



MID-YEAR UPDATE & 2019 REVIEW

BUILDING A FOUNDATION TO SERVE

2020 has reaffirmed the vital importance of the service we provide to homebound members of our community. While the current public health crisis has presented a unique set of challenges, we are pleased to share that our program's strong foundation has made us resilient and adaptable, and allowed us to be proactive in helping to protect those we serve. During this time of increased need, we have been able to expand our service numbers significantly, involve many new volunteers, and augment our program practices to safely serve many additional people in need in our community.

Through the first half of this year, we have enrolled 93 new clients and increased our average weekly grocery deliveries by more than 33%. We adjusted our volunteer enrollment program to quickly train and engage volunteer drivers, shoppers, and order takers to respond to a changing volunteer landscape. We launched a brand new friendly caller program to help combat social isolation, speaking to over 200 clients each Friday.

Finally, and most importantly, we have made sweeping changes across our program, including a new no-contact delivery model, to keep our clients and volunteers as safe as possible

during the COVID-19 pandemic, while continuing to provide our vital service to as many people as possible.

We are beyond grateful to the many members of our community who have stepped up to support our mission during this difficult time, and to the many new members who have joined our cause when the need is greatest. Store to Door's success belongs to everyone involved in our community; thank you for making this possible!

2020 marks Store to Door's 30th year providing nourishment, connection and dignity to homebound members of our community. While we aren't able to hold an in-person gala this year, we invite you to help join us in celebrating this milestone!

As you receive this report, we are launching a campaign of celebration to highlight many of the incredible people who have been instrumental to the growth and impact of Store to Door, and to support our program in the absence of an in-person gala event. We hope you will join us and help to make this new campaign a success.

Visit storetodooroforegon.org for more information!

30 YEARS OF SERVICE



Store to Door Shopper, 2003

Founded in 1989, Store to Door began service in 1990, serving around 20 clients in one building in NW Portland. This year, we made our 200,000th delivery! We are making more than 330 grocery deliveries each week to clients across the Portland area, with the help of more than 1400 volunteers!

Help celebrate our program's history and important work by taking part in our **'Celebrate 30 with 30!'** campaign! Designed to help support our work in the absence of an in-person gala event, this campaign celebrates how far our program has come, and supports sustained service and growth into the future!

give.storetodooroforegon.org

OUR 2019 YEAR IN REVIEW

2019 was a year of growth and efficiencies for Store to Door. As a volunteer-driven organization, 1,467 volunteers supported our grocery delivery program by providing 17,339 hours of service. We grew the total number of clients enrolled in our program by 30% and reached 260 new seniors and people living with disabilities. We made 11,315 grocery deliveries including 576 food boxes through our partnership with the Sunshine Division's emergency food pantry. Our corporate partnership with Fred Meyer continued to thrive and a broad range of corporations, foundations and individual donors continued to provide for the long-term stability of our service.

In addition to our growth, we made a number of structural changes to our program in 2019. After nearly six and a half years of strong leadership, Kiersten Ware stepped down as our Executive Director. Over the months that followed, our Board of Directors, with consultant support, led a

successful recruitment process and selected Mark Fulop as the next leader for our organization.

Several key new technology enhancements also came about in 2019, bringing new efficiencies to our program. With the support of Cambia Health Solutions, one of our corporate partners, we rolled out a new volunteer portal, VolunteerHub, which has improved our ability to sign up, train, and connect with volunteers.

With funding from the Oregon Community Foundation, the M.J. Murdock Charitable Trust, and several advised funds of the Oregon Community Foundation, we implemented a new cloud-based database which allows staff and volunteers to effectively manage all steps in our operations. The custom-built technology expanded our remote order-taking capacity, automated aspects of our complex delivery routing systems and streamlined our shopping process.



Welcome, Mark!

Executive Director Mark Fulop, MA, MPH joined Store to Door in December 2019 with a background in community-based health and social programs, and with a wealth of senior management experience.

