

Volunteers assist a senior case management client.



Employees from Nash Finch, a Keystone Business Partner, paint one of Keystone's food shelves.



Keystone

COMMUNITY SERVICES

CONNECTING OUR COMMUNITY

MANY PEOPLE. MANY WAYS.

*A Common Commitment
To Our Community*

Led by Keystone Business Partner Tin Cup's, North End bar owners hold a food drive challenge.



St. Catherine University student tutors in the Hmong Youth & Family Program.



Youth of Grace Church in Roseville repack bulk rice for Keystone food shelves.



St. Rose of Lima Girl Scout troop donates to Gifts of Hope program.



Meals on Wheels volunteer drops off lunch to an area senior.



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CONNECTING OUR COMMUNITY

We are pleased to bring you this special publication from Keystone Community Services, a nonprofit agency serving a large area of the East Metro with a broad range of quality human services. It is a way to pay tribute to the many people who support our work as volunteers and donors.

At its heart, Keystone is about a common commitment to work for a better community. Here are a few examples of the many ways and many people who step forward each year. All are pictured on the cover of this report.

- Three bars in St. Paul's North End challenged each other to a food drive in March. With the help of their customers, the trio collected 2,760 pounds of food for Keystone and had fun doing it.

- Ben, a food shelf volunteer, and his friend Benny stepped forward to help an elderly client of Keystone's Case Management Program who needed a new bed. Her Keystone case manager found a generous supplier who delivered it to the door of her apartment building. Ben and Benny gladly carried the new bed up to her apartment and carried out the old one.

- Last fall, the youth group at Grace Church in Roseville repacked 1,000 pounds of bulk pinto beans into two-pound packages for distribution at Keystone food shelves. In April, the group teamed up with Rose Hill Alliance Church and repacked 8,000 pounds of bulk rice in one day!

Keystone is grateful to the more than 2,000 dedicated volunteers and donors and many businesses, faith communities and other organizations that support the work of our small staff. We invite you to learn more about Keystone and to join us!

Eric Nyberg
President

Bill Patient
Chair, Board of Directors



▲ Eric Nyberg and Bill Patient

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A lifeline for struggling families

BASIC NEEDS PROGRAM

For many low-income families in our community, Keystone's Basic Needs Program is a lifeline in difficult times, offering food, information and referral, emergency assistance and the assurance that someone cares.

With three food shelves serving hundreds of clients every day, Keystone is a primary provider of emergency food services for St. Paul and suburban Ramsey County. Our service area extends from downtown St. Paul to Roseville, from Little Canada to the Midway and the North End neighborhoods of St. Paul. *(If you live outside this area and need emergency food services, call 211 - or call 651-291-0211 from a cell phone - for nearby locations.)*

Besides food distribution, Keystone provides short-term emergency assistance to families at risk of losing their housing, including connecting clients to other community resources and when appropriate, providing small grants through Keystone's Family Success Fund. Often, a small amount of money can help families get through the crisis and back on their feet, avoiding homelessness and maintaining stability.

Currently underway is a major effort by Keystone to better assist families with multiple needs. In response to the *Voices of the Hungry* assessment of food shelf

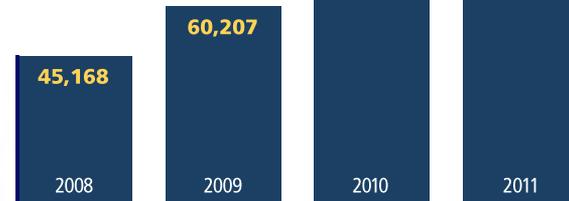
users conducted in 2011 (see page 3), Keystone is working to expand and enhance case management services and is also developing stronger strategic alliances with other service providers around jobs, training and housing.

Through a partnership with the Suburban Ramsey Family Collaborative, Keystone provides school-linked community social work services for families within the Roseville, Mounds View, White Bear Lake and North St. Paul/Maplewood/Oakdale school districts.

