



# *Innovative Connections*

**2016 Annual Report**



## ***Our Mission***

We enhance the lives of older adults who have a full range of needs by providing coordinated care, enabling them to live independently and with dignity for as long as possible.



*“The population 65 and over has increased from 35 million in 2000 to 41.4 million in 2011 (an 18% increase) and is projected to more than double to 92 million in 2060. By 2040, there will be about 79.7 million older persons, over twice their number in 2000.”*

- Federal Interagency Forum on Aging  
Related Statistics

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# Chief Executive Officer's Message

For nearly 50 years, Meals on Wheels and Senior Outreach Services has been serving the aging population in Contra Costa County. We keep evolving as the needs of the population change. This past year was filled with opportunities and new connections.

Among the most significant of changes is a community-wide realization that nutrition and the lack of social supports are health issues. We have learned that loneliness and isolation can lead to increased illness and are predictors of early death, similar to falls among the older adult population. Changes in attitudes and measurable results about the cost of not paying attention to social supports have increased demand for our services. The trend will continue.

Bringing healthcare partners into the conversation has been a challenge and a privilege. This past year, we learned from each other, and the conversations strengthen us all. Health insurance companies, physicians, and nurses are all looking at ways to mitigate hospitalizations through prevention--ensuring that seniors are safe and healthy at home.

Collaboration continues to be key. This past year we successfully developed new partnerships and strengthened long-standing agreements. Kaiser Permanente participated in a joint pilot program to track patient outcomes by offering home delivered meals, fall prevention services, and in-home visits by our social workers. The results were positive. We continue to look at more opportunities to join forces and learn.

Likewise, our work continues with the John Muir/Mt. Diablo Community Health Fund to establish ongoing services and supports for older adults living in Far East Contra Costa County. With their help, we began serving clients in Brentwood and are looking to Oakley and beyond.

Recognizing that many excellent organizations operate in our community, last year we formalized relationships with long-time partners. Our plan is to collaborate more in new and innovative ways, reaching additional homebound, frail elders.

We are fortunate to have engaged partners at all levels, including foundations. Many foundation partners are challenging us to think of new ways to reach people, build up our infrastructure for future growth, and serve more clients long into the future.

We continue to seek your support as a partner and collaborator. As you read through this report, be inspired! The lives we touch with our partners make a difference.

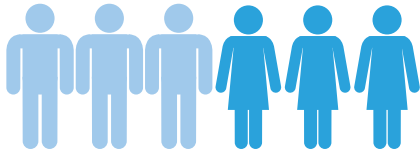
The work continues!



*“Our plan is to collaborate more in new and innovative ways, reaching additional homebound, frail elders.”*

# Achieving Senior Care Management by the Numbers

## Clients




**55%** of clients served are **female**.



**54%** of clients served are **71 and older**.



**Over 60%** of clients served are **functionally impaired or live alone**.

**About 40%** of clients **earn less than \$15,000/year as single adults**. 

 **About 70%** of clients **earn less than \$25,000/year either as single adults or married adults**.

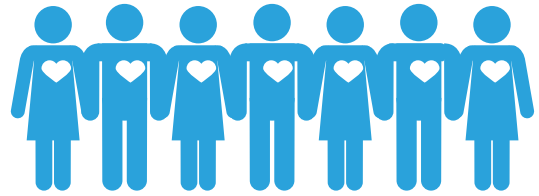


**Over 30%** of our clients are **minorities**.



We helped **369 veterans**, about **9%** of our overall client base.




## Volunteers



**1,563** Total volunteers

**70,274** Total volunteer hours

## Programs

Care Managers connected **457 low-income seniors** with    emergency services including housing, food, and healthcare.



We delivered **217,492 meals** through our **Meals on Wheels** program to **1,312 clients**; **52%** of clients in the program live alone.



Through our **Friendly Visitors and Caller** programs, we connected with **216 clients**, helping seniors feel less isolated and more connected with community.



