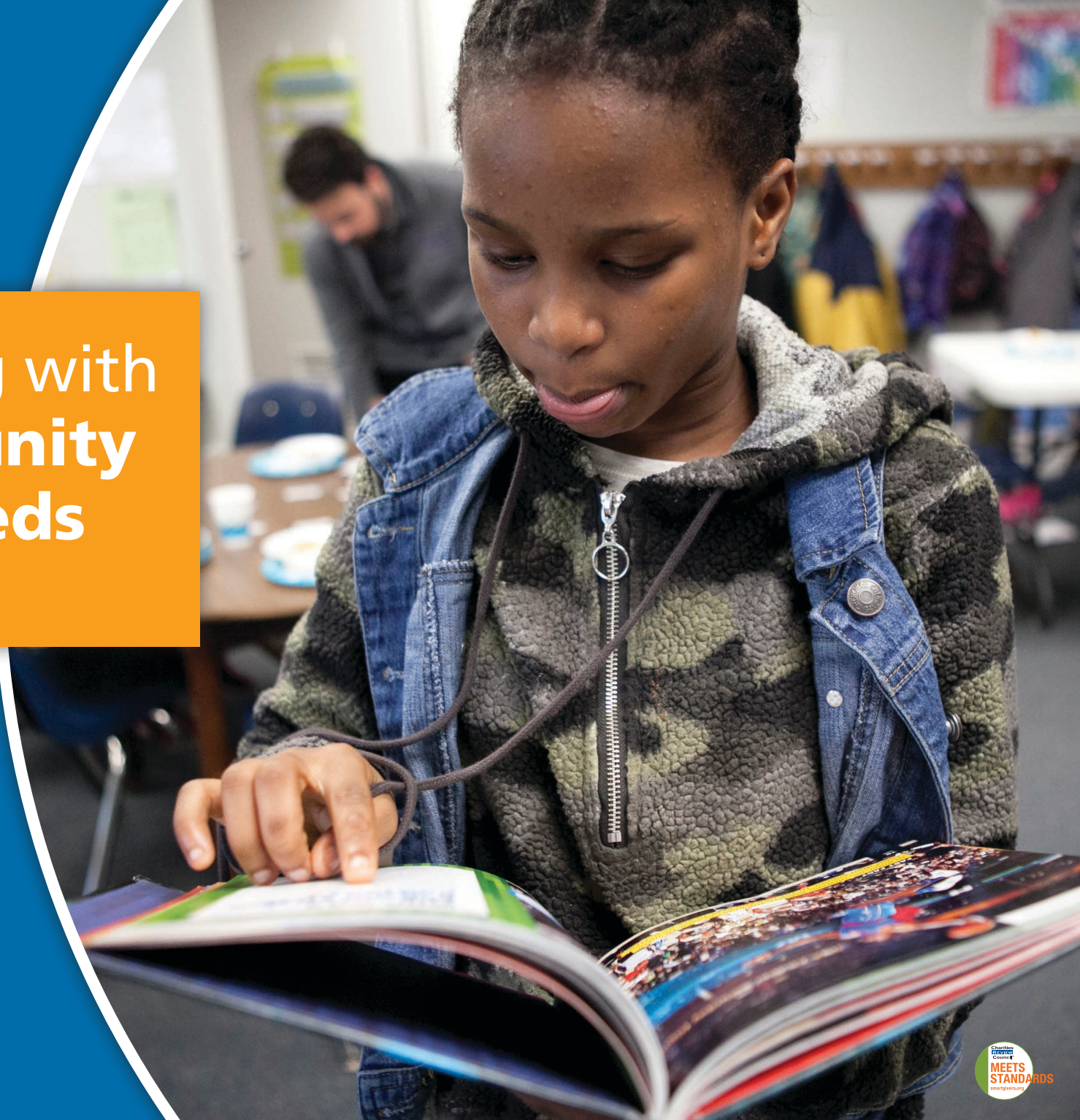


Connecting with our **Community** to meet **Needs**

2019 ANNUAL REPORT



Leadership Letter

In 2019, Keystone celebrated 80 years of being a valued and trusted resource in the community. Keystone was founded by neighbors who wanted to support their new neighbors so they felt connected to their community. Connecting people to their community and responding with support is what we did in 1939, and it is what we still do today.


None of this work is possible without you! Our community of donors, volunteers, advocates, community partners and supporters are the heart of everything Keystone does, and we are so grateful for all the ways you shape and help us support our neighbors.

