



openarms

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BUILDING HEALTHY FUTURE

Since 1986, Open Arms of Minnesota has cooked and delivered free, nutritious meals to people living with life-threatening illnesses in the Twin Cities.



2,246

clients, caregivers &
dependents served



600,993

meals cooked and delivered



7,372

total volunteers



68,732

volunteer hours

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 • Carole Arwidson • Amy Foster

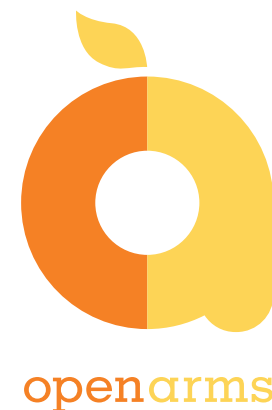
Photography: Amy Anderson • Amy Bowman • Ashley Hackett • Stephanie Mork • Tj Turner

F U T U R E

Since our founding in 1986, we have been dedicated to preparing and delivering food to people living with life-threatening illnesses. More than three decades later, advances in treatment have brought newfound hope. Yet, the medicinal powers of food and comfort are as important as ever.

That's why we've expanded to serve more people with serious health challenges. We now prepare meals from our state-of-the-art facility for over 2,000 clients and their caregivers and children every year. We are backed by more than 7,000 annual volunteers and supported by generous supporters and countless community partners.

Yet, even as we pause to take stock of 2017, our focus is on the future. That's because we believe there is always room for one more at our table. Even as we meet today's needs, we know we can do even more in the future.



*Dear Open Arms Family,
Thank you for helping make 2017 another remarkable year for Open Arms! Last year marked 31 years since our founder Bill Rowe began preparing and delivering meals out of his own kitchen for his neighbors living with and dying from AIDS.*

Fast-forward into the future.

In 2017, Open Arms delivered over 600,000 meals to over 2000 people throughout the Twin Cities Metro area living with life threatening illness such as cancer, HIV/AIDS, MS, Chronic Heart Failure, kidney disease, and more. You have helped us get to where we are, and we could not have accomplished our mission without you.

We know that for many of our seriously ill neighbors, access to healthy food is critical, and not always possible. There is a growing dialogue among our partners in health care about the role of healthy food in healing and prevention, and our friends are realizing what we have known for more than three decades - that food is medicine.

We know that for many of our critically-ill neighbors, access to healthy food is not possible because of a variety of barriers – from financial concerns to transportation issues. That is where Open Arms – and all of you – come in. Thanks to the financial generosity and the amazing gifts of volunteer time from all of you, we make a huge difference in the lives of our clients.

The accomplishments of 2017 are helping steer us into the future.

In addition to providing our clients hundreds of thousands of meals, expanding our Open Farms urban gardening program, and strengthening our relationships with our health care partners, we launched new, innovative projects to propel our mission forward.

In March of 2017, we opened the Kitchen of Opportunities in partnership with Metro Meals on Wheels. At this offsite kitchen, Open Arms staff members prepared over 100,000 nourishing meals, which were sold to Metro Meals on Wheels and eventually delivered to thousands of Meals on Wheels clients living throughout the Twin Cities. We not only receive earned revenue through this partnership, we know that seniors in our community are receiving higher quality, delicious meals, helping them to live healthier, and independently.

Every year, Open Arms experiences growth and 2017 was no exception: we have never received so many new client referrals and our commitment to high quality, nourishing meals has never been higher. Yet we are confident we will be able to meet this growing demand now and in the future because of the generous support of friends like you.

Your dedication, passion and creativity provided hope, love and nourishing meals to so many clients living with life-threatening illnesses in 2017. Thank you for being by our side.



Sincerely,

Leah Hébert Welles
Executive Director

Chris Pelletier
Board Chair



FOOD

DISPENSING FOOD AS MEDICINE FOR OUR CLIENTS.

The future of Open Arms will be built as it began: on the foundation of food. Read about Wendy who, in her own words shares how our home-delivered meals provided the healing power of medicine during her recovery.

When client “Wendy” notified Open Arms that her health had progressed to the point she no longer needed meals, she wrote, “It’s time for me to stop so that someone else can have my spot.” We invited her to share what role Open Arms played in her recovery, and here’s what she told us.

“After my cancer diagnosis last year, for a long time I did not have the capability even to make sure I had food for myself. It was just beyond my scope. I’m single and live alone, so I had to keep working through this whole thing, and my job took up the entire amount of physical energy I had to spend. I honestly don’t know what I would have done without Open Arms making sure I had meals to eat.

