



# 2017 ANNUAL REPORT

A Publication of Meals On Wheels, Inc. of Tarrant County



**Louise has been making beautiful music all of her life, and at 95, she really has something to sing about.**

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**H**ave you ever listened to a symphony orchestra and been overcome with emotion? Consider the complexity of the composer's arrangement brought to life by the performance of the individual musicians working together under the direction of the conductor. When people work together in this manner, all you hear is beautiful music.

That is not unlike the teamwork that takes place every day in neighborhoods throughout Tarrant County as people come together to fight senior hunger. While it is easy to tout an organization's accomplishments, the purpose of this annual report is to highlight the work that YOU made possible in our community in 2017.

Meals On Wheels of Tarrant County is much like the orchestra conductor, directing the efforts of thousands of caring individuals. Without volunteers and donors playing their parts, there would be nothing but deafening silence, hunger and pain.

Last year, you impacted 5,341 lives by providing 937,642 life-saving meals and other services, allowing our homebound friends and neighbors to remain living independently in their homes. Together, we made thousands of human connections and left Tarrant County a caring place to grow old...and that, dear friend, is music to our ears!

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Dear Friends,

I want to begin by telling you how delighted I am to serve as Chairman of the Board for such a wonderful organization. I have deep ties to this community and I am honored to serve the citizens of Tarrant County in this manner. I also volunteer to deliver meals, so I get a first-hand look at the impact this organization has on so many people in need.

As I look forward to the coming year, I am aware of the challenges of leading an organization that relies on community donations in order to provide nearly 1 million meals to our homebound residents. Our operating budget for this fiscal year is \$6.9 million. Yes, that is a lot of money, but it is an investment in the very fabric of our society. That money will provide life-saving meals and services that make it possible for our frailest citizens to remain in their homes. In turn, we all win by saving millions of dollars in taxpayer-funded Medicaid and Medicare spending.

One of my goals is to increase awareness of the services that we provide. There are too many elderly and disabled people in our community who still struggle with hunger. We want to ensure that everyone who needs help gets it. You can play an important role by helping us spread the word about Meals On Wheels, especially in minority communities where English is not the primary language, or by encouraging those who have too much pride to ask for help. We are simply people helping people.



Julie Vu  
Chairman of the Board

In closing, I want to thank our staff and Board of Directors for their commitment to our mission. They are truly an amazing group of people. We just wrapped up a year in which we served our 20 millionth meal and paid our building off in full, but I know that we have even more milestones in store for us in 2018. By the way, watch for information about our 45th anniversary celebration in May. Most of all, I want to thank you for partnering with us. Whether you volunteer or provide financial support, we simply could not do this work without your help.

Sincerely yours,

Julie Vu  
Chairman of the Board

# 2018 Board of Directors

<b>Chairman</b> Julie Vu	Mark S. Nicol
	Stephen O'Neal
<b>Vice Chairman</b> Todd Webster	Robin Ponitz
<b>Treasurer</b> Mitch Hagen	Malathi Ravi
	Steve Relyea
<b>Secretary</b> Fred Van Valkenburg	Ann Salyer-Caldwell
Josita Baker	Beth Schmidt
Monique Barber	Adam P. Simmons
Lesa Blakey	Judy Smith
Donald W. Buescher	Harry Thorley, Jr.
Ashley Curry	Elizabeth Tindall
Dwayne Dalco	Mac Zimmerman
Jeri Dixon	<b>Board Mentoring Member</b>
Stan Effertz	Courtney Leaverton
Mike Griffin	<b>Ex-Officio Past Chairman</b>
Emily Grimes	Amy Caster
Ossana Hermosillo	<b>President &amp; CEO</b>
Kim Howard	Carla Jutson
Carolyn Martchenke	<b>Board Emeritus</b>
	Rev. Floyd Kinser
Melanie Mercer	

# Endowment Board

<b>Chair</b> Quentin McGown	Julie Vu
	Mitch Hagen
<b>Vice Chair</b> Donald W. Buescher	Tim W. Hibbing
<b>Secretary/Treasurer</b> Kurt Kulpa	Joseph W. Julien
	Walt Jennings

# Something to Sing About.

*Meet Louise Carvey, one of the founders of Meals On Wheels of Tarrant County.*

Louise Carvey grew up on a farm in West Texas during the Great Depression. Like many children from her generation, she knows how to feed chickens and milk cows. Louise attended a one-room school house for grades 1 to 5. Each grade took turns going to the front of the class when it was time for their lessons. At home, her mother was a musician and Louise grew up singing around the piano. She has always loved music.

