



big IMPACT
big REACH
big HEARTS



Keystone
COMMUNITY SERVICES

Pioneer Press Special Section • June 12, 2016

2016 Report to the Community



our MISSION

is to strengthen the capacity of individuals and families to improve their quality of life.

Dear Friends,

We invite you to discover Keystone Community Services!

Even though Keystone is more than 75 years old, not everyone is familiar with this St. Paul-based human services organization dedicated to strengthening families, youth, seniors and neighborhoods. Here are a few key facts we'd like to share:

Keystone programs served more than 25,000 area residents in 2015. Of those, 94% were low-income. Our clients include working families, many juggling two or more jobs to get by; people caught in a personal economic crisis as a result of under-employment or extended illnesses; disabled adults and frail elderly getting by on fixed incomes; immigrant youth; and many others who are facing life challenges.

Our services are provided out of 7 locations around the community: three food shelf sites in Roseville and St. Paul, the Merriam Park and West 7th multi-service community centers, and two youth program sites including Express Bike Shop. And our outreach was extended last spring with our new traveling Foodmobile!

Nearly 2,000 area residents contributed their time and energy as Keystone volunteers last year, providing a critical link to many of our services. In addition, some 70 businesses and organizations show their commitment to the community as Keystone Business Partners.

Numbers are only part of our story. One food shelf user wrote: "You are helping my family get through a rough time. I can't tell you how much it means." In the pages that follow, others in the Keystone family share their personal journeys. We sincerely hope you will join us and support Keystone's mission to build a caring community where all can live with hope and dignity.



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2015 SNAPSHOT



Big impact

25,000 people served

94% of Keystone clients are low-income.

Big hearts

2,000 volunteers

Volunteers play an essential role in the delivery of services. In 2015, volunteers provided 34,000 hours of service.

Big reach

7 locations

Keystone programs serve much of the East Metro area and are provided at these locations:

2 multi-service community centers

Merriam Park Community Center

West 7th Community Center

3 food shelves + mobile food truck

Roseville Food Shelf

Rice Street Food Shelf

Midway Food Shelf

Foodmobile

2 program sites

Express Bike Shop

McDonough Community Center

basic NEEDS

**Keystone's 3 food shelves
and Foodmobile** serve a
large part of the East Metro.



A shopper makes her choices at the Roseville Food Shelf. Keystone's three food shelves are open five days a week.



Adult and teen volunteers help at the food shelves and at community food distributions.



Keystone's Foodmobile, introduced in 2015, travels to areas of high need in the community where people have difficulty getting to a food shelf.

Back in his home country of Iraq, Mohammad, a father of two, had a good job and a future. But like so many others, his family was caught up in the turmoil of that war-torn country. Eventually, the family escaped and resettled in Minnesota in 2012.

Now, the father of two spends his days focused on learning English and studying towards a GED, with the goal of a career in computer science. He also volunteers each week at the Roseville Food Shelf. "I first came to the food shelf to get food for my family. I felt comfortable there and wanted to help others like me. We were not allowed to study English in Iraq and it is hard for me. I enjoy volunteering and it is helping me with English."

Despite the trauma of leaving Iraq, Mohammad said he is glad to live in Minnesota. "It is good for my family."

“Keystone helps all people, no matter who you are.”



Keystone food shelves **distributed 2.1 million pounds of food** in 2015.

Nearly **1,000 households** received **crisis assistance** beyond food.

Keystone hosted **52 community education workshops** on topics such as budgeting, nutrition and parenting.



“This help has been a lifesaver.”

When the electricity in Lucia's home was cut off and she faced eviction, she was frantic. Lucia, a certified nursing assistant, had gotten behind in her bills due to a lengthy illness. Then she heard that Keystone might be able to help.

Lucia is from Eritrea and came to the U.S. in 1989 after spending years as a refugee in Sudan, having lost much of her family in the Eritrean war for independence. In Minnesota, she built a new life, supporting herself as a tailor and later as a nursing assistant and interpreter.

After recovering from her illness, Lucia went back to work and was struggling to catch up on her bills when the power was cut off. Keystone's family outreach worker networked with area agencies to help Lucia pay down the electrical bill and stabilize her financial situation.