Honoring our 80-year tradition of connecting with our neighbors to learn about and meet community needs, in 2019 we embarked on a large strategic planning process to help shape the strategic direction for Keystone for the next five years. Through this comprehensive strategic planning process, more than 750 community members including program participants, business partners, volunteers, donors and faith community leaders participated in community engagement activities during the planning process.

Your voice matters – these survey results, conversations and community meetings helped set strategic goals that will shape Keystone's path forward and provide support for more people. Thank you! We invite you to read the strategic goals you helped create for Keystone on page 3 and we look forward to sharing more updates about our goals with you in the months and years ahead.

This 2019 Annual Report features program highlights and stories about everything you make possible in our community. Thank you for your generous support!

Sincerely,


Julie Novak
Chair, Board of Directors


Mary McKeown
President



Our Mission

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

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* *Partial year of service*

Keystone Program & Agency Updates from 2019

– 37,544 people were supported by Keystone programs in 2019. This represents a 14.9% increase in people served from 2018.

97% of participants were at or below 200% of the Federal Poverty Guideline and 76% were people of color.

Thank you to the 750 community members who helped shape Keystone's strategic direction for the next 5 years.

Keystone's 2020-2024 strategic plan includes four key goals:

- 1 Nourishing, Caring and Connecting:**
Community members receive food, emergency assistance and connections to resources.
- 2 Investing in Futures:**
Seniors, youth and families are supported in creating and advancing their goals for their future.
- 3 Connecting our Community:**
Community members have opportunities to connect with and care for their community.
- 4 Growing our Capacity:**
New and enhanced infrastructure is in place to support our community.

Scott has been volunteering in food shelves for over nine years and finds this type of service very meaningful. When he moved to Roseville, he wanted to volunteer at a food shelf closer to home, so he started volunteering with Keystone.

Scott primarily volunteers on our Foodmobile but consistently picks up shifts at our other food shelf locations as well. Scott is such a humble volunteer, and when asked what Keystone means to him, he said,



"Keystone has the most professional staff I have ever experienced. It is an honor to do this work alongside them and all of the other incredible volunteers I have the pleasure of working with."



Vital Role of Volunteers:

In 2019, a total of **2,579 volunteers** served **33,663 hours** supporting participants in our programs. Their contribution of **time is valued at \$947,613.**

Equity – Keystone values and respects the rich diversity of our community.

Equity is one of our core values as an organization. For the last four years, Keystone Community Services has been strengthening our commitment to equity with a focus on hiring, program operations and leadership. We developed overall Equity and Inclusion goals for Keystone and we are measuring our goals through a data-driven model which includes organizational equity and inclusion surveys (2017 & 2019), employee demographics and employee surveys (2018 & 2020) that help us measure progress in our three goal areas.



Keystone's Equity and Inclusion Goals and Progress Reports:

Goal	Progress Updates			
Attract and retain a diverse workforce and volunteer leadership team which reflects the community served by Keystone.	42% of our staff members are from communities of color	33% of our supervisory staff members are from communities of color	29% of our senior leadership team are people of color	21% of our board leadership is from communities of color
Provide an inclusive culture that welcomes, supports and draws upon the diverse perspectives of Keystone staff, participants, volunteers and community members.	Our 2019 Organization Equity and Inclusion Survey results showed improvement from 2017 survey results in 4 areas. Equity goals and practices are embedded in all program areas and areas that needed improvement included aligning organizational data collection across programs, engaging community members in program design and engaging board leadership in organizational equity practices			
Develop culturally competent expertise in staff and volunteers so we can understand and be responsive to the diverse needs of the community Keystone supports.	In 2019, Keystone hosted three workshops for all staff focused on equity and inclusion education. We also hosted a movie and discussion series for staff, volunteers and community members.			

While we are proud of our progress over the past four years, we know we still have work to do. We are tracking progress on our goals using the surveys above, data gathered from our community and post-training evaluations.

Basic Needs Program – helps low-income individuals and families so that they have foundational supports in place to be self-sufficient, stable and successful.

Food Shelves: Keystone is the largest provider of emergency food services for the metropolitan areas of St. Paul and north suburban Ramsey County, including the communities of Little Canada, Roseville, Lauderdale and Falcon Heights. Services are provided through two bricks-and-mortar food shelf locations.

Foodmobile: The Foodmobile, a mobile food distribution vehicle, travels to neighborhoods identified as high need, with low access to nutritious food sources. This mobile service ensures people with transportation barriers can access food shelf services.