“There’s a volunteer named Ann who worked at Open Arms the same day of the week I always came in to pick up my meals, and seeing her every week and the emotional support I got from her was just amazing. I will never forget what she did for me. There were times that was the highlight of my week. And really, everyone I talked with there in the building was just wonderful.

“After about 10 months of meals, I was finally to the point in my life where I could take over the responsibility of feeding myself and knew it was time for somebody else’s turn. Now I look forward to being far enough along in my recovery that I can volunteer and pay it back, to give to someone else what was given to me. I’m just so thankful.”



2,246
clients, caregivers &
dependents served



600,993
meals cooked and
delivered

DELIVERING COMFORT & CONNECTION FROM OUR VOLUNTEERS



Our name says it all. With open arms, our volunteers unite to form a caring community that provides comfort to those in need. Sometimes, those arms extend across generations. Meet Ann – together with her daughter and granddaughter, they have made volunteering a family affair that is poised to continue into the future.

Volunteer Ann Fankhanel's longtime connection with Open Arms is sure to extend just as far into the future, thanks to her family traditions.

Ann began delivering meals to clients whom she fondly referred to as “her boys” about 17 years ago. After an ankle surgery put a stop to her winter deliveries, she didn't let it deter her. Instead she recruited her daughter Katheryne Fankhanel and her granddaughter Elizabeth Peterson to do Open Arms kitchen training with her, and they began an every-Friday shift of packing meals together. Soon another granddaughter, Taylor Grant, joined them as well for what Ann calls “a great time being part of the food chain.”

Ann has been a continued presence in the kitchen as Elizabeth and Taylor help out during their holiday breaks from college and as Katheryne's availability has shifted due to her work, and she's recruited other family and friends to join in from time to time.

“I'm a cheerleader for Open Arms, passing the word along about the feel-good relationships that form in the kitchen,” she says. “Even though I'm a financial supporter too, what I really appreciate is being a part of what Open Arms does and getting to see the immediate benefits.”

Ann says it will be awhile until there's a fourth generation to join her in the kitchen. “But I do have a grandson who's about to get his driver's license—so I'll be hinting to him real soon about meal deliveries!” she laughs.



Ann Fankhanel, Elizabeth Peterson, Katheryne Peterson



Taylor Grant, Ann Fankhanel, Katheryne Peterson



In 2017, over 7,300 people volunteered from all generations



68,732

volunteer hours

more than

\$1.6M

worth of time donated



TEND

CULTIVATING RELATIONSHIPS & SEEDING
GROUND-BREAKING
OPPORTUNITIES
IN OUR GARDENS

LOVE

Our Open Farms urban gardens have brought a bounty of fresh vegetables and herbs to our kitchen. Now a new crop of helping hands is getting in on the act. Find out how residents in transitional, long-term and memory care at Sholom Home are growing from the experience – and what’s in store for the future.



At the Sholom senior living community in St. Paul, a partnership is evolving just as the Open Farms garden there is growing.

This spring Open Arms partnered with individuals in transitional care, long term care, memory care, assisted living, and the adult day center to start seedlings and care for the plants until they were ready to be transplanted into the garden by Open Farms interns and volunteers. Future plans include creating an opportunity for Sholom residents to take part in the planting outside as well, and then involve them in the harvest—especially the crops that they started indoors, so they have an opportunity to experience the garden full circle.

“When we’re working in the garden, we often see residents and their family members stopping to look and ask questions,” says farm coordinator Kelly Wilson. “It provides a bit of horticultural therapy and beautiful aesthetic for the residents and staff at Sholom. Using what was once vacant land as an edible foodscape to grow vegetables for folks who are ill ties in with the ideals of Sholom—to live fully. So participating in the co-creation of the garden has been a mutually beneficial community partnership that’s helping to sustain a strong future for us.”



UPLIFT

CONTRIBUTING
HOPE & COMPASSION
THROUGH OUR GENEROUS
DONORS & SUPPORTERS

Deepening relationships with supporters is integral to our strong future. Discover how local restaurant, Spoon and Stable, is serving Open Arms in multiple ways; as part of our Movable Feast gala, as a team of kitchen volunteers and as a Thanksgiving meal delivery brigade.

Moveable Feast attendees who experienced Minneapolis’ Spoon and Stable Restaurant and Wayzata’s Bellecour were delighted to be dining at restaurants owned by Gavin Kaysen, who had just been named the James Beard Foundation’s Best Chef in the Midwest. But that’s just one part of how Gavin and his team are involved with Open Arms.

