



# ANNUAL REPORT 2021

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# ANNUAL LETTER

Dear MOW Family:

Gratitude is the overwhelming feeling I have as I report on the roller coaster ride we all experienced these last two years. Covid-19 became the catalyst for identifying who we are as an organization, our strengths, our weaknesses, our potential for growth and most importantly our value and importance in our Rockland County community.

Responding to the incredible demands starting in spring of 2020, we increased our total meal deliveries, supplied groceries, hosted virtual programs and made telephone reassurance calls keeping isolated seniors connected with the world. We pivoted when we had to and performed at a level higher than one could have imagined.

The pendulum swung dramatically in 2021 as decreased demand, program cuts and our still unopened senior centers took away most of the financial gains of 2020. Both years, however, taught us valuable lessons. If 2020 was the year of renewal, 2021 became the year of resiliency. We found that we were capable of not only facing, but also conquering, unprecedented challenges. We have come out the other side reinvented and refocused on the future. In both years, we witnessed dedication and heroic determination of our staff, amazing support from our board members and the value of government and community collaboration. We have indeed come out stronger moving into 2022, and the path before us shows great promise for the future of our organization.

Meals on Wheels of Rockland will be celebrating our Fiftieth anniversary in January 2024. Our mission remains the same, but our vision has expanded beyond Rockland County. Our goals have shifted as well. Our focus as we approach this fifty-year milestone is to become a self-sustainable organization. In order to reach self-sustainability, we will be concentrating in four key areas: increased business revenue, planned giving, a revamped monthly donation program and a major donor campaign. Each of these programs are vital to the success of Meals on Wheels' mission to enhance the wellness of older adults and their families by providing services that support their safety, independence and health. Self-sustainability is not an easy goal, but one that I strongly believe is achievable in the next three years.

My sincere hope is that we never have to respond to another crisis of the magnitude we experienced. However, I have great confidence in Meals on Wheels because of our incredible accomplishments over these past two years.

My sincere thanks to my staff, my board, our volunteers and our collaborative organizations. You are the people that make it happen every day!



**Kevin J. Hardy**  
President & CEO



**Lisa Falone**  
Board Chairperson

# 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. Home delivered meals, along with all of our services, are part of a greater continuum of care that enable older adults to remain as independent as possible and living in their own homes.

## Senior Activity Centers

Meals On Wheels was forced to shutter our five Senior Centers in March of 2020 due to the COVID-19 pandemic and subsequent shutdown. On May 4, 2021 we proudly re-opened the first of our centers, the Clarkstown/Pearl River Center located in our Nanuet offices. Our Ramapo Center located at the New Presbyterian Church in New City followed on June 14, 2021. The two centers host seniors from across Rockland County. Door-to-door transportation is available to members. Following the isolation and loneliness that many seniors endured during the shutdown, the vital role that our centers play in the socialization and community connections for area seniors became more evident than ever before. Our Senior Activity Centers offer opportunities to gather with peers and foster relationships as well as pursue interests that many people wouldn't have access to 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.

# HIGHLIGHTS OF 2021

Commissary Info	2021	2020
Food Cost	\$558,650	\$688,263
Meals Served	196,232	266,787

178,329 home delivered meals were served to a total of 1,218 individuals.

The Senior Activity Centers had 261 active members. There were 7,589 meals served in the Centers. The Centers collectively logged a total of 10,588 transportation units. During the Covid-related closure of our Centers we were able to provide frozen meal delivery to our SAC members. In 2020 and 2021 combined, we provided over 34,000 frozen meals.

At the end of December 2021, we had 41 part-time and 12 full-time employees. Of those, 13 worked in Administration, 19 in the Commissary, 12 in our Senior Centers and 9 dedicated to Home Delivered Meals.