Crisis Assistance: Through crisis assistance and family services, clients are connected with needed services and resources including budget counseling; housing, utility and transportation assistance; and screening for government programs.

Basic Needs 2019 Service Stats:

Food Shelves:

31,156 individuals served and **2.4 million pounds of food** distributed through Keystone's food shelves, Foodmobile and Free Farmers Market produce distribution events.

Crisis Assistance:

587 households received crisis assistance support and other supportive services to promote stability and success. Distributed **\$150,966 in crisis funds** to help families through emergencies.

Case Management:

46 households were served with family case management services by Community Social Workers. In June 2019, Keystone discontinued their contract with the Suburban Ramsey Family Collaborative (SRFC) which provided this service.

2019 Basic Needs Program Highlights:

- **Increased demand for support:** Participation at all food shelf sites, including mobile distributions, increased every month January through August, reaching new service levels. In total, participation in our basic needs programs increased by 9.5% over 2018 service data.
- **From 3 food shelves to 2:** In August 2019, our Roseville food shelf lease was terminated early and as a result participation dramatically increased at our food shelves in the Midway and in the North End on Rice Street. We continue to look for long-term solutions to have the space to offer vital food shelf and basic needs services for our community.
- **Expanding mobile programs:** We continued to expand our Foodmobile program and by the end of 2019 we were offering 30 or more mobile food shelf distributions every month in St. Paul, Roseville and Little Canada.
- **You bought a second Foodmobile:** At our 2019 Keys to Success Gala, our community generously contributed the funds to purchase a second Foodmobile to expand this vital mobile food shelf service in the community! We purchased the truck in December and the new vehicle is out on the road now in 2020!
- **Increasing crisis assistance:** With expanded staffing and resources, Keystone was able to assist more families in need of crisis support, serving 33% more people in 2019 over 2018.



Sean had been out of work for two months when he visited the Midway food shelf for the first time and he shared with staff that he literally had no food in his house and had not eaten since the day before. After filling his shopping cart, Sean said, **"I didn't think that I'd get this much food. This really saved me. Thank you so much."**

Senior Services – helps older adults stay engaged and connected as valued members of the community. All services are designed to help adults age 55+, age with dignity, connection, health and independence.

In-home Services: Programs help participants with their goal of remaining independent and living at home. In-home services vary based on each person's needs. One example of an in-home service is Meals on Wheels, which provides hot or frozen meals at lunchtime delivered by caring volunteers.

Active Seniors Program: A year-round program designed for older adults age 55 and older that offers a wide-array of activities intended to support independence and enhance quality of life. Participants choose from the program's many offerings according to their desires and interests. Program examples include: fitness classes, health screenings, wellness workshops, social activities, holiday parties, crafting groups and more.

Case Management Services: Designed to support people in challenging circumstances maintain their stability and independence. Social workers and care coordinators help clients find and connect to resources and services that solve problems to maintain self-sufficiency. Case management assists seniors and adults with disabilities through several home- and community-based Medical Assistance waivers. Services are also provided to clients on a private-pay sliding fee scale.

Senior Services 2019 Service Stats:

Active Seniors Program:

1,600 older adults took part in recreation, health, education and social activities.

In-Home Services:

368 seniors served. 233 Meals on Wheels volunteers delivered 23,038 meals.

Case Management:

1,078 seniors and adults with disabilities were supported with services to keep them living in the community.



Orville doesn't have any family or close friends to help him in times of crisis. He reached out to Keystone because he was struggling financially after he had to stop working at the local grocery store because he had fallen and those injuries were affecting his mobility. His limited income covered his rent and utilities but left very little for basic essentials like food. By working with Keystone staff, Orville got connected to resources and now is financially stable, always has enough food to eat and knows who to call if he needs help in the future.

He said, **"I can't thank you enough. I really appreciate all you've done for me. I had no idea where to even start."**

2019 Senior Services Program Highlights:

- **Keeping seniors active & engaged:** We offered 1,577 different activities and events for older adults in 2019, including adding an additional day of pickleball which is quickly becoming a favorite activity, especially for younger seniors.
 - ✕ **95% of senior program participants** surveyed reported feeling more connected to their community because of the activities they attend at Keystone.
- **Surveying client satisfaction:** In 2019, our case management department completed a large evaluation process, including surveying participants to gauge their satisfaction with the program and see if there are other ways we can offer them support.
 - ✕ **95% of respondents** reported feeling their quality of life had improved because of the support from their case manager and that their case manager helped them accomplish their personal goals.
 - ✕ **97% feel** their case manager is respectful of their culture.