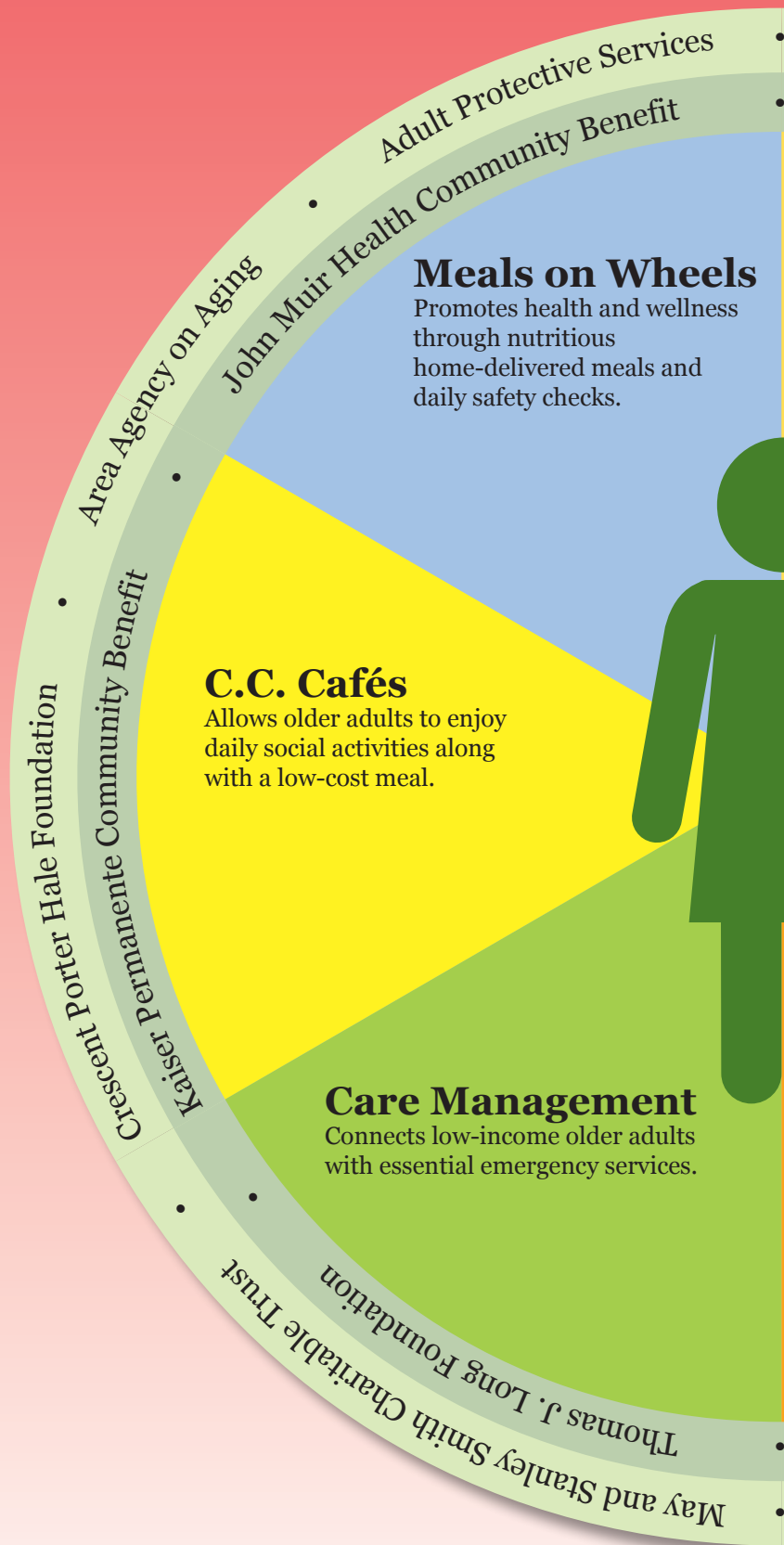
Our **C.C. Café** program served **51,100 meals** to **1,861 clients**, most of whom are **60+** years of age.

