



2018 ANNUAL REPORT

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

2020 Vision

Given that this is a 2018 annual report, not to mention that we just started 2019, it may seem odd to kick off this publication by talking about 2020, but as the title suggests, we are looking to the future!

Throughout this coming year, you will hear us talk about our vision for 2020 and beyond as we build on our strong foundation and secure a bright future for the homebound, elderly and disabled residents of Tarrant County.

Although we are laser focused on the future, we will never lose sight of the past and present. From our solid 45-year foundation, we will embark on the next chapter of our journey to serve the frailest members of our society, enabling them to remain independent in their own homes. Fiscal year 2018 provided a strong launching pad for this exciting trek into the future.

In 2018, we delivered 854,557 life-saving meals to 4,156 unduplicated clients in

Tarrant County. More than 5,200 volunteers donated over 250,000 hours and drove approximately 1.2 million miles (2 ½ round trips to the moon) to serve those in need, and that is just the beginning of the journey.

This annual report highlights some rather stellar outcomes of the programs and services we offer to those who are homebound for any length of time, are physically or mentally unable to prepare meals for themselves, and who have no one to help them. The information contained within this report reflects more than just statistics. It is a snapshot of the plight of the frailest members of our society and the human connections that nourish the mind, body and soul.

Please join us on this journey. We are Meals On Wheels of Tarrant County and we are ready for takeoff!

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Dear Friends,

Please let me start by saying what an honor it is to be asked to serve as Chairman of the Board of this tremendous organization. Having been born in Fort Worth and having been a Tarrant County resident for most of my life, I am thrilled to be able to serve our community through an organization such as this one. Our mission is straight forward — “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.”

Looking forward to 2019, our challenges as an organization that depends greatly on contributions from the community will continue. Last year, we were able to provide almost 900,000 meals to our homebound neighbors in Tarrant County with an operating budget of \$6.9 million. Our budget helps provide not only healthy, nutritious meals, but numerous other services for our clients. Friend to Friend, Healthy Moves, HomeMeds, and Companion Pet Meals are only a few of the other programs and services Meals On Wheels offers to our clients in need.

Going on my ninth year as a Meals On Wheels volunteer, I get to see the positive impact we have on our clients. I am fortunate to be able to deliver meals and be our eyes and ears to those we serve. Volunteers are the life blood of our organization because they are our daily touch with our clients. Stories abound of volunteers showing up to deliver meals to find a client who has fallen and needs medical attention. The quick action of these volunteers calling emergency services literally saves lives in our community.

In closing, I would like to express my deepest appreciation to the Board of Directors, volunteers and staff for their continued commitment to our mission. These are truly dedicated people working together with a common goal. Whether you volunteer or financially support our organization, I want to thank you for taking such good care of our frailest citizens. I would like to leave you with a quote from Hemingway — “Today is only one day in all the days that will ever be. But what will happen in all the other days that ever come can depend on what you do today.”

Sincerely,



Todd Webster
Chairman of the Board

2019

Board of Directors

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Vice Chairman
Ann Salyer-Caldwell
Treasurer
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Fred Van Valkenburg

Board Mentoring Member
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Secretary/Treasurer
Kurt Kulpa

Tim W. Hibbing
Joseph W. Julien
Walt Jennings
Adam Simmons
Todd Webster

Delivering meals and so much more...

Thank you for your generous support! Meals On Wheels of Tarrant County would not exist without people like you who have a heart for taking care of those in need.

Friend to Friend

We all imagine a future where everyone has a friend and that future is now! The Friend to Friend program is designed to combat the loneliness and isolation of our homebound clients. Volunteers are encouraged to build friendships with lonely clients by making weekly in-home or telephone visits. Many of our clients have no visitors except for the person who delivers their meal each day. These individuals have been productive members of society for many years and have interesting stories and experiences to share with someone special who will simply take time to listen.

You can enhance someone's life by simply being a friend to an elderly or disabled person who may have no other visitors. At first, you can talk about the weather, a good book, or current events. The great thing about friendship is that these conversations will develop and become more meaningful to both you and the client. We have had numerous volunteers tell us that they get more out of the friendship than they could ever hope to give the client. Plus, your weekly visit gives us one more set of eyes to check on the well-being of our clients. These additional safety checks give everyone involved an added peace of mind.

