

# ➤ Behind The Scenes ➤

One Record-Setting Week at Open Arms







Open Arms cooks and delivers free, nutritious meals to people in the Twin Cities living with life-threatening and chronic illnesses like cancer, HIV/AIDS, multiple sclerosis and ALS (Lou Gehrig's disease).



In this Annual Report, you'll see behind the scenes during the busiest week in Open Arms' history, November 10–16, 2014, when we delivered meals to 879 clients. Telling the story of one week also will help us tell the story of our entire year—a year full of hope, successes, and nourishment.

## To Our Open Arms Family:

2014 was a year for the record books at Open Arms. We served more clients living with life-threatening illnesses than ever before, and prepared and delivered nearly 470,000 delicious and nutritious meals.

As always, the positive impact you help us make for our clients and community can't be adequately described simply by recounting numbers and statistics—they only begin to measure the difference Open Arms is making for our clients every day.

Look at just one meal we prepare in our kitchen: first, the recipe is created through collaboration between our staff dietitian and executive chef; then, the prep work is done with the generosity of our volunteers, chopping, dicing and slicing; and finally, that packaged meal makes its way from our kitchen into the home of a client, delivered by another caring, smiling volunteer. Statistically, that meal is just one of nearly half a million—but to that client, those staff members, and all the volunteers who made it a reality, that meal has its own story.

Which is why we are going to try something different with our look back at last year in this Annual Report. We are going to take you behind the scenes during our busiest week of the year, and the busiest week in Open Arms' history.

As we walk you through the seven days from November 10–16, 2014—when we delivered meals to 879 clients, more than any other week in our history thus far—you will have a chance to understand all that takes place to ensure that nearly 10,000 meals a week get out the door, prepared with love and delivered with hope.

In many ways, you will learn what a typical week looks like here at Open Arms—and you will get to see how the successes of one week are connected to the triumphs and hard work of the many weeks before and after. We are all connected—from our clients to our generous volunteers, sponsors and donors—and the work we do together in just one week reverberates throughout the entire organization in so many ways.

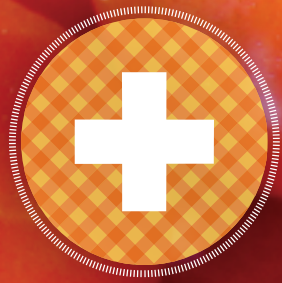
Every single day, week, month and year, supporters like you allow us to pursue a vision of a world where no one who is sick is forced to go hungry. We thank you for all you do, and invite you to remember the successes we had together in our record-breaking 2014!

**Leah Hébert Welles**  
Executive Director

**Michael Venker**  
Board Chair



# → Nourishing Clients ←



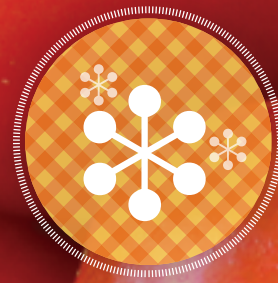
**2,236**  
NAUSEA CARE  
PACKS DELIVERED



**469,006 MEALS**  
COOKED & DELIVERED



**804**  
BIRTHDAYS CELEBRATED  
WITH HANDMADE CAKES



**1,700**  
“BLIZZARD BOXES” OF FOOD  
DELIVERED FOR WINTER  
WEATHER EMERGENCIES



**1,864**  
INDIVIDUALS SERVED



**3,640**  
GLUTEN-FREE BAKED  
GOODS DELIVERED

## 1:47 p.m. Monday, November 10

Open Arms client Jeffrey shares a chocolate chip cookie from his weekly delivery with his grandson Nico.

Jeffrey smiles as he watches his grandson Nico play with a toy car on the kitchen table. “He cheers me up,” Jeffrey said. “If I’m feeling down I’ll come talk to him. He doesn’t say much, but he knows.”

Jeffrey, an Air Force veteran, has struggled with his health since March 2009, when he suffered a brain hemorrhage that nearly killed him. He was on life support for three weeks before waking up, but that’s not where his health issues ended.

“I got through all of that just to find out in 2010 that I had cancer,” he said. At that time, Jeffrey’s doctors thought the cancer would be slow-moving, but by 2013 he needed to have his bile duct, most of his pancreas, and part of his small intestine removed due to tumors, causing him to lose 110 pounds in two years.