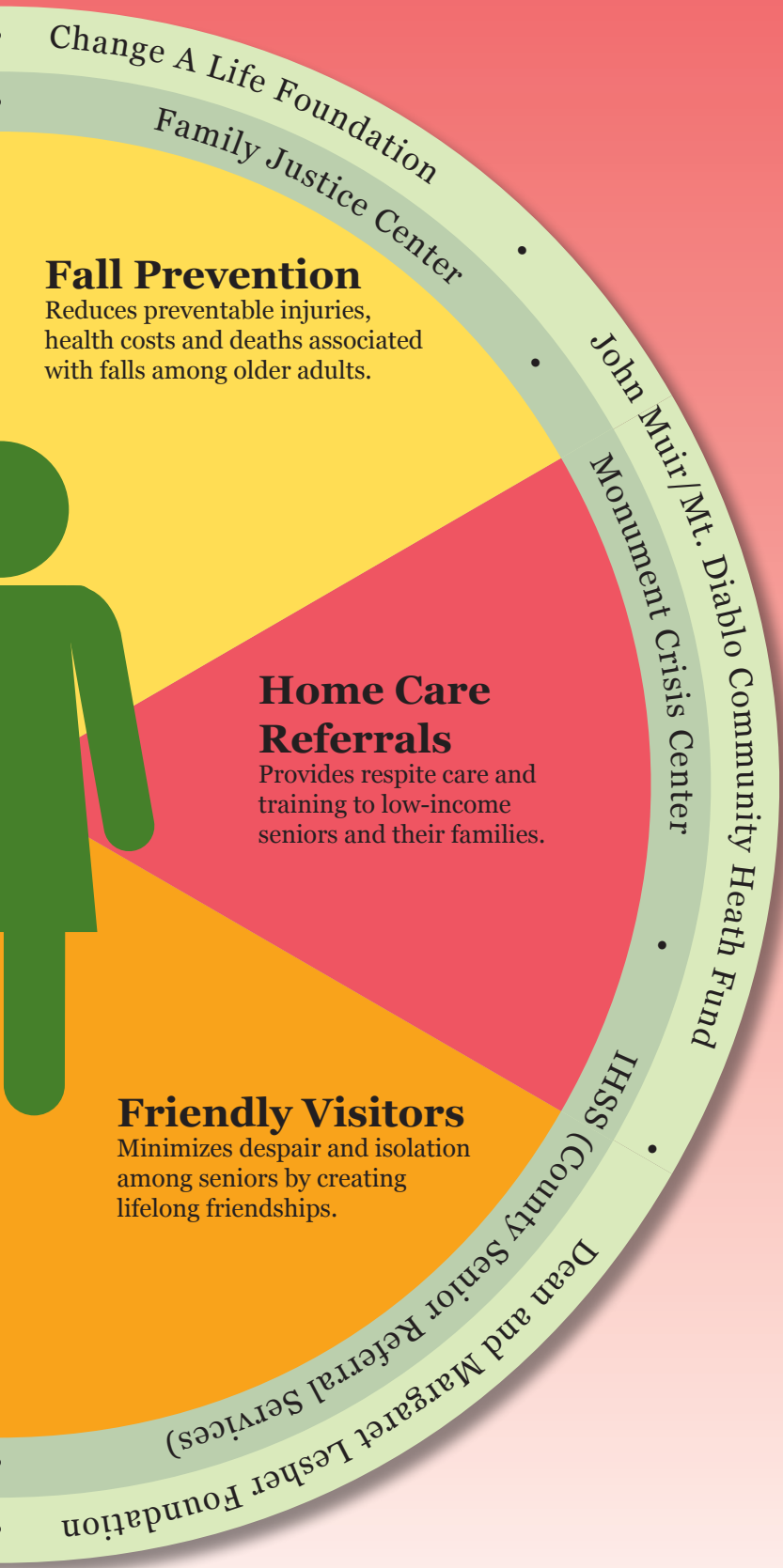


**Fall Prevention** services assisted **503 clients** to feel and be safer in their homes, helping seniors live independently at home for as long as possible.

# Collaborative Care Management

Meals on Wheels and Senior Outreach Services has collaborative partnerships with local healthcare institutions, funders, and social service organizations to make client-centered Care Management possible.





## *Mother and Daughter “Roomies”*

This is the story of two lovely ladies, Virginia and Ginny. They are 106 (almost 107!) and 85 years old and are mother and daughter.

