

2016 ANNUAL REPORT

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



Fiscal year 2016 was one of those benchmark years that will define Meals On Wheels, Inc. of Tarrant County for decades to come. It was a year that made a tremendous impact on the lives and well-being of thousands of homebound elderly and disabled people in Tarrant County. We proudly served 5,026 unduplicated clients, enabling them to remain living independently in their own homes, surrounded by a lifetime of memories.

We prepared, packaged, and delivered 926,416 nutritious meals and provided much-needed services through our HAIL, HomeMeds, Client Services, and Companion Pet Meals programs. Plus, we enriched the lives of thousands of volunteers, who are the lifeline of our program.

We also completed construction of our new meal production and distribution center, and relocated our operation to this beautiful new facility.

This annual report will help you understand the significant impact that we have on the communities we serve. From the volunteers who deliver meals to the generous people who financially support our mission to our Board of Directors and staff members, our collective accomplishments are a tremendous source of pride for the communities in which we live.

October 1 kicked off our 2017 fiscal year and it promises to be a stellar one. We will serve more clients than ever before. While the task before us seems monumental, we are confident that with you by our side, no homebound elderly or disabled person will go hungry in Tarrant County. Thank you for all that you do to support the mission of Meals On Wheels, Inc. of Tarrant County.

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Dear Friends,

It seems like only yesterday that I was writing to you about how excited I was to serve as the new Chairman of the Board. A year later, I feel that same sense of excitement and anticipation as we turn our attention to strengthening the future of our program. We have always been laser focused on the well-being of the clients we serve, and are incredibly proud that in our 43-year history, we have never had to put anyone on a waiting list for services. That is the primary reason we decided to construct the new building – to give us the capacity to meet the anticipated 75% increase in services expected over the next 15 years.

This year, we will focus our attention not only on the myriad services we offer our clients, but also on the long term sustainability of our program. Our budget for fiscal year 2017 is \$6.8 million dollars, and I am aware of the challenge in raising that much money. In addition, you will begin to hear more about our Endowment Fund, which is designed to provide funding for meals well into the future. You can learn more about the Endowment Fund in this report.

I want to again acknowledge the commitment of our Board of Directors and staff. I am constantly amazed at their level of commitment to the agency's mission. I am proud that both groups have 100% participation in financially supporting the organization. Our board members not only oversee the planning and operation of the agency, they actively participate in subcommittees and most of them deliver meals on a regular basis.



Amy Caster
Chairman of the Board

Your support is so important to us and to the clients we serve. Without you by our side, we simply could not provide nearly 1 million meals to our homebound elderly and disabled neighbors. I hope that this annual report gives you a fresh insight into the programs and services that we offer as well as a renewed compassion for those in need.

Sincerely yours,

A handwritten signature in blue ink that reads "Amy Caster".

Amy Caster
Chairman of the Board
Meals On Wheels, Inc. of Tarrant County

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Treasurer Mitch Hagen	Mark S. Nicol
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Monique Barber	Malathi Ravi
Matt Browning	Ann Salyer-Caldwell
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Ashley Curry	Harry Thorley, Jr.
Dwayne Dalco	Elizabeth Tindall
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Merri R. Easterly	Mac Zimmerman
Stan Effertz	Board Mentoring Member
Mike Griffin	Adam P. Simmons
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Ossana Hermosillo	President & CEO
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Endowment Board

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	Mitch Hagen
Vice Chair Donald W. Buescher	Joseph W. Julien
Secretary/Treasurer Kurt Kulpa	Walt Jennings

The Future of Tarrant County is Big and Bright!

According to the latest Census data, Tarrant County has a population of 1,982,498 people, of which approximately 270,000 are age 60 and over. Tarrant County is also one of the fastest growing areas in the country. A report released by Meals on Wheels America indicates that one in five seniors in Texas is at risk of hunger. All of that



means that we have our work cut out for us, and with your help, we are up for the challenge!