In 2014, Open Arms reached more new people with cancer, like Jeffrey, than ever before, contributing to record-breaking weeks of client numbers. Nearly 550 new clients with cancer began service in 2014, more than 10 per week.

For these clients living with cancer, Open Arms meals help to stabilize weight, combat nausea, and provide healthy food with which to take medication. Some clients receive meals for short periods during chemotherapy; others stay on for several months during treatment.

Jeffrey has received meals from Open Arms for eight months and has seen a marked improvement in his health. Since his last check-up, he has gained five pounds, putting him in a healthy weight range.

“I feel much better and physically I look much better,” Jeffrey said. “My wife says I’m more handsome.”

Open Arms meals have also allowed him to focus on activities that keep him feeling positive, including attending his daughter’s softball games and spending time with Nico.



“I’m just thankful for the service,” Jeffrey said. “You guys know what you’re doing and you’re doing a good job.”

## 3:16 p.m. Monday, November 10

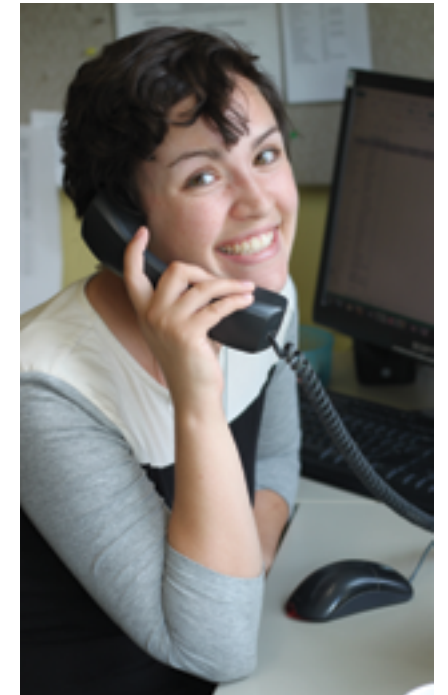
Client Services Assistant Meg answers the phone and helps a client reschedule their weekly delivery.

Meg Reid is in the middle of her year with the St. Joseph Worker program, which matches women interested in working for social justice with full-time volunteer positions at nonprofits. Meg lives in community with her fellow St. Joseph Workers, some of whom join Open Arms throughout the year as event volunteers.

As Client Services Assistant, Meg works directly with clients to conduct intakes, communicate feedback and schedule changes. She also works with the program team to support daily operations by packaging food, coordinating client birthday cakes, and delivering meals.

For more than a decade, Open Arms has hosted full-time volunteers from programs like the St. Joseph Workers and the Lutheran Volunteer Corps, a similar organization that offers participants a year of career development experience at nonprofits. Open Arms also offers internships for college students throughout the year, and hosts student workers from Cristo Rey Jesuit High School and STEP-UP Achieve.

These full-time volunteers are critical to helping Open Arms’ program function day to day, and in turn gain valuable nonprofit experience to start their careers.



“I’ve learned so much about working with clients and guiding people through the Open Arms process,” said Meg. “I’m glad I’ve gotten to interact so much with clients.”



# Growing Goodness: → Open Farms ←



**3,057 pounds**  
OF PRODUCE HARVESTED



**1,218**  
FARM VOLUNTEER  
HOURS



**360% INCREASE**  
IN FARM VOLUNTEER  
HOURS SINCE 2013



**COUNTLESS**  
WORMS FED  
WITH COMPOST

## 7:29 a.m. Tuesday, November 11

Chef Sara pulls pickles out of the produce cooler for use in client sandwiches.

These pickles were made during the harvest season with cucumbers from Open Arms' urban garden, Open Farms, which produces fresh herbs and produce for our kitchen to use in client meals. With the help of many volunteers and leadership from Farm Coordinator Kelly Wilson, Open Farms makes an impact on client meals not just during the growing season, but throughout the year!

**"Homemade semi-sweet refrigerator pickles—what a treat! It's always nice to get something new in my delivery, but these are hands down the best."**

— Bonnie, client

## 11:28 a.m. Tuesday, November 11

Volunteer Lisa washes and chops cauliflower destined for client meals.