After Ginny grew up and moved away, the two remained close. Virginia loved sewing and volunteered for her local hospital and church group. Ginny studied art and art history and enjoyed painting with watercolors and acrylics.

While the ladies settled in different Contra Costa County cities, ten years ago they decided that Ginny would move into Virginia’s San Ramon home. Virginia’s hearing and eyesight had diminished to the point where she didn’t feel safe living alone anymore, so both felt relieved that Ginny could offer her support.

Virginia and Ginny attended a senior center Fall Prevention presentation and requested an in-home assessment. Virginia had fallen on the stairs leading into their garage and had broken a bone in her wrist. Ginny uses a walker to maintain her balance and mobility. Both felt the stairs were unsafe and were hoping our Fall Prevention program could help.

The stairs have now been replaced by a Fall Prevention program contractor, and the ladies couldn’t be more thrilled. “Glorious, glorious stairs!” Ginny exclaims when talking about the reconstruction project.

In addition, the ladies signed up Virginia for meal deliveries. Weekday meal delivery offers respite to Ginny and means she can stand for a shorter period of time while preparing only her own meal. Virginia says, “I enjoy waiting for the meals and seeing what’s there... and the occasional dessert!” Adds Ginny, “Mother especially enjoys engaging the volunteers in a little conversation. They are always very friendly.”

‘More Than a Meal’ is more than just our slogan. It’s why seniors like Virginia and Ginny can live safely and independently in their homes for longer, and it’s why the support we offer is critical to seniors throughout Contra Costa County.

*“Mother especially enjoys engaging the volunteers in a little conversation. They are always very friendly.”*





## A Veteran's Story

*"This is like a whole new life for me. All of this--the things I have gotten--I never knew they were possible. You guys (MOWSOS) are heroes to me!"*

For Arthur, a former Air Force Airman First Class Jet Engine Mechanic, and Vietnam vet, the extra support MOWSOS provides with a daily meal is a critical lifeline that made all the difference in his life.

"I can't stand up too long, can't chop vegetables and cook things, I can't drive myself. I can't take care of myself the way I used to. I had lost 54 pounds because I couldn't get anything to eat. This (Meals on Wheels) became one of the main things that got back my health."

Arthur, 72, suffers from multiple health conditions including Chronic Obstructive Pulmonary Disease (COPD). He began receiving meals in May of 2016. "The meals have been a Godsend and I am much healthier now," says Arthur.

Before he received daily meal deliveries and wellness checks from volunteers, Arthur's apartment manager, Casey, and his neighbor, Mando, were very concerned. Says Casey, "He'd never come out of his apartment. He was stuck in his bed. He could not get up because he was too weak. Before we got you guys going we'd come over and say, 'Arthur are you alive?'" Mando adds, "I'd be up there and I'd never see this apartment door open. Casey told me he was Arthur and he was a vet, so I decided to see if I could come and help." The two men, also veterans, formed a brotherhood of sorts to watch out for Arthur's welfare, sharing food with him and stopping in to make sure he was okay. When they



contacted a Veterans Affairs social worker about Arthur's condition, Meals on Wheels and Senior Outreach Services was brought in to help.

For Arthur, the interactions with MOWSOS volunteers on a daily basis have made as much of an impact as the improved nutritional support. "The volunteers were absolutely wonderful, just like a friend, somebody you always knew. I wouldn't be up and around but they waited and a lot of times they called me to make sure I was okay."

As grateful as Casey and Mando are that their friend is receiving the support of MOWSOS, it's Arthur who explains the difference this support has made. "This is like a whole new life for me. All of this--the things I have gotten--I never knew they were possible. You guys (MOWSOS) are heroes to me!"

# Sharing the Spirit

Frances, a WWII Veteran and MOWSOS Fall Prevention client, was thrilled to receive his Walmart gift card on behalf of Contra Costa Crisis Center and Bay Area News Group's "Share the Spirit" grant. MOWSOS applied for a \$5,000 grant to provide \$100 gift cards to 50 of our veteran clients. The grant was awarded and the gift cards were delivered throughout December and January.

"I enlisted at the age of 17," recalls Frances. "I was a Marine and served in Japan and Korea between 1952 and 1956."

