



**Meals On Wheels**

*Meals are just our first course!*



# ANNUAL REPORT 2019

121 West Nyack Road, Nanuet, NY 10954  
(845) 624-6325 – [www.mowrockland.org](http://www.mowrockland.org)



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# ANNUAL LETTER

Dear MOW Family:

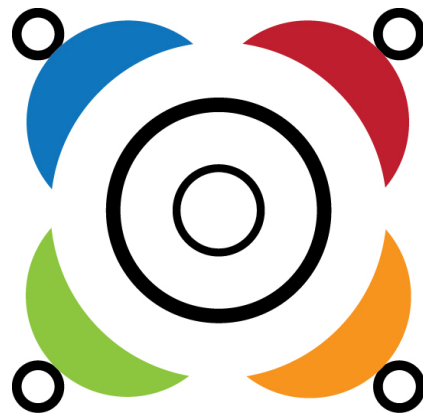
It is hard to write about 2019 without putting it into context of 2020 when this report is being compiled. When I became President & CEO in February 2020, I never imagined what this year would bring. Without the hard work that was done to strengthen our agency in 2019, we would not have been prepared for COVID-19 in 2020.

Meals On Wheels continued our partnerships with the healthcare system to document the impact that our services have on the health of our clients and created real differences in older adults' lives by improving our advanced safety checks. Social Determinants of Health (SDH) was a term that many healthcare entities were starting to embrace in 2019 with us but 2020 showed just how important SDHs are for our older adult family members. Social isolation was something that only our clients faced in 2019 but 2020 showed the world what our clients were facing daily.

Moving forward, we will continue to strengthen our agency to ensure that our older adults throughout Rockland County are taken cared of throughout the difficult times ahead. We are proud of the work we did in 2019 to prepare us for today. We are proud of the work that we are still doing daily to protect older adults. And we are proud of the work we will continue to do in the future during these difficult times.




**Kevin J. Hardy**  
President & CEO




# OUR PROGRAMS


## Home Delivered Meals

 Meals On Wheels provides peace of mind to caregivers and older adults by delivering nutritious meals to any Rockland resident who cannot shop or cook for themselves due to illness, physical disability, advanced age or short term illness. In addition to the daily meal, caring volunteers deliver a friendly, personal connection, a safety check, and an important link to the greater community.


## Adult Day Care of Rockland

 Meals On Wheels provides respite and support to caregivers and older adults through its structured social model adult day care program, the Adult Day Care of Rockland at the Bobbi Lewis Center. The program offers a safe and stimulating environment while improving the quality of life for participants affected by Alzheimer's Disease and other related cognitive disorders through recreational and therapeutic programs that engage clients in a caring environment providing intellectual stimulation and interaction with peers.

## Senior Activity Centers

 Meals On Wheels operates five Senior Activity Centers located throughout the County that serve hundreds of Rockland residents. Our Senior Activity Centers offer opportunities to pursue interests that many people don't have time for during their daily lives. Social supports are always available and there are numerous activities focusing on health and wellness, as well as opportunities to learn new skills. A hot lunch is served daily.

## Adult Learning Center

 Meals On Wheels operates the Adult Learning Center, a full-service technology education center run by experienced volunteers devoted to enhancing the technology skills of older adults. Through small classes with individualized instruction, participants, from the novice to the more seasoned technology user, gain valuable skills and improve technological communication with their family and friends.

# HIGHLIGHTS OF 2019

Commissary Info	2018	2017
Food Cost	\$422,779	\$419,342
Meals Served	217,856	214,243

122,747 home delivered meals were served to a total of 713 individuals.

The Senior Activity Centers had 512 active members. There were more than 26,000 meals served.

59 individuals attended the Adult Day Care of Rockland at the Bobbi Lewis Center. There were over 3,700 days of service provided.

The Adult Learning Center of Rockland had 40 students attend classes. Since starting in 1998, the learning center has helped over 3,600 students.

At the end of December 2018, we had 59 part time, 18 full-time employees. 38% of our employees have been with the agency 5 or more years and 20% have been here 10 or more years.