As the demand for Basic Needs services grows, the community continues to play a critical role as volunteers and as donors. In 2011, 335 Keystone volunteers gave nearly 15,100 hours of service in our three food shelves — equivalent to 7.2 full-time employees.

Likewise, those who donated food and dollars play a fundamental role in feeding the hungry. Last year, Keystone distributed nearly 2.1 million pounds of food, thanks to the generosity of foundations, faith communities, corporations and businesses, schools and civic organizations, and thousands of caring individuals and families.

Food Shelf Usage 2008-2011



▼ Roseville Food Shelf volunteers Dennis Murnyak and Kari Hartwig unpack cartons of pasta.



▼ Ben Krick volunteers at the Rice Street Food Shelf.



▼ Volunteers help unload supplies at the Midway Food Shelf.



OUR MISSION – *The mission of Keystone Community Services is to strengthen the capacity of individuals and families to improve their quality of life.*

University of Minnesota students who live in the Marcy Park Cooperative went door-to-door to collect food shelf donations.



The Dirksen family and friends took part in the 2011 Walk to End Hunger on Thanksgiving morning.



 **SIGN UP** on our web site for our e-news updates. And follow us on Facebook!

To go to our web site, scan the code with your smartphone.



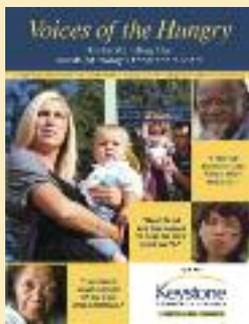
Get Connected:

Your support of Keystone's Basic Needs Program helps many families in need. Here are ways to help:

- **DONATE CASH.** Cash donations allow Keystone to purchase the most needed items at reduced costs from sources available to food programs. Or donate to the Family Success Fund, used to assist clients in emergency situations when other community resources are not available. Go to Keystone's web site and click on Donate and designate to the Family Success Fund.
- **DONATE FOOD.** Download a list of most needed items on Keystone's web site under Food Shelves/Basic Needs, where you will also find drop-off hours. Or email cpulver@keystoneservices.org.
- **HOST A FOOD COLLECTION DRIVE.** Download a "How to Host a Food Drive" information sheet on Keystone's web site under Food Shelves/Basic Needs. Or email cpulver@keystoneservices.org.
- **VOLUNTEER AT A FOOD SHELF.** Volunteers must be at least 18 years old and capable of lifting 25 pounds. To learn more, visit our web site and click Volunteer or email volunteer@keystoneservices.org.

Seven-year-old Edie decided to give part of her allowance to help hungry people. The first-grader at Falcon Heights Elementary stopped by the Roseville Food Shelf with her dad to donate \$27 and got a tour from Keystone staff member Paul Hauge (pictured here with Edie). "They have really good food here for people," said Edie. "I'll bet my donation bought a lot more soup."





Nutritious meal, daily contact, a friendly smile MEALS ON WHEELS

Keystone Meals on Wheels serves seniors and disabled neighbors as well as individuals of any age who need assistance with food preparation or require meal support in order to remain living independently. (If you think this program could benefit someone you know, please call us at 651-645-7424.)

Keystone's 180 volunteers are the backbone of this highly cost-effective program, delivering a wide range of delicious food options — a fresh daily hot meal, a fresh unheated meal to heat at one's own convenience, or a week's supply of frozen meals. The program also provides a daily safety check. If for some reason a recipient does not answer the door, our Meals on Wheels staff follows up immediately

to be certain the person is safe.

While Meals on Wheels recipients are asked to contribute toward the cost of their meals, many on limited incomes cannot afford the full cost. Donations to the program help Keystone to serve everyone who requests this important service.