Today Frances would rather talk about his black bantam chickens than his service. The chickens wander the backyard in their coup and are bothered by all the neighborhood cats.

Frances worked in construction after his time in the Marines and purchased his Richmond home for \$16,500, he brags, many years ago. It is his sanctuary. "And, it's paid for," he says.

"It was great to meet Frances," says Alayne Balke, Fall Prevention Program Manager. "In addition to delivering the \$100 gift card, our team was able to install a wood railing on his first to second floor stairs and a stair railing for the steps going out to his backyard."

"I'm very grateful to the folks at Meals on Wheels and Senior Outreach Services," says Frances. "I want to stay in my home and be safe. My stairs are very steep so the rails really ease my anxiety of falling."

*"I'm very grateful to the folks at Meals on Wheels and Senior Outreach Services. I want to stay in my home and be safe."*



## *Coordinated Care in Action*

In the late 1940s, 15-year-old Maurice was so inspired to serve his country that he lied about his age to join the service. Through his military career, he traveled the world --especially enjoying his time in Germany. Maurice talked about his time in the army with pride.

When Maurice was 21 he married the love of his life, Hazel. The two became inseparable--raising a family, joining a ministry together, building a fulfilling life.

As Maurice aged, he began to face medical issues. The life he and Hazel had built became more challenging as she was faced with his full-time care and little support.

Navigating resources available to seniors wasn't something Hazel was comfortable with, so she called MOWSOS. Our Meals on Wheels program began delivering meals to the couple. Once we were invited into the home, our Care Management staff connected Hazel with the in-home supportive services Maurice required. When our Fall Prevention program was asked to assess Maurice's balance issues, Hazel joined her husband in our recommended exercise program to keep him motivated. To keep Hazel from becoming isolated and feeling alone, our Friendly Visitors program has matched her with a weekly volunteer visitor.

Coordinated Care--it's a phrase that means our support model provides an umbrella of services to meet the variety of needs seniors face. Industry terminology aside, seniors like Maurice and Hazel are why we do what we do in the community.



*“I thank and praise God for [MOWSOS] which brought me and my husband such help!”*

# *Volunteers--Friendships and Meals in the Making!*

Over 1,500 active volunteers comprise the Meals on Wheels and Senior Outreach Services caring team. Volunteers are invested in a host of vital functions in meeting the needs of older adults: delivering meals, assisting at a Café, visiting homebound seniors, supporting fundraising efforts, assisting in our office. The list goes on.

Linda Groobin had a successful career working as a project manager with fortune 100 accounts in San Francisco. In 2001, when she heard about an open position working with seniors in the area of nutrition, something intrigued her enough to leave corporate life behind and apply.

Four months after retiring, career graphic designer Ray Zenoni found himself bored. Partner Al Turner had recently retired from a background in data control and software development for the banking industry. Both were vets, and both were unused to the lack of activity and community involvement. They joined the MOWSOS team of volunteers and proceeded to make themselves indispensable.

Linda's first day as Senior Nutrition Program Manager for MOWSOS' then seven C.C. Cafés fell on a warm September day. Feeling good about her career move and finding her 'niche,' she entered her new office at 1300 Civic Drive in Walnut Creek and heard laughing. Ray and Al were there on her first day, telling jokes to staff and in general making everyone smile (they still do)! They offered a cheerful welcome and a warm friendship, and the three have never looked back! Says Linda, "I think you kind-of know, at least I did with them. You feel the goodness in people and it's authentic. It shows through and it's rare."

Over the years, Ray and Al continued to volunteer for multiple MOWSOS programs--receiving agency awards and the appreciation of staff and clients. They talk about their experiences and remember their favorite clients fondly. When asked his favorite thing about volunteering for MOWSOS, Al says simply, "meeting with the people." When Linda moved on to work with other nonprofits, Ray and Al, still volunteering for MOWSOS, followed her to support the agencies where she worked. The three call it a "feel good thing."

