



Accelerating Support for our Community

2020 ANNUAL REPORT



Leadership Letter



Our Mission

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

2020

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How do you begin to talk about 2020? In one short year, our community experienced a pandemic, civil unrest, and a racial justice reckoning. We battled rising unemployment, struggled with mental health, and fought tirelessly to maintain a sense of normalcy and togetherness for ourselves and our families. This year left so many people uncertain about their future and more isolated. No one could have expected the crisis of 2020, and we didn't expect that Keystone would be called upon to quickly support so many more people in our community.

When the pandemic hit in March, Keystone rapidly shifted to respond to the dynamic community needs during an unprecedented time. We provided virtual programming to keep seniors, youth, and families connected during a lonely time, and we made fast decisions to keep our food programs open and get more food to more people in need. But we didn't do it alone. It was only with your support, generosity, and eagerness to help our neighbors that we were able to say, "yes, we can help" to everyone who turned to us for support in 2020. You showed us first-hand what it means to be there for each other. We saw the best of humanity in our volunteers and donors. And for that, we will truly never be able to thank you enough.

In October, Keystone launched our Acceleration Fund as part of our 2020-2024 Strategic Plan. This fund expands services to help more people meet basic needs, achieve stability, and live with connection. You helped us raise over a million dollars in just three months, making it possible for Keystone to quickly expand existing support and add new services that addressed the emerging needs of our community during a difficult year.

This 2020 Annual Report features program highlights and the many ways you helped us respond to the COVID-19 pandemic. I have said it before, and I will say it again: so many times last year, I was left truly speechless. 2020 was a year unlike any other, yet throughout the last year and continuing into 2021, I have also been left speechless by the amazing generous spirit of our community. We couldn't do it without you, and we're grateful for you!

Sincerely,

Mary McKeown
President



Leading with Equity as we increased response during the pandemic

The work of becoming an equitable community where everyone can thrive is ongoing. Keystone is committed to being a source of support for everyone by providing services focused on supporting those who are most affected by inequities in our community.

Equity is one of Keystone's core values, and never has the concept of equity been more important to acknowledge and focus on than in 2020. The COVID-19 pandemic illuminated societal inequities in new ways. We saw women and people of color disproportionately losing jobs, elderly neighbors struggling and isolated, and youth of lower socioeconomic status falling behind in school without access to academic resources.

As we revised our programming in 2020, our decision making was focused on ensuring our services were reaching those most impacted by the pandemic. We worked side by side with our neighbors to learn about what they needed and expanded our services to provide relief and support where we could.

Through your support, Keystone helped more than 40,000 people have food, connection, and a little more stability, during an increasingly difficult time.

As you read through this Annual Report, you will see how each of our program areas went above and beyond to serve our community throughout the pandemic.



Here are some highlights to give you a sneak peek:

- Keystone was one of just two agencies in Ramsey County to launch the **COVID Food Assistance Program (CFAP)** in June. This USDA program became the basis for 21 community distributions between June and November. We were able to provide socially-distanced drive-through food service to the community, delivering high-quality perishable food to over 18,000 of our neighbors in need.
- **Meals on Wheels** shifted to a once-per-week delivery of up to 21 frozen meals. Keystone reached out to every participant to ensure they had the equipment and means to heat these meals in their homes. We also utilized volunteers to make social calls to isolated seniors every week, making sure that our seniors were able to stay socially connected during a scary time.
- **Keystone's Youth Program** staff checked in frequently with youth and families in the weeks following George Floyd's murder, as quite a few of our participants lived close to the neighborhoods impacted by riots on University Avenue. Many parents expressed that they were so grateful to have another adult to talk to and thanked us for the support.



Your Generosity accelerated support when it was needed most!

In 2020, Keystone's programs supported over 40,000 people, a 19% increase from 2019.

2020 was an extraordinary year at Keystone. The COVID-19 pandemic forced us to quickly modify programs and adjust the way we support our neighbors. Our community of supporters quickly responded too!

You contributed TONS of food for our food shelves, you gave your time to make sure everyone felt connected and could access support, and you gave generously which allowed us to expand our programs quickly to offer more support to youth, seniors, and families in our community. Your generosity and kindness paved the way to connect our neighbors to vital resources during the most challenging year many of us have ever faced.

