Poverty is complicated and the experience is different for each individual and every family. We know the work we do is a marathon, sometimes a series of sprints, but always an endurance race that requires focus and commitment to do more. We are not solving the structural failings – economic, legislative, inequity – but we commit every day to leveling the playing field.

— Tracy Maki, CEO
DEAR FRIENDS,

We consistently read headlines and hear news reports that the economy is great, the stock market is breaking records and unemployment is down. These benefits clearly do not extend to all.

The financial stability of many families in our communities remains rocky with the threat of another economic recession. Many people in our community are juggling the high costs of healthcare and childcare with stagnant wage growth, and few options for affordable housing. That is why Valley Outreach is here to help.

We show the impact of this disparity and our tremendous growth in our Fiscal Year 2018/2019 service numbers and the stories outlined in this Annual Impact Report.

You might be wondering how our organization even begins to address the complicated issues of poverty. It’s simple. We welcome everyone in need of help and work with one person at a time to understand their situation and then go from there – providing food, clothes and personalized client support that ranges from case management, resources support/advocacy and funds.

We’re in the third year of a strategic plan that guides, focuses and prioritizes our work to always be in service of the people who come to us for help. It’s led us to integrate programs and grow others, actively seek new partnerships and build on our core work. We’re happy to share that it’s the foundation that allows us to meet the increased demand for our services and support while being good stewards of the gifts we receive.

We are community-powered and tremendously grateful to our donors, funders, partners, volunteers, board members and staff.

Thank you for taking the time to read our report.

LET’S MAKE IT BETTER. TOGETHER.

Sincerely,

Tracy Maki, CEO  Laura Fredericks, Board Chair
MISSION

WE HELP PEOPLE MOVE THEIR LIVES FORWARD THROUGH BASIC NEEDS SERVICES AND PERSONALIZED SUPPORT.

Valley Outreach provides people with a range of support – whether they need food, clothing or help navigating resources. All our services are available free of charge.

FOOD
At our SuperShelf certified food shelf we make it easier for people to access healthy foods, while promoting individual choice. People who shop at Valley Outreach can choose from a variety of products like fresh produce, deli items, milk, eggs, meat and packaged goods. And during our Bonus Friday program, we distribute fresh foods donated from local grocery stores. We also provide weekend Snack Packs for kids during the school year and offer Mobile Choice home delivery once a month for people who need it.

CLOTHING
Through our clothing program, clients may select high-quality, like-new clothing at no cost to them. We provide growing kids with clothes that fit, adults with apparel right for the workplace, everyone with warm gear for cold weather and the whole family with new socks and underwear.

CLIENT SUPPORT SERVICES
We provide personalized client support services like resource and application support, emergency financial assistance and case management. All services are based on individual needs determined through one-on-one meetings with our professional, highly-skilled staff (including licensed social workers) and volunteers.

Our primary client support services fall into the following categories.
• Resource and Application Support – We provide help navigating the complex network of social services.
• Case Management – We can help when you don’t know where to start. Work with our credentialed staff to identify specific goals, assess priorities and create a plan with support from our team.
• Emergency Financial Assistance – We have financial assistance available to help with expenses related to client goals. Our emergency fund is most often used for things like rent, security deposits, utilities, car repairs and medical expenses.*

* Emergency Financial Assistance is currently only available to people living within the Stillwater Area School District.
HOW WE DELIVER ON OUR MISSION

In 2017, we kicked off implementation of our strategic plan. We’re in our third year and the plan ensures that all the work we do is in support of our mission.

We design and implement programs for a broader, basic needs organization. Programs and service levels continue to be developed, improved, expanded and adapted based on client needs and engagement. This includes our own direct programming as well as partnerships.

We believe in the power of people to affect positive change and we’re committed to cultural competency in all we say and all we do. In sharing these values and our story, we reflect the communities we serve – the need, the inequality, the generosity and the possibility. We make informed decisions based on measures of success in both quantitative and qualitative forms.