Lucia was also able to use a Keystone food shelf to help stretch her monthly budget. Of her experience with Keystone, Lucia said, “I found I was not alone and that there were people here who cared about me; it was such a relief.”

Keystone strives to help individuals and families through crises toward long-term stability.



“Most people don't realize how great the need is for these services.”

Linda ran her own massage therapy business for 25 years and always loved helping people in need of rehabilitative therapy as well as those just wanting relaxation massage.

Four years ago, at age 69, she retired and underwent surgery for occupational injuries common among masseuses. Like many retired self-employed people, she has found getting by on her limited income at times very challenging. A neighbor told her about Keystone food shelves and she found she qualified for assistance.

“The people at the food shelf have been wonderful. I never felt looked down on,” she said. “I am so grateful for Keystone. I don't need assistance often, but when I do, it's a big help.”

A self-described “people person,” Linda now enjoys assisting shoppers as a volunteer at the Rice Street Food Shelf. “This is a way to give back to something I believe in,” she said. “I've seen people cry here after they received support because they are so grateful that someone cares.”



senior SERVICES

Meals on Wheels
volunteers
delivered **32,665**
meals in 2015.



Blood pressure screening is just one of many senior services offered at Merriam Park Community Center and West 7th Community Center.



Keystone's Active Seniors program promotes the well-being and independence of older adults through exercise classes and social activities like ballroom dancing.



Volunteers play a key role in the Meals on Wheels program, which helps homebound seniors remain living at home.

For Sue and Denny, the West 7th Community Center is a big part of their retirement lifestyle. They moved to the West 7th neighborhood in 2011 and have been involved in the programs at the community center ever since.

Sue attends the senior exercise class three times a week. Additionally, she helps out in the Senior Program office and volunteers for the health fair events. Together, Sue and Denny volunteer at the monthly Fare For All food assistance program at the center.

While Denny grew up in St. Paul, Sue was brand-new to the city when they moved. "I had just retired and had no friends here. The center was close by, so I started exercising and volunteering, and the two of us got involved in food distribution," she said. "The Center has become very important to us."

Besides developing wonderful friendships with fellow exercisers, Sue has reaped significant health benefits from the classes. "My blood pressure and cholesterol are lower and my asthma is much better. It's such a great program."



"The Center is like family, and we find purpose in helping out here."

Instructor-led exercise classes are offered **3 times a week at 2 sites**, along with many other fitness opportunities.

More than 1,000 older adults took part in the **Active Senior offerings in 2015.**

Case management and in-home services assisted **more than 1,600 seniors.**

“Keystone goes to bat for me when I have a problem.”

Judith cleaned Minneapolis homes for many years, often putting in long days to make a living. She became disabled in her 50s after a heart attack and stroke; she also has diabetes. These days, she relies on a walker and a motorized scooter to get around.

Nevertheless, Judith is a fiercely independent woman who admits it's hard to accept help. So when Keystone case manager Parker Holmboe arranged for her to receive housekeeping services, Judith was reluctant. But Judith has come to love having help to keep her small apartment, which she shares with two cats, neat and tidy.

Judith got connected with Keystone's Case Management Program several years ago which provides social work services to help seniors and disabled adults on Medical Assistance maintain their independence. With few relatives, Judith has found the program a big asset. "Parker's always got my back," Judith says.

“It's wonderful to see the volunteers. What a blessing they are!”

Born in Mississippi in 1939, Lillian grew up picking cotton as the child of tenant farmers. As a young woman, she moved north to St. Paul where she worked as a housekeeper and raised six sons. Health problems led to an early retirement, so she went back to school and earned her high school diploma at age 61.

Today, Lillian, 77, enjoys friends and activities in her senior hi-rise. But the highlight of each weekday, she says, is the visit of Keystone Meals on Wheels volunteers who come to her door. "I just love them," she said. "Without volunteers, we wouldn't be able to get these meals."

Lucille uses a walker and can't be on her feet for long. "It's hard to get out to shop and I can't cook much anymore," she said. "Meals on Wheels is very important and I am very thankful for it."