<b>Blizzard Boxes Delivered</b>	<b>3,062</b>
Mutts & Meows Pet Food Pantry	696 Mutts & Meows Meals Delivered
Comfort Cards Sent	225

Meals On Wheels is a lead agency in Rockland Community Against Hunger (RCAH). To assist with food insecurity and reduce food waste, Meals On Wheels was awarded a refrigerated box truck through NYS EPA and Rockland County Solid Waste Management Authority. MOW is delivering fresh food to local hubs. The hubs enable food to be distributed directly to communities for easier access by more food pantries and feeding programs in the community. We purchased 3 new buses with the 5310 federal grant sponsored by the NYS DOT. The Meals On Wheels Social Work Department became trained in the Diabetes Self-Management Program, which is an evidence based model program that has proven health outcome benefits for older adults.



# ACHIEVEMENTS

## Home Delivered Meals

- 750 Clients served
- 119,511 nutritious and Medically Tailored Meals (MTM) delivered
- Over 100,000 face to face safety checks completed by our caring and dedicated volunteers
- 2,130 wellness phone call checks from our volunteers concerned about the older adults we serve. Our caring and passionate social work team follows up all wellness checks.
- To help older adults remain in their homes, Caseworkers provided information and referrals to older adults and their caregivers, such as: transportation (Meals On Wheels, Taxi Voucher, TRIPS), grab bar installation through CHORE, Volunteer Counseling Services, EISEP (Expanded In Home Services for the Elderly), and Medicaid & MLTC information.
- 142 Magnolia Meal clients served in Rockland and Westchester Counties. Magnolia Meals is a meal delivery program providing nourishing meals at no cost to households effected by cancer. Meals On Wheels is in partnership with Eisai Pharmacy and Cancer Care of America to provide these much needed meals.
- In 2019, MOW hosted social work interns from Nyack College, Dominican College, and Fordham College
- Under an innovation grant through Montefiore Hudson Valley Collaborative Meals On Wheels reduced hospitalizations. Our Social Work Department developed care plans for individuals with recent hospitalizations, chronic conditions, poor engagement with their primary care physician and little or no support in the home. Participants received a medically tailored meal, an in-home assessment and advanced safety checks to determine and address any social determinants of health to improve their well-being. The results proved that receiving Meals On Wheels will keep older adults out of the hospital. The first 30 days over 70% of the participants had no hospitalizations and 100 % of the participants had no hospitalizations past 90 days. Saving thousands of dollars in Medicaid.

## More Than A Meal (MTAM)



Meals on Wheels of Rockland County was one of 30 Meals On Wheels across the country to use the newest technology in meal delivery service. More Than a Meal is a mobile application that allows Meals On wheels volunteers to access client route information, keep up to date on the special delivery instructions, and to update any changes of conditions for the clients. MTAM increases our service impact to further support safety, independence and health of older adults living in Rockland County as well as helps our clients feel less isolated through holistic care.



## Adult Day Care of Rockland

Our Adult Day Care (ADC) supports both clients and caregivers with our Alzheimer's/dementia focused social day program. Dance, music, and exercise programs encourage movement and engagement. Art therapy and arts and crafts develop creativity, while mentally engaging the client and fostering interaction. Trips this year included visits to the Rockland Conservatory of Music and scenic drives to spark interest and conversation. Horticultural therapy engages clients in planting, cuttings, trimming and watering. Conversations on various topics encourage interaction with peers and fosters a sense of community.

Adult Day Care is a safe haven for seniors of all ages with the diagnosis of Alzheimer's disease and related cognitive disorders. ADC provides a welcoming atmosphere with a sense of security, warmth and energy. Caregivers gain valuable respite time as their loved one is cared for while they go to work, attend to personal matters, or just reenergize. Research tells us that socialization, music, exercise and a variety of activities along with a nutritious meal, stimulates the brain and reduces loneliness.