Please note: Keystone's service area is from Larpenteur Avenue on the north to Montreal Avenue on the south and from Mississippi River Boulevard on the west to Hamline and Lexington Avenues on the east. To receive meals or volunteer for Meals on Wheels outside this area, contact Metro Meals on Wheels at 612-623-3363 or go to meals-on-wheels.org

Voices of the Hungry Study sheds light on needs of food shelf users

What are the needs of today's food shelf users? What barriers do they face to self-sufficiency? In 2011, Keystone undertook a study of food shelf users to better understand the needs of the growing number of families who turn to Keystone for assistance.

Based on the surveys and one-on-one interviews with nearly 1,400 clients of Keystone's three East Metro food shelves last fall, the assessment sheds light on the complex issues and serious barriers to self-sufficiency faced by food shelf users. The report, entitled *Voices of the Hungry: A Comprehensive Assessment of Needs*, was commissioned and funded by Greater Twin Cities United Way.

The results are being used to enhance Keystone's Basic Needs Program. Steps underway include expanding case management services for Basic Needs clients and developing stronger partnerships with other human service providers.

To learn more about the study, go to our web site and click on *Voices of the Hungry*. You may download:

- A summary that includes key findings and overview of Keystone's response.
- A podcast and slides from an April 19 web/audio teleconference about the study.
- A copy of the complete report.

Get Connected:

- Receive Meals on Wheels.

Call 651-645-7424.

- Deliver Meals on Wheels.

Call 651-603-6650 or email volunteer@keystoneservices.org.

- Donate to Meals on Wheels.

Go to Keystone's web site and click on Donate for ways to give.

- Visit Meals on Wheels clients.

To learn about becoming a peer counselor, call 651-645-7424.



To go to our web site, scan the code with your smartphone.

Meals on Wheels volunteer Jim packs delivery bags. Last year, Keystone volunteers delivered more than 22,000 meals!



Three generations of volunteers deliver Meals on Wheels together.



Volunteer Kelly delivers meals with her preschooler.



One day, when Meals on Wheels volunteer Martha arrived with the noon meal for Linnea, the 96-year-old St. Paul resident said she wasn't feeling well. Martha noticed an inflamed patch on her leg and notified Keystone. Thanks to her quick action, Linnea was soon receiving treatment for a serious staph infection. "This is part of what Meals on Wheels is about — an opportunity to check on each recipient at least once a day," said Martha.



Staying engaged with community

ACTIVE SENIORS

We all know that staying active and engaged in the community contributes to a longer and healthier life. That's why Keystone Active Seniors is the place to be for many area seniors. It's a vibrant hub of activity, fellowship and fun for older adults in the Merriam Park, Macalester-Groveland, Highland and Midway neighborhoods and surrounding communities.

Located at the Merriam Park Community Center, 2000 St. Anthony Ave., the program is open to any senior.

Seniors enjoy chatting or playing cards over coffee or tea in the Senior Lounge, and taking part in a range of

free or low-cost fitness, health, recreational, social, educational and volunteer opportunities such as peer counseling. (Keystone's trained peer counselors visit homebound seniors in Keystone's Meals on Wheels service area, providing social interaction and information and referral to helpful services.)

Active Seniors offers a friendly place to belong, helping retired adults stay connected while supporting their independence and enhancing their quality of life. Join us!

▼ Puzzles, card games, movies and more – something is always going on in the Senior Lounge and everyone is welcome.



▼ Seniors get together for daily exercise.



▼ The annual summer picnic is one of many parties and potlucks enjoyed by Active Senior participants throughout the year.



FITNESS

- Over 50 and Fit class
- Light weight training
- Walking
- Qigong
- Line dance

HEALTH

- Blood pressure clinics
- Foot care
- Flu shots
- Health fair
- Health speakers

EDUCATION

- Classes and Speakers
- Defensive driving classes (4-hour refresher)
- Tax assistance (AARP)

SOCIAL

- Holiday theme parties
- Spring and fall potlucks and summer picnic
- Cards (bridge, cribbage, poker, etc.)
- Book clubs, book swap, mini library
- Day trips
- Movies
- Puzzles, scrabble and other games

VOLUNTEERING

- Peer counseling/Friendly visiting
- Meals on Wheels drivers, packers, runners
- Food shelf workers
- "Think tank" for planning Active Seniors programs
- Leading or assisting with Active Senior offerings
- Party helpers
- Office help, phones, mailings
- Computer work

To go to our web site, scan the code with your smartphone.



