

2020 ANNUAL REPORT

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



Alone Together, Closer Than Ever

Meals On Wheels of Tarrant County Client, Bill, Celebrates 100th Birthday

A new year has never been more anticipated. In some way or another, 2020 brought forth some challenges, anxiety and loss for all of us. However, even at six feet apart, our organization was able to serve and connect with more people in our community than ever before. As we move into this new year, we want to keep our focus on all that is ahead and continue to look for ways in which we can better help our neighbors in need.

As you read through our 2020 annual report, we hope you find encouragement between the numbers. The drastic increase in client intake, new programs and the number of overall meals prepared means a drastic increase in the difference we are making here in our community. Those large numbers show us that we are helping more of our neighbors than ever stay healthy, socialized and safe in their own home for as long as possible. There is no numerical value we could ever place on providing that peace of

mind to our clients and their loved ones who depend on us for support.

Our desire is to highlight the generosity, compassion and resilience of Tarrant County that makes this community such a caring place to live. In 2020, we improved the lives of 5,407 of our homebound neighbors by delivering 1,167,539 life-saving meals. More than 5,500 of you volunteered over 250,000 hours to serve others, driving over 1.2 million miles just to ensure someone received a warm meal, daily safety check and friendly hello. For some, that quick check-in was lifesaving and for thousands it provided socialization, nutrition and peace of mind during a year when we all felt the weight of isolation and uncertainty. We are proud to say that because of your help, we were able to be a constant and dependable resource to our most vulnerable citizens.

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Dear Friends,

I hope this letter finds you all healthy and safe. I am honored to be asked to serve as Chairman of the Board for a third term. I remain committed to serving our community through an organization such as this one.

2020 presented Meals On Wheels with numerous challenges to the fulfillment of its mission. However, much like life, a mission is a journey, not a destination. Meals On Wheels' journey in 2020 was an amazing one. As the COVID virus ushered in new vocabulary with words and phrases like pandemic, flatten the curve, zoom calls, self-isolate and lockdown, all individuals began to feel, in no small way, how most of our clients feel on a daily basis — isolated, separated from our loved ones and alone. Because of the increase in the number of county residents having to deal with isolation, Meals On Wheels took on two new meal plans. The Supplemental Nutrition plan and the Congregate Meals plan are two more meal services which complement our existing Home-Delivered Meals plan. The implementation of these programs has required the number of staff to increase from 59 employees to 78. It has also required the conversion of several meeting rooms in our building to be converted to staff offices. Adaptability has been key.

As I close, I would like to express my thanks to the Board of Directors, our dedicated volunteers and Meals On Wheels staff for their tremendous dedication to our mission during the past 12 months. With safety protocols requiring numerous staff members to work from home on part-time or full-time basis, I applaud staff's ability to manage and fulfill each program's daily meal requirements. It is because of these committed individuals we are able to adapt and exceed our goals. Whether you are a volunteer or a financial supporter, I want to thank you for your support which allows this organization to continue to take care of Tarrant County's frailest citizens.

Stay healthy, safe and distanced.

Sincerely,

Todd Webster
Chairman of the Board



2021

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HOW YOU CAN HELP

We prepare, package and deliver our nutritious meals to one client for only \$1,820 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.

- \$7 provides a meal for one day
- \$35 provides meals for one week
- \$140 provides meals for a month
- \$1,820 provides meals for a year

Donate securely online at mealsonwheels.org/donate.

CLIENT ASSISTANCE

Through our Client Assistance program, we seek to address the health and safety issues we often discover our clients are experiencing once we show up with warm meals on their doorsteps. Nutritious food only goes so far when your air conditioner has gone out, you no longer can get out of your chair on your own, or the steps in front of your house make your home feel more like a jail cell.

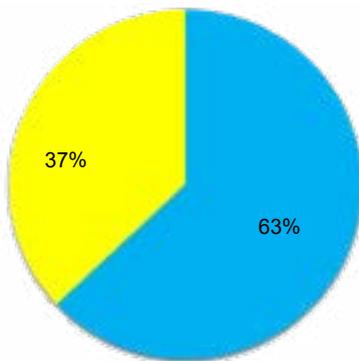
This program allows us to help restore our neighbors' independence, health and overall safety, and assist our clients by providing them durable medical equipment, toiletries, and adult incontinent supplies. We are also able to install grab bars, wheelchair ramps, A/C window units and perform minor home repairs and lawncare to those who have no other resources to assist them.

