enjoying boxes of fresh veggies weekly throughout the growing season, all the while supporting nutritious meals for our clients.



Harvested 10,028 lbs
of produce from 11,150 sq. ft.

Food for the family, Friendship for the Soul

Charlene has a lot on her plate: She has HIV, and she is the primary caregiver for several of her young grandchildren. But thanks to weekly meal deliveries from Open Arms, she doesn't need to think about getting good nutrition for herself or her dependent grandchildren.

She loves seeing her grandchildren get excited on delivery day as they help the delivery volunteer bring in the food. Charlene keeps her strength up with food from our Latino-inspired menu, full of comforting meals like pork enchiladas with mole rojo. The kids' favorites include sloppy joes, lasagna, fresh fruit, and – of course – the made-from-scratch cookies. “The two-year-old likes everything, especially the vegetables in the delivery meals. She'll pass the meat over just to eat the green beans,” reports Charlene. “And my grandson loves the spaghetti bolognese and the beef stroganoff.”

Charlene particularly appreciates how her grandchildren have learned to overcome their pickiness. “Some of these foods, we're not a family that cooks that. It's things they probably never would have touched,” she says. “So they're learning different types of foods that they wouldn't normally pick – healthy foods and other cultures' foods – and that's important to me,” she says.

The delivery is a highlight of Charlene's week because her delivery volunteers share some time for conversation. “I've been lucky to get some really great delivery people. Especially this latest one, Hugh,” she says. “I'm just so crazy about that gentleman!”

Charlene is touched that Hugh opens up to her about what's going on in his own life. “I can be kind of down, but he'll come to the door and it makes it all go away just seeing him,” she says. “I can't say enough about what a great person Hugh is. He takes time out every week to do these deliveries, and it just moves me that he's spreading this joy around.”



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→ LOVE ←



Showing Compassion *for your neighbors*



Open Arms clients were able to get the nutritious food they needed in 2016 thanks to 6,524 generous volunteers who share the belief that food is medicine.

People like you came through our doors in record numbers, helping Open Arms build a more compassionate community that cares for its neighbors. 1,147 new friends joined the Open Arms family by attending volunteer orientations. You brought along your co-workers, alumni, congregation members and friends, leading to a 35% increase in the number of volunteer groups. And we expanded volunteer offerings for youth, giving the whole family a chance to participate.

And day in and day out, we focused on fostering a sense of family and connection for every volunteer that walked through our doors. "Our team strives to provide volunteers with an overall sense of feeling nourished from their volunteer experiences at Open Arms and a strong connection to our community," explained Lila Gilbert, Senior Manager of Volunteer Engagement. "We hope volunteers feel their time is not only well used, but also deeply impactful."

The more, the Merrier

In addition to providing a top-notch volunteer experience for individuals, in 2016 we worked to improve and expand our group volunteer opportunities.

By inviting your coworkers or friends to see what volunteering at Open Arms is like, you created not only a bonding experience with your group but also a way to introduce more people to the tangible work we do nourishing neighbors in need.

In the kitchen, on meal delivery and at our urban farms, we hosted 238 different groups in 2016, a significant increase from the 175 volunteer groups booked in 2015. Many of these groups came from good old-fashioned word of mouth: a corporate group might have a fun team-building experience on a Tuesday, and by Thursday we're hearing from their colleagues in other departments that they want to volunteer, too.

With same-day training, hands-on work, and treats galore, we provided groups from faith communities, workplaces and civic organizations an opportunity to spend quality time together doing good work for our clients.

We also expanded involvement opportunities for Open Arms' corporate partners. Not only did they make a financial impact for Open Arms' client through corporate giving, but they also offered volunteer events for their employees in our kitchen, on meal delivery and at our farm sites. This sort of 360° partnership is a great way for companies to engage their employees and demonstrate their commitment to nourishing their community.

Key Surgical is among the generous 360° companies who support Open Arms through volunteering and corporate donations. "Part of our mission at Key Surgical is to be good citizens by providing a rewarding and fun place for employees to work and sharing the benefits of our growth with the community in which we operate," says Key Surgical liaison Lindsay Brown. "We feel very strongly about partnering with organizations that see the big picture and realize that it's more than just us; it takes a village. We know the work we do during our volunteer sessions at Open Arms will change lives, and that's what it's about."

"I volunteered with Open Arms today with the Bates College alumni group, and I just wanted to send a note saying how blown away I was by the organization. When I was 12-13 my mother had leukemia, and we had lots of well-intentioned friends and neighbors bring over lasagna, which was very nice of them... but 6 months of lasagna is the worst. It was nice to have so many people who cared to offer help but they had no idea how to help us. So, the whole time I was at Open Arms I couldn't help but think how amazing an organization like that would have been for my family back then and what an incredible service it is."