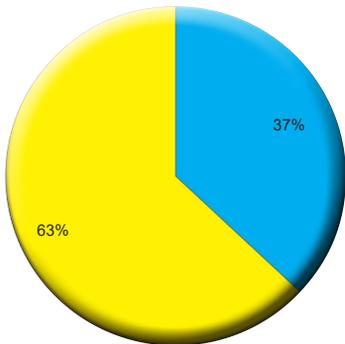
To ensure the safety of our clients, each Friend to Friend volunteer must pass a short background check. After that, we will bring you in for an orientation, match you with one of our clients needing a friend, and when the time comes, go with you to introduce you to your new friend. We require a six-month commitment for this program, but the great news is that you can do this on your own timeline. Plus, we will match you with someone in your area.

To learn more, contact Sarah Drew-Watson at **817-258-6426** or sarah@mealsonwheels.org

Client Demographic Data

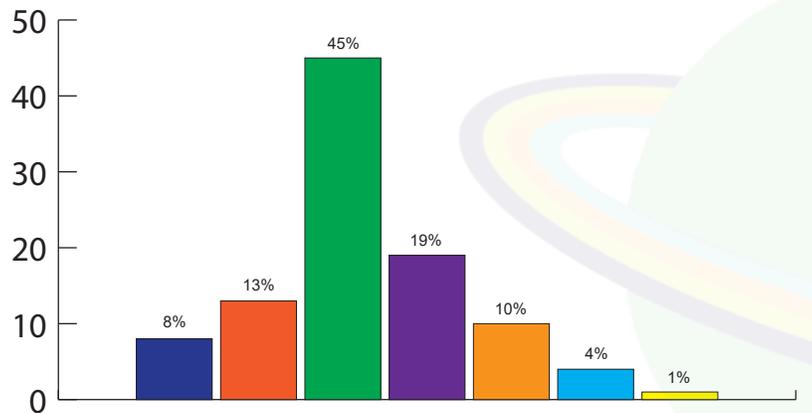
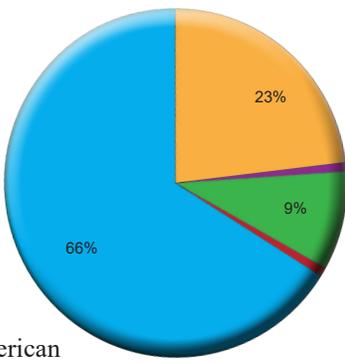
Gender

-  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+



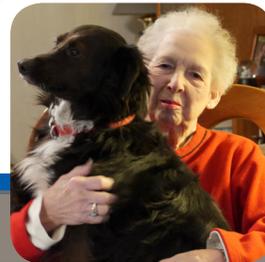
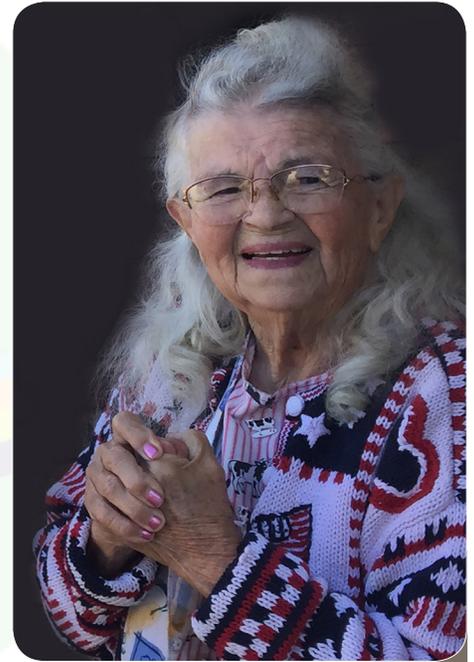
CLIENT SATISFACATION

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 2,000 clients received the survey. The 35% response rate gives us a statistically relevant look at what our clients think about us.

Our Clients Think We Hung the Moon.

- 97% like being able to choose between two meal options
- 94% look forward to the daily visits from volunteers
- 50% say their memory has improved since receiving services
- 89% say the taste of the food meets their expectation
- 94% report the meal is always or sometimes their main meal of the day
- 94% like the variety of food we offer
- 98% think the volunteers are friendly and helpful
- 97% say that Meals On Wheels helps them remain in their home
- 86% report improved health since being on our program
- 65% say that they are more physically active since receiving services
- 99% feel that our case managers and volunteers care about them



Favorite Entrees

- Country-fried Steak with Gravy
- Chopped BBQ Beef Brisket
- BBQ Baked Chicken Breast
- BBQ Pulled Pork
- Salisbury Steak with Onion Gravy

Least Favorite Entrees

- Mushroom Sausage Ragu with Cornbread
- Panko Crusted Pork with Korean BBQ Sauce
- Oriental Beef with Udon Noodles
- Chicken Shawarma
- Sausage Patties with Sriracha Maple Sauce

HOW YOU CAN HELP

Please help support those in need by making a generous donation today.