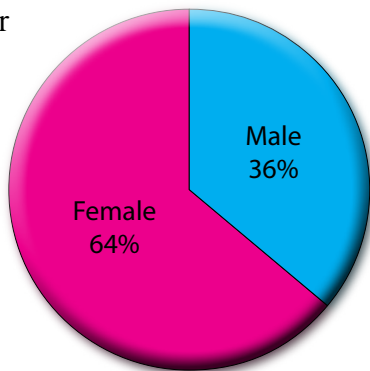
By the year 2030, just 14 years away, Meals On Wheels, Inc. of Tarrant County anticipates a 75% increase in services to keep up with the explosive growth and the aging population in the county. That means that we will need an *additional* 750,000 meals each year to keep up with demand. Our new building gives us the capacity to meet this need and take on additional programs and services as needed.

Did you know?

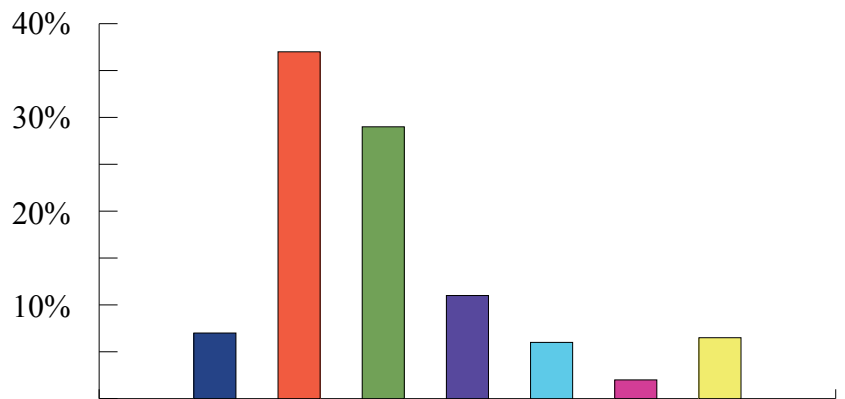
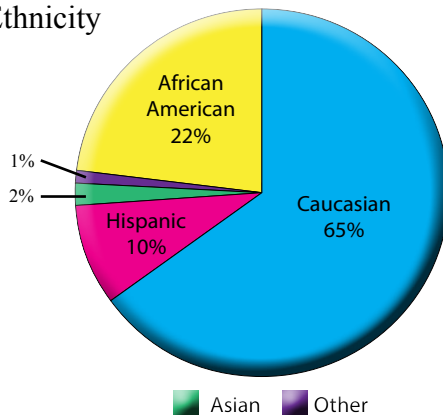
Our meals are planned by registered dietitians, who are committed to providing clients with delicious and nutritious meals. Clients may choose between two meal options each day. Meals are guaranteed to meet at least one-third of the daily dietary standards established by the U.S. Government.

Client Demographic Data

Gender



Ethnicity



Client Monthly Income



THE ENDOWMENT FUND

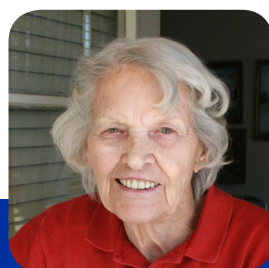
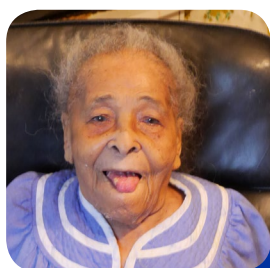
Making Tarrant County a Great Place to Grow Old.

The Meals On Wheels, Inc. of Tarrant County Endowment Fund was established in 1997 to ensure the sustainability of our Home-Delivered Meals program. The Endowment Fund is governed by a separate Board of Trustees. Each year, the Trustees gift a portion of the accrued interest to Meals On Wheels to benefit the Home-Delivered Meals program.

Become a Member of the Meals On Wheels Legacy Society.

Members of the Legacy Society share a strong bond of generosity that nourishes the soul and improves the quality of life for homebound elderly and disabled residents of Tarrant County. The Legacy Society recognizes individuals who:

- Include Meals On Wheels, Inc. of Tarrant County in their will or estate planning
- Make annual contributions of at least \$2,500 to current program operations



Create a Legacy of Love

Another meaningful way for individuals or organizations to make a difference in the lives of our homebound elderly and disabled residents for many years to come is to establish a named fund.