In response to dynamic community needs, Keystone launched our Acceleration Fund on October 1, 2020. This is one part of our 2020–2024 Comprehensive Campaign to expand support services in our community. The Acceleration Fund is designed to ensure that we had the needed resources to quickly expand our existing support and add new services to address the emerging needs of our community during the pandemic.

From October 1–December 31, 2020 our community contributed \$1,045,282 toward our \$2 million goal for our Acceleration Fund in 2020.

Vital Role of Volunteers:

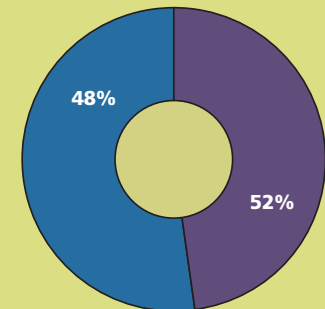
In 2020, a total of 2,079 volunteers served 21,180 hours supporting participants in our programs. Their contribution of time is valued at \$623,524.48.



Together with our community, we're raising \$2 million for the Acceleration Fund to finance the programmatic expansion as outlined in our 2020-2024 strategic plan so we can support more neighbors in need.

**ACCELERATION
FUND**

Progress to Goal



● Contributed to date ● Remaining to goal

We know that the effects of this pandemic will not go away when COVID does. With our community, we are continuing to raise funds for our Acceleration Fund to pursue comprehensive strategies to ensure that both immediate and long-term support is available for everyone in our community who needs it.

One long-term strategy tied to our 2020-2024 comprehensive campaign is planning for new community food site that will provide food to more people, creating a healthier and stronger community. We are in the early planning stages for this site that will bring all of our basic needs services into one location, including mobile and crisis programs. With the support of our community and financing partners, Keystone acquired a 20,000 square foot building in St. Paul's Midway neighborhood. This site will offer: a larger shopping area, increased capacity to receive food donations, more space for volunteer engagement, and much more. We look forward to sharing more about this new site as plans progress!

Thank you for all of the ways you supported Keystone in 2020!

Your generosity and kindness paved the way to connect our neighbors to vital resources during the most challenging year many of us have ever faced.

Basic Needs Program – helps support 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 other publicly supported programs.

Basic Needs 2020 Service Stats:

Emergency Food Services:

29,144 individuals served and **1.8 million pounds of food** distributed through Keystone's food shelves, Foodmobile, and a new Grocery Delivery Program. Additionally, 32,909 (duplicated) people received food support through community food distribution events.

Crisis Assistance:

280 households received crisis assistance support and other supportive services to promote stability and success. Distributed **\$109,268** in crisis funds to help families through emergencies.



Basic Needs Response to COVID-19:

- **Modifying services to keep everyone safe:** Beginning in March, all Basic needs services made a complete shift in service procedures to accommodate COVID-19 safety protocols.
 - Food shelf services and the Foodmobile transitioned from participant shopping to a pre-pack model with some choices offered.
 - Crisis assistance services were modified to be in contact with participants through phone and email only.
- **Expanding services through food shelf delivery:** Keystone's Basic Needs program began offering home delivery of food shelf services in April through a partnership with Metro Mobility. We worked with three different transportation partners through the first phase of the delivery program, which ended in December 2020. Through the Acceleration Fund, the second phase of delivery launched in January 2021, with food being delivered by teams of Keystone volunteers. The program is supported through a State of Minnesota, Department of Human Services, Live Well at Home grant. and is focused on adults over 60 and those with a disability waiver.



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 wide-array of activities intended to support independence and enhance quality of life. Programs include: fitness classes, health screenings, wellness workshops, social activities, 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 people 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 Response to COVID-19:

- **Helping seniors have fun at home:** Keystone offered virtual programs for the first time, including exercise classes, book club, social hour, Bingo, game hours, and more. 359 older adults participated in one or more of the 72 virtual Keystone activities offered that helped them stay safe at home while remaining connected to their community.
- **Keeping everyone connected:** Staff provided 1:1 technology assistance to get seniors comfortable with Zoom and email and also connected seniors to free laptops.



Senior Services 2020 Service Stats:

Active Seniors Program:

677 older adults stayed connected to their community by participating in Keystone activities, including brand new virtual programming promoting recreation, health, education and social activities.

