



# 2023-24 Annual Report

**TOGETHER,  
WE CAN  
DELIVER®**

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# About the Organization

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## OUR MISSION

Meals on Wheels Durham (MOWD) volunteers and staff work together to enhance the quality of life for older adults and other community members who are homebound and unable to provide proper nutrition for themselves. Through daily meal delivery and regular contact with caring volunteers, we strive to support our clients' health, connectivity, and independence.

## OUR STORY

In 1969, the Center City Church Council (later renamed Durham Congregations in Action in 1976) initiated studies to identify the most effective ways to address community needs. Their research revealed a critical need for a program to provide meals to individuals unable to meet their own nutritional requirements. As a result, Meals on Wheels Durham was established in 1975. The first volunteers served about a dozen older adults who were homebound, dealing with health challenges, and living alone.

Today, the impact of Meals on Wheels Durham continues to grow stronger. Over the last fiscal year, we provided nearly 900 Durham County residents with over 140,000 meals, offering not only nutrition but also vital human connection. Thanks to the powerful impact of our services and the meaningful relationships fostered by our volunteers, Meals on Wheels Durham was awarded the 2024 Social Impact Award by Durham Magazine. This recognition reflects our continued dedication to enhancing the lives of those we serve and our unwavering commitment to addressing food insecurity in our community.





# Message from the Executive Director

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Dear Friends,

A few weeks ago, one of our volunteers heard some unexpected words from a Meals on Wheels Durham client during one of their bi-weekly phone calls:

**“I hope you know how much you matter.”**

As you can imagine, this simple statement deeply touched our volunteer. Upon retelling the story, he reflected that for him, acts of service don't just benefit clients: “Our work starts for them...but ends up really being for those of us who have been invited to do this work.”

At our core, we all want to matter—to our families, friends, colleagues, and communities. Our senior clients share this desire, yet their life's contributions can sometimes be overlooked or even forgotten as they age. That's where we come in.

Through multiple initiatives, we work to help our clients feel remembered, connected, and loved. One such initiative, touched on above, is Wellness Calls — the twice-a-week phone calls placed by volunteers to each of our clients. These calls, in the form of a friendly chat, allow volunteers to discreetly assess client wellness, provide useful information about programs and resources, and field client questions and concerns.

For nearly half a century, Meals on Wheels Durham has demonstrated to our senior clients just how important they still are — to us and to their community. We are honored to support the people who were once our educators, caretakers, leaders, protectors, and mentors. And there is no way we can do it alone. We are profoundly grateful to the hundreds of volunteers, supporters, and community collaborators who have partnered with us in this life-affirming work. And as we face the growing needs of Durham's aging population, our collective efforts will be even more crucial.

As you browse through this report, you will read about the programs and partnerships we have developed to support our clients. We think you'll notice a common theme: connection. Our ability to reconnect clients with their community is the “special sauce” that sets Meals on Wheels Durham apart from other efforts focused on older adults.

North Carolina's population of people aged 65 and older is expected to increase by 48% over the next two decades from 1.9 million to 2.8 million. Furthermore, the 85-and-older population is also projected to increase by 114% from 198,000 to 423,000. And Meals on Wheels Durham is preparing to meet the needs of our growing senior population.

To the clients we serve, to the donors who make our work possible, and to the community partners who help us get the job done: You matter. And together, we can deliver.

Sincerely,



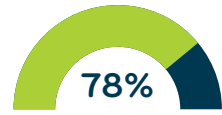
**JASON PEACE, MSW, LCSW**  
**EXECUTIVE DIRECTOR**



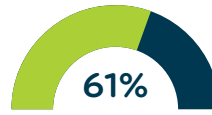


# By the Numbers: Programs

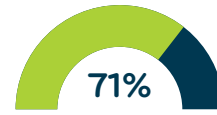
**893**  
**CLIENTS FED**



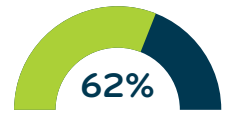
65 & OLDER



WOMEN



LIVE ALONE



BIPOC



**142,772**  
**MEALS SERVED**



**12,197**  
**AUXILIARY ITEMS  
DISTRIBUTED**

Distributed 83,179 frozen meals, 57,852 hot meals, 1,533 hospital-discharge meals, and 924 shelf stable meal kits over the course of the year.