## Senior Activity Centers

MOW Senior Activity Centers (SAC) are vibrant places where members have an opportunity to participate in diverse educational, physical and intellectual activities including trips. Our focus is on wellness - whether our members are working out on Nu-Step exercise equipment, participating in one of our many exercise programs, hearing about the latest medical treatments from a Crystal Run Healthcare specialist, walking for fitness or competing in our Wii Bowling Tournament - our seniors MOVE! Trips this year included, dinner theaters, Empire Casino, Pride of the Hudson boat tours, picnics and ballgames. Our community centers offer something for everyone!

- In 2019, 171 new members joined, a 21% increase from 2018.
- In 2019, 27,751 meals were served in a community setting.
- At our 7<sup>th</sup> Annual Senior Boot Camp, over \$25,000 was raised while 140 seniors participated in 14 different physical activities and visited over 20 health related vendors.
- Over 35,000 trips were provided to programs, doctor appointments, grocery shopping, and social events for people over 60 throughout Rockland County.

Our centers offer an alternative to loneliness for older adults living in Rockland County. Offering door to door transportation, MOW is a gateway to classes, trips, a delicious, nutritious lunch, lectures, exercise, and human connection. Social connectedness is a primal need and loneliness has a direct effect on cognitive and physical health. Many families live far away from each other, so MOW becomes their support system and provide the ability to remain part of the community while still living independently.



# VOLUNTEERISM

- In 2019 volunteers provided over 33,000 hours of service.
- 2019 corporate volunteers:
  - Apple, PDI, Regeneron, United Way, M& T Bank, UPS, KPMG, Eisai, BMW, Bristol Meyers, Chase Bank, Healthsav, Carber Travel, Remedy Dispensary, Dominican College, Wells Fargo, Morgan Stanley
- Rotary Clubs delivering Meals: Congers/Valley Cottage, Nanuet/West Nyack, New City, Nyack, Pearl River, Spring Valley, and Suffern.
- Our volunteers delivered much more than a meal! They also delivered:
  - Blizzard Boxes
  - Mutts & Meows Pet food
  - Miles of Smiles
  - Caring cards and Crafts
  - Safety Checks
  - Social Contact
- In June Meals On Wheels hosted a Volunteer Appreciation Picnic over 200 volunteers, board members and staff enjoyed the afternoon with great food, great conversations and plenty of laughs!

Partnered with Rockland County Career Center, Rockland Community College, People to People Inc., RSVP to scale up an evidence-driven and volunteer based model that builds the capacities of human services agencies to address the root causes of hunger

So much more than a meal....

Meals On Wheels are an important link to the community

What our clients say about our volunteers:

- "All the volunteers are great anchors me into the turf of the community."
- "Couldn't ask for nicer people."
- "Had a stroke and the volunteer notified his Son and waited till the Son got there. He was terrific - without him the Son would not have known he was in distress."
- "He is grateful that he gets meals through meals on wheels because he is not able to cook for himself. Don't know what I would do without them, esp. when your 98 and can't get around."
- "Like getting a visitor every day."
- "Makes me feel included... makes me feel like somebody cares."
- "Makes me feel better"
- "Volunteers are very friendly and always willing to listen and talk"
- "Volunteers are like family"
- "God Bless them all"