Five years ago, Open Arms volunteer Lisa Marier lost her ability to walk due to a severe case of spinal stenosis. She was confined to a wheelchair for a year and a half and spent months learning how to walk again. "I just kept working at it—it was totally an afterschool special," Lisa said laughing. "[Trying to walk] and people yelling, 'You can do it!' I was living it."

Two years after her spinal surgery, she began searching for volunteer opportunities to fill her time beyond physical therapy, freelance writing, and spending time with her family. She found her home at Open Arms, where she combines her passion for cooking and drive to serve her community.

"I really felt the need to give back somehow. I had been looking at all these opportunities, but they didn't sit well with me; they didn't touch me in any way," she said. "When I found this place I thought, 'I can cook for people.'"

Lisa creates and edits delivery maps on Mondays, and especially loves her time in the kitchen, where she learns knife skills, shares recipes, and chats with chefs and fellow volunteers.

Lisa's twice weekly shifts added to the 1,118 hours of administrative help and 19,406 hours of kitchen meal prep and packaging that volunteers contributed to Open Arms in 2014.

"Every time I come in, I can't believe how much we do everyday, and keep it going for all these people," Lisa said. "You come here and it's just happy. All the volunteers are having a good time, no one's cranky, they play music; it's a beautiful thing."

Lisa also enjoys occasionally delivering meals with the help of her daughter and meeting clients. "Just talking or hanging out with them for a little while or helping put food away is nice. They're going through a lot," she said. "I've learned from them. When I start to feel sorry for myself because I can't walk how I used to, I see [clients who are] happy, functioning, and dealing, which makes me realize that life is interesting and short. It's amazing to meet the people we are volunteering for."

**"With Open Arms it's not 'I have to volunteer'; it's 'I get to volunteer.' It's an honor to volunteer here."**



LOVE



GIVE



# Exceeding Expectations: → Cook-a-Thon ←



**10,000+**  
MEALS PRODUCED DURING  
THE COOK-A-THON



**36**  
VOLUNTEER  
TEAMS



**24**  
HOURS



**\$57,102**  
RAISED

## 2:16 p.m. Wednesday, November 12

The kitchen team reviews the production schedule at their weekly staff meeting, balancing preparation of typical client meals with special Thanksgiving feasts.

November is always one of the busiest months of the year at Open Arms, when the kitchen team balances the already impressive undertaking of cooking 10,000 meals a week for clients while also preparing hundreds of Thanksgiving meals.

Thanks to the first annual Cook-a-Thon held back in September, there were already 10,000 meals in the freezer heading into November. With the support of more than 300 volunteers and 500 donors, the 24-hour Cook-a-Thon not only helped Open Arms raise nearly \$60,000, but also helped to put the kitchen weeks ahead on production.

The Cook-a-Thon's vision—setting out to produce 10,000 meals (an entire week's worth of client meals) in just 24 hours, while also raising enough money to cover the cost of those meals—was aspirational to say the least. Yet, as always, Open Arms' supporters were more than up to the challenge, embracing an opportunity to make a huge impact for clients and their families.

When the brand new event was announced in July, the goal of raising \$36,000 seemed like a stretch. But throughout August and September, participants reached out to their friends and family through the Cook-a-Thon website,



in person and over the phone, building a network of support that included donors from all across the U.S.A—and from other countries as well! As a result, nearly two weeks before the event on September 26 the community had raised more than \$40,000—with the event eventually shattering its fundraising goals with a grand total of \$57,102.

The Cook-a-Thon started out with an ambitious volunteer goal as well—to fill the kitchen for 24 straight hours with at least one team of volunteers active at all times. It meant the event would require energetic volunteers in the kitchen not only at 4 p.m. but also at 4 a.m.! Trying to convince volunteers to chop carrots after midnight sounded like a hard sell, but of course, Open Arms supporters stepped up with enthusiasm. More teams kept signing up day after day, outpacing the initial goal of recruiting 24 teams and eventually ending with 36 teams filling the kitchen.

The kitchen staff was amazed by the energy and efficiency the volunteer teams brought to the tasks laid out in front of them. “When we were planning the event, we thought it might be aggressive to say volunteers could produce 10,000 meals in just one day,” said Executive Chef Asei Tendle. “As we were going through the event, it became clear we would not only reach our work goals—we would exceed them. My team was actually scrambling a little to make sure we had enough food for the volunteers to help us with—it was such a great ‘problem’ to have!”