**747**  
**VOLUNTEERS**



**27,853**  
**HOURS LOGGED**



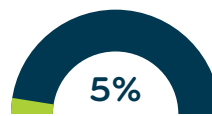
**56,309**  
**MILES DRIVEN**

Gained over 330 new volunteers, welcomed 25 volunteer groups, and completed 20 matches in our volunteer mentorship program.

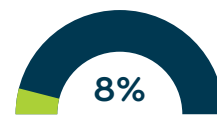
**OVER**  
**\$412,000 IN**  
**CONTRIBUTIONS**



INDIVIDUAL



FAITH-  
BASED



INDIRECT



BUSINESS

MOWD received gifts from over 700 individual donors over the fiscal year, earned over \$260,000 in grant funds, and raised \$156,322 at the 2024 Feed the Need Gala.



# By the Numbers: Our Impact

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**86%**

of clients report that Meals on Wheels Durham has positively impacted or benefited their overall health.

**84%**

say that Meals on Wheels Durham helps them eat healthier.

**NEARLY  
80%**

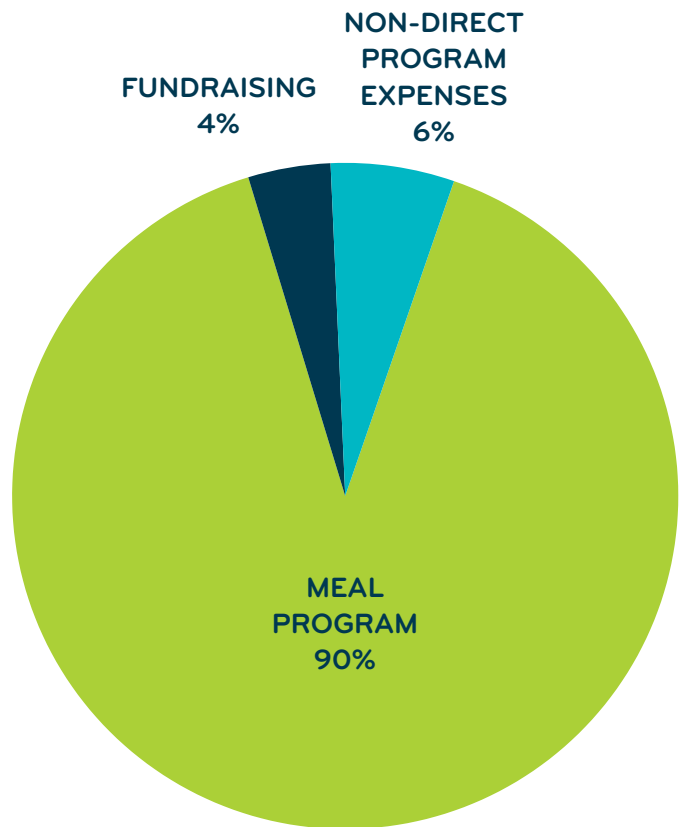
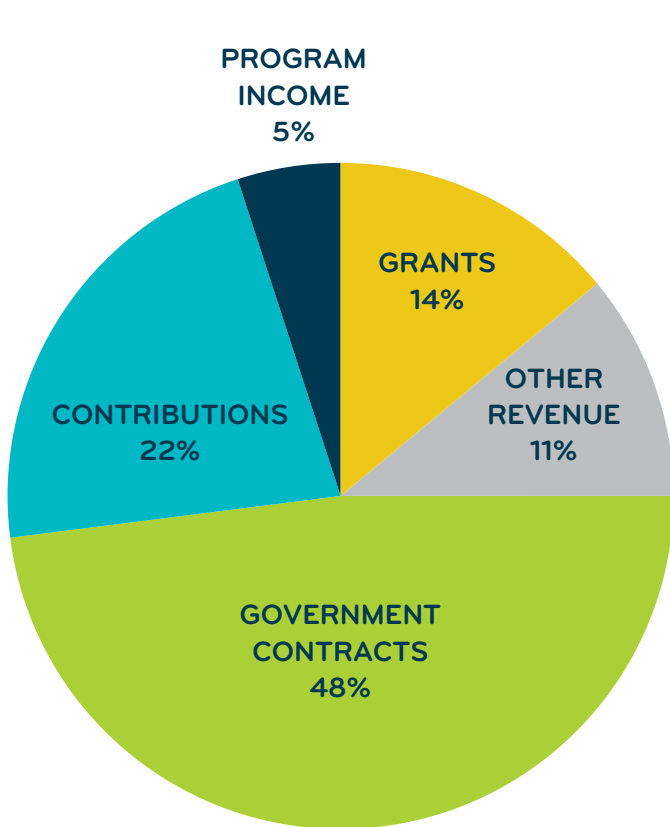
of clients report that meals provided by Meals on Wheels Durham helps them achieve or maintain a healthy weight.