Louise went to college in a dress made from one of her father's old suits. She minored in voice at Southwestern University in Georgetown, Texas. That is where she met and fell in love with Frank. WWII interrupted their lives when Frank received orders to report to Notre Dame Midshipman School for naval officers training. He was stationed in the Chesapeake Bay area and was ultimately assigned captain of his own landing craft infantry ship.

During that time, Louise flew to New York, where she and Frank got married. After the war, they moved to Fort Worth and Frank finished school at SMU. The two have been longtime members of First United Methodist Church in Fort Worth. As fate would have it, she soon met Floyd Kinser, Edith Henderson, Faye Goostree, and others. "We realized people in need were knocking on the doors of the downtown churches, asking for food," she remembered. "I didn't really do anything. I just wanted to help."

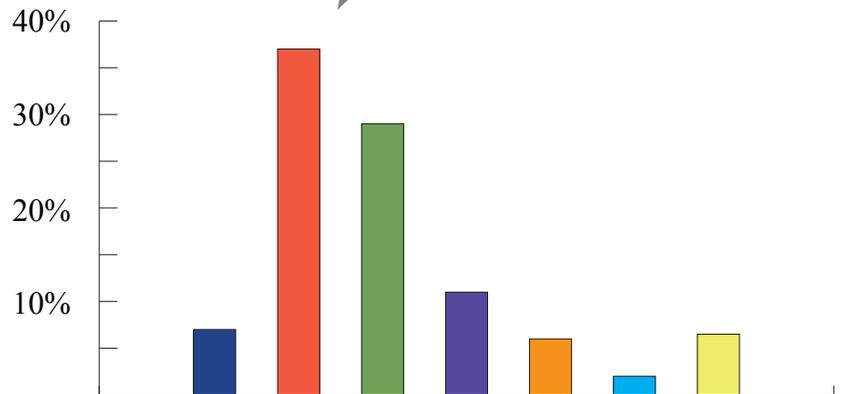
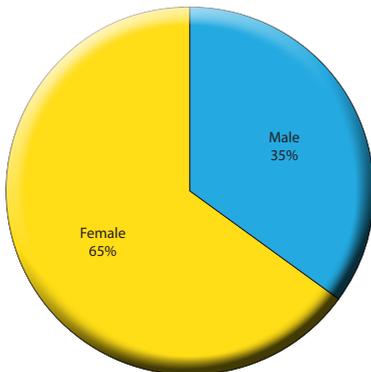
Most people would classify that statement as an oversimplification. The truth is that they rallied eleven downtown congregations and formed the Association of Central City Ministries in order to address the problem of hunger in Downtown Fort Worth. They prepared 25 meals that first day. Four years later, that group incorporated as Meals On Wheels of Tarrant County.

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## Client Demographic Data

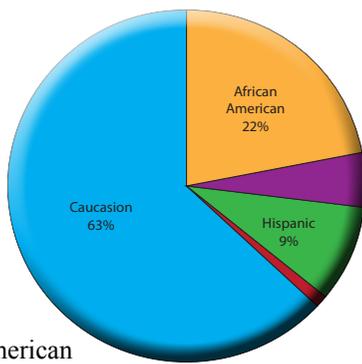
### Gender

- Female
- Male



### Ethnicity

- Other
- Hispanic
- Asian
- Caucasian
- African American



Client Monthly Income

- \$0 - \$499
- \$500 - \$999
- \$1,000 - \$1,499
- \$1,500 - \$1,999
- \$2,000 - \$2,499
- \$2,500 - \$2,999
- \$3,000+



# CLIENT SATISFACATION

With your help, we are making Tarrant County a great place to grow old.

Each year, Meals On Wheels of Tarrant County conducts a client satisfaction survey in order to gauge how our clients feel about the services that we provide. It is an opportunity for them to tell us what they like and where they think we need improvement. A total of 2,500 clients received the survey. The 23% response rate gives us a statistically relevant look at what our clients think about us.