Time brought other, less-welcome changes, and Al developed health issues which have severely limited his mobility. These days, Ray and Al continue to deliver meals for MOWSOS, adapting their routine to work with Al's abilities. Says Linda, "What's so great about them as a pair is that even when it got more and more difficult for Al to move, his mobility was limited, he wasn't getting around as easily as he used to, he would never not go. He wanted to continue." Ray adds, "This is something he looks forward to doing every week. He gets out the route sheets, reads the directions for new clients, reminds me which types of meals I should be delivering. He's helping along the way. It's a good program for me and it's also a good program for him." Ray even talks about long-time clients who come to the car to greet Al since he is no longer able to go to their doors.

The desire to give back and be a part of something, a "feel good thing," has kept this trio's friendship growing even stronger. They recently celebrated Al's 80th birthday and have no plans to slow down--volunteering or otherwise.

We at MOWSOS are thrilled to hear it!

*"I think you kind-of know.... You feel the goodness in people and it's authentic. It shows through and it's rare."*



# March for Meals--A Month of Raising Awareness

“Hey, hey, ho, ho, Meals on Wheels is the way to go!” Such was the battle cry from the Tice Creek School 5th grade class on March 31 in Walnut Creek. The students and their teachers “marched” for meals in support of elderly, homebound residents in need.



In Antioch, a similar march took place at The Commons at Dallas Ranch senior community. Residents gathered on foot, on their electric scooters, and on a bus to “march” for Meals on Wheels.



The goal of these activities was to remind people of the faces behind policy decisions. Across the country, in the month of

March, Meals on Wheels programs reach out to their communities in an effort to bring attention to the needs of local seniors.

Every dollar invested in Meals on Wheels saves \$50 in Medicare costs. The cost of feeding a senior for one year is less than the cost of a single day in the hospital.

Meals on Wheels is lifesaving--and a good investment.

# Donors

Thanks to our **2016 \$100,000 Gold Circle Club Members**, whose generous donations are helping keep seniors safe, happy and healthy for a year.



- |   |  |
|---|--|
| Elisabeth Andreason and Melissa Allen         | Daniel Hungerford                      |
| Paul and Betty Baldacci                       | James Jones                            |
| Marilyn Barham                                | John and Linda Judd                    |
| Daniel Blumberg                               | Alan and Cheryl King                   |
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| Garry J. D. Hubert                            | Ralph Briggs Wood                      |
|   | Steven Lovell and Dara Youngdale       |

# Financials

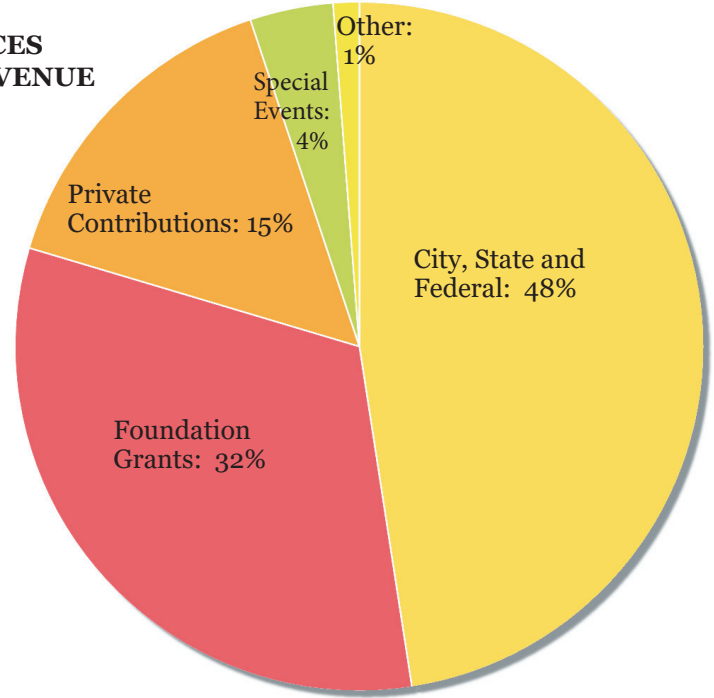
**July 2015 – June 2016**

## Revenues and Expenses

### REVENUES

City, State and Federal	\$940,194
Foundation Grants	\$633,631
Private Contributions	\$301,527
Special Events	\$77,245
Other	
Interest and Investment Income	\$190
Rental Income	\$24,150
Net Assets Released from Restrictions	\$265
<b>Total revenues and support</b>	<b>\$1,977,202</b>