We strive to be a collaborative leader in the St. Croix Valley and in Minnesota, creating stability for individuals and resiliency for communities. We use our experience and resources to proactively evaluate and address inequities in the food security sector through collaborations in programming, education, awareness and advocacy.

Below are just some of the highlights from our fiscal year 2018/2019.

- **Paid off our million-dollar building mortgage** thanks to a generous donation from an anonymous funder. This gift allows us to continue our commitment to this community and to be a stable place for people to seek help.
- **Hired a logistics coordinator** to lead the time-intensive work it takes to bring in, sort, stage and shelve food rescued from retailers.
- **Made the decision to expand our clothing program** to serve more shoppers, opening in Spring 2020.
- **Supported the opening of a weekly food distribution program with partners** at Comunidades Latinas Unidas En Servicio (CLUES) in East St. Paul.
- **Hired a director of finance and administration**, increasing professional expertise and expanding our staff leadership team.
- **Collaborated with SuperShelf partners to help expand the project to food shelves across Minnesota**, bringing the total number of certified SuperShelf food shelves to 20 and growing. We’re proud to be an instigator and founding partner of the movement, along with Health Partners, The Food Group, and the University of Minnesota.
- **Raised $150,000 at our annual Feed the Valley Cook’s Challenge event** – a mission-focused evening of food and fun featuring a cooking competition with local chefs.
IMPACT
WE START WITH YES.

Over the last 5 years, the number of individuals we serve every month has nearly doubled and the need for our services continues to grow.

In the last year, we served a total of 2,619 households, a 25% increase over the previous year. A total of 10,271 individuals.

Of the people we served, 33% were children.

We supported seniors (55+) through 5,842 visits to our food programs, which include our food shelf, Bonus Friday and Mobile Choice. A 45% increase from last year.
Did you know 32% of households only visit our food shelf once per year? We are here when people need us, regardless of how often they need help.

“I was in trouble; I honestly did not have any food left in the house. I kept putting off coming in here, but it got to the point where I needed help. You all made me feel so comfortable and welcomed. That is something that I will never forget. Thank you!”

– A Valley Outreach shopper
**FOOD PROGRAMS**

Through our SuperShelf certified food shelf, we make it easier for our shoppers to access healthy foods while promoting individual choice.

We distributed enough food for a record 1,146,278 meals equal to 1,375,534 pounds of food.

We served on average 840 families per month through just over 14,900 visits to our food programs.

**BONUS FRIDAY**

Just like the name implies, shoppers may come in and pick up extra items between their monthly shopping trips for extra produce, bread or other items. 4,594 of our total food program visits were to our Bonus Friday program.

**MOBILE CHOICE**

We take our food shelf on the road with Mobile Choice. It’s a program for clients with limited mobility due to age, health issues or a disability. Once a month we make deliveries to 35 homes.

**SNACK PACK**

Snack Pack is our community outreach program in partnership with Stillwater area schools. It helps fill the weekend food gap for elementary-aged students and reach families who may benefit from coming to Valley Outreach. Last year, we delivered 7,163 Snack Packs to local schools.
It’s such a blessing to receive all you give, but the way you give it is a gift within itself. Thank you for making us feel so welcome.

– A Valley Outreach client in a hand-written note
CLOTHING PROGRAM

Last year, we made the exciting decision to expand and rename our Clothing Closet to StyleXchange. We kicked off a remodel of former offices within our building that will double the size of our current space. We anticipate that we’ll serve more than twice the number of people we currently serve when we open later this year.

Last year we served almost 700 households, an increase of 8% over the previous year. We distributed more than 68,000 items of clothing, including nearly 16,700 pairs of new socks and underwear.

68,000+
ITEMS DISTRIBUTED

8%
INCREASE OF HOUSEHOLDS SERVED
IMPACT

CLIENT SUPPORT SERVICES

We provide a variety of supports and services to help people move their lives forward on their terms. When people come to Valley Outreach, they often need help with more than food and clothing. Almost 1,800 families received assistance from one of our client support services team, including licensed social workers.