Each shift in the kitchen not only produced delicious food for Open Arms' clients, but also produced tons of fun for

volunteers. Every shift featured a green bean snapping contest modeled after a three-legged race, with pairs of teammates joining arms and competing to snap the most beans in a short span of time. Each winning pair got to spin the prize wheel to win great gifts from generous sponsors.

When the final cutting board was cleaned, and the last cookie was labeled and packaged for delivery, the inaugural Cook-a-Thon went into the history books as one of Open Arms' most exciting first-time events—and one supporters can look forward to having on the calendar for years to come.





# → Expanding Our Reach ←



5

DELIVERY SATELLITES



6,812 TRUNKS  
FILLED WITH DELIVERIES



141,201  
MILES DRIVEN



7,061 GALLONS  
OF GAS DONATED

## 10:31 a.m. Thursday, November 13

Volunteer Curtis picks up three routes of client meals for the C.H. Robinson satellite delivery hub.

For the past four years, Open Arms has partnered with businesses and faith organizations to extend its reach through satellite delivery hubs. There are now five satellite partners that not only allow more clients to access Open Arms’ delicious, healthy food—clients living outside of the regular delivery area, and on the edges of the 494/694 loop—but also create efficiencies that save time and gas for volunteers.

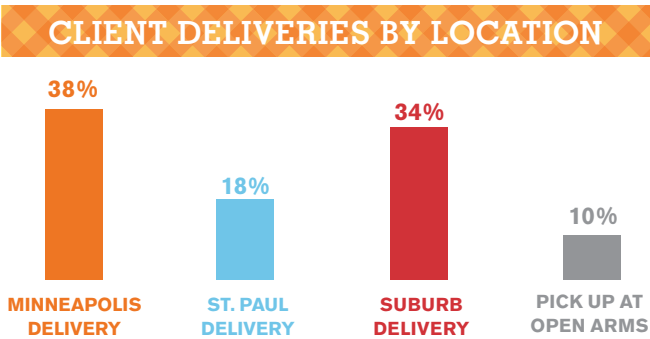
C.H. Robinson is one such partner. In addition to their generous support through event sponsorships, board service and foundation grants, the delivery logistics company has hosted a delivery satellite location since November of 2012. “At C.H. Robinson, we are proud of our tradition of giving back to make our communities better places to live and work,” said community relations manager Kristi Nichols.

“As a company we’re helping out people that are in need,” said Curtis Haiden, who has worked for C.H. Robinson for the past ten years and has volunteered for the delivery satellite program since its inception. “I think it opens your eyes a little bit as to what’s out there in the world—that what you do has an impact on other people.”

Every Thursday, Curtis or another volunteer comes to Open Arms to pick up food for 18 clients to take back to C.H. Robinson’s headquarters in Eden Prairie, where volunteers use their lunch break to deliver the food across three routes to clients in the southwest metro. Curtis enjoys being able to see the direct impact of his volunteer service. “Just seeing the people light up when you knock on their door... it’s just great. I love it,” he said.

With a core group of 20 regular volunteers and many more occasional fill-ins, C.H. Robinson’s satellite volunteer team delivered more than 4,800 meals in 2014.

“There is a tremendous amount of support and enthusiasm for Open Arms among our employees,” said Kristi. “Their passion, combined with the excellent work that Open Arms is doing, led us to build a relationship with deeper engagement and a stronger commitment.”



### Open Arms thanks the following organizations for their support of \$5,000 or more in 2014:

- |                                    |   |  |
|------------------------------------|---|--|
| AgriBank, FCB                      | GIVING WoMN                                   | Seward Co-op                             |
| Ameriprise                         | Hope Chest for Breast Cancer                  | SUPERVALU Foundation                     |
| Bachman's                          | Hugh J. Andersen Foundation                   | Susan G. Komen Minnesota                 |
| Broadway Cares/Equity Fights AIDS  | JL Buchanan                                   | The J.A. Wedum Foundation                |
| C.H. Robinson Worldwide Foundation | MAC AIDS Fund                                 | The John Mondati Foundation              |
| Cargill                            | MAHADH Fund of HRK Foundation                 | The Richard M. Schulze Family Foundation |
| Charity Events of Minnesota        | MAZON: A Jewish Response to Hunger            | Walser Foundation                        |
| Concur Technologies                | Otto Bremer Foundation                        | Wells Fargo                              |
| David Yurman Inc.                  | Park Nicollet Foundation                      | Womack Family Foundation                 |
| Edward R. Bazinet Foundation       | Randy Shaver Cancer Research & Community Fund |  |
| General Mills Foundation           | Ray Edwards Memorial Trust                    |  |