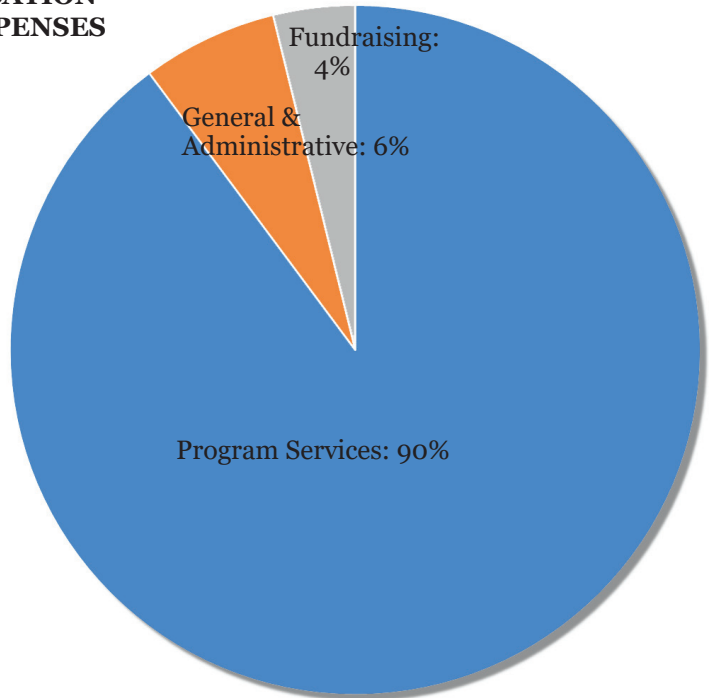
### SOURCES OF REVENUE



### EXPENSES

Program Services	\$1,616,176
General & Administrative	\$114,098
Fundraising	\$68,900
<b>Total expenses</b>	<b>\$1,799,174</b>

### ALLOCATION OF EXPENSES



**Net Revenue \$178,028**

**July 2015– June 2016**

# Get Involved

## Our Vision

Meals on Wheels and Senior Outreach Services coordinates care for older adults in Contra Costa County who have a wide range of needs. We partner with public and private agencies and groups to provide solutions, always keeping seniors' best interests at heart, enhancing the quality of life for older adults in our community.

**Join us in making our vision a reality. Here's how you can help:**

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### Donate

- **Make a Financial Contribution** – Your gift enables us to continue to provide essential services and programs to thousands of seniors in Contra Costa County.
- **Join the Gold Circle Club** – Be among the first 100 people each year to donate \$1,000 or more to help keep seniors safe, happy and healthy.
- **Create a Legacy** – Become a member of the Legacy of Giving Club. Pledge to include Meals on Wheels and Senior Outreach Services in your estate planning today.

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### Connect

- **Keep Abreast of Our Latest Events and Updates** – Sign up for our e-newsletter.
- **Urge Congress to Invest** – Urge Congress to invest in the Older Americans Act, a resource that funds critical services to keep older adults healthy and independent.
- **For more information** regarding Meals on Wheels and Senior Outreach Services visit [www.MOWSOS.org](http://www.MOWSOS.org) or call 925-937-8311.

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### Volunteer

- **Give your Time and Skills** – Everyone has talents to offer. Help deliver or serve meals, become a friend, assist with events, help in the office and more.
- **Host a Team-Building Event** – Engage your coworkers in a team-building volunteer project to make a difference for seniors in need.
- **Contribute Pro Bono Services** – Donate your professional services and provide legal counsel, clinical expertise or other assistance on a pro bono basis.

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Allen Vinson

Julia Wong

## Meals on Wheels and Senior Outreach Services Coverage Area

We provide health and wellness support to seniors throughout Contra Costa County.



### Meals on Wheels and Senior Outreach Services

1300 Civic Drive

Walnut Creek, CA 94596

925-937-8311

info@mowsos.org    www.mowsos.org    Tax ID: 68-0044205



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