In 2020, we fulfilled 2,446 special needs for clients via donor designated funding to our Client Assistance program. To learn more about this program, visit mealsonwheels.org/client-assistance.

Client Demographic Data

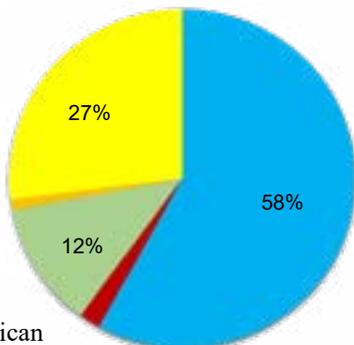
Gender

- Male
- Female

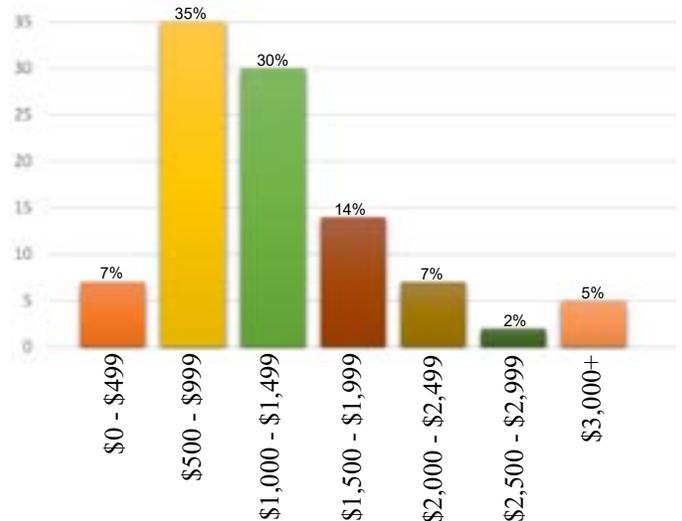


Ethnicity

- Caucasian
- Other
- Hispanic
- Asian
- African American



Client Monthly Income



Client Age

- Median client age: 75
- Clients over age 60: 88%
- Oldest client: 103
- Youngest client: 10



HOME-DELIVERED MEALS

Meals On Wheels of Tarrant County provides nutritionally-balanced, home-delivered meals to the homebound, elderly and disabled citizens of Tarrant County. Each meal is guaranteed to meet at least one-third of the daily dietary standards set by the U.S. Government and is planned by our on-staff, registered dietitians.

In response to COVID-19, we began delivering two meals per day to every single client. Previously, only those clients with a greater level of need qualified for our breakfast and weekend meals. With the increase in the number of meals we are providing and a 25% increase in our total number of clients served, we provided a total of 1,167,539 nutritious and delicious meals to over 5,407 people in need in 2020.



Home-delivered 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 who have no one to help them on a regular basis. There are no age or income restrictions, and no one is ever approved or denied services based on their ability to make a voluntary contribution toward the cost of the services provided. If you or someone you know is in need of assistance, please contact us at **817-336-0912** or visit **mealsonwheels.org**.

In case you are wondering, the mask to the left is covering a huge smile of gratitude!