## STATEMENT OF FINANCIAL POSITION

### MEALS ON WHEELS PROGRAMS AND SERVICES OF ROCKLAND, INC.

Statements of Financial Position

December 31, 2019 and 2018

	2019	2018
<b>ASSETS</b>		
Cash	\$ 164,093	\$ 290,001
Cash - endowment	80,511	106,049
Restricted cash	5,777	9,324
Security and equipment deposits	29,198	3,000
Investments	19	19
Contracts receivable	291,328	297,828
Accounts receivable	250,857	232,417
Inventory	20,391	21,353
Prepaid expenses and other	16,821	19,238
Total current assets	<u>858,995</u>	<u>979,229</u>
Building and equipment	<u>1,839,348</u>	<u>2,009,198</u>
Total assets	<u>\$ 2,698,343</u>	<u>\$ 2,988,427</u>
<b>LIABILITIES AND NET ASSETS</b>		
Accounts payable	\$ 74,757	\$ 105,560
Accrued expenses	140,081	139,647
Current portion of mortgage payable	70,366	67,122
Line of credit	-	-
Security deposit	2,000	2,000
Total current liabilities	<u>287,204</u>	<u>314,329</u>
Mortgage payable	<u>1,074,564</u>	<u>1,144,929</u>
Total liabilities	<u>1,361,768</u>	<u>1,459,258</u>
<b>Net Assets</b>		
Without donor restrictions		
Operating fund	614,737	675,519
Net investment in building	336,211	329,606
Net investment in equipment	299,339	408,672
Board designated - endowment	80,511	106,049
	<u>1,330,798</u>	<u>1,519,846</u>
With donor restrictions		
Restricted by purpose or time - Senior Centers	<u>5,777</u>	<u>9,323</u>
Total net assets	<u>1,336,575</u>	<u>1,529,169</u>
Total liabilities and net assets	<u>\$ 2,698,343</u>	<u>\$ 2,988,427</u>

## Statement of Activities

**MEALS ON WHEELS PROGRAMS AND SERVICES OF ROCKLAND, INC.**  
Statement of Activities  
Year Ended December 31, 2019

	Without Donor Restrictions			With Donor Restrictions	2019 Total
	Undesignated	Board Designated	Total		
<b>REVENUES</b>					
Fees and grants from governmental agencies	\$ 1,855,096	\$ -	\$ 1,855,096	\$ -	\$ 1,855,096
Fees and grants - non-governmental agencies	110,451	-	110,451	-	110,451
Program service fees	831,664	-	831,664	-	831,664
Contributions through United Way	16,982	-	16,982	-	16,982
Contributions received from participants	113,648	-	113,648	-	113,648
Special events revenue	199,851	-	199,851	-	199,851
Special events expense	(73,373)	-	(73,373)	-	(73,373)
Contributions - general	203,740	-	203,740	-	203,740
Contributions - senior centers	-	-	-	20,272	20,272
Contributions - in-kind	364,207	-	364,207	-	364,207
Contributions - vehicles from governmental agency	-	-	-	-	-
Other income	103,449	-	103,449	-	103,449
Interest income	32	462	494	-	494
Realized gain (loss) on disposal of vehicle	1,579	-	1,579	-	1,579
Net assets released from restrictions	49,818	(26,000)	23,818	(23,818)	-
Total revenues	<u>3,777,144</u>	<u>(25,538)</u>	<u>3,751,606</u>	<u>(3,546)</u>	<u>3,748,060</u>
<b>EXPENSES</b>					
Program services					
Senior centers	1,215,171	-	1,215,171	-	1,215,171
Homebound	1,363,745	-	1,363,745	-	1,363,745
Adult day care	401,387	-	401,387	-	401,387
Other programs	405,339	-	405,339	-	405,339
Total program expenses	<u>3,385,642</u>	<u>-</u>	<u>3,385,642</u>	<u>-</u>	<u>3,385,642</u>
General and administrative	435,372	-	435,372	-	435,372
Fundraising	119,640	-	119,640	-	119,640
Total expenses	<u>3,940,654</u>	<u>-</u>	<u>3,940,654</u>	<u>-</u>	<u>3,940,654</u>
<b>Change in net assets</b>	(163,510)	(25,538)	(189,048)	(3,546)	(192,594)
Net assets, beginning	1,413,797	106,049	1,519,846	9,323	1,529,169
Net assets, ending	<u>\$ 1,250,287</u>	<u>\$ 80,511</u>	<u>\$ 1,330,798</u>	<u>\$ 5,777</u>	<u>\$ 1,336,575</u>