The cost of preparing, packaging and delivering nutritious meals to one client is only \$1,690 per year. That is less than one day in the hospital or six days in a nursing home. With your help, we can be a lifeline for the thousands of homebound, elderly and disabled residents of Tarrant County.

- \$6.50 provides a meal for one day
- \$32.50 provides meals for one week
- \$130 provides meals for a full month
- \$1,690 provides meals for an entire year!

Donate securely online at
mealsonwheels.org/donate

ADVOCATING FOR THOSE IN NEED

Case managers make a difference in the lives of those they serve.

At Meals On Wheels of Tarrant County, all prospective clients are assigned to a professional case manager who assesses their individual needs, coordinates other needed services, monitors progress, and advocates for the client with other agencies.

In 2018, case managers made 11,316 home visits. They processed approximately 338 new referrals each month, conducted 6,908 wellness checks, and made 11,089 referrals for other services within the community.

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.



VOLUNTEERS SERVE WITH A SMILE

It is a great way to give back to the community we call home.

Our meals are delivered by caring volunteers who freely give of their time and personal resources to ensure that our clients receive a nutritious meal.

These caring individuals do more than just provide a meal and a friendly home visit. They are trained to contact our office if the client does not answer the door. This daily safety check gives many of our clients and their families an added peace of mind.

In 2018, more than 5,200 unduplicated volunteers logged over 250,000 hours of volunteer service and drove over 1.2 million miles delivering meals!



Employer Matching Gifts

Will your employer match your donation or volunteer hours? Find out instantly at mealsonwheels.org/matching

SECURING THE FUTURE

Adrienne and Walt Jennings became passionate about Meals On Wheels after Adrienne's 83-year-old grandmother, 'Bammie,' started a fire in her kitchen. Adrienne knew it was time to call Meals On Wheels.

The Jenningses not only called Meals On Wheels for services, they decided to get involved and started delivering meals themselves. However, Walt and Adrienne knew they had more to give. Walt began serving on our Endowment Board, which was formed to ensure the long-term success of our Home-Delivered Meals program.

He introduced the Fund-a-Meal Forever idea. A one-time gift of \$24,000 will establish a named fund that will provide meals for one client *forever!* It is a great way for individuals to recognize or honor a loved one and for organizations to demonstrate community stewardship.

"We just love the mission of Meals On Wheels," Adrienne said, "and we want to encourage others to find something they're passionate about and get involved. Working together, we can make our community a great place to live."

For more information, visit mealsonwheels.myplannedgift.org or contact Darla Akin at 817-258-6404.





COMPANION PET MEALS

Most of us have a beloved pet that we consider part of the family. Imagine not having your family around and that pet being your only source of companionship. That is the plight for many of our homebound clients whose families, if they live in the area, work and have little time for a visit.

Social isolation is a big problem for many of our clients. In our 2018 Client Satisfaction Survey, 20% of our clients reported never having visitors other than the meal-delivery volunteer. Another 60% only occasionally have visitors. That means that companion pets are essential for the well-being of these lonely clients.

Through the Companion Pet Meals program, we provide free dog or cat food, along with veterinary and grooming services, to clients who have difficulty providing for their pets. This program is funded independent of our Home-Delivered Meals program through designated gifts.

In 2018, we fed approximately 500 companion pets.