FRIDAY

→ Spreading Joy ←

54,400

VOLUNTEER HOURS DONATED

2,460

ACTIVE VOLUNTEERS

743

NEW VOLUNTEERS ATTENDED ORIENTATIONS

8:54 a.m. Friday, November 14

Volunteer Mari walks into the building for her weekly Friday morning pack-out shift.

Originally from Tokyo, Mari lived in Montana and Massachusetts before settling down with her family in Minnesota. Though she didn't know anyone at Open Arms at first, Mari found that she loved the people and atmosphere in the kitchen and enjoyed meeting clients on delivery.

"The first two years I wasn't really coming in consistently," she said. "But then I met so many great chefs and everybody was welcoming me and I thought, 'I really like this place and I should commit.' So I decided to sign up every week and it's been wonderful!"

Each year, volunteer Mari Yomota forces herself to try something new, such as volunteering at a women's shelter or learning capoeira, a Brazilian martial art. Four years ago, Mari decided to sign up for an orientation at Open Arms and try volunteering in the kitchen and on delivery, and she now has become a regular Friday morning volunteer.

An avid cook and baker, Mari loves working in the Open Arms kitchen. She often finds inspiration in a pasta entrée or cookie recipe, taking ideas home to try out in her own kitchen.

Mari's favorite part is interacting with fellow volunteers, even occasionally going out to lunch with new friends after a shift. "I haven't met anybody who I really don't like. I've met so many friends!" she said. "I don't know how you got a group of so many good people here."

In 2014, 743 new volunteers attended Open Arms volunteer orientations, an increase of nearly 15% over the previous year. Mari encourages prospective volunteers to follow her lead in trying something new. "If you don't try, you won't know if you like it," Mari advises. "Life is so short—go for it!"

"It's just a welcoming environment here. I think I'll be coming many more years."

12:13 p.m. Friday, November 14

Open Arms client Karen greets her delivery volunteer as he carries a weekly delivery into the kitchen for her.

Karen's kitchen is filled with the smell of freshly baked banana bread as she shares her health journey. Diagnosed in 1997, Karen has been living with multiple sclerosis (MS) for almost 20 years.

Five years ago, the progression of her MS forced her to leave her job, which she loved. Along with losing the use of her right arm, she also lost the ability to drive, cook meals for herself, and even change light bulbs.

"My right hand doesn't work. So imagine—even stirring is difficult. So it took me an hour to make this banana bread. To me, the meals from Open Arms are more than convenient. They're a necessity," Karen said.

As an advocate and educator for MS, Karen often gives presentations in which she demonstrates how life is different when living with MS. She has participants wear orange oven mitts and eye patches to replicate how MS affects the body. "Think about how you

would tie your shoes or how you would shampoo, put on deodorant, fasten your pants, or cook a meal," she tells participants. "It brings it home for them."

She heard about Open Arms through the MS Society and began receiving meals. Karen predominantly uses the service during the winter months, when getting around is most difficult. Open Arms generally sees an uptick in demand from clients with mobility issues as the cold weather begins—one of the factors leading to record client numbers in November.

Karen doesn't let her disease define her lifestyle, so she takes it day by day. Her sense of humor and positive attitude keep her going through the difficulties that MS presents.

"It doesn't do me any good to just wallow in misery," she said. "That's not to say that I don't have days when I feel sorry for myself. But for the most part, life is good. I'm happy."

"The first bag my daughter and I got, it was like Christmas day. 'Oh look! Lemon chicken pasta! Look at this chicken salad sandwich! And cookies!' It was so fun."