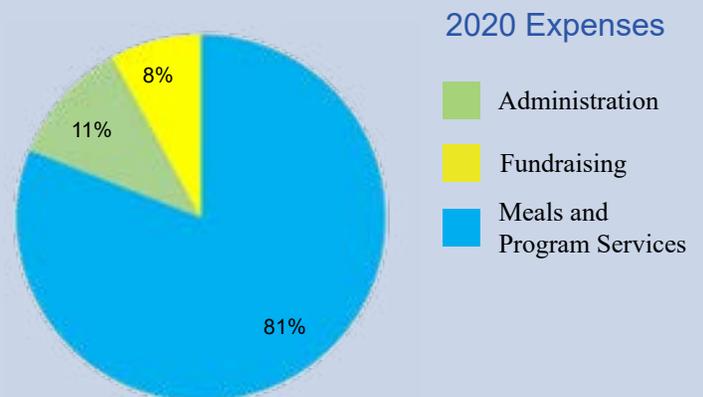
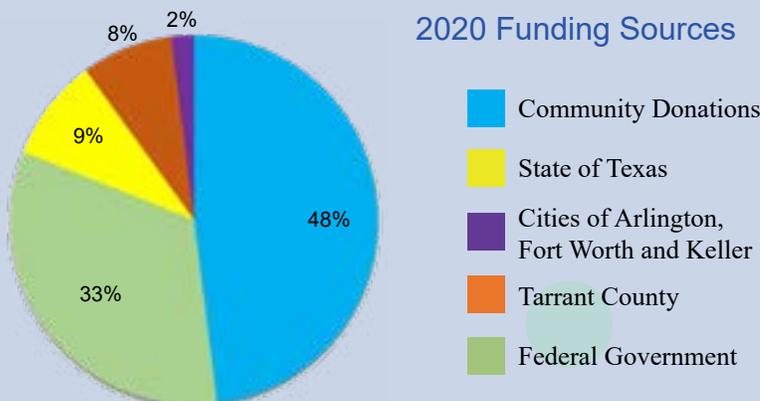
Funding Sources and Expenses

Meals On Wheels, Inc. of Tarrant County is an independent 501 (c)(3) charitable organization that relies on a variety of funding sources in order to provide nourishing meals and other services to those in need.

We utilize a diverse approach to funding to ensure that we have the resources to serve everyone who needs our help. About half of our funding comes from community contributions, including donations from caring individuals, civic and faith-based organizations, corporations, and foundations. We also take advantage of a variety of government funding sources at the Federal, State and local levels.

In fiscal year 2020, our revenue was \$9,771,165. You will be glad to know that 100% of the money raised stays right here in Tarrant County.

We work hard to be good stewards of the resources entrusted to us. We know the work we do would not be possible without the financial and volunteer support of caring people in the community. Regardless of the part that you play, we want to thank you for your generous support. Together, we are able to keep our elderly and disabled neighbors safe and healthy at home.



SUPPLEMENTAL NUTRITION PLAN

In a response to the needs of our community during COVID-19, we launched our Supplemental Nutrition Plan (SNP) in a collaborative effort with other agencies in Tarrant County. This meal plan is available to food-insecure seniors residing in Tarrant County.

To be considered for this meal plan, a person must be age 60 or over and be food insecure. The plan is intended to serve seniors who do not have access to food during the COVID-19 crisis. Basically, you can think of eligibility in this way: People age 60 and over who say, "If I just had food, I could cook it myself."

Once an individual is placed on SNP, he or she will receive a box of five frozen meals and a 10-lb. box of senior-friendly canned goods and fresh produce, as available. These items are delivered one day per week every week.

This past year, we served a total of 457 clients through the Supplemental Nutrition Plan and provided 38,982 meals to those in need during this global health crisis, helping to alleviate both nutritional and financial concerns.

If you would like to refer yourself or someone else to our Supplemental Nutrition Plan, please call **817-336-0912** or visit **mealsonwheels.org**.



HomeMeds

Our HomeMeds program is one of our lesser-known programs to the public, but it provides a lifesaving service to over 2,500 of our clients by helping them better understand their medications. Through our HomeMeds program, we identify serious drug reactions, including duplicate therapies and ingredients, as well as inappropriate medications and dosages. The program has been proven to drastically reduce the number of falls and hospitalizations due to medication errors and adverse drug effects among our participating clients.

In 2020, 95% of the 2,211 clients enrolled in the program had medication alerts. HomeMeds is an important program by which we are keeping our clients safe and saving Tarrant County taxpayers millions of dollars each year.

Congregate Meals

Meals On Wheels of Tarrant County took over the Congregate Meal program formerly offered by another agency after they made the decision to discontinue their program as adult activity centers and other meal sites closed their doors in order to protect high-risk participants from COVID-19.

While many activity centers remain closed, we are providing nutritious meals to participants enrolled in our new Congregate Meals At Home meal plan with weekly drive-thru pickup. Participants receive a box of five frozen meals and a 10 lb. box of fresh produce, as available. Funding for the Congregate Meals At Home meal plan is provided by the Area Agency on Aging and United Way of Tarrant County along with community donations.

In October 2020, we welcomed 962 new clients on the Congregate Meals At Home meal plan and have provided 30,351 nutritious meals. We look forward to providing these individuals with healthy and delicious meals in congregated settings at their local adult activity centers once they reopen their doors, allowing participants to socialize with their friends once again.