## High Notes

- 99% like being able to choose between two meal options
- 92% think the meal package is easy to open
- 86% eat all or most of the meal in one sitting
- 89% say the taste of the food meets their expectation
- 95% report the meal is always or sometimes their main meal of the day
- 93% like the variety of food we offer
- 98% think the volunteers are friendly and helpful
- 87% say that Meals On Wheels helps them remain in their home
- 78% report improved health since being on our program
- 55% say that they are more physically active since receiving services
- 100% feel that our case managers and volunteers care about them



## Favorite Entrees

- Country-fried steak with gravy
- Chicken-fried chicken with gravy
- Turkey with cornbread dressing
- Chicken and dumplings
- Baked BBQ chicken

## Least Favorite Entrees

- Spinach, chicken and feta salad
  - Thai-spiced pork
- Note: other than the occasional “I don’t like spinach,” these were the only two entrees reported.

## A Chorus of Praise

Many of our clients take the opportunity to send us a note of thanks.

- “I dearly love the people who bring the meals to my home. Your organization is top notch.” — *Bernie*
- “Meals are good and the volunteers couldn’t be more caring and kind!” — *Nellie*
- “You do a great job!! Your food and your helpers are outstanding!! God bless you!!” — *Dorothy*
- “Wonderful, life saving food delivered by caring people who help me remain in my beloved home. — *Chris*
- “Everyone has been kind and courteous. The food is amazingly delicious!” — *Luther*
- “Dear Friends at Meals On Wheels, you have really been a blessing to me again this year! I want to thank all who make it possible. I really do appreciate every gift of love that has been bestowed upon me! I trust that God will bless you abundantly for it.” — *Dorothy*

# A Symphony of Service to Those in Need.

Our case managers usually start their day with a stop in the office before most of us have had our first cup of coffee. They prioritize intake calls – referrals from people who are inquiring about our services – to ensure that those who need our help get it as quickly as possible. The initial part of the intake process involves a phone call to determine need.

Our case managers are superheroes in the eyes of those they serve.



## Something to Sing About

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“It’s almost beyond my comprehension,” Louise said when asked what she thought about our 20 millionth meal delivery last August. “Louise not only delivered meals,” said Carla Jutson, President & CEO of Meals On Wheels of Tarrant County, “but she went on to serve on our Board of Directors. The people of Tarrant County owe a tremendous debt of gratitude to Louise, Floyd, Faye and others. They laid the foundation for what we are today. In our 45-year history, we have never put anyone on a waiting list for services. That was a commitment that Louise and the others made at the very beginning. They promised that they would always be there for the people who had a need and they always figured out a way to make good on that promise.”

Being a case manager involves a lot of detective work. That initial phone call is also their opportunity to assess the person’s cognitive and physical ability. Sometimes, people have a need, such as not being able to pay their electric bill. That is not really the focus of what we do, but that does not detract from the fact that these people are struggling to make ends meet. Since Meals On Wheels works closely with a number of other charitable organizations, we can make referrals to other resources within the community.

judge. We are simply there to help them. The job can be emotionally draining. Every day they deal with sickness, mental illness, hoarders, and abuse, but they also see the very tangible, concrete good that we are doing in the community.

In 2017, our case managers made 14,337 home visits. They processed approximately 350 new referrals each month and made over 10,000 follow-up visits with existing clients to gauge their progress and advocate for other services within the community.

If we determine the person on the phone is a candidate for our services, the case manager schedules an in-home visit. Meals usually begin within 48 hours. One of our case managers recently said, “I had two intakes this morning. The first lady has cancer and only has about a year to live. The second person is an elderly man who recently lost his right leg due to diabetes. He has poor vision and a number of other health concerns. They both desperately need our assistance.”

At Meals On Wheels, we are proud of the contributions of our case managers. This team of dedicated individuals is committed to helping those in need, and in doing so, is making Tarrant County a great place to grow old. Please join us in thanking our case managers for their service to the community.

“I think it’s the thing that I’m most proud of in my life,” Louise said. “It’s the greatest feeling of doing something worthwhile. We always said that this is not a government program or any individual church, it’s a community program. It’s just people in the community helping one another.”

