



Providing Life-Giving Services to Seniors

2015 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

Meals on Wheels and Senior Outreach Services (MOWSOS) continues to be the “go-to” agency for senior services in Contra Costa County. As an industry leader, we are evolving and adapting service offerings to meet the changing needs of our community.

Our focus continues to be addressing the social supports needed to keep seniors safe and healthy as people live longer and needs change. Collaboration with healthcare institutions, government, and other community based organizations has expanded our reach and allowed us to improve the health and well-being of the senior community. In 2015, we served over 5,500 older adults. We referred nearly 10,000 individuals to other agencies and support services.

Comprehensive, collaborative care that is focused on the social determinants of health is at the core of our work. Most of our clients are homebound, low-income, and unable to sustain their most basic needs, such as maintaining proper nutrition or living in a fall-safe environment.

Client stories illustrate how we are helping Contra Costa seniors deal with unprecedented struggles and needs, whether securing long-term housing, healthcare for life-threatening conditions, or fall prevention assistance. We have become the most comprehensive senior-serving agency in the County. And we never charge clients for the services we provide.

The 800 daily connections we make with older adults, many alone with little outside contact, save lives. Along with a nutritious meal, volunteers provide socialization and friendship. We are the only organization invited into the home every day. We take that trust and friendship seriously and look for opportunities to help clients maintain healthy and independent lives for as long as possible. We are more than a meal.

We are beginning to experience the tremendous growth in the older adult population. Soon one in five adults living in Contra Costa will be over the age of 65. In some cities, the numbers are already above 20%. With age comes a myriad of issues and needs. With the help of donors, volunteers, and partner organizations, MOWSOS will be ready.

You too can make a difference. Get involved. Volunteer, donate, share our story with your neighbors, friends, or community groups. Be a catalyst for ensuring the health and dignity of every older adult in the community.

Thank you for your current and future support.

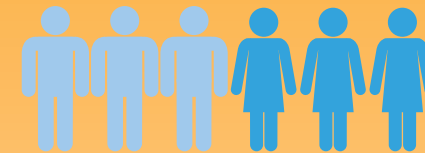
Elaine Clark



“Soon one in five adults living in Contra Costa will be over the age of 65.”

Achieving Senior Care Management By the Numbers

Clients



54% of clients served are **female**.



52% of clients served are **71 and older**.



Over 53% of clients served are **functionally impaired or live alone**.

About 30% of clients **earn less than \$15,000/year as single adults**.

About 68% of clients **earn less than \$25,000/year either as single adults or married adults**.

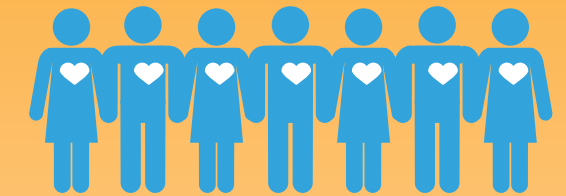


Almost 30% of our clients are **minorities**.



We helped over **198 veterans**, which is about **5% of our overall client base**.

Volunteers



1,288 Total volunteers

68,353 Total volunteer hours

Programs

Case Managers connected **309 low-income seniors** with emergency services including housing, food, and healthcare.



We delivered nearly **217,362 meals** through our **Meals on Wheels** and **C.C. Cafés** program to over **1027 clients**. Nearly 50% of clients in the program live alone.



Through our **Friendly Visitors** program, we visited **165 clients**, over 65% of whom are over the age of 81 and live alone.



Our **C.C. Café** program served nearly **43,747 meals** to over **1,425 clients**, most of whom are 60+ years of age.