- Erin, group volunteer



238 volunteer group experiences with
3,513 group members

One Family cements a Cook-a-Thon tradition

Thanks to the amazing support of our extended community, the third annual Cook-a-Thon in September generated a record-breaking \$109,185 to support nutritious food for people in need.

During the 24-hour-long event, 259 participants on 44 teams volunteered for two-hour kitchen shifts to cook and package an entire week's worth of delicious food for our clients.

One of the returning teams was Team #Nevstrong, a collection of aunts and cousins from the Nevanen family. "After how much fun we had at 2015's Cook-a-Thon, it was obvious this has to be a regular thing for us," says team member Kaari Flannery. "Our family spends a lot of time together to begin with, so this is a great way to contribute to the community while we're at it."

Kaari's cousin Lauren Nevanen was the team's instigator. "I basically will do anything Open Arms asks me to do," she admits, smiling. "They have super creative ideas to get volunteers and fundraisers engaged, and Cook-a-Thon is an amazing way to interact in the kitchen with other people who also love Open Arms."

Each team fundraised in advance of the event, inviting their networks to support their volunteer efforts in the kitchen. Thanks to the hard work of teams like #Nevstrong, a wide-ranging community of neighbors, friends, coworkers and family members from 37 states donated to the Cook-a-Thon – an amazing show of support for people living with life-threatening illnesses.



Cook-a-Thon participants keeping the energy high in the kitchen



Cook-a-Thon set a new record of

\$109,185



940 donors

as far away as Alaska and Maine



Team #Nevstrong

SHARE

"I know that you will never comprehend fully the difference you are making in so many lives. But I want you to know the difference you are making in mine."

- Debra, client



We "heart" our volunteers!

"Every week I get more from my volunteer time in the kitchen than I give. Open Arms is so much more than simply providing meals - it serves the greater community by nurturing a sense of contribution, grace and belonging."

- Rebecca, volunteer

"You made our experience so much fun. I will definitely recommend volunteering at Open Arms to everyone I know!"

- Becky, group volunteer from Cargill



More volunteers, more groups,
more families, more interns and
work study students = more
impact for our clients!

69,776 total volunteer hours

6,534 total volunteers



Super salad scoopers

Covering more ground

Special thanks to our 2016 satellite partners! These organizations, located near the edges of our meal delivery range, take several meal delivery routes all at once and organize their own volunteers. Their help makes it possible to deliver nourishing meals to clients living farther away from our building in South Minneapolis.

Cargill

C.H. Robinson

Fridley Lions

Mary Mother of the Church

North Memorial

(Pick up satellite location)

Silver Lake United Methodist

Fun for the Whole Family

When kids have a chance to do hands-on work to serve others, they learn that it feels good to give back.

In 2016 we expanded our volunteer offerings so youth ages 6–16 could join in the fun. We also offered more family-friendly opportunities and events, including twice-monthly bag decorating, a teen night in the kitchen, a fall Harvest Festival at our urban farm plot in St. Paul, and a December cookie decorating event. As a result, youth volunteer service increased by 400% in 2016!



Celebrating 30 years of Nourishing Neighbors

Birthdays are best celebrated with friends, so thank you for joining the commemoration of Open Arms' 30th birthday!

Throughout 2016, you helped mark this amazing milestone and celebrate our history, from our humble beginnings as an all-volunteer organization during the early days of the AIDS crisis all the way to serving our 5 millionth meal to a family affected by cancer.

More than 300 friends braved a summer storm to celebrate at our July birthday party, enjoying a raucous staff dunk tank, delicious barbeque, Shake Shack frozen custard, seed art, cupcake decorating and more.

Thanks to your generosity and support from the SUPERVALU Foundation, in honor of our 30th year we raised \$17,000 to fund the special birthday cakes we send our clients throughout the year.

And on World AIDS Day in December, together we gathered at the Riverview Theater for the premiere of our 30th birthday documentary, featuring an all-star cast of Open Arms friends, stakeholders, builders and clients who shared the moving story of our history.

"What a wonderful video! I teared up seeing all of the wonderful work Open Arms has done over the years.

Congrats on 30 years of nourishing the community with not only food but love."

- Kimi, volunteer



Watch the 30th birthday film at openarmsmn.org/film



Longtime friends and volunteers joined us to celebrate 30 years



Captivated by Open Arms history on the big screen

Do good

Growing our family of Supporters

In 2016, we added more supporters to our family than ever before. You decided to make a difference with your dollars and ensure some of the Twin Cities' most vulnerable residents had good food to eat.