**OVER  
50%**

of clients say they wouldn't be able to afford enough nutritious food without Meals on Wheels Durham and that our services help them feel less lonely.



# Financial Review



## REVENUE & SUPPORT

Government Contracts	\$912,467
Contributions	\$412,387
Program Income	\$85,992
Grants	\$268,079
Other Revenue	\$203,659
<b>TOTAL REVENUE</b>	<b>\$1,882,584</b>

## EXPENDITURES

Meal Program	\$1,623,357
Fundraising	\$72,149
Non-Direct Program Expenses	\$108,224
<b>TOTAL</b>	<b>\$1,803,730</b>
<b>INCREASE IN NET ASSETS</b>	<b>\$78,854</b>

*\*The provided financials encompasses the fiscal year 2024, spanning from July 1, 2023, to June 30, 2024.*

# More Than a Meal

**5,373**  
PET FOOD UNITS

**6,097**  
NUTRITIONAL  
SHAKES

**817**  
HOLIDAY MEALS

**521**  
HOLIDAY GIFTS

**206**  
BOX FANS

**46,068**  
WELLNESS CALLS

This spring, our second annual 24-hour online fundraising campaign, We Can Wednesday, raised thousands of dollars to help us provide the supplemental items and services we offer to clients beyond daily midday meals. These supports, which we collectively call More Than a Meal, are made possible through partnerships with individuals, civic organizations, businesses, and the faith-based community, and allow us to offer special touches that help our clients feel nurtured, remembered, and loved. Here are just a few examples:

## PET FOOD AND VETERINARY CARE

Our clients love their pets—and so do we! For many homebound older adults, pets are their closest companions and a source of comfort. Studies show that pets play a vital role in the lives of homebound seniors, offering social connection and significantly enhancing their physical and mental well-being. That's why our Pet Program is such an essential part of our services.

Each week, we provide much-needed supplies of pet food, generously donated by individuals and local veterinary clinics, and offer cost-free, basic healthcare through a mobile veterinarian. Through the Pet Program, we ensure that both our clients and their beloved pets receive the care they need, nurturing a sense of connection, comfort, and well-being for all.

## NUTRITIONAL SHAKE PROGRAM

The Nutritional Shake Program was established to provide our clients with protein-rich, healthy beverages like Ensure and Glucerna, designed to supplement meals and enhance overall nutrition. Each client receiving shakes has received approval from their physician to ensure that this added nutritional support meets their specific health needs. Through this program, we are committed to helping our clients maintain their strength and vitality.



# More Than a Meal

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## HOLIDAY PROGRAM

Two of our most beloved More Than a Meal services, the Holiday Gift and Holiday Meal programs, spread cheer with festively wrapped gifts and goodies for our clients, many of whom may be alone during the fall and winter holidays. For years we have partnered with the Durham Rescue Mission and Judea Reform Congregation to deliver special Thanksgiving and Christmas dinners, respectively, to each client who wants one.