Get Connected:

• Find out more about Active Seniors. Go to our web site, call 651-645-7424 or stop by the Merriam Park Community Center, 2000 St. Anthony Avenue.

• Read *Senior Hi-Lites*, a newsletter for Active Seniors participants including a calendar of upcoming activities. Go to our web site and click on Active Seniors to download the newsletter or view the calendar. Or call 651-645-7424 to receive it by mail.

Managers from ARAMARK Healthcare/Regions Hospital Food and Nutrition Services have generously "adopted" Keystone's Active Seniors program. Regions volunteers cook and serve delicious meals at Active Seniors events several times a year. Pictured (back row) are several members of the Regions team, led by ARAMARK employee Richard St. Germain (center). In the front row are three Active Senior volunteers.

Listening, supporting and connecting to resources

CASE MANAGEMENT For Seniors and Disabled Adults

Helping seniors and adults with disabilities to maintain their independence is the goal of Keystone's Case Management Program. Seniors and adults with disabilities in Ramsey and Hennepin counties are referred to Keystone through several home- and community-based Medical Assistance programs.

Keystone case managers use their knowledge of community resources to access services that help clients live safely and with dignity. When problems arise that threaten a client's self-sufficiency, case managers help develop solutions, and when necessary, advocate on the client's behalf.



"She always helps me out when I get paperwork. I really appreciate it." That's what Joe, a case management client who lives in downtown St. Paul, says about Keystone case manager Lindsey Ellingson.

Lindsey meets with Joe once or twice a month to assist him with insurance forms, medical bills and other correspondence. She has also connected him with homemaking services. "It's nice to have someone who can help me out and make my life easier," said Joe.

KeystoneCARE
CONSULTANTS
Life solutions for seniors & their families



Making changes is part of aging We're here to help...

As the health of an aging parent or relative changes, families sometimes find themselves confronted with difficult decisions, often without knowing the full range of support services, feasibility and costs. In some cases, decisions must be made quickly, adding stress to already challenging circumstances. Keystone Care Consultants is here to help.

An expert resource... Keystone Care Consultants is ready to assist families in finding the solutions that fit their unique life situation. Each Keystone Care Consultant is a licensed social worker with extensive experience working with seniors and their families as well as in-depth knowledge of medical, health, social and financial issues and resources for seniors. Our care managers are qualified to address the full continuum of needs, such as housing, home care assistance, transportation, housekeeping, and much more.

Our sole purpose — Assisting families with care decisions... A private pay service, Keystone Care Consultants provides an independent assessment of each client's needs and coordinates with carefully screened providers. Our sole purpose is to assist families as they make decisions about care.

Types of situations where we can help...

- Family members who live in another state are concerned about their elderly relative and think she needs some home care assistance to remain living on her own. But they don't know exactly what is needed or what is available locally.

- Mother's health is declining, and her adult children are worried. But they are having difficulty agreeing on what the next steps might be.

- Due to health issues, an elderly couple is ready to move to assisted living. They don't know where to start to find a place they both like and can afford.

- Mom is very independent and doesn't want her adult daughter involved in handling her affairs. But she needs assistance with insurance paperwork and other household tasks.

- Dad falls and breaks his hip. Doctors have told his family he cannot safely return to his house upon discharge from the hospital. Decisions must be made quickly about finding a new place to live.

To learn more about how Keystone Care Consultants can help in these or other situations, call 651-797-7712 or email kalbrecht@keystoneservices.org.

Care managers of Keystone Care Consultants include licensed social workers Kathy Albrecht, Anne Scharfenberg, Melissa Janish, Meaghan Mohr Gesino and Lynn McDermott.