When the restaurants’ employee groups were looking for a way to give back to the community, assistant general manager Megan Russell says volunteering at Open Arms was a natural fit. “Food is our passion, so we knew we wanted to base our service work in that too. But we also aimed to make the most impact in our community by partnering with a locally based organization instead of a larger nonprofit.” Her staff signs up to work in the Open Arms kitchen once or twice a month, bringing three to five volunteers each time. The Spoon and Stable team also pitched in with Gavin and his family to deliver Thanksgiving meals for Open Arms, and Megan served on the planning committee for Moveable Feast, which featured Gavin as its honorary chair in 2018.

“It’s not just team-building. It’s a great partnership,” explains Megan. “And it fills us with something way more engaging – a huge sense of pride in going beyond our everyday work to serve a great cause we believe in.”





REACH OUT

EXTENDING OUR REACH VIA OUR COMMUNITY HEALTH PARTNERS.

Community partners are shaping the future for Open Arms – and improving health care delivery for patients with life-threatening illnesses. Read on for two examples: North Memorial Health, a satellite partner of Open Arms and referral source for patients living with cancer; and, Park Nicollet’s Heart and Vascular study of the importance of medically tailored meals for cardiac rehab patients.

Open Arms is lucky to have strong health care partnerships across the Twin Cities helping clients access nourishing meals during a health crisis. One partner, in particular, has been a strong advocate of our mission: the North Memorial Health Cancer Center.

North Memorial Health is a satellite partner of Open Arms; hospital patients can pick up their meals after receiving their cancer treatments.

“Cancer is hard enough, much less having to think about what to eat,” says Kerri Kesitalo from the North Memorial Health Cancer Center. “What’s unique about Open Arms is the family benefit—everyone in the family needs to be healthy and Open Arms gives meals to all.”

We believe that food is medicine, and an important aspect to maintaining health during an illnesses or other health crisis. And we know that for some of our primary clients, it is critical to their mental and emotional well-being for their caregiver and children to receive healthy meals as well.

“The Open Arms mission falls right into our approach for patient-centered, holistic care,” says Jennifer Kreitz, a social worker at the Cancer Center. “That’s what I love about being a social worker here—we take care of the whole person, and Open Arms fits right into that.”

In addition to being a satellite partner, North Memorial Health participates in our annual 24-hour Cook-a-Thon event and even hosts a bake sale to raise funds for Open Arms clients.

“Everyone gets involved now!” says Jennifer. “It’s gotten to the point where we need to take pre-orders. People look forward to it and feel really good about where the money is going.”



Last year, the North Memorial Health Cook-a-Thon team raised a whopping \$2,500 – funding 500 meals for individuals like the patients they serve each day.

Thanks to strong partners and advocates like the North Memorial Health Cancer Center, Open Arms feels confident about the future, ensuring more patients can get the meals they need to heal.

To continue to best serve our clients and their families, Open Arms believes that staying on the cutting edge of research is important to the health outcomes of our patients—we must do all we can for our neighbors living with life-threatening illnesses.



One exciting research study began in 2017 when we launched Feeding Hearts, a pilot project with the Park Nicollet Heart and Vascular Center. The purpose was to explore how lifestyle changes, like eating medically tailored meals, affect the health of patients enrolled in their cardiac rehabilitation program.

Patients who participate in the program are given 14 meals each week from Open Arms’ heart healthy menu. Then, over the course of three months, doctors monitor patients’ health outcomes, including changes in blood pressure, weight and cholesterol levels. Best of all, the meals are free of charge to patients thanks to the Park Nicollet Foundation, who provided funding for the project.

Park Nicollet hopes that results from the Feeding Hearts study will help patients live healthier, longer lives and prevent future cardiac events, like heart attacks.

“Anecdotal data from participant surveys show that people are really enjoying the food and learning that they like to

eat healthy,” says Alyssa Valadzko from Park Nicollet. “It’s easier than they thought, and they’re learning what a healthy diet looks like portion-wise.”

Just like Open Arms, Park Nicollet understands that health happens beyond the hospital walls—sometimes, all the way into people’s kitchens through medically tailored meals.



99%

of clients say that the meals make a difference in maintaining their health.

CREATING A TRANSFORMATIVE EXPERIENCE

FOR CLIENTS, VOLUNTEERS, DONORS,
SUPPORTERS AND PARTNERS



MPOWER



Paula and
Martha

At Open Arms, we hope that the lives of our clients and supporters are meaningfully transformed by their role within our community. For some, the experience will empower them to transition from a client or volunteer to a fully engaged Open Arms ambassador. We remember Paula, whose role with Open Arms evolved over the years and whose legacy will last far into the future.