Our holiday giving extends beyond the winter season. Thanks to our generous supporters, we also distribute hundreds of greeting cards, treats, and handmade gifts throughout the year to celebrate our seniors' milestones and special occasions, including birthdays, Valentine's Day, Mother's Day, Father's Day, Veterans Day, and more. These thoughtful gestures ensure that our clients feel remembered and cherished all year round.

## BOX FAN PROGRAM

Every spring, Meals on Wheels Durham hosts a Box Fan Drive to provide essential relief from soaring temperatures to seniors without functioning air conditioning or in need of extra cooling. These box fans offer critical protection against the heat-related injuries that disproportionately affect older adults and help our clients stay safe and comfortable during the hottest months.

## WELLNESS CALL PROGRAM

During the pandemic, our commitment to client safety led us to reduce contact by shifting to once-weekly deliveries of frozen meals. Understanding that our clients felt more isolated than ever, we initiated the Wellness Call Program. Volunteers connected with clients twice a week to share information, monitor their wellbeing, and enjoy pleasant conversations. The program was so warmly received that we continued it even after resuming daily hot meal deliveries. The Wellness Call Program has become an integral part of our service, fostering deeper connections and ensuring our clients feel supported.

# Partnership Highlight

What does it take to operate a successful nonprofit for 49 years? At the top of the list is developing powerful relationships with volunteers, supporters, and community partners. By collaborating with civic leaders, faith-based communities, corporations, businesses, other nonprofits, and community organizations, we combine valuable financial and human resources, innovative thinking, and a deep commitment to serving older adults. Together with other like-minded entities, we amplify our positive impact on the health, well-being, and connectedness of homebound seniors in Durham.

Here are a few examples of the kinds of partnerships that move our work forward:

## MARCH FOR MEALS

Every spring, Meals on Wheels programs across the country celebrate March for Meals, a campaign that honors the 1972 addition of a national nutrition program for seniors to the Older Americans Act. At Meals on Wheels Durham, we turn this campaign into an awareness initiative highlighted by “Champion’s Week.” During this week, we invite local and state officials to tour our facility, volunteer, and learn about our program. This year, state representatives, county commissioners, and city council members gathered to deliver meals, explore our operations, and discuss new ways to support and preserve senior nutrition programs.



*Rep. Zack Hawkins and fellow legislators Marcia Moray, Vernetta Alston, Heidi Carter, Carl Rist, Javiera Caballero, and Chelsea Cook present Executive Director Jason Peace with a \$10,000 check, a tangible symbol of the State's commitment to our program's success.*



# Partnership Highlight

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## MOBILE VETERINARY CARE

Over the past two years, we have enhanced the program by partnering with DEGA Veterinary Care, a nonprofit mobile animal clinic. Dr. April Gessner, DVM and founder of DEGA, offers free vaccinations, medications, examinations, spaying, neutering, and more to our clients' pets. Thanks to these services, our clients can keep their furry friends—who are often their closest companions—healthier and by their sides longer.

## VOLUNTEER GROUPS

Volunteers are the lifeline of Meals on Wheels Durham's operations, driving the impact we make each day. From packing, loading, and delivering meals to making wellness calls, our volunteers create meaningful connections with the seniors we serve, ensuring they feel supported and valued. The involvement of community members and local organizations is essential, as their efforts directly strengthen our ability to meet the growing needs of our clients. Through partnerships with schools, universities, businesses, and faith-based organizations, our volunteers bring nourishment and human connection to those in need.

### Schools and Universities

Local students are an essential part of our volunteer base, and this year we had the privilege of working with volunteers from North Carolina Central University, Duke University, and The University of North Carolina at Chapel Hill. These students played a key role in packing, loading, and delivering meals, and making wellness calls that help our seniors feel supported and connected. Social Work interns from NCCU and UNC Chapel Hill also strengthened our operations by assisting with enrollment and client services. High schools like Durham Academy, Camelot Academy, Jordan High School, Cary high school students participating in VT Seva, and students from Durham's local Student U made a meaningful impact as well, delivering meals, packing pet food, and creating heartfelt holiday cards for our senior clients.