Together we marked 30 years of Open Arms with a yearlong birthday celebration. We gathered friends new and old at fun-filled events like Moveable Feast – which raises almost 10% of our budget in one day! – and set new records in giving campaigns like the Thanksgiving Turkey Drive. We raised funds to support our clients through earned revenue initiatives such as holiday cookies sales and pop-up dinners, welcomed new corporate and foundation partners, and grew the family of supporters that make our program possible.

Special thanks to organizations that held events to benefit Open Arms in 2016, including Lunds & Byerlys, Mississippi Market, Wedge Co-Op, Driskill's Downtown Market in Hopkins, David Yurman and Shake Shack.



Friends and family gathering for a cake walk at Lunds & Byerlys



2,877 total donors



1,485 brand new donors
with an average first gift of \$171

"I hope others consider donating to this great cause that is helping my dear brother-in-law Roy as he battles with cancer. Fresh, healthy food helps to strengthen us all, especially those who are ill."

- Susan, donor



Foursome on the links at the annual Open Arms Golf Classic



Golf Classic set a new record of

\$87,355



Turkey Drive set a new record of

\$46,384

2016 Board of Directors

Carole Arwidson
 Bill Celebrezze
 Stephen Devereux
 Tom Mahlke – Board Treasurer
 Paula Merrigan*
 Emily Negrin
 Tom Newton – Board Vice Chair
 Pam Paulsen – Board Chair
 Chris Pelletier – Board Secretary
 Steve Pricco
 Vicki Raport
 Nick Scott
 Chandra Torgerson
 Lisa Vanderheyden
 Robert Wieland

*In memoriam



Volunteers getting into the Turkey Drive spirit around Thanksgiving

12th ANNUAL

Open Arms of Minnesota
Moveable Feast

VIVA VERDANT



THANK YOU 2016 MOVEABLE FEAST SPONSORS & RESTAURANTS



Al Vento | Bacio | Bar La Grassa | Café Levain | Café Lurcat | Chino Latino
CRAVE | Create Catering | Eastside | Eat Street Social | Firelake | French Meadow
Hazelwood Grill | Ling & Louie's | Lou Nanne's | Lunds & Byerlys Kitchen
Mission American Kitchen | Monello | Ox Cart Ale House | Parma 8200
Piccolo | Redstone American Grill | Sea Change | Smack Shack
Surlly Brewer's Table | The Local | The Third Bird | The Wedge Table
Trattoria Tosca | Wilde Café & Spirits | Wise Acre Eatery

LOVE
2
GIVE



You purchased delicious gifts from our kitchen like boxes of holiday cookies



You joined us for one-night-only culinary experiences at our pop-up dinners throughout the year

Innovative Ways to support Open Arms

In 2016, we put our knowledge of making great food to use in a new way: creating sustainable sources of earned revenue to support our program. And by choosing to spend your dollars with us, you made these new initiatives a success.

Through our buy one—give one model, you ordered boxed lunches for meetings and gatherings, and with each box purchased, one meal was provided to our clients.

Around the holidays, you purchased mouth-watering pies, cookies and chocolates hand-made in our bakery, perfect for sharing the joy of food through gift giving and entertaining during the holidays.

And you bought tickets to our new series of pop-up dinners, where our talented chefs dreamed up multi-course culinary feasts and our building turned into a high-end dining space for one night at a time. These popular events gave us a forum to introduce new friends to our work and welcome old friends to share a meal with us.

We also started inviting more of you to rent space in our bright, open building for events and meetings, and to enjoy our catering abilities. One group that chose to rent space at Open Arms was the Cancer and Blood Disorders Service

Line of Children's Hospital and Clinics. When searching for a spot for their employee holiday party, the group chose to rent space at Open Arms because they liked that the rental fees went to feeding the underserved in the community. "This is consistent with the mission of our organization," explained clinic manager Vicki Schaefer. "And the food was absolutely amazing. The venue was beautiful. It felt very cozy, yet open. It definitely exceeded our expectations." Vicki and her colleagues plan to make it an annual tradition.

By participating in these earned revenue initiatives, you made an impact for our clients, as all profits went right to preparing nourishing food for families living with life-threatening illnesses.