You never know what a case manager might encounter. Some homes are dirty and some are infested with bugs, but they always treat everyone with dignity and respect. We do not

All of us at Meals On Wheels are thankful for Louise’s service and leadership. She, Rev. Floyd Kinser, Faye Goostree, and others showed what we each can do when we open our hearts to those in need. You can make that same sort of impact on our community. Simply find something that you are passionate about and get involved. Delivering meals to our homebound neighbors is a great place to start.

*Delivering meals and so much more...* <sup>SM</sup>

# COMPANION PET MEALS program



Senior isolation is a big problem in the U.S. In our 2017 Client Satisfaction Survey, 85% of our clients reported that the meal delivery volunteer is usually their only daily visitor. Sadly, 21% of our clients have no visitors at all. For these people, a beloved pet offers desperately needed social interaction and companionship.

Many of our low-income clients have difficulty providing food for their pets. Without assistance, they would be forced to share the meals that we provide them with their pets. Through the Companion Pet Meals program, we provide dog and cat food, along with veterinary and grooming services to those who need our assistance. The program is funded independent of our Home-Delivered Meals program through donor-designated gifts.

- In 2017, we fed 2,205 companion pets.
- 1,382 dogs with 17,835 lbs. of dog food
  - 823 cats with 3,303 lbs. of cat food

## Meals On Wheels Funding Sources and Expenses

Meals On Wheels of Tarrant County is one of over 500 independent Meals On Wheels organizations in the United States. As such, we have our own Board of Directors, do our own fundraising (which stays right here in Tarrant County), and have our own product and service offerings. In order to provide approximately 1 million meals each year in Tarrant County, we rely on a variety of funding sources.

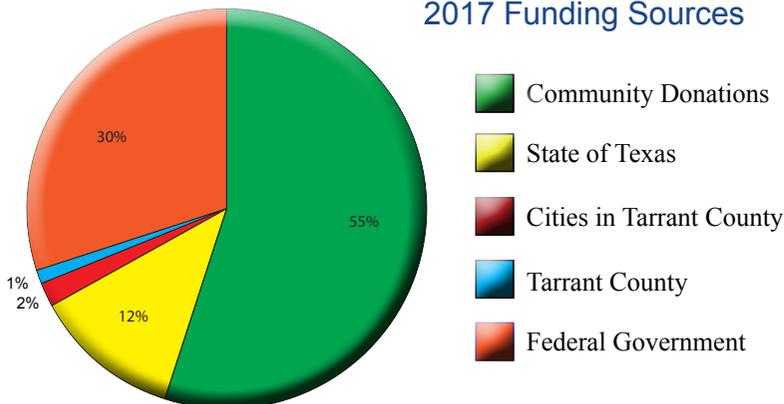
Some people think that Meals On Wheels is a government agency; we are not. We are a local 501(c)(3) charitable organization devoted to providing nutritious, home-delivered meals to those in our community who can no

longer prepare meals for themselves and have no one to help them.

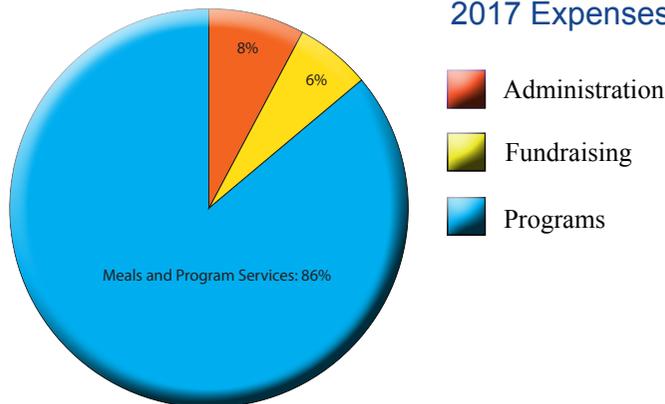
We are truly thankful for the generosity of Tarrant County residents and others who support our mission. In fiscal year 2017, Meals On Wheels, Inc. of Tarrant County expenses were \$6,899,274.