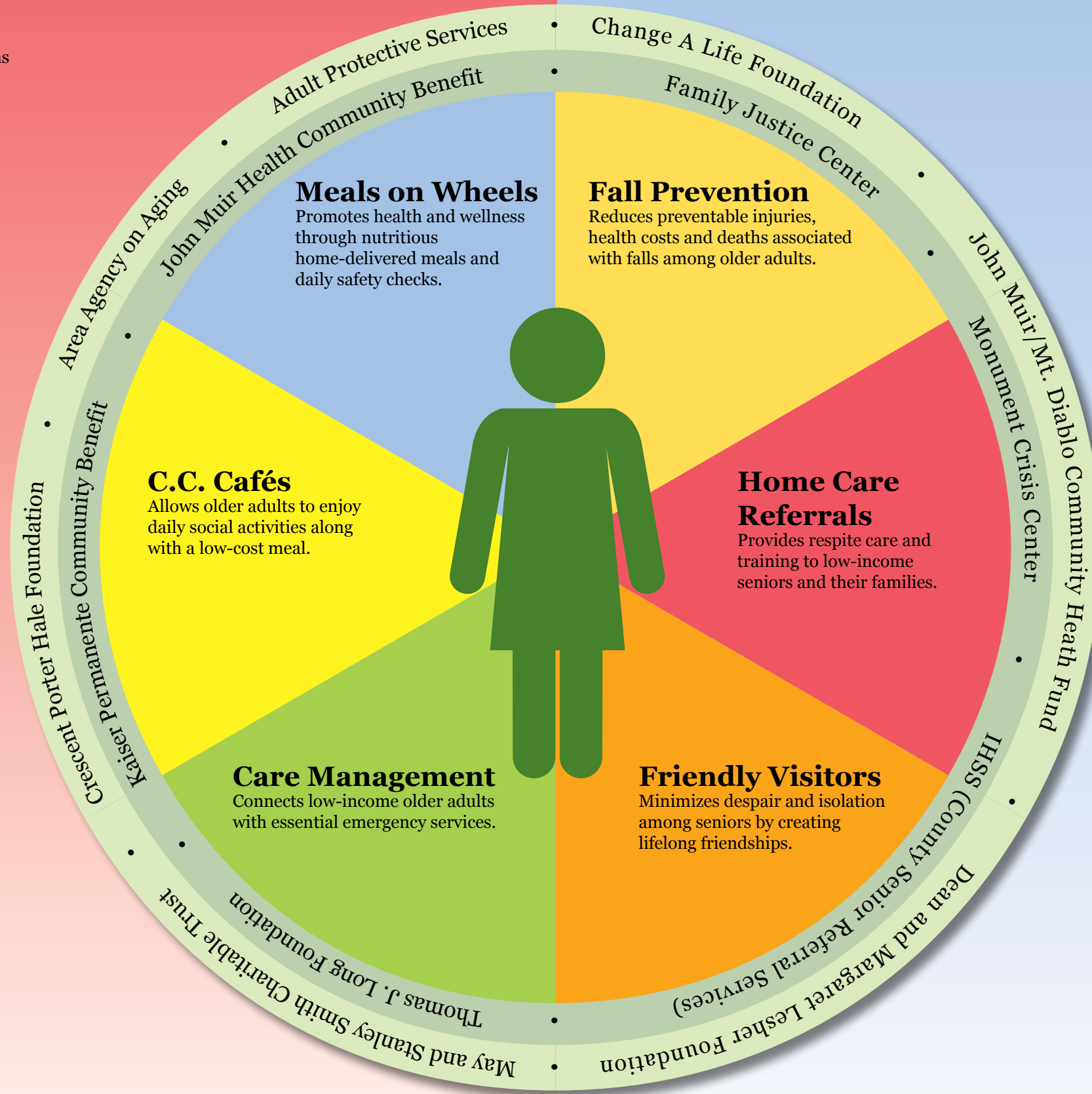
Over **1,300 hours** of low-cost home care services were provided to **356 seniors** and their families requesting help from our **Home Care Referral** service.



Emergency fall calls were **reduced by 53%** for the **264 clients** receiving our **Fall Prevention** services.

Collaborative Care Management

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



Thanks to the Fall Prevention Program, Julia is No Longer Afraid of Falling

Falls and related complications are the fifth leading cause of death in older adults. More than 30% of adults over the age of 65 will fall at least once annually, and falls are responsible for 85% of all injury related hospital admissions.

Julia, an accomplished pianist and writer, lost her beloved husband in 2011. Life was becoming more challenging for Julia. With multiple health conditions and failing eye sight, medications she took caused dizziness, dehydration and other unwanted side effects. "I had already encountered one very large loss," says Julia, "but losing my mobility and independence was unimaginable."

Fortunately, Julia called Meals on Wheels and Senior Outreach Services, and the Fall Prevention Program came to her rescue. An assessment of her home resulted in both grab bar and bed rail installations, and Julia was enrolled in the In-Home Exercise Program.

Nursing students from Cal State East Bay visited with Julia for six weeks, leading her through exercises designed to improve her balance and ultimately alleviate her fear of falling.

Today, Julia feels much stronger and no longer fears losing her mobility and independence. "I'm playing the piano again, writing songs and poetry, and I take long walks every day," says Julia. "Meals on Wheels and Senior Outreach Services is a real asset in my life."

"I'm playing the piano again, writing songs and poetry, and I take long walks every day."