Blizzard Boxes Delivered	4,872
Caring Cards Delivered	1,103
Cat Food-Dry Delivered	1,194 lbs.
Cat Food-Wet Delivered	5,321 cans
Dog Food-Dry Delivered	1,090 lbs.
Dog Food-Wet Delivered	1,392 cans

Meals on Wheels is proud to be a founding agency in Rockland Community Against Hunger. RCAH is a collaboration of food pantries, meal programs and county agencies working together to do everything possible to ensure no one in Rockland County goes hungry. RCAH was founded in 2011 by local agencies including MOW, TOUCH, Bridges, MLK Multipurpose Center, Catholic Charities and the Rockland County Department of Health and Department of Social Services.

In 2021 RCAH facilitated the recovery and re-distribution of over 1,048,000 pounds of food to over 40 pantries county-wide.

We purchased 2 new buses with the 5310 federal grant sponsored by the NYS DOT.

# ACHIEVEMENTS

## Home Delivered Meals

- 1,218 Clients served
- 178,329 nutritious and Medically Tailored Meals (MTM) delivered
- An average of 748 meals are served each day with delivery to 55 routes across Rockland
- 142,217 face to face safety checks completed by our caring and dedicated volunteers
- To help older adults remain in their homes, Caseworkers provided information and referrals to older adults and their caregivers in areas such as home care, mental health, transportation, caregiver support, dementia services, Magnolia Meals and housing. During 2021, Caseworkers provided over 360 referrals to these and other services.
- Magnolia Meals at Home is a meal delivery program from Eisai Co., LTD, a Pharmaceutical company and Cancer Care of America that aims to assist patients by providing nourishing meals to households affected by cancer so that loved ones can spend quality time together. Meals on Wheels partners with Volunteer NY! In Tarrytown, Good Shepherd Lutheran Church in Pearl River and St. Paul's Church in Teaneck to provide delivery to patients in Rockland, Westchester and Bergen Counties. In 2021, we facilitated 407 deliveries, a huge jump from 142 deliveries in 2019.
- Meals on Wheels has enjoyed long-time partnerships with Dominican University, St. Thomas Aquinas College, Ramapo College and Lemoyne College hosting interns in social work, nutrition, communications and more. Meals on Wheels staff supervises the interns as they gain skills in communication, de-escalation, teamwork, organization, accountability and problem solving.
- Between the months of February and December 2021 we participated in a study with WellSky, Meals on Wheels America, and Meals on Wheels of Vero Beach. We provided emergency meals and follow-up to newly discharged patients in need of nutritious meals during their recuperation. Our goal was to help improve health outcomes by addressing social determinants of health (food insecurity and other issues), thereby helping to reduce hospital readmissions. Some details regarding the cohort and highlights of the results:
  - 32 clients were enrolled who qualified under 3 chronic conditions: Pneumonia, COPD and Congestive Heart Failure
  - These clients were identified as frequent users of the ER
  - Clients received Medically Tailored Meals for 30 calendar days
  - Clients completed an initial assessment (provided referrals, addressing any social determinants of health) and then surveys at the 30, 60 and 90 day benchmarks to document any hospitalizations
  - Hospitalizations were verified through HealthEConnections database
  - Re-hospitalizations were reduced by 85% within the first 30 days of receiving meals
  - Re-hospitalizations were reduced by 93% post 90 days after completion of the 30 day meal program
  - Client surveys revealed (percentages represent both MOW Rockland & Vero Beach numbers combined):
    - 98% believed that MOW facilitated their recovery
    - 91% felt MOW reduced stress levels during recovery
    - 61% reported that MOW was their primary meal
    - 61% felt that MOW reduced their social isolation during recovery
- In 2021 Meals on Wheels was able to utilize a grant from the Related Affordable Foundation to provide meal delivery 3 days per week to the residents in Walnut Hill Senior Apartments in West

Haverstraw. A total of 5,838 nutritious Medically Tailored Meals were delivered to the residents of Walnut Hill.

### Mobile Meals App



Volunteers utilize a Mobile Meals App while delivering meals each day. The app pushes current route sheets digitally to drivers' mobile devices, The app provides GPS mapping, real time delivery confirmation and the ability to instantly report client changes in condition directly to a MOW caseworker. This technology increases communication and efficiency to deliver better service to our meal recipients.