HELP WITHIN REACH

By Jordan Lyle



Meals On Wheels of Tarrant County Client, Brenda

Little income, Parkinson’s disease, terminal nerve damage, and kidney stones were just a handful of the issues Brenda was trying to juggle on her own before 2020 came around. The whirlwind of a year seemed like the final straw. Then, in July, Brenda was hospitalized for a viral blockage and underwent emergency surgery. Due to the pandemic, she was isolated for over three weeks during her recovery. Once she returned home, she decided to reach out to Meals On Wheels of Tarrant County for help. At the time, she was very weak and had lost a lot of weight due to her illness.

“I had to learn how to let people help me and Meals On Wheels has helped me a lot,” said Brenda. “Cooking is really difficult for me and I couldn’t get all the nutrition I truly need. With Meals On Wheels, I’ve gained my weight back and I’m healthy enough to finally get my surgery in February to remove a mass on my left kidney.”

However, Brenda shared that Meals On Wheels has also had a healthy impact on her emotional and mental health, too. “Meals On Wheels keeps me in a positive mindset. They’ve alleviated a lot of anxiety and stress. This program really helps people and it is a blessing to me. It helps a lot. They just make me feel like they care,” she said.

You can help us ensure our neighbors in need all feel this same level of care across Tarrant County by becoming a meal-delivery volunteer or donating to our Nutrition program at mealsonwheels.org/donate. Even when we’re apart, we can come together to serve our community.

Delivering meals and so much more...[®]

CASE MANAGEMENT

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.

After the start of the pandemic, we saw our client numbers increase by over 25% from the year before, which meant a lot of extra time and energy from our case managers to ensure each client was assessed and cared for based off their specific needs. In 2020, our case managers made 11,105 home visits. They processed an average of 429 new referrals each month, conducted 8,010 wellness checks, and made 12,995 referrals for other services within the community.

This team is full of passionate, knowledgeable and dedicated professionals who have given their all to ensure our clients know they have someone looking out for them.



Meals On Wheels of Tarrant County Case Managers and Interns

COMPANION PET MEALS

At Meals On Wheels, we recognize that a pet is much more than just a pet. For many of our clients, their dog or cat is their number one source of companionship, socialization and the very thing that makes them feel needed. We are grateful for all the emotional and mental support our client's pets offer to their overall health. However, we recognize that sometimes our clients share too much with their pets, including their nutritionally balanced meals.



The Companion Pet Meals program was started to prevent clients from sharing their meals with their pets. When this happens, neither the client nor their pet receives the full nutrition that they need. 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 through donor designated gifts.

In 2020, we delivered 9,102 lbs of cat food and 22,881 lbs of dog food to ensure plenty of tail wags and purrs from our clients' furry best friends. To learn more about our Companion Pet Meals program or to become a volunteer, contact us at **817-258-6433**.

VOLUNTEERING

The heartbeat of our organization's success has always been the caring volunteers who have a heart for serving their neighbors in need, and behind every volunteer is an equally as passionate member from our Volunteer department. Made up of schedulers, recruiters and routing coordinators, this team works hard behind the scenes to ensure that every single one of our 241 routes is filled each day and is designed in a way that is easy and convenient for our volunteers to navigate.

They also provide training to all our volunteers to ensure each one understands the importance of their role, knowing that with each meal we also deliver a daily safety check and friendly hello to some of our community's most isolated individuals.

In 2020, with the support of this dedicated team, more than 5,500 unduplicated volunteers logged over 250,000 hours of volunteer service and drove over 1.2 million miles delivering meals and compassion.



Meals On Wheels of Tarrant County Volunteer Department

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

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

Do you know someone in need?

If you or someone you know needs nutritional assistance to remain living independently, call us at **817-336-0912** or visit **mealsonwheels.org**. We are here to help.

This 2020 Annual Report is a publication of Meals On Wheels, Inc. of Tarrant County



Donate online at
mealsonwheels.org/donate

Editor: Jordan Lyle. For information about this publication, please contact the editor at 817-258-6441 or send an email to jlyle@mealsonwheels.org.

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In loving memory of our dear friend and a founder of our organization, Rev. Floyd Kinser.