Maxine, 102, is Still Going Strong Thanks to Daily, Nutritious Meals



"I especially love the fresh vegetables, but the hot dogs are my favorite!"

Even the most independent among us, if fortunate to live long enough, might experience a decline in mobility or health that can strip away independence and diminish the quality of our lives. However, studies show that adequate nutrition promotes good health, functionality, and the ability to remain independent. Such is the case with 102 years young, Maxine, thanks to Meals on Wheels and Senior Outreach Services' Meals on Wheels Program.

Maxine and her husband, Gus, were married for 62 years. They owned and operated a successful furniture store in Berkeley and raised two beautiful children. "Taking the ferry to San Francisco to ballroom dances until the wee hours of the night was our favorite past-time," says Maxine.

Maxine was heartbroken when Gus passed away in 2000. Then, a stroke in 2002 caused months of rehabilitation and a decline in her mobility and balance. Maxine no longer had the strength and balance to make her own meals.

Fortunately, a call to Meals on Wheels and Senior Outreach proved to be just the solution. Maxine began receiving daily meals through the Meals on Wheels program and began a wonderful relationship with a Friendly Visitors volunteer.

After only a few weeks of nutritious meals and a friendly smile, Maxine began to steadily improve. "I'm a big fan of the meals," says Maxine. "I especially love the fresh vegetables," she says and adds with a giggle, "... but the hot dogs are my favorite!"

Ruth and Julie Share More than a Cup of Coffee During their Weekly Friendly Visits



“Ruth and I are fantastic friends. I felt an immediate connection to her.”

No one wants to face growing older without a spouse or family member at their side, or without friends to provide support through difficult times. There are many risks to feeling isolated, especially for older adults. Those risks include depression, anxiety, sleep disorders, and decreased motor skills.

Ruth understands all too well the benefits of meaningful one-on-one relationships. She overcame significant challenges in her early life, but managed to put herself through college and earn a Master’s Degree in Social Welfare while raising a family as a single parent.

“I suffer from sciatica and the pain can be very debilitating,” says Ruth. “I used to dance to salsa music every day, and now it is difficult for me to leave my home.”

Feeling lonely and isolated, Ruth contacted the Meals on

Wheels and Senior Outreach Services’ Friendly Visitors Program to request someone to make weekly visits and take walks with her. The program matches homebound seniors with screened and trained volunteers from the community.

In between jobs and looking to fulfill a desire to volunteer, Julie was the perfect match for Ruth. “Ruth and I are fantastic friends,” says Julie. “I felt an immediate connection to her.”

Now, a cup of coffee at the local coffee shop and a walk in the park with Julie are Ruth’s favorite activities. “I am so grateful for Julie and the Friendly Visitor’s Program,” says Ruth.

A “Lifted” Spirit Thanks to Coordinated Care Management

Tom suffers from diabetes, diabetic neuropathy and congestive heart failure. It is not the lifestyle he envisioned for himself.

“I spent most of my life in Chicago and loved it there,” says Tom. Unfortunately, Tom had to retire from his work of twenty-three years when he became permanently disabled after suffering a heart attack in 2006. He moved to California to be closer to family and is now confined to a wheelchair.

Tom began receiving daily meals from Meals on Wheels and Senior Outreach Services in early 2015. “I enjoy the meals and am so grateful to the volunteers who deliver them,” says Tom.

On a recent visit, the volunteer driver noticed that Tom was having difficulty reaching the microwave oven which was above the stove and out of reach. Tom was forced to maneuver himself in an unsafe way to reach his hot food.

“I received a call from Nick in the Care Management Program at MOWSOS, asking if I was in need of a countertop microwave,” says Tom, “and there it was, just like magic!”

Tom needed support in caring for himself, and now he has a team who can help—Coordinated Care through Meals on Wheels and Senior Outreach Services.

“I’m no longer in fear of burning myself,” says Tom. “It really feels like a miracle, and I can’t thank the folks at MOWSOS enough,” says Tom.

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Socialization and Healthful Eating at the C.C. Café Lead to a Better Quality of Life

According to the Centers for Disease Control and Prevention, lack of social support is related to negative impacts on health and well-being, especially for older adults. Having a variety of positive social supports can contribute to psychological and physical wellness of elderly individuals. Thanks to Meals on Wheels and Senior Outreach Services' C.C. Café Program, Carmen is experiencing a better quality of life.