Keystone Care Consultants services include:

- Individualized assessment and evaluation of each client's situation
- Developing a plan of care that is appropriate for the client and family
- Plan implementation and coordination with carefully screened providers
- Information & referral to other helpful services
- Assistance with insurance paperwork

To introduce the program, Keystone Care Consultants offers the initial hour of service at no cost. Please call us at 651-797-7712 or email kalbrecht@keystoneservices.org.



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School Supply Drive and Gifts of Hope

Every August, generous donors to Keystone's annual **School Supply Drive** help equip several hundred children with the basic items they need to start the year off right — backpacks, notebooks, crayons and pens, rulers, etc. Both supplies and cash are needed for the drive, which serves low-income families who use the food shelves or other Keystone programs. *"If it weren't for this program, my kids wouldn't have what they need for school. I'd have been very embarrassed,"* said one grateful mother.

November is the start of **Gifts of Hope**, which matches sponsors — corporate and employee groups, faith communities, families and individuals — with Keystone client families in very difficult circumstances. Sponsors purchase specific household items needed by the family as well as toys for the children. Cash donations are also needed to ensure Christmas wishes come true. Here's what one family wrote: *"The Gifts of Hope program really helped our family when we needed it the most. A million thank-you's from me and my children."*

Addressing the challenges of growing up

HMONG YOUTH & FAMILY PROGRAM

Recent immigrant families often struggle balancing the expectations and norms of their native culture with those of American society. Keystone's Hmong Youth & Family Program is designed to help children, teens and parents who live in and around the McDonough and Mt. Airy Homes public housing communities to manage the challenges of a new culture.

After-school and summer activities are aimed at school achievement, building self-esteem, and finding positive ways to navigate the path between two cultures. Volunteers serve as tutors, provide help with homework, and are involved in group activities such as field trips, holiday celebrations and recreational opportunities.

In addition, parents and older teens help with the program's two dance groups — the Hmong Peace Dancers and Hmong Youth Break Dancers.

Parents have their own support group, a place to share questions and concerns about the American school system, get information about community resources and receive support and encouragement in their own adaptation to life in America. The program also connects parents to basic needs assistance and provides school supplies through Keystone's School Supply Drive and helpful items through the Gifts of Hope holiday program.

▼ Twins show off their new backpacks.



▲ Volunteer wrappers prepared gifts for Gifts of Hope recipient families.



▲ A parishioner from Nativity of Our Lord Catholic Church dropped off school supplies.

Former University of St. Thomas student David Thomas and his father John adopted a family of eight for Keystone's 2011 Gifts of Hope program. *"We really don't need anything for Christmas, and we'd rather give to those who do,"* said the elder Thomas. *"Plus it's fun to do this together."*



▲ Madison, a student at Century College, has been a program volunteer since 2010, and helps with the Hmong Youth Break Dancers group.

Get Connected:

• **School Supply Drive:** Email volunteer@keystoneservices.org to receive information about this year's School Supply Drive which takes place in August.

• **Gifts of Hope.** Email volunteer@keystoneservices.org to receive information about the Gifts of Hope holiday assistance program, which begins in November.

Thanks To Our Donors!

Keystone Community Services deeply appreciates the financial support of its more than 1,600 organizational and individual donors. The support of contributors is absolutely essential for Keystone to be able to provide quality services to so many in need.

A complete list of 2011 donors can be found in our 2011 Annual Report summary, available on the Keystone web site (go to keystonecommunityservices.org and click on Who We Are) or call 651-645-0349 to be mailed a copy.

A special thank you to the corporations, foundations and faith communities listed below that made contributions of \$3,000 or more in 2011.