It's a Win-Win! Every \$5 of profit from catering or room rental = a healthy meal for a client

Open Arms thanks the following organizations for their support of \$5,000 or more in 2016:

AgriBank, FCB
Allina Health System
Ameriprise Financial
Broadway Cares/Equity Fights AIDS
C.H. Robinson Worldwide Foundation
Charity Events of Minnesota
Charles A. Micale Foundation
Delivery Consulting Group
Edward R. Bazinet Foundation
Envision Capital
F.R. Bigelow Foundation
Frank & Evelyn Rechtzigel Family Foundation
Frey Foundation
Fridley Lions

General Mills Foundation
HealthPartners
Hope Chest for Breast Cancer
Hugh J. Andersen Foundation
I & G Charitable Foundation
Jarden Consumer Solutions
Key Surgical
Lunds & Byerlys
MAC AIDS Fund
MAHADH Fund of the HRK Foundation
Metro Meals on Wheels
Mississippi Market
Mount Sinai Community Foundation
Randy Shaver Cancer Research and Community Fund

Ray Edwards Memorial Trust
Richard M. Schulze Family Foundation
Schnieder Family Foundation
Staley Family Foundation
SUPERVALU Foundation
Surly Gives a Damn
Susan G. Komen Minnesota
The J.A. Wedum Foundation
The John Mondati Foundation
The Saint Paul Foundation
UnitedHealthcare
Walser Foundation
Warners' Stellan
Wedge Community Co-op
Womack Family Foundation

Please note: a full list of 2016 donors can be found on our website at openarmsmn.org/2016-donors

Growing our family in the East Metro

A big thanks to the Richard M. Schulze Family Foundation for providing a \$30,000 challenge grant to grow our capacity in St. Paul and the East Metro!



Our Executive Director Leah with Barb Dunker from the Richard M. Schulze Family Foundation

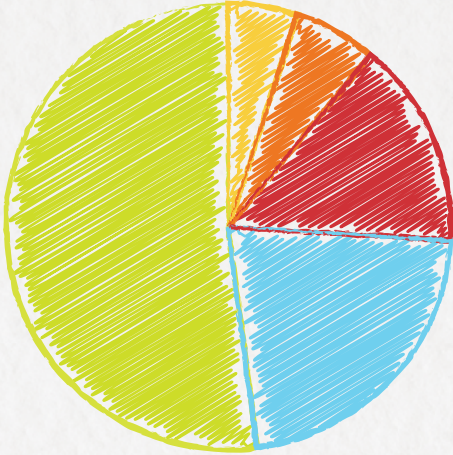


Nutritious meals for families in need

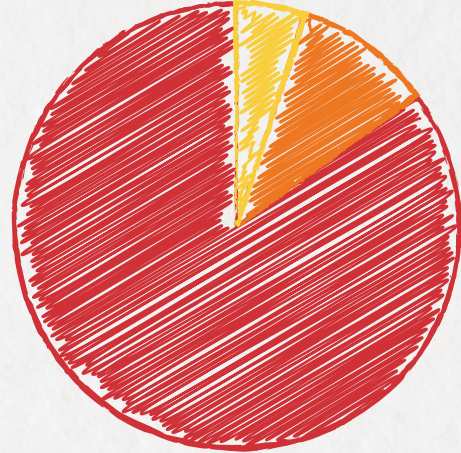
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2016 by the Numbers



52% Contributions
22% Government Support
15% Special Events
6% In-kind & Misc.
5% Earned Revenue



85% Program
10% Fundraising
5% Management

Operating Revenue & Support:
\$2,357,482

Expenses*:
\$2,540,717

*does not include depreciation

In 2016, Open Arms:

Expanded earned revenue by almost 300%, launching new catering ideas like selling holiday cookies and increasing space rentals and our "get one, give one" boxed lunch program.

Increased foundation and corporate donations by 24% from 2015.

Developed new partnerships and third party events, resulting in **\$75K in new donations**.

Increased peer to peer fundraising revenue by 131% through the Cook-a-Thon and Turkey Drive.

For more information on our 2016 financials, please contact Leah Hebert Welles, Executive Director, at 612-767-7344 or leah@openarmsnmn.org.



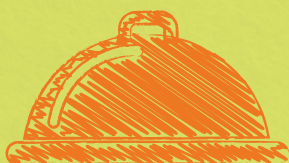
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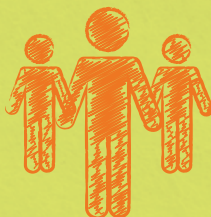
Open Arms of Minnesota cooks and delivers free, nutritious meals to people living with life-threatening illnesses in the Twin Cities.

2016 milestones



600,753 meals

cooked and delivered



2,442

clients, caregivers and
dependents served



69,776

hours volunteered

Special Thanks to:

Open Arms would like to thank the following friends for their time and effort to make this Annual Report possible:

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