Born and raised in Kansas, Carmen and her twin sister, Frances, walked two-and-one-half miles to school each day and enjoyed lessons in a small schoolhouse from a teacher who couldn't tell the twins apart. Similar in many ways, they both became nurses and worked side-by-side for many years.

Sadly, both Carmen and Frances were diagnosed with cancer. "It was a double-whammy," says Carmen. Daily activities became impossible and although she was expert at nursing others back to health, she was unaccustomed to asking for help for herself.

"I had to reach out and seek assistance where I could," says Carmen, "so I called Meals on Wheels and Senior Outreach Services to inquire." The Walnut Creek C. C.

Café, only a stones-throw away from her home, provided the much-needed support Carmen was seeking. "As soon as I regained my strength, I began dining at the café and became involved in many of the activities," says Carmen.

Now eighty-nine years young, Carmen attributes her bountiful happiness to her years of nursing and great friendships, many of those formed at the Walnut Creek C.C. Café. "I've been a volunteer and diner at the C.C. Café since 1990 and look forward each morning to my 20-minute walk to the Café, a tasty and healthy meal, and knowing that I will receive hugs and smiles from my friends at the Café," says Carmen. "Every day is a great day when I see my friends at the C.C. Café."

Meals on Wheels and Senior Outreach Services operates six C.C. Cafés throughout Contra Costa County. Each week, a well-balanced meal is served to older adults age 60 and older. Each C.C. Café celebrates special monthly events.



"Every day is a great day when I see my friends at the C.C. Café"

Our Volunteers and Donors Make a Difference One Life at a Time

Volunteers

Over 1,200 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 at our office. The list goes on. There are many ways to make a difference in the life of a senior, and one dynamic duo, Fran and Dominic Confetti, are doing just that.

When people retire, it's not uncommon to see them relaxing and taking it easy. But for Fran and Dominic Confetti, 78 and 83, respectively, they've made huge efforts to give back to their community on their own time. After reading a call to action for volunteer drivers in their church bulletin, the Confetti's have been delivering meals together for **twenty years**.

"I had just retired and was looking for a way to keep myself busy and productive," says Dominic. "I delivered on my own until Fran also retired and we've been delivering together ever since."

"Volunteering for Meals on Wheels and Senior Outreach Services has been an enriching and fulfilling experience for us," says Fran. "We have formed many relationships and friendships over the years."

"It's so easy to give your time," says Dominic, "and the feeling you get inside makes you feel so good." Fran adds, "There's a real need out there. If you have the time -- just two hours a week-- you should try it!"



Fran and Dominic

Donors

Thanks to our **2015 \$100,000 Gold Circle Club Members** whose generous donations are helping keep seniors safe, happy and healthy for a year.



Elisabeth Andreason & Melissa Allen	John & Linda Judd
Robert & Marilyn Barham	Wildy Kerby
Daniel Blumberg	Tom Fishel & Kimberly Noon
Chuck & Pam Bond	Kathy Klein
Jeri Bradley	Doreen Kopf
Edward & Marilou Bruno	Peter & Kathleen Kritscher
Claudia Bubeck	Shirley Krohn
Brian Bueneke	Brandon Lawrence
Carolyn E. Butler	Troy Lee
Kris Byrne	David Levien, MD, MBA & Merrill Levien
Timothy & Kathleen Callahan	Kevin & Laurie Lewis
Elpidia Castillo	Lloyd & Cynthia Malmstrom
Patricia L. Chapman	Robbin J. Masiewicz
Denis Cheng	Elizabeth R. Masten
Bradley R. Chew	David & Sharon McCosker
Allen & Elina Chung	Kelly McDougal
Paul & Elaine Clark	John McGonigle
David Clegg	Douglas McGrath
Michael and Karen Cohen	Charles & Barbara McLaughlin
Dean & Chris Coons	Vasili Millias
Alisa Corstorphine	Mike Moran
James Countryman	Frank Morgan
Beverly Craig	Joyce Hilfiker Munson
Ronald & Paulette Crawford	O'Dea Family
Elizabeth A. Crayton	Mark & Sheila O'Leary
Tom & Laurie Delaney	Richard Pancoast
Manoj & Amuradha Desai	David & Judy Perry
William & Chika Dow	Kay Rayzor
Nicholas & Donna Dragonjac	Kenneth & Deborah Retzloff
David Durant	Brian Rivera
John Fischer	Joseph Roebuck
Lawrence & Nancy Fitzgerald	Todd & Kristi Sanders
Arthur & Betsy Fowler	Art & Christine Scimia
Chris & Catherine Gardner	Shari Scott
Judy Garvens	John & Margaret Stienstra
Betty Jo Glenn	Tiffany Stuart
Michael Goldsmith	Dorlee Taylor
Robert & Sophie Goto	Roberta Whitman
Eleanor P. Grunbaum	Myrna Witt
Emily Hopkins & Eoin O'Donoghue	Ralph Briggs Wood
Dorothy M. Hughes	Po Yau & Charing Cheung
Daniel Hungerford	Dara Youngdale & Steven Lovell
Rachel Irelan	
Sally W. Jordan	