2011 Organizational Donors –

786 Foundation
Allianz Life Insurance Company of North America
Allina East Metro Region
BankCherokee
Bigelow Foundation
BNSF Foundation and Railway Company
Carter Avenue Frame Shop
City of Saint Paul
Como Park Lutheran Church
Corpus Christi Catholic Church
Gloria Dei Lutheran Church
Greater Twin Cities United Way
H.B. Fuller Company Foundation
Hamline United Methodist Church
Hunger Solutions Minnesota
Immanuel Lutheran Church
Kopp Family Foundation
Mardag Foundation
McKnight Foundation
Minnesota Food Share
Mississippi Market Natural Foods Co-Op
Nativity of Our Lord Catholic Church
NFC Foundation/Nash Finch Company
North Como Presbyterian Church
Otto Bremer Foundation
Richard M. Schulze Family Foundation
RockTenn Company
Roseville Lutheran Church
Saint Paul Foundation
St. Anthony Park Lutheran Church
St. Cecilia's Catholic Church
St. Rose of Lima Catholic Church
Stevens Square Foundation
Target Foundation
Temple of Aaron Sisterhood Food Shelf
WCA Foundation

What difference does your gift make?

Contributions to Keystone provide:

- Food for hungry families
- Grants to families in crisis with basic needs such as housing, utilities or transportation
- Nutritious daily meals for homebound elderly and disabled adults
- Encouragement to help Hmong youth succeed in school
- Scholarships for low-income seniors to participate in Active Seniors classes

And much, much more...

Twenty-seven partners and growing Keystone Business Partners contribute to our community

Launched in 2011, Keystone Business Partners brings together businesses of all sizes to connect with Keystone Community Services and to build a stronger community and business environment.

For our Business Partners, Keystone offers exciting opportunities for greater involvement in community life, along with recognition and publicity for their contributions and connection with other community-minded businesses.

For Keystone, it means a stronger base of financial

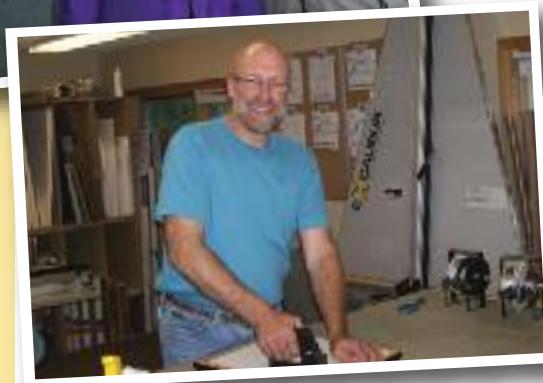
and volunteer support to help us meet growing community needs now, and in the future.

For our entire community, it means a strong commitment to the heart of Keystone's mission — improving the quality of life for youth, families and seniors in our area who are struggling to live with dignity and hope.

To learn more, contact Margo Kemp Johnson, Director of Community Relations, at 651-603-6650 or m KempJohnson@keystoneservices.org.



◀ The staff at BNSF Railway's St. Paul Intermodel Facility in St. Paul are longtime Keystone supporters. Pictured with Keystone's Margo Kemp Johnson are BNSF operation managers Nathaniel Leis and Douglas Gage.



▲ "Carter Avenue Frame Shop has supported Keystone for years, but we thought that the current funding stress on Keystone and the increased needs of their clients required a greater commitment." Tim Smith, owner of Carter Avenue Frame Shop.



▼ Staff members from Cardinal Remodeling in Woodbury wrapped gifts for Keystone's holiday program for low-income families.



▲ Park Midway Bank VP's Terri Banaszewski (center) and John Landree (right) presented a check to Keystone president Eric Nyberg (left).

Who are the Keystone Business Partners? For a complete list, go to our web site and click on Keystone Business Partners.

DONATE TO KEYSTONE.

Here's how:

Online: Go to keystonecommunityservices.org and click on the Donate button on the home page or scan the code with your smartphone.

Check: Make your check out to Keystone Community Services and mail to:
2000 St. Anthony Ave., St. Paul, MN 55104.



Keystone
COMMUNITY SERVICES

CONNECTING OUR COMMUNITY