Of these families –

- 92% also accessed a food program
- 67% received resources assistance through an intake meeting
- 24% received case management/application assistance
- 8% accessed financial assistance

1,800 FAMILIES ASSISTED
92% ALSO ACCESSED A FOOD PROGRAM
**CLIENT SUPPORT SERVICES: STORIES**

Poverty and hunger is complex and very personal. We can only do this work with the support of our generous community. Here are just two stories that highlight our impact.

A young mother in need of dental help approached a staff member last year. Our team learned that after experiencing pain for several months, she was told by her dentist that she needed a root canal. Unfortunately, she couldn't afford it. The pain was constant, and she found it hard to eat. Through it all, she came regularly to the food shelf with her children, to make sure her family was provided for.

As soon as our staff member learned of this issue, she moved into action quickly. Valley Outreach helped with money from our emergency financial assistance fund and partnered with other organizations to secure additional funding to cover the procedure. By the following Friday, the mother was in the dental office having the root canal. It was an honor for us to help someone take care of such a needed expense. Because our partners know and trust us, we have built these networks of resources to cover larger expenses – we can do so much more together!

A single, older gentleman has been working with our team since last fall to find housing. He spent the winter couch hopping and staying in his car. At the same time, he’s had numerous serious health issues. Besides offering resources, encouragement, and helping to fax paperwork to the important parties, the most critical service we offer is acting as a central communication liaison between the client and the County workers and/or apartment property managers. Through this consistent support, he has been able to secure an apartment to move into.

Our Client Services Support program is so important because Valley Outreach is where people show up when they need help. It often starts with coming in the door for food and from there our team can help them take the next step to have more stability in their lives.

**Learn more about how our services integrate to help the people we serve.**

Watch Monica’s story, The Road to Stability, on our website valleyoutreachmn.org

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Monica
FINANCIALS

FISCAL YEAR 2018/2019 OVERVIEW

REVENUE
GRANT RESTRICTED TO BUILDING: $1,222,624
OTHER REVENUE: $2,575,305

EXPENSES
$2,647,785

For a complete overview of our financials, read our Fiscal Year 2018/2019 Audited Financial Report at valleyoutreachmn.org/annual-reports.
THANK YOU

WE CAN ONLY DO WHAT WE DO WITH THE SUPPORT OF OUR DONORS AND VOLUNTEERS.
Individual giving is critical to our success. We receive no fee-for-service or government funding.
PEG LUDTKE
MONTHLY DONOR AND VOLUNTEER

“From volunteering at the front desk and witnessing both the need and generosity in our community, I know my monthly donation has a tangible impact in making life better for people. Valley Outreach is a place that renews one’s faith in just how much we can do to take care of each other.”

A full list of our donors is available online at valleyoutreachmn.org/annual-reports

If your name is missing or misspelled, please email kelly.unger@valleyoutreachmn.org.
Foundations, Civic Groups, Business and Faith Organizations

$10,000+
Andersen Corporate Foundation
F.R. Bigelow Foundation
Fred C. & Katherine B. Andersen Foundation
Hardenbergh Foundation
Hugh J. Andersen Foundation
Lakeview Hospital Grants Committee
Margaret Rivers Fund
United Way of Washington County East
University of Minnesota

$5,000+
Bridgewater Bank
Cub Cares Community Fund
Edina Realty Foundation
First Presbyterian Church
First State Bank & Trust
Julia Kaemmer Fund of the HRK Foundation
The Saint Paul Foundation
Shepherd of the Valley Lutheran Church
Simmet Family Charitable Fund
St. Paul Lutheran Church
Trinity Lutheran Church
Weekes Family Foundation

$2,500+
Ahola, Mack and Associates
American Legion Post 48 - Community Service
Ascension Episcopal Church
Blue Rose Capital Advisors
Greater Minneapolis Council of Churches
Kowalski's Markets
Lake Elmo Bank
Lake Elmo Lions Club
Midwest One Bank
Minnesota Masonic Charities
Noel & Judith Fedeje Foundation
The Pugsley Fund of HRK Foundation
River Market Co-op
St. Croix Yacht Club
St. John's Lodge #1, Stillwater Masons
Washington County