*Together, We Deliver*

## Senior Activity Centers

One of the most difficult aspects of the Covid-19 pandemic and subsequent shutdown was the closure of all 5 of our Senior Activity Centers. We had members who had been with us for 20+ years who were suddenly isolated and at home. It was heartwarming to see our members maintain connections via phone chains, checking in on each other, with MOW staff who worked in their respective centers and with their bus drivers.

In order to provide that missing social connection for Rockland seniors, Meals on Wheels was able to quickly implement a “virtual Senior Center” via Zoom in May 2020 where we ran programming, had entertainment and fostered connections between seniors who were now stuck at home. Staff went out to seniors’ homes when needed and conducted tutorials on how to access Zoom via smartphones or computers while maintaining social distancing (once even through a glass storm door!). The Virtual Senior Center remained operational twice a week until our first location, our Clarkstown/Pearl River Center, reopened in May of 2021 followed by Ramapo Center in June 2021.

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 - exercise and movement, education and presentations, nutrition and socialization to address all aspects of healthy living! Trips this year included, local shopping trips, a picnic at Bowline Park, a winery tour, hayride and pumpkin picking and a Monthly Restaurant Visit. Our community centers offer something for everyone!

- At the end of 2021, average daily attendance between our 2 operating Centers was 49 members.
- In 2021, 7,589 meals were served in a community setting.

During the early months of Covid, grocery delivery services were booked solid and seniors were at particular risk for serious illness, making trips to the grocery store very dangerous. In partnership with the Rockland County OFA, we were able to deliver 5,234 bags of groceries to Rockland seniors. We also instituted a Telephone Reassurance Program, also in partnership with the OFA, to maintain a social connection for isolated seniors, and completed over 9,600 Telephone Reassurance phone calls.



# VOLUNTEERISM

- In 2021 volunteers provided over 37,500 hours of service carried out by a roster of 890 volunteers.
- Creating a culture that encourages volunteering can help employers boost employee morale, workplace relationships and brand perception. Meals on Wheels offers many different opportunities for a corporation to engage in community service with on-site and off-site options. Even with pandemic-related restrictions in place, we were able to modify to undertake corporate volunteering. Companies can opt to adopt a route on a regular basis throughout the year or do a one-day group volunteering event. 2021 Corporate Volunteers included KPMG, Regeneron, Target and Carber Travel.
- 2021 Community Volunteers included:
  - United Way (Day of Caring)
  - Nanuet High School
  - Dominican University
  - Town of Stony Point
  - Town of Clarkstown
  - Town of Haverstraw
  - ARC
  - Hudson Valley DDSO
  - OPWD Day Habilitation
  - Venture Together
  - SkyView
  - Another Step
  - Abbott House
  - Office of Mental Health
- 2021 Rotary Club Volunteers included:
  - Nanuet/West Nyack
  - Nyack
  - Suffern
  - Pearl River
  - South Orangetown
  - Spring Valley
  - New City
- In 2021 we engaged youth from:
  - Albertus Magnus High School
  - Nanuet High School
  - Clarkstown South High School
  - Pearl River School District
  - Don Bosco High School
  - Immaculate Heart Academy
  - St. Anthony's School
  - Woodglen Elementary
  - William O. Schaefer Elementary
- Our volunteers delivered much more than a meal! They also delivered:
  - Blizzard Boxes
  - Mutts & Meows Pet Pantry
  - Miles of Smiles
  - Caring Cards and Crafts
  - Safety Checks
  - Social Engagement

*So much more than a meal....*

What our clients say about our volunteers:

- The volunteers are so friendly and caring - they are all so wonderful!-Florence L.
- William not only navigated my icy driveway, but he shoveled my steps and stoop AND cleaned off my car for me. I was so relieved!-Katherine F.
- I and everyone in my building feel so lucky and I believe we are blessed. You are angels and all of the volunteers who deliver the meals are a God send!-Rita C.
- I am amazed at how many extraordinary people you have volunteering for you! My volunteer brought my packages in with my meal and when she noticed one wasn't mine, she brought it to the right recipient.-Gabriella K.
- I love the delivery people and everyone in the office. I am very grateful for everything and everyone and I don't know what I'd do without you!-Alice E.
- I really appreciate the meals, but the conversations with my volunteer are something extra special.-Rosemarie W.
- I am so happy with all of the volunteers who are so very pleasant and I am most grateful for the service.-Madeline
- The volunteers who bring my meals are so very pleasant and kind!-Albertine
- Your organization is amazing! The volunteers are so wonderful-so friendly and caring!- Florence L.
- You are the greatest thing that has ever happened! Your volunteers are good hearted and very special people!-Mike B.
- The volunteers in your organization are doing an outstanding job.-Carol V.
- I must sing my praises to your volunteers! I am beyond grateful for all of them, but especially want to highlight Mark and Kristen who are my absolute rays of sunshine!-Dorothy E.
- I can't begin to tell you what a blessing your staff of volunteers have been to me.-Edward C.
- The volunteers are beautiful people!-Mary Y.
- I especially want to thank the devoted volunteers who deliver the food to my door.-Theresa M.



## STATEMENT OF FINANCIAL POSITION

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

Statements of Financial Position  
December 31, 2020 and 2019

	2020	2019
<b>ASSETS</b>		
Cash	\$ 650,439	\$ 164,093
Cash - endowment	113,758	80,511
Restricted cash	7,322	5,777
Security and equipment deposits	4,000	29,198
Investments	19	19
Contracts receivable	463,660	291,328
Accounts receivable	177,262	250,857
Inventory	21,820	20,391
Prepaid expenses and other	19,586	16,821
Total current assets	<u>1,457,866</u>	<u>858,995</u>
Building and equipment	<u>1,835,547</u>	<u>1,839,348</u>
Total assets	<u>\$ 3,293,413</u>	<u>\$ 2,698,343</u>
<b>LIABILITIES AND NET ASSETS</b>		
Accounts payable	\$ 55,803	\$ 74,757
Accrued expenses	82,504	140,081
Current portion of mortgage payable	72,672	70,366
Deferred Revenue	109,600	-
Security deposit	-	2,000
Total current liabilities	<u>320,579</u>	<u>287,204</u>
Mortgage payable	<u>1,019,722</u>	<u>1,074,564</u>
Total liabilities	<u>1,340,301</u>	<u>1,361,768</u>
Net Assets		
Without donor restrictions		
Operating fund	1,147,747	614,737
Net investment in building	334,169	336,211
Net investment in equipment	350,116	299,339
Board designated - endowment	113,758	80,511
	<u>1,945,790</u>	<u>1,330,798</u>
With donor restrictions		
Restricted by purpose or time - Senior Centers	<u>7,322</u>	<u>5,777</u>
Total net assets	<u>1,953,112</u>	<u>1,336,575</u>
Total liabilities and net assets	<u>\$ 3,293,413</u>	<u>\$ 2,698,343</u>