Age Group	Percentage
0-19	1%
20-29	3%
30-39	8%
40-49	20%
50-59	31%
60-69	21%
70+	16%

0-19	1%
20-29	3%
30-39	8%
40-49	20%
50-59	31%
60-69	21%
70+	16%

Race/Ethnicity	Percentage
Caucasian	55%
African American	26%
Hispanic	6%
Native American	3%
Asian	1.5%
Native Hawaiian/Pacific Islander	0.5%
Unknown	8%

Caucasian	55%
African American	26%
Hispanic	6%
Native American	3%
Asian	1.5%
Native Hawaiian/Pacific Islander	0.5%
Unknown	8%

Illness	Percentage
Other Cancers	40%
HIV/AIDS	31%
Breast Cancer	14%
MS	8%
Other Illnesses	5%
ALS	2%

Other Cancers	40%
HIV/AIDS	31%
Breast Cancer	14%
MS	8%
Other Illnesses	5%
ALS	2%

2014

ANNUAL REPORT

12



# Giving Thanks: Turkey Drive



**2,336**  
THANKSGIVING MEALS  
DELIVERED



**\$21,468**  
RAISED IN THE



**429**  
TURKEY FEASTS



**10:27 a.m.**  
**Saturday,**  
**November 15**

While the bakery produces beautiful pumpkin pies to be frozen in preparation for Thanksgiving Day, paper “turkeys” progress along the Turkey Track.

Thanksgiving is always Open Arms’ biggest holiday. Just like the birthday cakes sent to clients throughout the year, Thanksgiving is an opportunity to put an extra, meaningful touch on the everyday service Open Arms provides to clients and their families.

Each client can gather their loved ones for a homemade Thanksgiving meal courtesy of Open Arms. Clients can choose to receive a frozen turkey and all the fixings to prepare themselves, or a freshly prepared dinner on Thanksgiving morning in case they don’t feel up to cooking.

In 2014, Open Arms asked supporters to not only help fund this special tradition as in past years; but also asked them to join the first ever Turkey Drive.

Participants set up their own digital fundraising page and asked friends and family for \$50 contributions to cover the cost of a turkey dinner and all the fixings for a client and their family.



Scenes from Thanksgiving Day and the Turkey Drive

Each participant got a paper turkey with their name on it affixed to the “Turkey Track” hanging in the lobby, and every \$50 turkey dinner sponsorship they raised moved their turkey a little farther down the track during the five weeks of the Turkey Drive.

As November progressed, the flock of paper turkeys grew and grew, with more people joining in the effort than ever before to sponsor turkey dinners for clients. The Turkey Drive fundraising

thermometer continued to rise, swiftly passing last year’s total, then surpassing the initial goal of 300 turkey dinner sponsorships (double the previous year’s total) by Thanksgiving Day!

Together Open Arms supporters and Turkey Drive participants raised a record-setting total of \$21,468 during the drive, the equivalent of sponsoring turkey dinners for 429 clients and their families. By raising the most turkey dinner sponsorships, supporter

Kari Barker and volunteer coordinator Maria Kustritz won spots on the new Turkey Trophy, which is proudly displayed in Open Arms’ new trophy case.

“Thanksgiving is such a special time of year at Open Arms, and our volunteers and clients are always so excited to be a part of our celebration,” Maria said. “The Turkey Drive this year added great energy and I can’t wait to compete for the trophy again next year!”

This amazing show of generosity helped make Thanksgiving deliveries possible, as a multitude of volunteers delivered a total of 2,336 special meals to the doors of Open Arms’ clients. Thanks to the support of volunteers and donors, clients and their families were able to savor holiday meals full of comfort and hope.

**“Thank you for everything you did for Thanksgiving. It was wonderful to receive and it’ll make the house smell like the Thanksgivings I remember.” – Moses, client**



# → Serving Up Hope ←



**300+**  
**FAMILIES**

Over 300 families and 600 seniors were nourished by daily meals, monthly food vouchers, and garden produce thanks to Ikamva Labantu and Open Arms International.

## 8:38 a.m. Sunday, November 16

Open Arms International client Gladys picks up her monthly food vouchers from Open Arms partner Ikamva Labantu in Cape Town.