$1,000+
Associated Eye Care
Bethlehem Lutheran Church
Bluestone Physician Services
Coldwell Banker Burnet Foundation
CrossWinds Community Church
Darn Knit Anyway
David J. Brown LLC
DiaSorin, Inc
Fidelity Charitable Gift Fund
Fraternal Order of the Eagles #94
Hubbard Broadcasting Foundation
J & R Appraisals, Inc
Men's Club - Churches of St. Mary & St. Michael
Motion Tech Automation
Oakridge Community Church
River Valley Christian Church
Roof Tech
Sit Investment Associates Foundation
Society of St. Vincent DePaul/St. Croix
SRI, Inc
St. Francis of Assisi Catholic Church
St. Peter Lutheran Church/Stanley Consultants, Inc
Stillwater Baseball
Stillwater Investment Management, LLC
Summit Companies
The Wilford Family Foundation
Women's Association of Stillwater Country Club
Woodbury Lutheran Oak Hill Campus

$500+
AgriBank
American Polywater
Amnesty International Club Stillwater High School
Anchored Chiropractic
Anchors Aweigh
Bard the Cat Charity Fund
Baytown Quilters
Big Waters District UMW MN Annual Conference
Brine's Market
Chapter FN, PEO
Chestnut Consulting
Christ Lutheran Church - Lake Elmo
Christ Lutheran Church – Marine
Church of St. Charles
Countryside Repair, Inc
Dana Killam Violin Studio
David Hardware
Deluxe Corporation Foundation
Dunn Bros Coffee
First Resource Bank Stillwater
FIS
Friday Study Club
Friends of the St. Croix Valley
Girl Scout Troop 53680
Great Harvest Bread Company
HBMG Foundation
Jori and June Boutique
Keyot LLC
Kitchens of Stillwater
Lagersmith LLC
Lake Elmo Bank Employees
Lakeview Health Foundation
The Leary Group
Lift Bridge Brewing Company
Marquess Studios
The McDowell Agency
Stillwater Area High School National Honor Society
Stillwater Evangelical Free Church
Stillwater Middle School
Stillwater Trolley
Stoudt Law
Strategic Asset Preservation, Inc
TCF Foundation
Thomson Reuters
Thrivent Financial Foundation, YourCause
Walmart

$499 AND BELOW
American Legion Post 48 - Community Service
Ascension Episcopal Church
Blue Rose Capital Advisors
Greater Minneapolis Council of Churches
Kowalski's Markets
Lake Elmo Bank
Lake Elmo Lions Club
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Roof Tech
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Society of St. Vincent DePaul/St. Croix
SRI, Inc
St. Francis of Assisi Catholic Church
St. Peter Lutheran Church/Stanley Consultants, Inc
Stillwater Baseball
Stillwater Investment Management, LLC
Summit Companies
The Wilford Family Foundation
Women's Association of Stillwater Country Club
Woodbury Lutheran Oak Hill Campus

$500+
Church of St. Michael Council of Catholic Women
Cornerstone Land Surveying, Inc
Eckberg Lammers
First United Methodist Church
FIS Foundation
Goldman, Sachs & Co Matching Gift Program
Ideal Credit Union
Kyle Johnson Law
Ladies on a Roll
Mo-Tech Corp
Nuveen LLC
OSI Physical Therapy
Paiment Law Office
RBC Wealth Management, Stillwater
Rosendo & Charlotte Elizondo Charitable Foundation
Royal Credit Union
St. Andrew's Lutheran Church
St. Croix Education Association
St. Francis of Assisi Women's Council
St. Lucas Community Church
State Farm Companies Foundation
Stillwater Area High School National Honor Society
Stillwater Evangelical Free Church
Stillwater Middle School
Stillwater Trolley
Stoudt Law
Strategic Asset Preservation, Inc
TCF Foundation
Thomson Reuters
Thrivent Financial Foundation, YourCause
Walmart