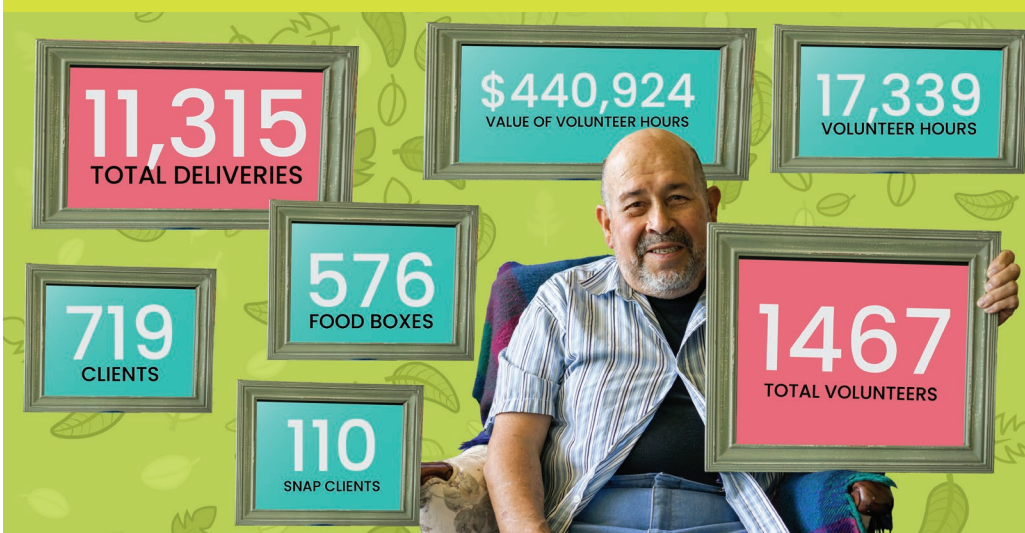
Store to Door was well-positioned to make a difference in the lives of homebound community members in 2019, thanks to our diverse community of supporters. Thank you for sharing our vision of a community in which all seniors and people living with disabilities are nourished, included, and can age with dignity in the setting of their own choice.

“Thank you so very much for your wonderful service & especially for all your loving & caring shoppers, delivery people & office people! You all have been such a blessing to us & I’m sure to all the people you help.”

- Store to Door Client

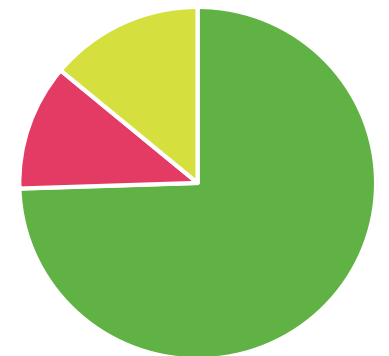


2019 By the Numbers



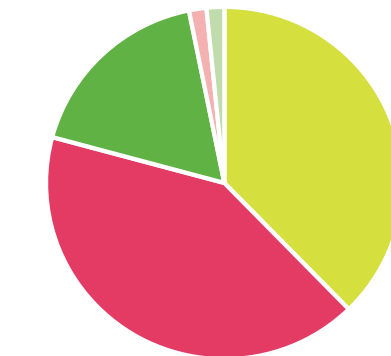
Financial Snapshot

2019 Expenses



■ Program ■ Fundraising ■ Operations

2019 Contributed Revenue



■ Foundations ■ Individuals ■ Corporations
■ In-kind: ■ Government:

Store to Door's service is sustained by a combination of contributed and earned income.

Our total revenues for 2019 were \$1,293,658 and total expenses were \$1,228,328. We completed the year with \$659,662 in ending net assets thanks in big part to our annual Nourish to Flourish event and our year-end fundraising efforts.

Expenses included \$914,976 for program, \$141,949 for fundraising and \$171,403 for management and general operating support.

Contributed revenue totaled \$589,895 including \$242,391 in foundation grants, \$113,171 in corporate gifts, \$266,581 in individual contributions, \$10,416 in government grants, and \$17,902 in in-kind goods and services.

Thank you for the outstanding respect, well managed program and customer service you provide to me and so many. Grateful.

- Store to Door Client

**Thank you
to our 2019
We Partners!**

Learn more at
StoretoDoorofOregon.org/



Follow us on Social media @StoretoDoorPDX

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OUR MISSION

Store to Door supports independent living for Portland area seniors and people with disabilities by providing an affordable, personal, volunteer-based grocery shopping and delivery service.

OUR VISION

The Portland area will be a community where all seniors and people with disabilities are nourished, included and can age with dignity in the setting of their own choice.

OUR VALUES

Nourishment. Connection. Dignity.

Find us on online @StoretoDoorPDX

