

iM
MEALS on WHEELS
SAN DIEGO COUNTY

The Cutting Edge

ANNUAL REPORT:
October 1, 2021 - September 30, 2022
FY 21/22

iM
MEALS on WHEELS
SAN DIEGO COUNTY

Dear MEALS ON WHEELS family,

We've had yet another remarkable year. Because of our community of caring supporters, we are strong, connected, growing...and always on the cutting edge.

As we look to this new year, we are focused on innovation of the services we deliver, our technology, and our infrastructure. But what does that mean to the client? Any time we innovate, it's only to empower us to serve more people and provide more services. The grassroots heart of the agency will always beat strong and lead the way. Our clients are special to us, they are our family, and we will continue to put them at the center of our model of service.

Exciting things are coming our way. 2023 will be the year that half of our fleet of vans is converted to electric vehicles thanks to the generosity of Citizens Energy. Over the next few years, we aim to have nearly 90% of our fleet converted to electric vehicles, reserving just one or two fuel powered vehicles for the backcountry.

Also, if you haven't gone online to look at our menus, I encourage you all to do so. Each item we serve is photographed so our clients and their families can see the quality of our food and read the nutritional data for each meal we serve.

Thank you all for helping us go the extra mile for all our clients.

Warm regards,



Brent Wakefield | PRESIDENT & CEO

Talent at Meals on Wheels have rallied this year and tackled the goals we put forth around People, Innovation, and Resources. For People, we implemented improvements such as a more multicultural menu. Innovation is moving in tandem as we address reduction of food waste and other ways to lower our carbon footprint. Resources are always a challenge. Rising costs require community support. State and local advocates embrace our vision to both innovate and streamline services. Our Annual Champions Week celebration brought us a record number of 50+ elected local officials to deliver meals and bring our services into focus. Thankfully, this year's "Galaxy Gala" was our most successful fundraiser yet.

A *cutting edge* collaboration this year was with Helen Woodward Animal Center. The new program, a veterinary mobile pet clinic, offers free immunizations and spay/neuter services. The program addresses costly needs of seniors caring for cats and dogs, who in turn help seniors reduce stress, loneliness, and even blood pressure!

By 2030, California will be the "oldest state in the nation". With resilience, collaboration, and creative efforts we will continue to be on the cutting edge of senior care. The numbers speak to our success and I am humbled to chair the Board this year and thank you all for your support!

Warmest Regards,

Nancy Lazarski | BOARD CHAIR



Feeding the Mind, Body, and Soul (and Pup)

A STORY OF VOLUNTEERING



Adele

Loretta

East County Volunteer, Adele, has a smile that warms the hearts of all our clients, especially Loretta's. Loretta, 83, and Adele have had a close friendship since the first day they met. Adele beamed, "After a few deliveries, Loretta and I struck up a rapport and now we spend a few minutes catching up with every delivery. It feels as if I know her whole family and we both always part smiling." Adele has been delivering for Meals on Wheels (MOW) since 2020, but she and her husband have been involved with MOW for years delivering our Thanksgiving meals through their classic truck club, Pick-Ups LTD of Southern California.

Adele always goes the extra mile when it comes to volunteering. She makes it a point to bring dog treats on all her routes to give to our seniors' pups. This tradition started with Loretta and her recently-passed pup, Cutie-Pie. Cutie-Pie's legacy lives on each time Adele gives our pups a little treat. Loretta tells us, "Adele is such a sweetheart. She sent me a sympathy card after Cutie-Pie passed, even when she was taking care of her husband after an open-heart surgery and had her own worries to think about".

Loretta receives more than just a fresh meal from MOW volunteers; they provide her with an abundance of love and friendship. As she reflects on her favorite part of being a Meals on Wheels client, she says, "My phone doesn't ring every day and when I get them [volunteers], I get someone to talk to for awhile". Loretta is a widow and mother of 6 children who appreciate our help in keeping her independent in her home. In recent years, Loretta sadly lost her son to COVID and daughter to kidney failure. She has found comfort in the Meals on Wheels family, especially Adele.

Adele has dedicated a lot of her life to seniors. She has seen many seniors who do not have the support of their families and has made it her mission to befriend seniors the best she can. "The best part is the feeling of helping the seniors and seeing their smiles when I take the time to talk to them and show them that I care about them," she says. "I try to take the extra minute or two to inquire about them and how they are doing, to ask if they need anything, and to listen to them. They all have a story to tell and so much life experience and they have no one to share it with, so my little bit of attention goes a long way to brighten their day and make them a tiny bit happier." Adele says.