Financials

July 2014 – June 2015

Revenues and Expenses

REVENUES

City, State and Federal	\$854,762
Foundation Grants	\$438,420
Private Contributions	\$343,732
Special Events	\$80,486
Other	
Interest and Investment Income	\$7054
Rental Income	\$22,200
Other Revenue	N/A
Net Assets Released from Restrictions	N/A
Total revenues and support	\$1,746,654

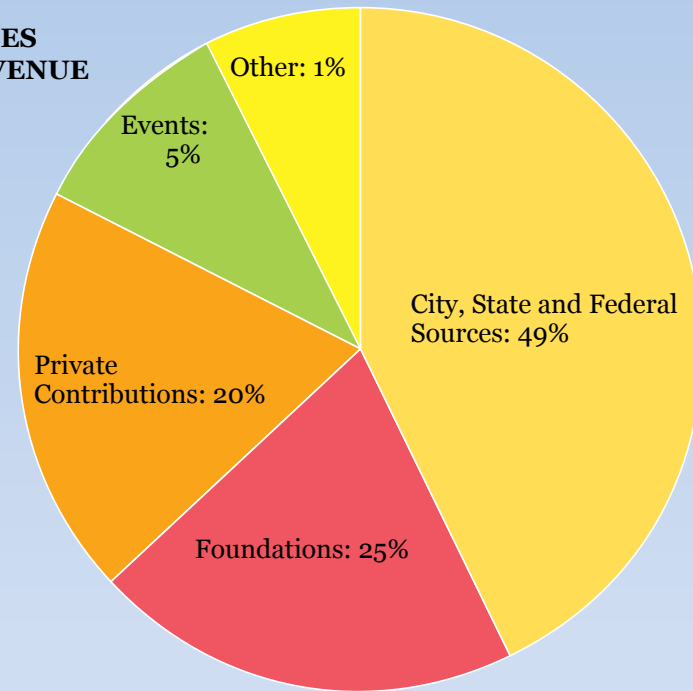
EXPENSES

Program Services	\$1,470,455
General & Administrative	\$86,751
Fundraising	\$65,245
Total expenses	\$1,622,451

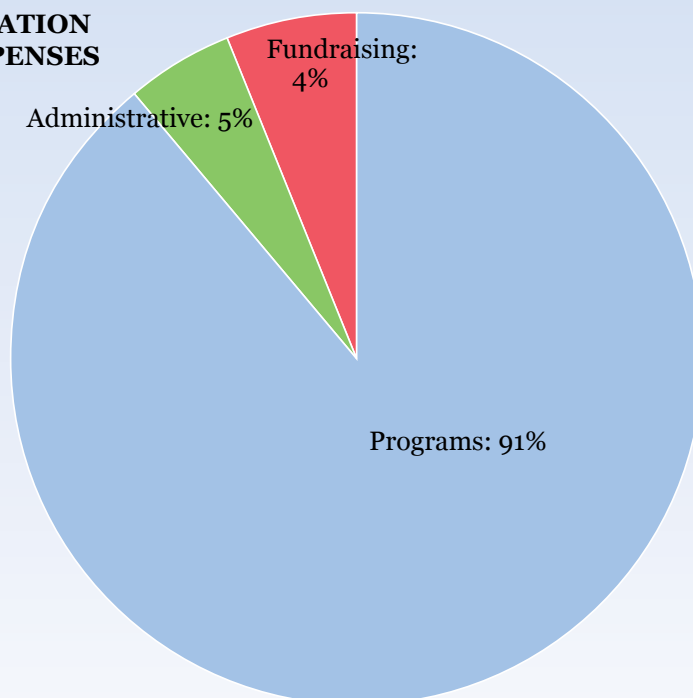
Net Revenue \$124,203

July 2014 – June 2015

SOURCES OF REVENUE



ALLOCATION OF EXPENSES



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:

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.

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 or call 925-937-8311.

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.


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

 www.facebook.com/MOWSOS

 twitter.com/mowsos

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