Paula Merrigan's relationship with Open Arms shifted from professional consultant (her architectural firm was chosen to design the new building in 2007) to kitchen volunteer to committee member to client to storyteller to board member to client again. And now even after she passed away in 2017, her legacy continues thanks to a gift to Open Arms she included in her will.

Her wife, Martha Mockus (who herself volunteers in the Open Arms kitchen and at pop-up dinners), recalls that while Paula was a board member she was "very excited about how every new project was so creative in how it connected to the fundamental goal of serving clients healthy, delicious meals." She noted that as an architect, Paula valued the concepts of foundation and stability, telling Martha: "I want Open Arms to continue to do the amazing work of making a positive difference in clients' lives. We can't all be cured, but we can be healed, because Open Arms understands that food is medicine."

The hopes Paula had for her gift are embraced by Martha as well—that it helps to ensure Open Arms sustains a future where it is true to its mission, the staff are passionate, the volunteers are committed, donors are loyal, and the clients are well-fed. "I am quite confident that our hopes are a reality!" Martha adds.

 **3,164**
total donors

 **1,584**
new donors

EVENTS

Every event provides an opportunity to expand the Open Arms community. Our future depends on generating awareness, spreading hope, and inspiring action. We are grateful for your interest, participation and support.



13th Annual Moveable Feast
\$368,693
 raised, with record setting
 Fund-a-Need raising \$108,586

Turkey Drive
\$61,000
 total support for Thanksgiving meals
 of which 164 new donors gave \$10,093

+++ *Do good*



Cook-a-Thon
\$130,000
 raised, a 17% increase over 2016

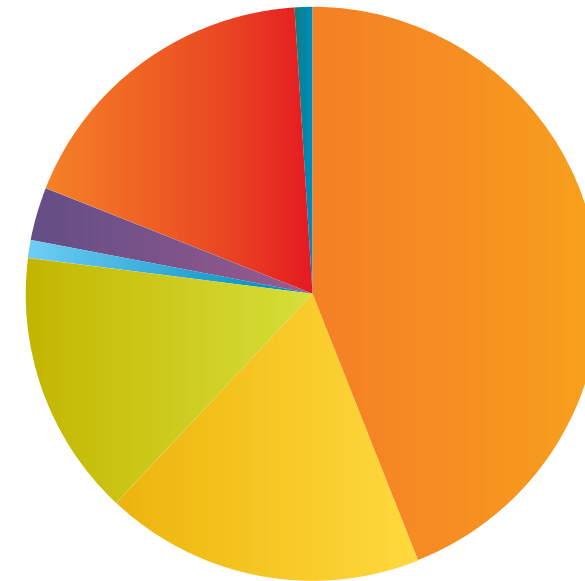
7th Annual Golf Classic
\$84,980
 raised, and 55 new donors



2017 BY THE NUMBERS

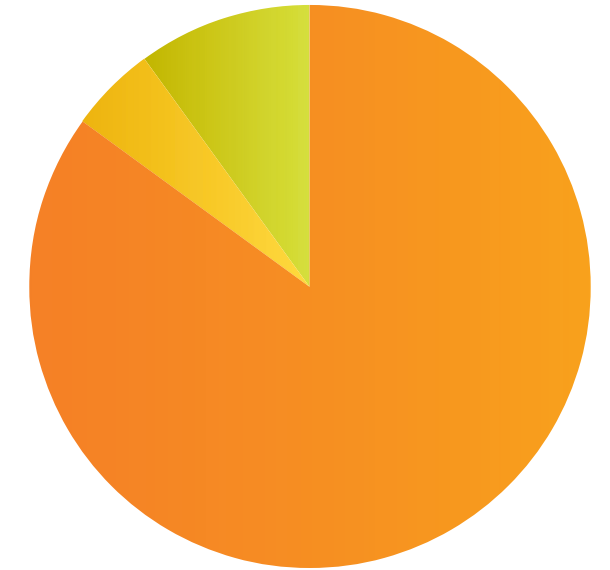
Our financial future depends on individuals, corporations, government grantors and foundations like you. We are grateful for your abundance, and we remain dedicated to prudent stewardship of these financial resources.

Operating Revenue & Support
\$3,209,518



Contributions 44%
Government 18%
Special Events 15%
In-kind Donations 1%
Earned Income 3%
Service Contracts 18%
Misc & Interest 1%

Expenses
\$3,243,023*



Program Services 85%
Management & General 5%
Fundraising 10%



11%
 increase in foundation/corporate
 giving from 2016

\$580,000
 gross earned revenue through
 new partnerships (contracts)

For more information on our 2017 financials, please contact Leah Hebert Welles, Executive Director at 612-767-7344 or leah@openarmsmn.org.

*Does not include non-cash depreciation.