### Businesses and Faith-Based Organizations

Businesses and faith-based organizations play a key role in amplifying our impact. For example, Holy Infant Church has adopted a meal route, with congregation members rotating to deliver meals and build lasting relationships with seniors. We also had the pleasure of hosting volunteer groups from AARP, CREO Inc., Express Employment Professionals, Infosys Limited, United Airlines, and Verizon, among others. Their support has been vital in extending our reach and ensuring we continue fostering meaningful connections with our clients.



## Donor Spotlight: P. Diane Chambers

Our generous, engaged, and compassionate donors provide a significant percentage of the financial resources we need to maintain current and develop new programs. And some of our donors show tremendous creativity in the ways they support our organization.

Meet Diane, a talented watercolorist who has been making gifts to Meals on Wheels Durham since 2021. She earned her MA in Elementary Education and minored in Art in 1975 and has taught numerous courses, workshops, and trainings over the past 35 years.

Diane chooses to support our work by asking patrons who purchase her paintings to make their checks payable to Meals on Wheels Durham. And this past May, she took her passion for MOWD to a whole new level!

Diane mobilized the residents of her active 50+ community, Creekside at

Bethpage, who worked for months to plan and execute a mini version of our annual Feed the Need Gala held each February. Diane and her team sourced auction items from local vendors, prepared hundreds of delicious hors d'oeuvres to feed hungry guests, and leveraged their networks to fill the event space to capacity with neighbors and friends interested in helping older adults.

Together, Diane and her community raised over \$7,600.00 in unrestricted funds for MOWD in one night. The event generated a significant gift and introduced MOWD to a whole new cadre of friends and potential volunteers.

*Interested in hosting your own event to support MOWD? Contact Jill Ullman, Director of Development and Communications, at [jill@mowdurham.org](mailto:jill@mowdurham.org).*



# 2024 Feed the Need Gala



On the evening of Saturday, February 17, 2024, Meals on Wheels Durham, along with Lead Sponsor The Forest at Duke, welcomed over 200 community supporters to the Fifth Annual Feed the Need Gala at the Washington Duke Inn and Golf Club. Attendees sipped, dined, danced, and bid with abandon, raising nearly \$160,000.

Proceeds from the gala have been put to work providing healthy meals and a variety of additional goods and services that support client wellbeing and help keep seniors in their own homes for as long as possible.





# Key Program Highlights

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The '23-'24 fiscal year brought exciting improvements to service delivery for Meals on Wheels Durham that will continue to serve us in the new fiscal year and beyond.

## COMMISSARY KITCHEN

Last spring, MOWD leased a commercial kitchen to allow us greater autonomy over the way our client's meals are prepared. We have since settled into a productive partnership with our kitchen management team, TRIO Community Meals, and are now able to offer catering services to other individuals and organizations in our community! In addition to meeting the health needs and preferences of diverse clientele, TRIO is now available to prepare delicious food for your next meeting, party, or event. We also launched our first contract with the Durham Center for Senior Life, providing the same nutritious meals we serve to our clients to seniors visiting the center. TRIO can also offer meal preparation for other nonprofits providing nutrition to seniors, either through home-delivered meals or congregate sites.

*For more information about having TRIO cater your next event or assist with your nonprofit's feeding program, contact Jason Peace at [jason@mowdurham.org](mailto:jason@mowdurham.org).*

## WAIT LIST SUPPORT

Cost-free services to combat food insecurity among older adults are in high demand; Meals on Wheels Durham's wait list, held jointly with Durham County Social Services, includes the names of over 500 food-insecure older adults who need our help. To alleviate hunger until individuals can be enrolled and permanent sources of funding found to cover their meal costs, we have secured funds to pilot a bridge program to provide 100 folks on our list with a monthly box of food for at least a year.