Keystone is dedicated to helping older adults and those with disabilities to remain living in the community of their choice with dignity and self-determination.



youth SERVICES

100% of youth in
Keystone summer
programs **maintained or
improved literacy skills.**



Youth Express works in partnership with youth to create and shape opportunities that develop their leadership, employment, and entrepreneurial potential.



The Hmong Peace Dancers, part of Keystone's youth program, helps Hmong youth maintain a connection to their culture. The group performs throughout the year.



Community Kids after-school and summer program, offered at West 7th Community Center, provides a safe place where children and youth grow in academic and life skills.

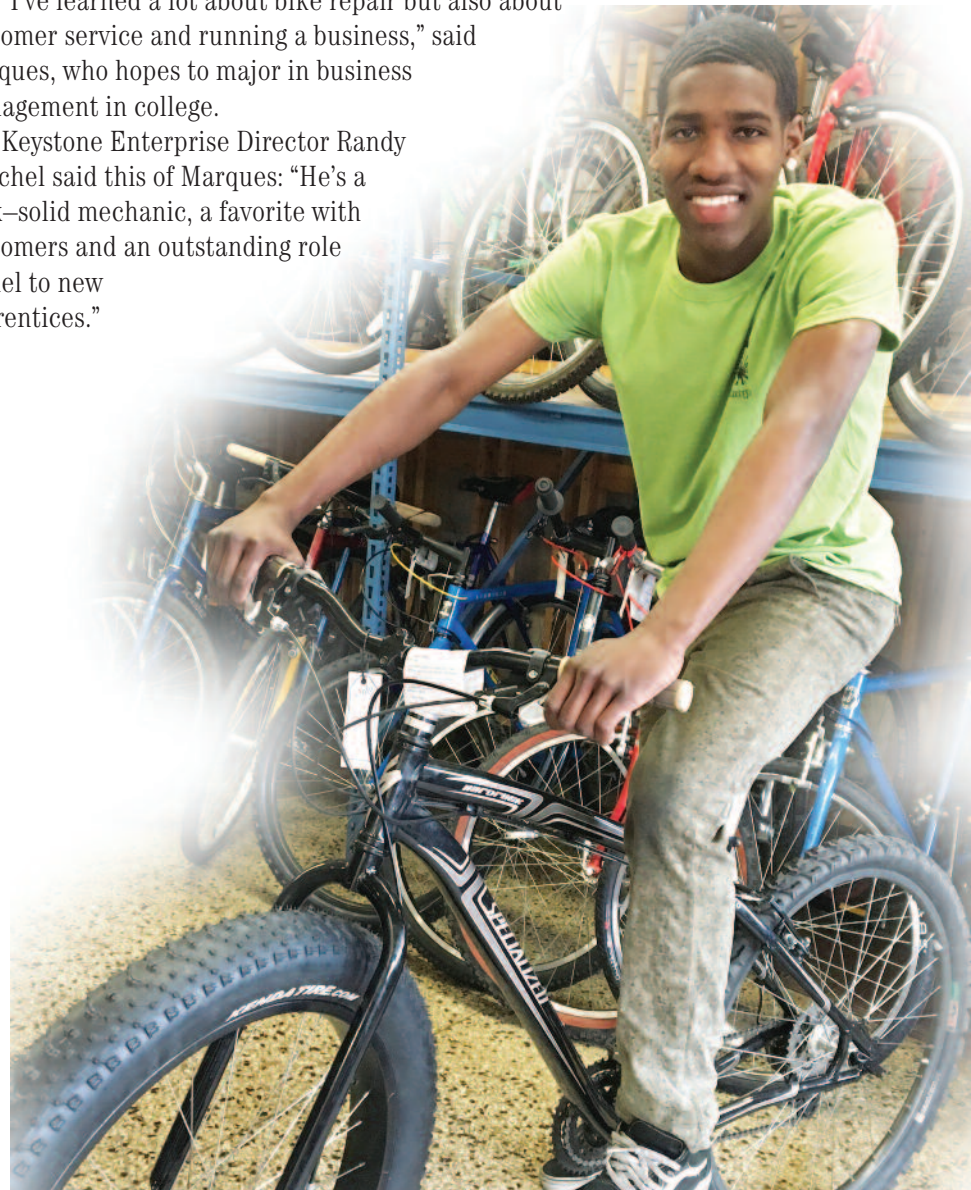
“I feel I’ve become more mature.”