## Statement of Activities

**MEALS ON WHEELS PROGRAMS AND SERVICES OF ROCKLAND, INC.**  
Statement of Activities  
Year Ended December 31, 2020

	Without Donor Restrictions			With Donor Restrictions	2020 Total
	Undesignated	Board Designated	Total		
<b>REVENUES</b>					
Fees and grants from governmental agencies	\$ 1,748,052	\$ -	\$ 1,748,052	\$ -	\$ 1,748,052
Fees and grants - non-governmental agencies	181,514	-	181,514	-	181,514
Program service fees	687,993	-	687,993	-	687,993
Contributions through United Way	28,667	-	28,667	-	28,667
Contributions received from participants	111,589	-	111,589	-	111,589
Special events revenue	121,507	-	121,507	-	121,507
Special events expense	(51,251)	-	(51,251)	-	(51,251)
Contributions - general	411,276	33,000	444,276	-	444,276
Contributions - senior centers	-	-	-	5,247	5,247
Contributions - in-kind	585,269	-	585,269	-	585,269
Contributions - vehicles from governmental agency	90,948	-	90,948	-	90,948
Paycheck Protection Program	363,322	-	363,322	-	363,322
Other income	5,348	-	5,348	-	5,348
Interest income	-	247	247	-	247
Realized gain (loss) on disposal of vehicle	20,400	-	20,400	-	20,400
Net assets released from restrictions	3,702	-	3,702	(3,702)	-
<b>Total revenues</b>	<b>4,308,336</b>	<b>33,247</b>	<b>4,341,583</b>	<b>1,545</b>	<b>4,343,128</b>
<b>EXPENSES</b>					
Program services					
Senior centers	438,992	-	438,992	-	438,992
Homebound	2,425,399	-	2,425,399	-	2,425,399
Adult day care	180,104	-	180,104	-	180,104
Other programs	131,368	-	131,368	-	131,368
<b>Total program expenses</b>	<b>3,175,863</b>	<b>-</b>	<b>3,175,863</b>	<b>-</b>	<b>3,175,863</b>
General and administrative	425,740	-	425,740	-	425,740
Fundraising	124,988	-	124,988	-	124,988
<b>Total expenses</b>	<b>3,726,591</b>	<b>-</b>	<b>3,726,591</b>	<b>-</b>	<b>3,726,591</b>
<b>Change in net assets</b>	<b>581,745</b>	<b>33,247</b>	<b>614,992</b>	<b>1,545</b>	<b>616,537</b>
Net assets, beginning	1,250,287	80,511	1,330,798	5,777	1,336,575
Net assets, ending	<u>\$ 1,832,032</u>	<u>\$ 113,758</u>	<u>\$ 1,945,790</u>	<u>\$ 7,322</u>	<u>\$ 1,953,112</u>

## Statement of Activities (cont.)

**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	\$ 1,768,596	\$ -	\$ 1,768,596	\$ -	\$ 1,768,596
Fees and grants - non-governmental agencies	196,951	-	196,951	-	196,951
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
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>