Thank you, Adele, for bringing joy (and dog treats)!

SEE THE SPECIAL
FRIENDSHIP BETWEEN
ADELE AND LORETTA



Serving Those Who Served

A CLIENT'S STORY

MEET MATTHEW

The positive attitude of East County Client and amputee, Matthew, is positively contagious. Since February 2022, Matthew has spread joy to Meals on Wheels volunteers and staff. Matthew is a veteran and lives alone, without family nearby. He is wheelchair-bound after he lost his left leg due to an injury that didn't heal properly. He relies on Meals on Wheels to provide him with food and a friendly visit. He says, "You know, I can't get around like I used to and do my own cooking. I have burned myself a few times so I appreciate Meals on Wheels very much." Matthew has a wonderful sense of humor that keeps our volunteers laughing. When asked how he is, his response is always, "Still searching for a one-legged lady to love." Thank you, Matthew, for serving our country and keeping smiles on our faces!



"I APPRECIATE MEALS ON WHEELS VERY MUCH."

- Matthew

Pep In Her Step

A CLIENT'S STORY

MEET BARBARA

At 101-years-old, Metro client, Barbara, continues to walk with a pep in her step. Barbara honorably served as first lieutenant in the Marine-Corp during WWII. She was sworn in in New York City and served as an Officer in Perris Island and Arlington, Virginia. She reflects on her time in the military, "Oh, I remember being thrilled to participate in Saturday parades!" Barbara came to Meals on Wheels in August of 2018 and has been receiving deliveries 3 days a week ever since. She loves the friendly visits from our volunteers and the ability to stay in her home in Pacific Beach where she has resided for many years. Her connection to San Diego runs deep. Her uncle was George Cowles, the legendary San Diego businessman for whom the famous Cowles Mountain was named. She chuckled and informed all of us that it is indeed pronounced "coles" NOT "cow-les". Barbara, thank you for serving our country, it is an honor to return the favor!



OF VETERANS & SPOUSES SERVED:



844 & **653**
VETERANS SPOUSES

How MEALS ON WHEELS Evolved to Stay on the Cutting Edge of Senior Care

MORE THAN A MEAL

The Meals on Wheels Care Navigation Program began in 2017. The Care Navigation Team ensures that our seniors are taken care of beyond just receiving a meal. Daily, they will tend to the safety and wellness alerts submitted by our volunteers through our “More than a Meal” phone app. If there is a change of condition noted by a volunteer, a Care Navigator will contact the client and assess the issue. From there, they will connect the senior to any additional services they may need. In FY 21/22 we addressed 1,611 issues reported by our volunteers!

TRANSLATION SERVICES

Meals on Wheels began utilizing Boostlingo earlier this year in order to connect with our clients better than before. The software translates for us when we need to speak to clients who do not speak English as their first language. Spanish, Arabic, Chinese, Farsi, Korean, Vietnamese, and Japanese are some of the languages clients have used with Boostlingo to connect with staff!



CREATURE COMFORTS

Meals on Wheels had a very successful fan drive this summer! Throughout the year, our Care Navigation team puts on various drives for our clients. From fans to blankets, we call on the community to donate household items to our seniors. This summer, we were able to provide over 250 new fans at no cost to our clients who do not have air conditioning, thanks to the support of our donors and volunteers.

CRITTER COMFORTS

Meals on Wheels San Diego County has partnered with Helen Woodward Animal Center for nearly 40 years. Through this partnership, we are able to provide free food for all our clients' furry friends. This year, we launched a brand new program that allows our clients to ensure their cats and dogs are in good health. The program, funded by the Lewyt Family, sent out mobile veterinary vans to all of our service centers where our clients were able to bring their pets for free exams, vaccinations, and spay/neuter services. Oftentimes, clients' pets are the only company they have. We are honored to be able to provide for our seniors and these fur babies!



AVOIDING HOMELESSNESS

We currently serve a little over 90 clients in the Downtown San Diego area. Despite the many challenges and competing with the hustle and bustle in downtown, Meals on Wheels stays efficient in delivering meals to clients 6 days a week. Numerous clients served in downtown are formerly homeless. In addition to contributing to their healthy diet we can provide “More than a Meal.” Clients are helped in setting up CalFresh benefits, with transportation to medical appointments, and accessing toiletries along with other day-to-day needs. Due to the daily attention clients receive from staff and volunteers, we are able to help clients age well at home and prevent them from going back to being homeless.