- 20,924 lbs. of dog food
- 2,502 lbs. of cat food



Funding Sources and Expenses

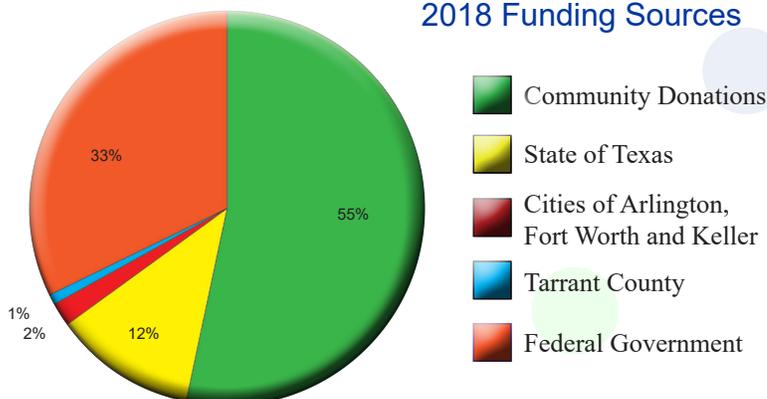
As an independent 501 (c)(3) charitable organization, Meals On Wheels of Tarrant County relies on a variety of funding sources in order to provide nourishing meals and other services to those in need. In our 45-year history, we have never had a waiting list for services, thanks in large part to the generosity of Tarrant County residents and others who have a passion for helping those in need.

Over half of our funding comes from community contributions, which includes caring individuals, civic and faith-based organizations, corporations, and foundations. We also take advantage of government

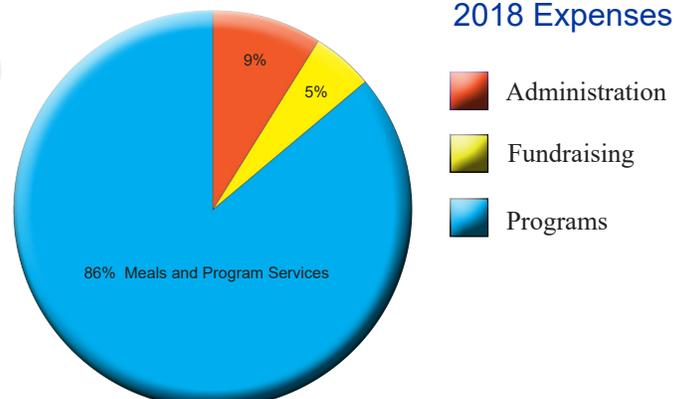
funding sources at the Federal, State and Local levels. This diverse approach to funding ensures that we have the resources to serve everyone who needs our help.

In 2018, our revenue was \$6,763,226 with expenses of \$6,649,592. Best of all, 86¢ of every dollar donated goes directly to providing services to those in need and 100% of the money raised stays right here in Tarrant County. Thank you for your support. Together, we are making Tarrant County a caring place to grow old.

2018 Funding Sources



2018 Expenses



DIRT AND ALL

Born the youngest of six children, 88-year-old Bonnie grew up on a farm south of Greenville, TX and remembers working in her mother's garden. "I would pull a carrot out of the ground and eat it raw, dirt an all," she laughed. "I still love carrots and greens, and am always thrilled when they're in my lunch." Bonnie started receiving services from Meals On Wheels in 2016 after it became too difficult for her to prepare her own meals. "I've been in rehab a lot and my home is especially important to me. I can't afford to go to assisted living, so these meals let me continue to live on my own. Seniors need this kind of attention. It's such a good thing!" And to the generous people who volunteer and donate money, Bonnie offered "one great big thank you!" She said you will never know how happy you have made her.



HOMEMEDS

Saving Lives and Taxpayer Dollars. **program**

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, 75% of the 2,703 clients who participated in this program had medication alerts. This means that we made a difference in 1,693 lives by following up on those alerts and working with physicians and pharmacists to reconcile their medication.

HAIL

Healthy Aging and Independent Living. **program**

Through our HAIL program, which is funded by United Way of Tarrant County, we provide clients with in-home 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. In 2018, of 3,638 clients who were screened for malnutrition and diabetes risk, 1,089 were enrolled in the HAIL program. Upon entering the program 28% reported a hospitalization in the previous six months. As a result of the nutrition interventions and education, only 5% of clients who completed the program reported a hospitalization during the six-month-follow-up session — a 77% reduction! In addition, 34% of the enrolled group reported an ER visit for the same time period and only 4% reported a trip to the ER during the six-month-follow-up period — a 69% reduction!

Meals On Wheels, Inc. of Tarrant County
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*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.

This 2018 Annual Report is a publication of Meals On Wheels, Inc. of Tarrant County



Donate online at
mealsonwheels.org/donate

Editor: Keith Harrison.
For information about this publication, please contact the editor at 817-258-6450 or send an email to keith@mealsonwheels.org

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