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Anchors Aweigh
Bard the Cat Charity Fund
Baytown Quilters
Big Waters District UMW MN Annual Conference
Brine's Market
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Christ Lutheran Church – Marine
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Keyot LLC
Kitchens of Stillwater
Lagersmith LLC
Lake Elmo Bank Employees
Lakeview Health Foundation
The Leary Group
Lift Bridge Brewing Company
Marquess Studios
The McDowell Agency
LAKE ELMO BANK

Lake Elmo Bank supports Valley Outreach in several ways including team member volunteers, financial donations, engaging the community through food, clothing and fund drives at their locations and sponsoring our annual fundraising event, Feed the Valley Cook's Challenge.

“

At Lake Elmo Bank we have a long legacy of supporting our community through financial donations as well as encouraging employee volunteerism. We value our relationship with Valley Outreach and believe it's important to support programs offered by VO in order to invest in the success and stability of our community in a manner that has a positive social impact while meeting local needs.

– Becky Billingsley, Vice President, Lake Elmo Bank and Vice Chair of the Board of Directors at Valley Outreach

If your organization is missing or the name misspelled, please email kelly.unger@valleyoutreachmn.org.
VOLUNTEERS

Our programs depend on the time and commitment of our volunteers.

500+ HOURS
Dave Herder
Anthony Hoffbeck
Sharon Longnecke
Karen McLaren
Chris Nelson
Roger Peterson

400-499 HOURS
John Boulger
Cal Caturia
Andrew Kass
Michele Stephan
Beth Anne Sutcliffe
Debbie Trunzo
Sue Walsh

300-399 HOURS
Timothy Berens
Miriam Hackmann
Kathy Hagen
Haley Trudeau

200-299 HOURS
Shirley Branum
Robert Clements
Monique Dosdall
Lucy Golish
Nathan Hesse
Tubby Lohmer
Bill Martin
Mary Ann Nichols
Greg Pfouts
Joseph Pozzini
Jerrie Schneider
Trudee Watson
Louie Winslow

100-199 HOURS
Emma Abrahamson
Tim Almquist
Suzanne Anderson
Carol Banks
Patty Bell
Ann Bellows
Mary Bechthold
Karen Brandt
Sue Daniels
Sharon Docksteader

Gene Ecker
Laura Fredericks
Barb Foreman
Mary Gilbertson
David Hayden
Margaret Hayden
Jeannine Hoffbeck
Sharon Hoffmann
Christian Howlett
Jan Jagerson
Kathy Klonecki
Diane Laioje
Peggy Ludtke
Jan Lund
Pat Markwardt
Linda McGough
Sara Megchelsen
Scott Mills
Nancy Mortwedt
Betsy Neff
Diana Neumann
Dawn Pennie
Patricia Plunkett
Dorothy Stormont
Judith Tank
Barb Zusan

90-99 HOURS
Karen Barnett-Hughes
Dave Broberg,
Hank Drex
Deb Farrington
Siri Kellermann
Cheryl Kelly
Leah McLean
Kay Nelson
Sharon Rue Lewis
Peg Tully

80-89 HOURS
Eric Aarness
Peg Arnason
Bill Baker
Wendell Braun
Mary Dietz
Gayle Gerth
Dianne Nutzman
Audrey Reed
Samantha Schindler
Ann Voth

70-79 HOURS
Paul Copenhaver
Caleb Dosdall
Kathy Fagerlund
Linda Hainlen
Vicki Hogeboom
Warren Luckner
Jim Luger
Molly Martin
Lori Mildon
Cyndy Silkworth
Julie Sockwell

60-69 HOURS
Patricia Buck
Jacqueline Copenhaver
Katie Danaher
Noreen Filipp
Micky Nogle
Suzanne Pollack
Linda Smith
Wendy Worner