## Statement of Activities (cont.)

**MEALS ON WHEELS PROGRAMS AND SERVICES OF ROCKLAND, INC.**  
Statement of Activities  
Year Ended December 31, 2018

	Without Donor Restrictions			With Donor Restrictions	2018 Total
	Undesignated	Board Designated	Total		
<b>REVENUES</b>					
Fees and grants from governmental agencies	\$ 1,943,707	\$ -	\$ 1,943,707	\$ -	\$ 1,943,707
Fees and grants - non-governmental agencies	118,401	-	118,401	-	118,401
Program service fees	802,619	-	802,619	-	802,619
Contributions through United Way	20,855	-	20,855	-	20,855
Contributions received from participants	117,139	-	117,139	-	117,139
Special events revenue	201,849	-	201,849	-	201,849
Special events expense	(79,474)	-	(79,474)	-	(79,474)
Contributions - general	280,276	-	280,276	-	280,276
Contributions - senior centers	-	-	-	24,901	24,901
Contributions - in-kind	432,592	-	432,592	-	432,592
Contributions - vehicles from governmental agency	196,023	-	196,023	-	196,023
Other income	9,994	-	9,994	-	9,994
Interest income	1,047	497	1,544	-	1,544
Realized gain (loss) on disposal of vehicle	375	-	375	-	375
Net assets released from restrictions	63,215	(39,884)	23,331	(23,331)	-
Total revenues	4,108,618	(39,387)	4,069,231	1,570	4,070,801
<b>EXPENSES</b>					
Program services					
Senior centers	1,231,857	-	1,231,857	-	1,231,857
Homebound	1,441,599	-	1,441,599	-	1,441,599
Adult day care	429,286	-	429,286	-	429,286
Other programs	330,088	-	330,088	-	330,088
Total program expenses	3,432,830	-	3,432,830	-	3,432,830
General and administrative	254,058	-	254,058	-	254,058
Fundraising	121,831	-	121,831	-	121,831
Total expenses	3,808,719	-	3,808,719	-	3,808,719
<b>Change in net assets</b>	299,899	(39,387)	260,512	1,570	262,082
Net assets, beginning	1,113,898	145,436	1,259,334	7,753	1,267,087
Net assets, ending	\$ 1,413,797	\$ 106,049	\$ 1,519,846	\$ 9,323	\$ 1,529,169

# GRANTS

In order to sustain its excellent services, Meals On Wheels engages multiple funding sources, including grants from private foundations, corporate donors, legislative members, the government, and community groups.

## Grants of \$1,000 or More

Hagedorn Fund

Rotary Club of New City

Catherine C. Reiley Charitable Fund

The Bernard & Anne Spitzer Charitable Trust

Cornell University Cooperative Extension

Eastwick College and The HoHokus Schools

Community Development Block Grant

United Way Emergency Food Safety Program

Hudson Gateway Realtor's Association

*All grant notifications were received in 2019, but because not all of the actual funds were received in 2019, the 2019 financial statements will not reflect the same total amount listed here.*

# BOARD OF DIRECTORS

## OFFICERS

CEO & President (2020)

Chairperson

Vice-Chairperson

Treasurer

Secretary

Chairwoman Emeritus

Kevin J. Hardy

Paul Paciello

Lisa Falone

Ralph Travaglini

Stanley Schwarz

Cheryl Mallon

## LIAISONS

National Council of Jewish Women

Barbara Flores

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Maureen Arciero

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Bonnie Cintron

Rebecca Day

Barry Dorfman

Diomaris Filpo

Raymond Francis

Michael Guarnieri

Mitchell Gusler

Risa Hoag

Robert Murray

Noreen Myers-Wright

Ryan O’Gorman

Diane Preston

Robert Ross

Dana Stilley

Christine Wise-Vasquez



# MISSION & VISION

## Our Mission

To enhance the wellness of Rockland's older adults and their families by providing services that support their safety, independence and health.

## Our Vision

Every older adult in Rockland is living their life to the fullest.



"Services are funded in part by the Administration on Aging, New York State Office for the Aging and the Rockland County Office for the Aging. Contributions are voluntary and confidential and are used to expand the services for which they are received. No one will be denied services because of an inability or unwillingness to contribute. Suggested contributions level should equal the cost of the service for participants who self-disclose income at or above 185% of Federal Poverty Level."