In the townships around Cape Town, South Africa, scores of children have been left without parents due to HIV/AIDS. Thankfully, many grandparents and other family members within the township communities stretch their resources in order to foster these

orphans and give them homes. Open Arms International partner Ikamva Labantu focuses on supporting these caregivers by providing assistance, resources and training to ensure that the children receive the best possible care.

Ikamva Labantu's Orphans and Vulnerable Children (OVC) Programme supports 1,600 school-age youth in 284 homes, nearly all either living with the disease, orphaned due to it, or living with relatives with the illness. Gladys Zanyiwe Ngqakavu, 60, relies on help from the OVC program as she fosters her two orphaned grandchildren, ages eight and 10.

Each month, Gladys receives food vouchers and other support from Ikamva Labantu to help raise her grandchildren. By improving the nutritional status of children adversely affected by HIV/AIDS, the OVC program aims to increase their school attendance, cognitive abilities and educational achievement. Gladys dreams of seeing her two girls study hard and build a promising future, and is thankful for Ikamva Labantu's support in raising them.

By providing consulting expertise on nutrition, urban farming practices, and financial support, Open Arms International is proud to support partners like Ikamva Labantu in South Africa, honoring our heritage and commitment to nourishing people living with HIV/AIDS both at home and abroad.



"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 nourishing their lives."

— Carole Arwidson, Open Arms International Committee Chair

"Your support of our Food Support Programme has guaranteed hundreds of meals for many vulnerable children and elderly in our communities."

— Jovana Djeri, Ikamva Labantu Fundraising Manager



## Thank You 2014 Moveable Feast Sponsors & Restaurants



Walser | Foundation  
funded by Walser Automotive Group

R.E. MOELLER  
JEWELLER

OFFER CASH

C.H. ROBINSON

THOMAS J. LEECH  
JEWELLER

Peter Hill design

WHOLE  
FOODS

B6

Lenox  
JEWELLER

Cargill

Avant  
DECOR

nilan  
johnson  
lewis llc

Minnesota

Al Vento | Bacio | Bar La Grassa | Café Levain | Chino Latino | Chowgirls | Cosmos  
CRAVE | Eat Street Social | Fika | Firelake | French Meadow | Hazellewood Grill and Tap  
Kieran's Pub | The Local | Mission American Kitchen & Bar | Nightingale | Parma 8200  
Piccolo | Pittsburgh Blue | Red Stag Supperclub | Redstone American Grill  
Ruth's Chris Steak House | Salut | The Sample Room | Smack Shack | Solera  
Trattoria Tosca | Vincent A Restaurant | Zelo



# ← Celebrating Successes →

Thank you for helping us fulfill our mission throughout 2014, as we nourished body, mind and soul for those living with life-threatening or chronic diseases.

## Open Arms had an abundance of achievements to celebrate in 2014:

### Our service to our clients improved and deepened in 2014:



Increased the **total number of clients** served to record-breaking heights.



Provided **more nutrition counseling** sessions to clients and began in-person intakes for clients with allergies.



**Hosted cooking classes** for our clients and volunteers, as well as for families affected by cancer by partnering with the Angel Foundation.



Significantly expanded the Summer Meals program in 2014, adding a new site and more than **doubling the amount of meals** served to food-insecure neighborhood kids with funding from the Minnesota Department of Education and the USDA.



**Nourished more volunteers and groups** with top-notch volunteer experiences than in previous years and renewed our commitment to providing excellent customer service to volunteers.

### Our community of committed supporters and partners grew significantly in 2014:



**Increased** overall income by 8%.



**Added 1,400 new individual donors**, many coming from new grassroots campaigns.



**Grew online contributions** from \$38,000 in 2013 to \$208,000 in 2014 through new digital fundraising efforts.



**Increased corporate and foundation support**, strengthening relationships that will have a positive impact for years to come.



**Expanded visibility** for our delicious food through television appearances and cooking demonstrations.



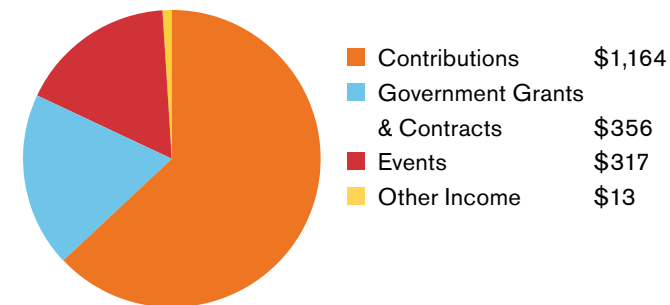
**Steadily expanded our online base** of supporters, with growth in website traffic, social media followers and email newsletter subscribers.