50-59 HOURS
Catherine Balay
Flora Holmberg
Robert Horning
Leigh McCoy
Gladys Ritter
Luke Schlosser
Mike Tate

40-49 HOURS
Brenda Aarness
Jean Baker
Rachel Colwell
Jean Dexheimer
Mary Koon
Jacquelyn Lafayette
Sydney Nelson
Katie Ness
Dan Peulen
Ginny Peulen
Melissa Stephan
Rogene Stolzen
Christie Wanderer

30-39 HOURS
Mike Adams
Diane Belter
Don Bishop
David Carr
Marguerite DeFore
Katie Gharrity
Mary Pat Hauck
Bruce Holcomb
Elsa Jozefow
Polly Logan
Bob Michaels
Dorie Nelson
Sandy Roslin
Marie Saterbak
Bonnie Sherod
Steve Sherod
Mark Stephan

20-29 HOURS
Kenna Bunde
Meredith Bruening
Ben Chaet
Mary Colburn
Dawn Fetter
Arloine Fuhr
Laura Funk
Craig Hoffbeck
Iona Holsten
Angie Huenink
Larry Janssen
Cheryl Kohout
Diane Legato
Maureen Lanoux
Jeannie Paulson
Michael Quinn
Warren Wasescha

A full list of our volunteers is available online at valleyoutreachmn.org/annual-reports
We are tremendously grateful to our dedicated team of volunteers. While the use of our services has increased, our volunteer numbers have gone down. **We need volunteers to help us in our mission and we’d love for you to join us.**

**CAN YOU HELP?**
Apply today at valleyoutreachmn.org/become-a-volunteer/

---

**MARILYN GARCIA**
VOLUNTEER

“The first day I stepped in there, I knew I was going to love it,” Garcia says. “I am just so happy to be able to give [people] the food they need.

Read more about Marilyn’s experience at Valley Outreach on our website valleyoutreachmn.org/news.

**830 VOLUNTEERS**

**26,832 VOLUNTEER HOURS**

We are tremendously grateful to our dedicated team of volunteers. While the use of our services has increased, our volunteer numbers have gone down. **We need volunteers to help us in our mission and we’d love for you to join us.**

**CAN YOU HELP?**
Apply today at valleyoutreachmn.org/become-a-volunteer/
LET’S MAKE IT BETTER. TOGETHER.

We can only do what we do with the help of our generous community. And we can do so much more when we work together. It’s so easy to make a difference in someone’s life and better our community. Please join us!

VOLUNTEER
We rely on volunteers to serve thousands of people every year. We have a variety of opportunities for individuals and groups to make a difference in the lives of people we help.

🔗 valleyoutreachmn.org/become-a-volunteer

DONATE FOOD, PERSONAL PRODUCTS AND CLOTHES
We welcome donations of non-perishable food, fresh produce, personal care items, baby food, diapers, wipes, gently-used clothing and new underwear and socks.

🔗 valleyoutreachmn.org/food-donations
🔗 valleyoutreachmn.org/clothing-donations

MAKE A FINANCIAL DONATION
Every dollar donated helps us serve the community and ensures we are a consistent presence for those in need. We accept cash donations in a number of ways and work hard to be good stewards of the gifts we receive. Gifts to Valley Outreach are tax-deductible and accepted online, in person and via the mail.

🔗 valleyoutreachmn.org/financial-donations

VALLEY OUTREACH
1911 Curve Crest Blvd. West
Stillwater, MN 55082
651-430-2739
www.valleyoutreachmn.org
info@valleyoutreachmn.org

GENERAL OFFICE & DONATION HOURS
(Please enter door 1901)
Monday – Friday 9 a.m. to 4 p.m.

WALK-IN HOURS
Monday/Wednesday 9:30 a.m. to noon
Tuesday/Thursday 4:30 to 7 p.m.
Friday 9:30 to 11:45 a.m.

BONUS FRIDAY FOOD PROGRAM
1 to 3 p.m. (by appointment)