In-Home Services:

550 seniors received in-home services. Keystone volunteers delivered a total of 26,937 meals from Meals on Wheels in 2020, a nearly 50% increase in participation from 2019. Keystone also provided an additional 756 meals to 85 individuals living in a Ramsey County homeless shelter.

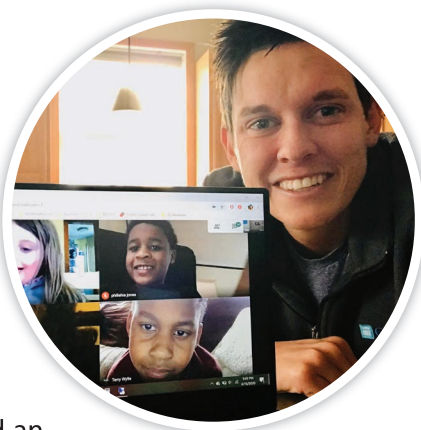
Case Management:

1,028 seniors and adults with disabilities were supported with services to keep them living in the community.

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

Best Buy Teen Tech Center:

This after-school center allows teens to work on projects they are passionate about and learn valuable skills from both fellow youth and adult mentors. Keystone is proud to have 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 success in school and in life. Program elements include math and reading instruction, 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 trained Teen Tutors. Keystone provides intensive training and supervision so that Teen Tutors can provide evidence-based tutoring and thrive in their first job.

Teen Employment Program: Keystone gives teens access to early employment opportunities so they can acquire skills and experience to be successful in the workforce. Express Bike Shop, a social enterprise of Keystone Community Services, is a full-service bike shop and acts as a learning lab for teens; revenue from Express Bike Shop helps support the overall teen employment program. Teens are also employed at other Keystone sites and with local businesses.

Youth Services Response to COVID-19:

- **Engaging youth academically from home:** Teen Tutors and Keystone tutors packed and delivered activity kits and school supplies. Students were able to do STEM and arts activities, and then had the opportunity to meet online with their teachers and peers to share their creations.
- **Providing valuable socialization for teens:** Despite COVID restrictions, we were able to keep our youth employee programs running in person at Express Bike Shop, our food shelves, and our teen tutor program. For teens who were spending their days cooped up at home doing online learning, the opportunity to get out of the house and do meaningful work while socializing with their peers was invaluable.

Youth Services 2020 Service Stats:

Teen Tutor Program:

33 students, grades K-5 served. 56% of students participated in programming 30 days or more during the year.

Community Kids:

99 students, grades K-10 served. 78% of students participated in programming 30 days or more during the year.

Teen Employment Program:

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

Best Buy Teen Tech Center:

60 teen participated in Tech Center programming.



2020 Financial Overview

Statement of Activities

For the Year Ended December 31, 2020
With Comparative Totals for 2019

Revenue	2020	2019
Contributions	\$3,461,205	\$1,631,472
In-Kind Contributions	2,558,385	1,272,330
United Way	236,000	346,075
Fees for Service*	2,168,284	2,035,242
Paycheck Protection Program Grant	499,000	
Express Bike	291,334	297,744
Less Cost of Good Sold	(75,486)	(92,760)
Other Revenue**	722,213	881,638
Total Revenue	\$9,860,935	\$6,371,741
Expenses		
Basic Needs	\$3,365,668	\$2,179,748
Youth Services	610,510	707,038
Senior Services	365,244	548,956
Case Management	1,507,521	1,327,622
Express Bike	332,062	334,117
Management & General	782,390	823,658
Fundraising	706,215	307,685
Total Expenses	\$7,669,610	\$6,228,824
Change in Net Assets	2,191,325	142,917
Net Assets, Beginning of Year	\$2,582,533	\$2,764,434
Net Asset Period Adjustment		(324,818)
Net Assets, End of Year	\$4,773,858	\$2,582,533