- A one-time gift of \$24,000 will establish a named Fund-a-Meal-Forever fund that will provide meals for one client forever!
- A one-time gift of \$5,000 will establish a named fund that will provide 50 meals per year in perpetuity!

This is a meaningful way for individuals to recognize or honor a loved one and for organizations to demonstrate community stewardship. Examples of named funds include:

- The John and Mary Smith Memorial Fund – provides 50 meals per year **FOREVER!**
- The ABC Company Fund – feeds one client per year **FOREVER!**

You may choose between several options to establish a fund in your name or the name of a loved one that will provide meals forever. Please call us for the appropriate Tax ID number so that your gift is directed to Meals On Wheels, Inc. of Tarrant County.

For more information on becoming a member of the Legacy Society or establishing a named fund, please contact Darla Akin at 817-258-6404 or via email at Darla@mealsonwheels.org

Life Insurance Donation — You may no longer have the same need for your life insurance, yet your life insurance policy is a simple way to ensure the continued work of Meals On Wheels, Inc. of Tarrant County. For more information or to establish a planned giving donation using your life insurance policy, please contact Patrick Powers at 817-233-1600 or via email at Patrick@mealsonwheels.org

VOLUNTEERS MAKE THE DIFFERENCE

Volunteers freely give of their time and personal resources to ensure that our clients receive nutritious meals and live in a safe and healthy environment.

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

Through our Client Services program, volunteers are improving the lives of those we serve by addressing issues that pose a health or safety threat to our clients. Projects include:

- Building wheelchair ramps
- Installing shower grab bars
- Completing minor home repairs, such as dripping faucets, leaky roofs, broken windows, and minor electrical issues
- Delivering space heaters and installing window unit air conditioners, and much more!

In fiscal year 2016, a total of 5,810 volunteers logged over 250,000 hours of service with Meals On Wheels of Tarrant County. Plus, they drove 1,133,600 miles delivering meals!

Through our Client Services program, volunteers were able to express their

Championing the Health and Well-being of our Homebound Clients.



gratitude for the sacrifices of the men and women in our armed services by assisting with a project focused on veterans. Eleven of our veteran clients received substantial home improvements that dramatically improved their quality of life.

Other projects were smaller in scope, but still had a significant impact on our clients. One such project was simply a new pair of shoes for Linda. Her only pair of shoes were wrapped in duct tape to keep them from falling apart. Linda was moved to tears that others would care enough to buy her a new pair of shoes.

Who qualifies for services?

Meals are available to those who are homebound for any length of time, are physically or mentally unable to prepare a nutritious meal for themselves, and have no one to help them on a regular basis.

Some people may be recovering from a hospital stay or illness and will only be on the program for a short period of time. Others have a long-term need and may receive home-delivered meals on an ongoing basis. This problem affects people of all ethnicities and socio-economic backgrounds. Consequently, there are no age or income restrictions and no one is ever turned away due to their inability to contribute toward the cost of the services that they receive from Meals On Wheels.

In all, we received 298 referrals for Client Services projects and completed 97% of those requests. We want to thank all of our volunteers for their selfless service to our homebound elderly and disabled clients.



Professional Case Management

Each client and prospective client is assigned to a professional case manager, who assesses the client's needs, coordinates other needed services, and advocates for the client with other agencies. Every client receives a follow-up, in-home assessment every 90 days to ensure continued eligibility, and to allow the case manager to track the client's health status and cognitive ability. In fiscal year 2016, our case managers made 14,347 home visits and 10,700 referrals for other services.



Ways You Can Help

There are many ways that you can get involved with Meals On Wheels, Inc. of Tarrant County. Here are just a few:

- **Volunteer to deliver meals** — It only takes one hour, one day per week to deliver meals to 8-10 people in need
- **Join a committee** — we have committees that oversee everything from nutrition to volunteer recruitment to fundraising events. There is a place for you to serve the community in an area of interest to you
- **Make a donation** — your generous financial gift will help ensure that no senior goes hungry in Tarrant County
- **Spread the word** — Tell others about Meals On Wheels
- **Refer someone in need** — if you know of someone who would benefit from our services, please let us know.

