

Store to Door's 2020 Story: Resilience and Commitment



Despite the challenges brought on by the COVID-19 pandemic, our community joined together to support our essential service during this global health crisis. Thanks to the commitment of our incredible volunteers, supporters, corporate partners, and community members, we were able to support the health, safety, and social connections of our clients during a time of unprecedented need. We were also able to expand our program capacity to serve additional homebound clients each week, and add new services like our weekly Friendly Caller program to address the social isolation experienced by homebound seniors. Thank you for your unwavering commitment to our mission which resulted in such an impactful year for Store to Door!

BY THE NUMBERS

14,323

■ Grocery Deliveries

879

■ Unduplicated Clients

18,306

■ Volunteer Hours

1,345

■ Individual Volunteers

In order to prioritize client, volunteer, and staff wellbeing during the COVID-19 pandemic, Store to Door adapted a new no-contact delivery model in 2020. We also implemented CDC, state, and county government-recommended safety practices for both store and office locations. With the support of our wonderful community, we made 14,323 deliveries to 879 different clients, both record-breaking increases over our 2019 numbers. Despite the challenges of volunteering during the pandemic, our volunteers gave 18,306 hours of their time, nearly 1,000 hours more than in 2019. According to data from independentsector.org, the cumulative value of volunteer time given by the Store to Door community in 2020 totaled more than \$516,588 in value—that is the equivalent of 105 full time staff!

"Thank you for helping deliver groceries to my mom, Clara! We are greatly appreciative of your dedicated staff and volunteers. Kudos to Priscilla (phone order) and Mike (delivery) for their hard work and helping brighten my mom's day when they make contact with her!"

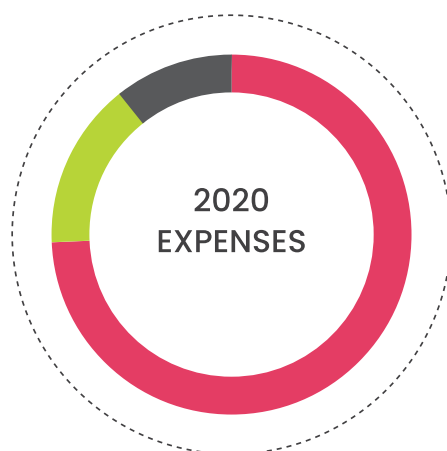
Diane and John, Family Members of Clara, a Store to Door Client

CLIENT CONNECTIONS

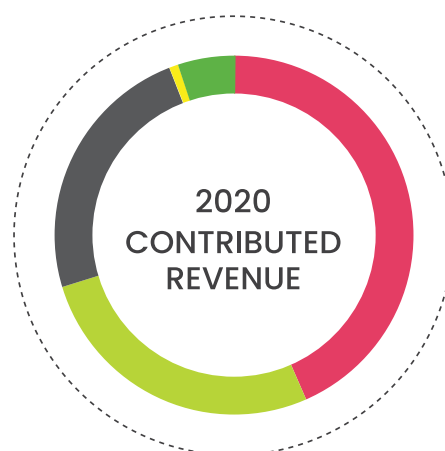
Homebound members of our community are at increased risk of social isolation, so in addition to delivering literal nourishment, fostering social connection and engagement is a major program focus. In the Spring of 2020, we heard from many of our clients that they were feeling more isolated and worried during the pandemic. In response, we piloted a Friendly Caller program to address this newly identified need. Each week, more than 30 Store to Door volunteers make calls to clients as a friendly connection. These volunteers pay attention to clients' emotional and mental states, and refer to other supports and social services as necessary.



FINANCIAL SNAPSHOT



Program	\$1,082,786
Management and General	\$216,639
Fundraising	\$152,799



Foundations	\$340,328	Government	\$39,674
Individuals	\$210,053	In-Kind	\$5,908
Corporations	\$186,266		

Thank you for being part of Store to Door's resilience and success in 2020. We welcome your continued partnership to sustain independent living for homebound seniors.

Interested in giving to support our homebound clients?
 Visit Give.StoretoDoorofOregon.org to donate today—or join our Nourishing Circle with a monthly gift to sustain our program and keep our clients' cupboards full!