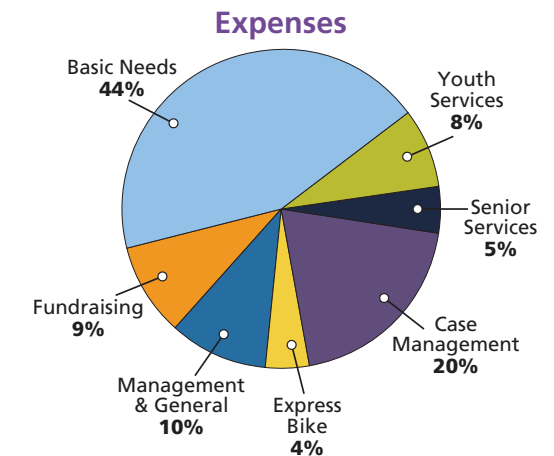
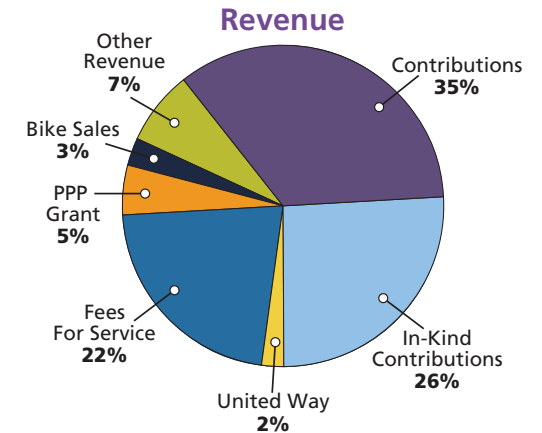
* Gov contracts & Grants

** Investment and misc, Prog services fee, food sales, tour sales

Statement of Financial Position

For the Year Ended December 31, 2020
With Comparative Totals for 2019

Assets	2020	2019
Cash and Cash Equivalents	\$1,526,152	\$48,443
	555,013	703,533
Accounts Receivable -		
Express Bike	22,965	20,227
Prepaid Expenses	60,912	59,514
Investments	1,670,508	1,553,983
Property and Equipment, Net	2,982,771	925,748
Total Assets	\$6,818,321	\$3,311,448
Current Liabilities		
Accounts Payable	\$198,924	\$126,052
Accrued Vacation	100,129	65,867
Accrued Payroll Expenses	11,069	24,686
Deferred Revenue		78,822
Notes Payable - Current	35,760	35,144
Security Deposit	5,500	
Total Current Liabilities	\$351,382	\$330,571
Non-Current Liabilities		
Notes Payable	1,693,081	303,841
Line of Credit		94,503
Total Non-Current Liabilities	1,693,081	398,344
Total Liabilities	\$2,044,463	\$728,915
Net Assets		
Without donor restriction	4,408,377	2,457,341
With donor restriction	365,481	125,192
Total Net Assets	4,773,858	2,582,533
Total Liabilities and Net Assets	\$6,818,321	\$3,311,448



Thanks to our 2020 Donors

More than 2,500 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 2020 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
Northeast Metro Golden K Kiwanis Club
Ramsey County
Second Harvest Heartland
Senior Services Consortium of Ramsey County
Sprockets
State of Minnesota

Suburban Ramsey Family Collaborative
University of Minnesota
United States Department of Agriculture

\$10,000 and over

3M Gives
786 Foundation
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Affinity Plus Federal Credit Union
Allianz Life Insurance Company of North America
American Engineering Testing, Inc.
Best Buy and Clubhouse Network
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The Saint Paul & Minnesota Foundation
Saint Paul & Minnesota Foundation
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Stevens Square Foundation
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TKDA
The U.S. Charitable Gift Trust

Derek and Tracie Vandenburg
Winsor Learning, Inc.
Timothy and Jennifer Ziemer
2 Anonymous Donors

\$9,999 – \$5,000

Lennox Foundation
Little Canada Canadian Days, Inc.
Scott and Aimee Lund
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Minnesota Food Share
Minnesota State Arts Board
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Walser Foundation, funded by
Walser Automotive Group
Dr. Erwin Wenz
Xcel Energy Foundation
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\$4,999 – \$3,000

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Best Buy Employee Giving Program
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Timothy and Anne Goodman
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UCare Foundation

UCare Minnesota
VocalPoint
Bruce and Alisa Weber
Christopher and Jill Westermeyer
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7 Anonymous Donors

\$2,999 – \$1,000

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The Longview Foundation

\$2,999 –\$1,000 *(continued)*

Linda M. Lorenz and Terry L. Smith
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Mansfield Cares, Inc.
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St. Matthew's Episcopal Church

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Bonita Steppa
Stonebridge Capital Advisors
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Julie Sullivan
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Bright Horizons Foundation
for Children
Ira Brooker

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Madeline Gragg
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