We need your help. We work hard to keep our overhead low, so you will be glad to know that 86¢ of every dollar donated goes directly to providing services for those in need. [Please consider partnering with us by making a generous one-time or monthly contribution.](#)

2017 Funding Sources



2017 Expenses



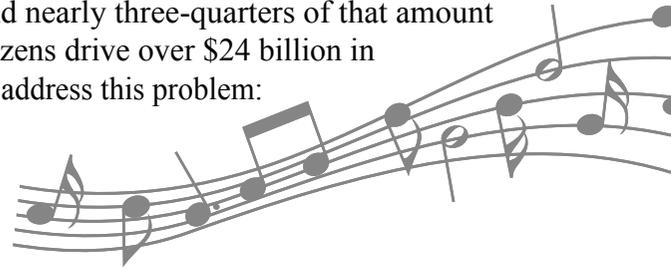
# Theme and Variations

Keeping our clients in their homes is a common theme at Meals On Wheels. In addition to life-saving meals, we offer ancillary programs that are designed to keep our clients healthy and reduce preventable hospitalizations and emergency room visits, thus saving Tarrant County taxpayers millions of dollars each year...and that is something we can all sing about!

According to Centers for Medicare & Medicaid Services, U.S. taxpayers spent more than \$1.2 trillion on Medicare (\$672.1 billion) and Medicaid (\$565.5 billion) programs in 2016.<sup>1</sup> A study by The Commonwealth Fund found that 4.8% of Medicare spending was preventable, and nearly three-quarters of that amount is attributable to frail, elderly citizens.<sup>2</sup> That means that senior citizens drive over \$24 billion in *preventable* Medicare spending alone. Here is what we are doing to address this problem:

## HOMEMEDS program

Saving Lives and Taxpayer Dollars.



Falls are the number one reason that seniors visit the emergency room each year. The CDC reports that 1 in 5 falls results in broken bones or a head injury. Dizziness is one of the leading causes of falls among seniors, and dizziness is often a result of medication errors.

Medication errors are found at an alarming rate among the senior population. Our HomeMeds program is funded by United Way of Tarrant County and was established to prevent falls and hospitalization due to medication errors and adverse drug effects. This program saves lives and healthcare dollars by identifying serious drug reactions, including duplicate therapies and ingredients, as well as inappropriate medications and dosages.

Last year, 68% of the 3,154 clients who participated in this program had medication alerts. This means that we made a difference in 2,163 lives.

## HAIL program

Healthy Aging and Independent Living.

Through our HAIL program, which is funded by United Way of Tarrant County, we provide clients with diabetes and nutritional counseling with the goal of keeping them healthy at home and reducing preventable hospitalizations and emergency room visits. Clients must be age 35 or older and have a diagnosis of diabetes, be at risk of developing the disease, or be at increased nutritional risk. Last year, 1,571 clients were enrolled in the program. Upon entering the program, 28% reported a hospitalization in the previous six months. As a result of the educational counseling sessions, only 6% reported a hospitalization during the six month follow-up session — a 79% reduction! In addition, 36% of the group reported an ER visit for the same time period. Only 10% reported a trip to the ER during the six month follow-up period — a 69% reduction!



Meals On Wheels, Inc. of Tarrant County  
5740 Airport Freeway  
Fort Worth, TX 76117-6005

Nonprofit Org.  
U.S. Postage  
**PAID**  
Fort Worth, TX  
Permit No. 691

*We need your help. Please make a  
generous financial gift to help provide  
nutritious meals for those in need.*

## Who qualifies for services?

Meals are available to those who are homebound for any length of time, are physically or mentally unable to prepare nutritious meals for themselves, and have no one to help them on a regular basis. There are no age or income restrictions and no one is ever denied services based on their inability to make a voluntary contribution toward the cost of the services provided.

## Our Mission

To promote the dignity and independence of older adults, persons with disabilities, and other homebound persons by delivering nutritious meals and providing or coordinating needed services.



*Delivering meals and so much more...*<sup>SM</sup>

This 2017 Annual Report is a publication of  
Meals On Wheels, Inc. of Tarrant County

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For information about this publication, please call 817-258-6450 or send an email to [keith@mealsonwheels.org](mailto:keith@mealsonwheels.org)

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1. National Health Expenditure Data; NHE Fact Sheet. Centers for Medicare & Medicaid Services. <https://www.cms.gov/research-statistics-data-and-systems/statistics-trends-and-reports/nationalhealthexpenddata/nhe-fact-sheet.html>.
2. Concentration of Potentially Preventable Spending Among High-Cost Medicare Subpopulations. The Commonwealth Fund. <http://www.commonwealthfund.org/publications/in-the-literature/2017/oct/preventable-spending-high-cost-medicare>.