Marques has always loved bikes, but these days, he does a lot more than pedal around town. As a Keystone youth apprentice, the Central High School junior spends his after-school hours and summers repairing and selling donated bicycles at the Express Bike Shop at 1158 Selby Avenue.

Express Bike Shop, a social enterprise of Keystone Community Services, is one of the opportunities offered by Keystone's Youth Express Program to prepare teens for the world of work. Donated bikes are refurbished by apprentices and then sold, with proceeds helping to cover the business' costs.

“I’ve learned a lot about bike repair but also about customer service and running a business,” said Marques, who hopes to major in business management in college.

Keystone Enterprise Director Randy Treichel said this of Marques: “He’s a rock-solid mechanic, a favorite with customers and an outstanding role model to new apprentices.”



Through the annual **School Supply Drive**, Keystone provided backpacks and school supplies to **375 youth** from low-income families.

Celebrating its 20th anniversary, the Express Bike Shop **increased its sales by 7%.**

Through after-school and summer programming across all grade levels, **Keystone served 350+ youth** in 2015.



Youth deserve every opportunity for a bright future. Keystone helps children and teens develop the confidence and competencies needed to succeed.

“West 7th helped me through academic challenges.”



West 7th Community Center is like a second home to Diego, 15, and his sister, Adamari, 10, whose parents are from Mexico. The two have been attending the Community Kids After-School Program for years, and, now that he's in high school, Diego is a volunteer and mentor.

“I started at the program in fourth grade. Both my parents work long days and they didn't want me to be home by myself after school,” said Diego, a junior at Cretin-Derham Hall. “The program really helped me a lot in school.”

Adamari started at Community Kids in kindergarten. “I was so excited because my brother told me about all the great things I'd get to do,” said Adamari, a 5th-grader at Holy Spirit School.

As a son of immigrant parents, Diego said he appreciates the supportive community at Keystone. “I'm volunteering because I want to help kids from different cultures whose parents don't speak much English.”

“I want to be a good example to these kids.”



Born in a refugee camp in Thailand, Bee was five years old when her family immigrated to St. Paul and settled in McDonough Homes in St. Paul's North End.

As she grew up, Bee spent her after-school hours attending Keystone's Hmong Youth & Family Program, which helps kids and their parents who live in and around McDonough manage the challenges of adapting to life in a new culture.

“Keystone helped me make new friends and learn new skills,” said Bee, who has five younger siblings and hopes to become a pediatrician. “The program is a safe environment and I grew up feeling more connected to my community.”

Today, Bee is a Central High School junior and a tutor in Keystone's Teen Tutoring Program, which offers teenage youth a paid job experience working with children in need of additional academic support. “It makes me feel good when I help them understand a math problem or read better,” she said.

volunteers

1,025 ongoing volunteers
and 948 occasional
volunteers and groups
served Keystone in 2015.

“Volunteering at the food shelf makes me feel really useful.”



When one of Michaela's siblings needed food shelf assistance, she went with him to the Keystone's Midway Food Shelf. “I came away so impressed that my brother was treated with such dignity and respect,” said the retired secondary teacher. “I thought that this was a place I could work in retirement.”

Michaela became a Keystone volunteer in 2010 and works two days a week at a variety of tasks, including preparing the produce display.

She has also volunteered and contributed to Keystone's annual school supply distribution. “As a former teacher, I know first-hand how important it is for a child to have all the needed supplies, especially at the start of a school year.”

“It is really important for children to have this opportunity.”



In retirement, Jeff enjoys traveling, reading, and exercise — but “there's more to life than having a good time — I like to give back,” he says.