TECH ACCESS FOR ALL

We are proud to have launched our brand new website. This new site is more accessible and senior-friendly. With our new accessibility tool, visitors are able to increase and decrease text size, set it to grayscale, change the contrast, change the font, and adjust the background. We have also added an interactive menu so our seniors can see photos of each meal they may receive.

EXPLORE THE ACCESSIBILITY TOOL (LOOK FOR WHEELCHAIR ICON)



EXPLORE THE MENU HERE



SEE THE KITCHEN AT WORK HERE



YUM!

Meals on Wheels is proud to have increased its variety of meals for our clients. From renal and gluten-friendly, to Latin and vegetarian, the meal center works tirelessly to provide the most nutritious meals to our seniors.



Our 2022 FINANCIALS and STATS

FISCAL YEAR 2022 FINANCIAL REPORT OCTOBER 1, 2021 TO SEPTEMBER 30, 2022

INCOME:

CONTRIBUTIONS*:	\$4,042,392
PROGRAM FEES:	2,480,267
SPECIAL EVENTS:	463,315
INVESTMENT RETURN, NET OF FEES:	(988,360)
GOVERNMENT GRANTS:	163,878
OTHER INCOME:	45,980
GAIN ON SALES OF PROPERTY/EQUIP:	5,500

TOTAL: **\$6,212,972**

EXPENSES:

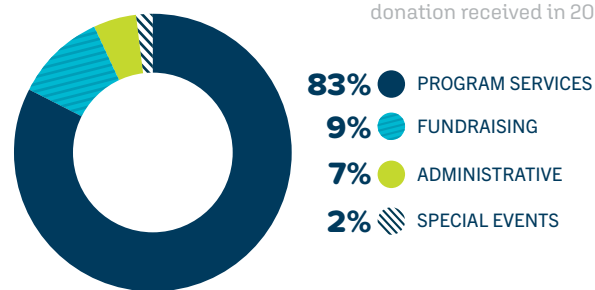
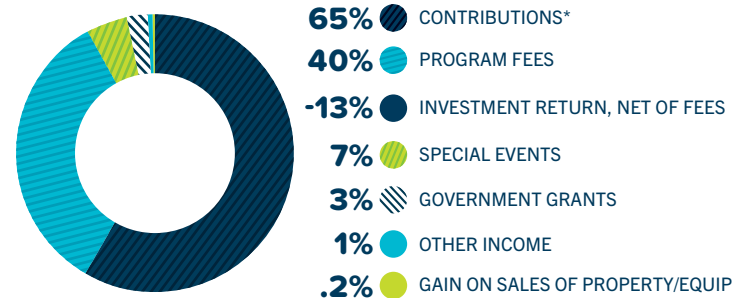
PROGRAM SERVICES:	\$6,653,424
FUNDRAISING:	716,126
ADMINISTRATIVE:	526,583
SPECIAL EVENTS:	152,628

TOTAL: **\$8,048,761**

CHANGE IN NET ASSETS:** **\$(1,835,789)**

*Includes \$1,358,555 in bequests and major gifts

**Capital investments and price increases were covered by \$4 million donation received in 2020.



The numbers agree with the financial statements audited by Aldrich CPAs and Advisors LLP. A copy of the independent auditor's report is available upon request.



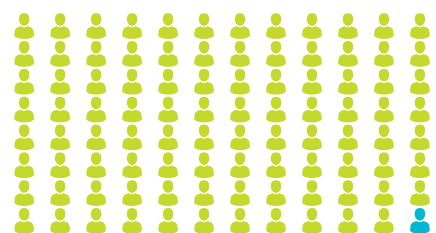
OF MEALS DELIVERED

624,887

21,392,515 MEALS DELIVERED SINCE 1960



71,796 MEALS DELIVERED TO 541 RURAL CLIENTS



OF VOLUNTEERS

3,571

VOLUNTEER MILES: OVER 636,653
OVER 104,000 VOLUNTEER HOURS



\$1,358,555 RECEIVED THROUGH BEQUESTS



OF CLIENTS SERVED:
4,503
45% LIVE ALONE
35% OVER THE AGE OF 85

OF ANIMALS SERVED:
334 CATS **406** DOGS

Donor Roll

Thank you to each of the donors listed below for cash and in-kind donations to get us through the year. Between October 1, 2021 and September 30, 2022, thousands of donors sent us checks, masks, gloves, and We-Care packages, the majority of whom aren't listed below but who keep our wheels turning every month.

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