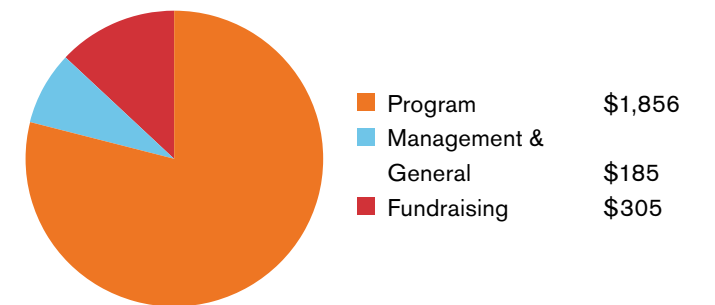
**Looked ahead** to a year full of celebration in 2015, as we neared the fifth birthday of our beautiful building at 2500 Bloomington Avenue and our 4 millionth meal delivery.

With your generosity, we will continue to build capacity, grow our family of supporters, and nourish more clients than ever before, just like in the record-breaking week you've journeyed through in this Annual Report.

Where our dollars came from  
(in thousands of dollars)



Where our dollars went  
(in thousands of dollars)



## Statement of Activities

Fiscal year ending December 31, 2014  
(in thousands of dollars)

INCOME	2014	2013
Contributions	\$1,164	\$1,015
Government Grants & Contracts	356	310
Events – Net Expenses	317	359
Other Income	13	11
Change in Charitable Remainder Trust	2	2
<b>Total Income</b>	<b>\$1,852</b>	<b>\$1,697</b>

EXPENSES		
Program	\$1,856	\$1,911
Management & General	185	84*
Fundraising	306	92*
<b>Total Expenses</b>	<b>\$2,347</b>	<b>\$2,087</b>

CHANGE IN NET ASSETS		
Operations – Unrestricted	(509)	(326)
Operations – Temporarily Restricted	36	(25)
<b>Total Change in Net Assets</b>	<b>(473)</b>	<b>(351)</b>

\*Partial year staffing in Executive and Development offices.

NOTE: Non cash depreciation of \$217,000 in 2014 and \$213,000 in 2013 is included in expenses. Audited financials are available for further review upon request.

## Balance Sheet

Fiscal year ending December 31, 2014  
(in thousands of dollars)

CURRENT ASSETS	2014	2013
Cash	–	–
Operations	\$499	\$840
Pledge Receivable	8	14
Grants Receivable	237	207
Inventory	72	35
Other Prepaid Expenses	10	10

NON-CURRENT ASSETS		
Charitable Remainder Trust	\$95	\$93
Loan originations fees – Net	8	15
Property & Equipment – Net	5,355	5,529
<b>Total Assets</b>	<b>\$6,283</b>	<b>\$6,743</b>

LIABILITIES & NET ASSETS		
Liabilities		
Accounts Payable	40	32
Funds Held for Others	10	1
Note Payable	8	18
Accured Expenses	51	48
Note payable – Net of Current Portion	476	473
<b>Total Liabilities</b>	<b>\$586</b>	<b>\$572</b>

NET ASSETS		
Unrestricted	\$5,509	\$6,034
Temporarily Restricted	188	152
<b>Total Net Assets</b>	<b>\$5,698</b>	<b>\$6,186</b>

<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$6,283</b>	<b>\$6,743</b>
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MINNEAPOLIS, MINNESOTA 55404

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



**469,006**  
meals cooked



**54,400**  
hours



**1,864**

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Angie Craig  
Tim FunkMeyer  
Mark Jessen

Tom Mahlke, Treasurer  
Paula Merrigan  
Emily Negrin  
Tom Newton, Secretary

Pam Paulsen, Vice Chair  
Chris Pelletier  
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Vicki Raport

Lisa Schmid  
Dana Swindler  
Chandra Torgerson  
Michael Venker, Chair

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

Peter Hill Design | Jessen Press | Taya Banjac | Christal Clemens