One day a week, Jeff volunteers for the Keystone Hmong Youth & Family Program at McDonough Community Center, assisting teen tutors to help children achieve in school. “My generation has been the beneficiary of a relatively inexpensive education and good-paying jobs. It's tougher for young people today, especially for immigrants and their children, so this is really important. Education is vital to their future prospects and to the social and economic future of our country.”

Three-year-old Lincoln charms Meals on Wheels clients with his sweet smile as he and his mother, Kelly, make their rounds delivering hot meals to homebound elderly and disabled individuals in the Keystone service area.

It's a volunteer job that Kelly selected several years ago because she could do it with her



“Delivering meals is a great thing for me to do with my children.”

two children. “Both boys love going with me to deliver meals,” Kelly said. “And most clients seem to get a big kick out of them.”

Kelly says Meals on Wheels has taught her boys respect for older adults. “They are used to seeing people with walkers and in wheelchairs and aren't fearful or shy at all. Delivering meals normalizes the elderly for children in a wonderful way.”

In a few months, Andrea will be awarded her bachelor's degree in health care management, a goal she has worked towards for more than five years.

When she came to Minnesota 11 years ago from Argentina, Andrea spoke little English. She slowly worked her way up to manager at a fast-food restaurant. But she knew she wanted a different career and started college courses.

To help make ends meet, she went to the Roseville Food Shelf. “At first, I was hesitant because of what people would say or how I would be treated. But right away, I fell in love with the food shelf and wanted to be part of it.”

So, in between classes, studying, and caring for her family, Andrea has been volunteering at the food shelf, often using her bilingual skills to assist Hispanic shoppers. “There is a stigma about people using the food shelf. But they are people just like you and me.”



“There is no judgment at the food shelf.”

business PARTNERS



Keystone Community Services is honored to have businesses, listed here, that contribute to keep our services and programs strong. Many businesses in our community have joined us as Keystone Business Partners, making commitments to provide financial support and dedicate time and talent serving in Keystone's programs.

To learn more about Keystone Business Partners, go to www.keystoneservices.org or call 651-603-6650.

“Our employees like that we are good neighbors in our surrounding community.”

Asian Foods has been supplying high-quality food products to customers around the Midwest since 1985. From its beginning, giving back to the community has been part of the company's culture, including providing opportunities for its 125-plus employees to get involved.

A Keystone Business Partner since 2012, Asian Foods first hosted a now-annual employee food drive in support of the nearby Keystone Rice Street Food Shelf. That led to involvement in Keystone's Gifts of Hope holiday program, with employees purchasing gifts for struggling families and wrapping gifts at Keystone's headquarters (see photo below). The company also supports Keystone's School Supply Drive, providing backpacks and supplies for low-income youth in Keystone programs.

“Keystone provides critical services and does a good job getting resources to people who need them, including many new immigrants,” said Asian Foods president Kevin Berg, pictured at left. “Our company has always served people just getting started, helping them to be successful. Partnering with Keystone is a natural extension of that.”



Kevin Berg,
president,
Asian Foods

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get INVOLVED

Keystone
COMMUNITY SERVICES



Ways to Help:

Find one that's right for you!

Volunteer...

- Deliver Meals on Wheels
- Help out at a food shelf
- Tutor young people

Participate...

- Host a used bike drive
- Sponsor a family for the holidays
- Collect food for the food shelves
- Shop at the Express Bike Shop

Contribute...

- Food and personal care items
- School supplies
- Holiday gifts
- Used bicycles

Donate...

Go to keystoneservices.org and click on the Donate button.

Learn more about all the ways to get involved by calling **651-645-0349** or email volunteer@keystoneservices.org.

Contact Us!

Web: keystoneservices.org

Email: info@keystoneservices.org

Phone: **651-645-0349**

Mail: **2000 St. Anthony Avenue, St. Paul, MN 55104**



THANKS TO OUR DONORS

Keystone Community Services deeply appreciates the financial support of its more than 1,600 organizational and individual donors. Listed here are the corporations, foundations and faith communities that made contributions of \$2,500 or more to Keystone or West 7th in 2015. A list of all 2015 donors can be found in our 2015 Annual Report summary, available on the Keystone website.

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