Youth Services – unique programs designed to help youth develop the academic, communication and early employment skills needed for successful adulthood.

Best Buy Teen Tech Center: Keystone's Best Buy Teen Tech Center is a modern, technology-driven space for youth aged 14 to 18. Located in the Lexington-Hamline neighborhood, this after-school center allows teens to work on projects they are passionate about, giving them the opportunity to learn valuable skills from both fellow youth and adult mentors in the process. Keystone is proud to operate a Best Buy Teen Tech Center, a member of the Clubhouse Network, a collaboration with the MIT Media Lab.



Community Kids:

Serving youth in grades K-10, Community Kids is a 21st Century Community Learning Center and an accredited program, offering year-round daily academic and youth development experiences which promote young people's success in school and in life. Program elements include math and reading classes with licensed teachers, homework help, social-emotional and STEM learning offerings.

Teen Tutor Program: Keystone's Teen Tutor Program offers academic tutoring for youth in grades K-5 by paid and specially trained Teen Tutors. The program is offered at the McDonough Recreation Center and serves youth who live in the North End of St. Paul. In this year-round program, tutors provide both academic and social support to the elementary age youth. Keystone provides intensive training and supervision so that Teen Tutors can successfully provide evidence-based tutoring and thrive in their first job.

Teen Employment Program: Keystone offers unique opportunities for young people to acquire the skills and experience to be successful in the workforce. The program serves low-income St. Paul youth, primarily ages 14-18, who face numerous barriers to accessing employment opportunities. Express Bike Shop, a social enterprise of Keystone Community Services, is a full-service bike shop and acts as a learning lab for teens who want to learn bike mechanic skills and learn how to operate a small business. Revenue from Express Bike Shop supports the overall teen employment program. Teens also work at Keystone program sites and in 2019, local businesses hosted teen interns who were part of our C2C program at the Best Buy Teen Tech Center. All program sites support youth in developing work-readiness skills to prepare them for any workplace.

Youth Services 2019 Service Stats:

Teen Tutor Program:

44 students, grades K-5 served. 86% of students participated in programming 30 days or more during the year. By the end of the 2018-19 school year, 95% of students improved their literacy skills as measured by progress through Sonday System and Fastbridge Assessments.

Community Kids:

157 students, grades K-10 served. 82% of students participated in programming 30 days or more during the year. 80% of participants at Community Kids demonstrated positive behavior and expressed that the program supports positive relationships between youth and adults.

Teen Employment Program:

44 teens gained work readiness knowledge and skills through training and/or paid apprenticeships.

Best Buy Teen Tech Center:

154 teens participated in the program and 101 of those youth attended 5 or more times in 2019.

Youth Services *(continued)*

Youth Services Program Highlights:

- **Early employment leads to more opportunities for teens:** All of the Teen Tutors employed over the past four years have graduated high school and 90% are enrolled in post-secondary institutions.
 - **Expanding youth employment opportunities:** In 2019, we had the highest number of youth apprentices who worked in our programs. In total 44 youth were employed in Keystone programs.
 - **First Cohort of Technology Internships for Teens:** In 2019, Keystone hosted the first Career Pathways Program cohort of youth who completed training and summer internships at the Teen Tech Center. In total, 11 students completed technology-based internships in the community through partnerships with Topline Federal Credit Union, Saint Paul Chamber of Commerce, Tools For Business, Inc., Blue Grotto and others.
- ✗ **96% of youth** surveyed at Keystone's Best Buy Teen Tech Center said they were likely to use skills learned in future careers/jobs.



"I started with no confidence when I began working in Express Bike Shop, but the more the staff guided me and taught me, I began to gain confidence." – Youth Apprentice



Tim was a third-grader when he started attending Keystone's Teen Tutor Program after his family moved into St. Paul's McDonough Homes. Now in high school, Tim is a tutor with the program, working primarily with Hmong and Karen children to improve their English as well as reading and math skills.