# 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 Foundation

Mother Cabrini Health Foundation

Related Affordable

Rotary Club of New City

Catherine C. Reiley Charitable Fund

Cornell University Cooperative Extension

Eastwick Foundation

Community Development Block Grant

United Way Emergency Food Safety Program

Meals on Wheels America

TD Bank Charitable Foundation

Entergy Services

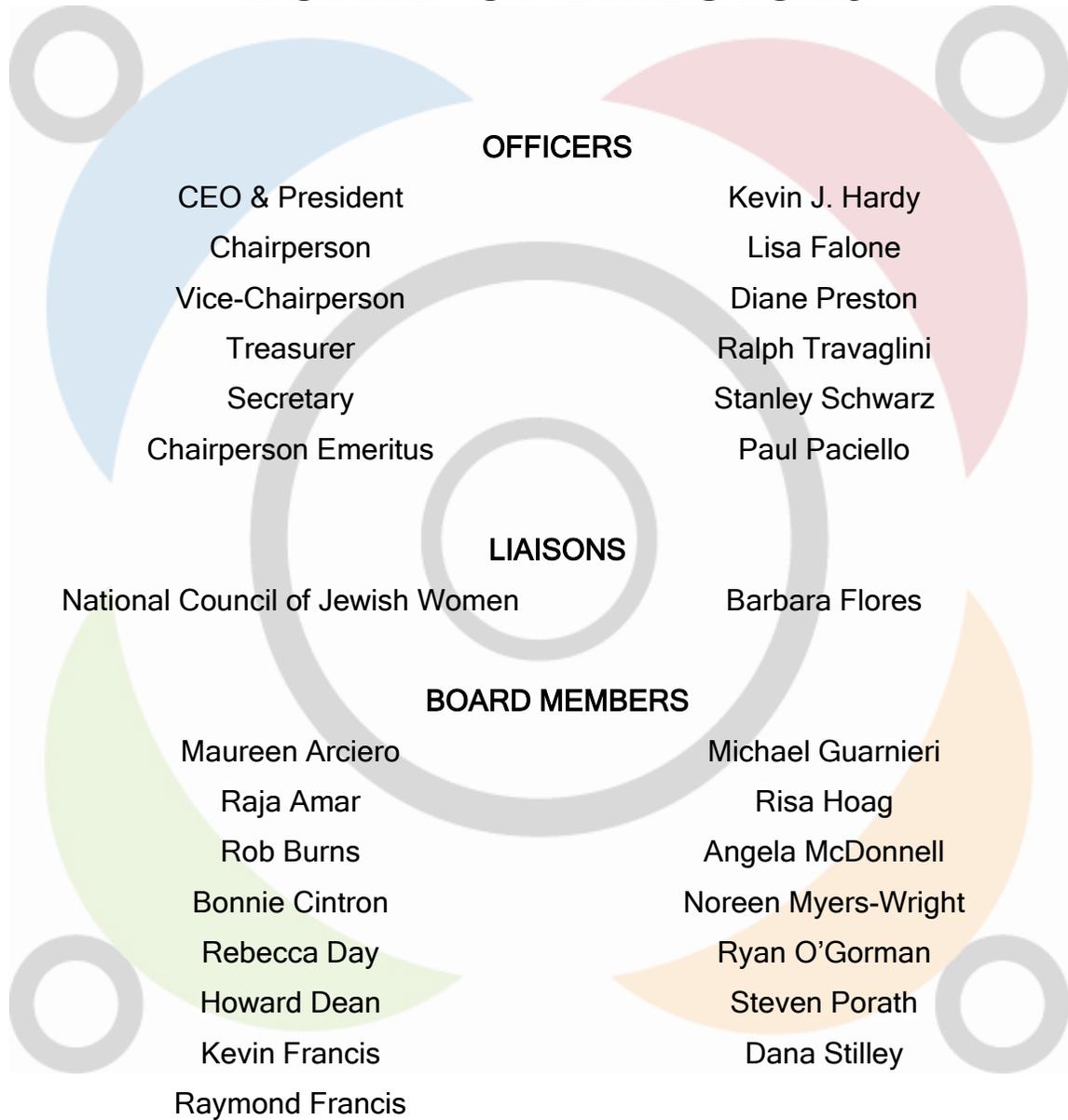
Dallas Foundation

Verizon Foundation

M&T Charitable Foundation

*All grant notifications were received in 2020, but because not all of the actual funds were received in 2020, the 2020 financial statements will not reflect the same total amount listed here.*

# BOARD OF DIRECTORS



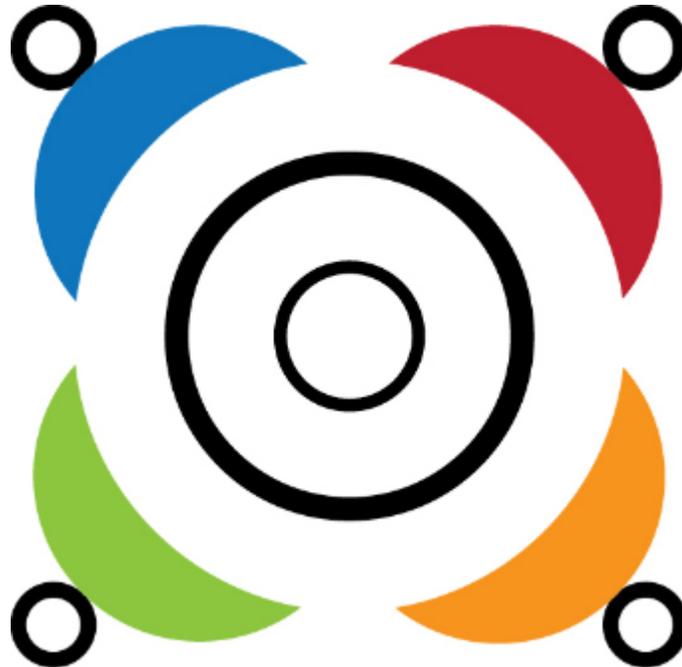
# MISSION & VISION

## 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."