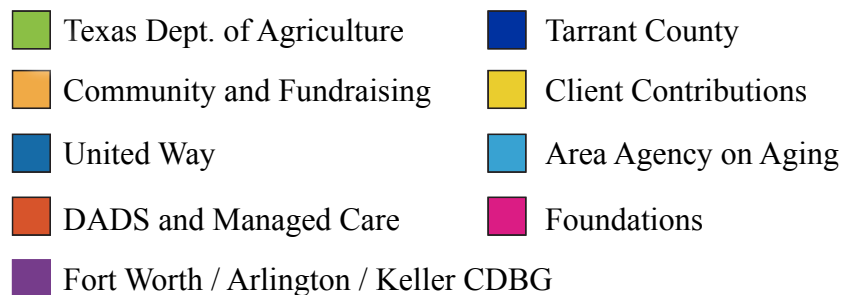
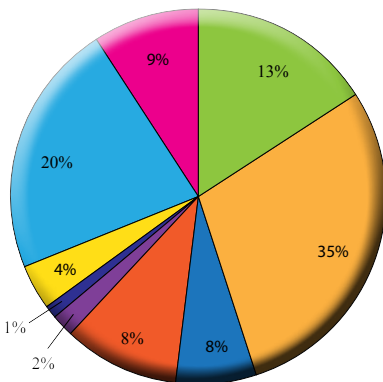
Meals On Wheels Expenses and Funding Sources

Meals On Wheels, Inc. of Tarrant County is a local nonprofit charitable organization. We do take advantage of government funding sources that are available to us, but half of our funding comes from community contributions that enable us to provide nutritious home-delivered meals to elderly and disabled clients who can no longer prepare meals for themselves and have no one to help them on a regular basis.

We are thankful for the generosity of Tarrant County residents and others who support our mission, including hundreds of faith-based organizations, social and civic

groups, corporations, foundations, and caring individuals. In fiscal year 2016, Meals On Wheels, Inc. of Tarrant County expenses for the year were \$6,651,669.

Please consider making a generous donation to help provide hot, nutritious meals to the homebound elderly and disabled residents of Tarrant County. 100% of every dollar donated stays right here in Tarrant County. Because of you, our clients are able to remain living independently in their own homes, surrounded by a lifetime of memories.



HomeMeds

Saving Lives and Taxpayer Dollars.

program

Medication errors are found at an alarming rate among the senior population. Consequently, the HomeMeds program 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.

Our goal is to decrease episodes of dizziness that cause falls – the number one reason for hospitalization among seniors. Last year, 62% of the 2,679 clients who participated in this program had medication alerts. This means that we identified 1,641 situations that may have resulted in reactions requiring hospitalization. Since most of our clients rely on Medicare or Medicaid, this equates to a huge savings to Tarrant County taxpayers.



HAIL

Healthy Aging and Independent Living.

program

Through our HAIL program, 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, ultimately saving valuable taxpayer dollars. Clients must be age 35 or older and have either a diagnosis of diabetes or be at risk of developing the disease, or be at increased nutritional risk. Last year, 2,002 clients were enrolled in the program. Upon entering the program, 34% reported a hospitalization in the previous six months. As a result of the educational counseling sessions, only 9% reported a hospitalization during the six month follow-up session — a 74% reduction!



COMPANION PET MEALS

program

Several years ago, we learned that an alarming number of our clients were sharing their meals with their pets. This is a real problem for clients who live on a minimal income and desperately need the full nutritional benefits of our meals, not to mention the fact that our meals are not always healthy for their pets. Clients who have difficulty adequately feeding their cat or dog may receive supplemental pet food at no charge.

In 2016, we fed 1,934 companion pets.

- 1,216 dogs with 14,358 pounds of dog food
- 718 cats with 2,261 pounds of cat food

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

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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...*SM

This 2016 Annual Report is a publication of
Meals On Wheels, Inc. of Tarrant County

Editor: Keith Harrison

For information about this publication,
please call 817-258-6450 or send an
email to keith@mealsonwheels.org

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