"I liked this program so much when I was a kid, this seemed like a great opportunity to help others out,"

he says. Tim now plans on going to college to be a teacher. **"I had thought of doing other things but after being here and working with these kids, I think I probably want to be an elementary school teacher. Doing this just makes me really happy."**

2019 Financial Overview

Statement of Activities

For the Year Ended December 31, 2019
With Comparative Totals for 2018

Revenue	2018	2019
Contributions	\$1,492,329	\$1,631,472
In-Kind Contributions	331,445	1,272,330
United Way	378,650	346,075
Fees for Service	2,199,542	2,035,242
Bike Sales	270,083	297,744
Less Cost of Good Sold	(68,938)	(92,760)
Other Revenue	413,276	881,638
Total Revenue	\$5,016,387	\$6,371,741

Expenses

Basic Needs	\$1,308,028	\$2,179,748
Youth Services	786,921	707,038
Senior Services	669,001	448,814
Case Management	1,246,053	1,327,622
Express Bike	281,178	434,261
Management & General	764,455	823,658
Fundraising	302,162	307,685
Total Expenses	\$5,357,798	\$6,228,826
Change in Net Assets	(341,411)	142,915
Net Assets, Beginning of Year	\$3,105,845	\$2,764,434
Net Asset Period Adjustment		(324,816)
Net Assets, End of Year	\$2,764,434	\$2,582,533

Statement of Financial Position

For the Year Ended December 31, 2019
With Comparative Totals for 2018

Assets	2018	2019
Cash and Cash Equivalents	\$143,342	\$48,443
Receivables		
Fees for Service Contracts, Net	529,378	703,533
Inventory - Bike Express	50,490	20,227
Prepaid Expenses	45,026	59,514
Investments	1,331,214	1,553,983
Property and Equipment, Net	932,058	925,748
Total Assets	\$ 3,031,508	\$3,311,448

Current Liabilities

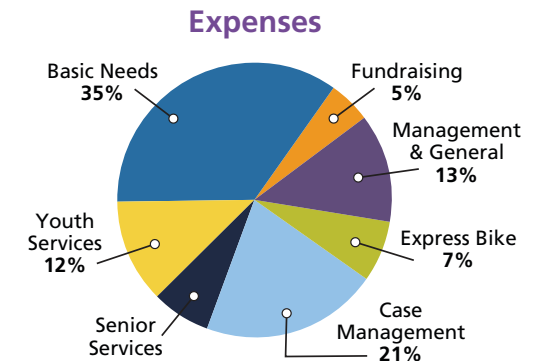
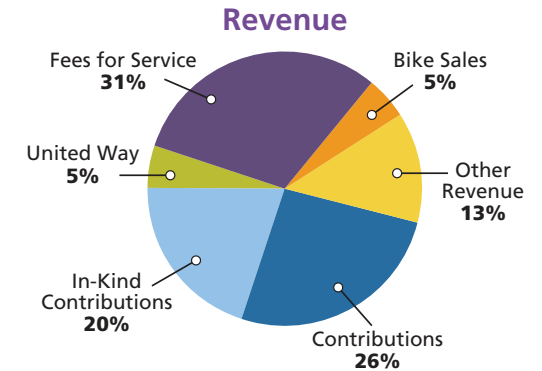
Accounts Payable	\$114,613	\$126,052
Advances - Accrued Vacation	55,686	65,867
Accrued Expenses - Accrued Payroll	17,272	24,686
Deferred Revenue		78,822
Notes Payable - Current		35,144
Total Current Liabilities	\$187,571	\$330,571

Non-Current Liabilities

Note Payable		303,841
Line of Credit	79,503	94,503
Total Non-Current Liabilities	79,503	398,344
Total Liabilities	\$267,074	\$728,915

Net Assets

Without donor restriction	2,640,059	2,457,341
With donor restriction	124,375	125,192
Total Net Assets	2,764,434	2,582,533
Total Liabilities and Net Assets	\$ 3,031,508	\$3,311,448



Thanks to our 2019 Donors

More than 1,200 donors generously gave financial contributions to propel Keystone's work in the community! You make everything at Keystone possible!

Our apologies for any omissions or errors in presenting our 2019 donors. If you have any questions or concerns, please contact Jen Winterfeldt at 651-603-6650.



Government Contracts & Significant Partnerships

AARP
Best Buy
CACFP Afterschool Meals Grant Program
City of St. Paul Right Track and Parks & Recreation
Clubhouse Network
Community Sharing Fund
Greater Twin Cities United Way
Hennepin County
Hunger Solutions Minnesota
Living At Home Network
Loaves and Fishes
Medica
Metro Meals on Wheels
Minnesota Alliance with Youth
MN Department of Education
21st Century Learning Center
MN Department of Human Services
North Suburban Golden K
Kiwanis Club of St. Paul
Ramsey County
Second Harvest Heartland
Senior Services Consortium of Ramsey County
Sprockets
State of Minnesota

Suburban Ramsey Family Collaborative
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\$10,000 and over

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