# Key Program Highlights

## FOOD PANTRY

With an award from the Golden LEAF Foundation, Meals on Wheels Durham is in the process of constructing a food pantry that will serve both current MOWD clients and the Joyland community at large. Repairs to our foundation, installation of custom-built cooling units, and partial paving of our driveway are underway and will prepare us to offer a variety of shelf-stable and perishable foods to augment delivered meals and support families in our community. We expect to begin monthly delivery of supplemental boxes to clients in early 2025.

## VOLUNTEER ACCREDITATION

In spring 2024, Meals on Wheels Durham received certification as a Service Enterprise from Points of Light and ALIVE, recognizing our strategic engagement of volunteer time and talent. New initiatives, like the Volunteer Onboarding Mentorship Program, and new roles, such as Floor Lead and On-Call Driver, promote deeper volunteer integration into our daily operations.

## 2024 SOCIAL IMPACT AWARD

Meals on Wheels Durham received Durham Magazine's 2024 Social Impact Award for its commitment to enhancing the well-being of Durham's seniors through meal deliveries, program initiatives, and advocacy at events like the annual Feed the Need Gala. The award recognizes the considerable collective efforts of volunteers, staff, donors, and partners.



# Community Partners

## CORPORATIONS & BUSINESSES

- BioTalk Unzipped
- Bright Black
- Bull City Fair Trade
- DSSOLVR LLC
- Durham Bulls
- Durham Performing Arts Center
- Durham Toffee Company
- Elmo's Diner
- Flourish Properties, LLC
- Heron's Realty Group
- Hutchison PLLC
- Intelligent Optimization Group
- JuiceKeys
- MARY Kay
- Millennium Print
- Nelson & Company PA
- Ninth Street Flowers
- Parker & Otis
- SJF Ventures
- Triangle Food & City Tours
- United Bank
- Vaguely Reminiscent
- Womble Bond Dickinson Law Firm
- Yardi Systems, Inc.

## FAITH-BASED ORGANIZATIONS

- Glory to God Ministry
- Gorman Baptist Church
- Holy Infant Catholic Church
- Judea Reform Congregation
- McMannen United Methodist Church
- Mount Gilead Baptist Church
- Mt. Sylvan United Methodist Men
- Pilgrim United Church of Christ
- Trinity Avenue Presbyterian Church
- Trinity Presbyterian Church Women
- Watts Street Baptist Church
- Watts St. Baptist Church Adult Seminar
- Westminster Presbyterian Church
- White Rock Baptist Church

## GALA SPONSORS

- Amazing Balloons
- American Tobacco Campus
- CertaPro Painters
- CenterWell Senior Primary Care
- Duke Health
- Duke's Office of Durham and Community Affairs
- First National Bank
- Hendricks Subaru Southpoint
- Hope Hartman & Bob Wechsler
- Humana
- Hutchinson PLLC
- Insperity
- Jewelsmith
- Oak St. Health
- Primary Colors Early Learning Center
- The Forest at Duke
- Triangle Media Partners
- TRIO Community Meals
- United Bank
- UnitedHealthcare

## GOVERNMENT AGENCIES

- City of Durham
- Durham County Board of Commissioners
- OSBM (Office of State Budget Management)

## HEALTH CARE

- Home Instead
- Humana
- Senior Pharmassist

## NONPROFITS

- Activate Good
- America's Charities
- Daughter's of Dorcas
- Durham Rescue Mission
- DEGA Mobile Veterinary Care
- The Forest at Duke Inc.
- Meals on Wheels America
- NAMI Durham
- Play NC
- United Way of the Greater Triangle

## FAITH-BASED ORGANIZATIONS

- Bethany United Methodist Chapel
- Christ the Kind Community Church
- Community Church at Chapel
- Hill Unitarian Universalist
- Congregation at Duke University Chapel
- Covenant Presbyterian Church
- Duke's Chapel United Methodist Women
- Duke University Chapel Heavenly Hugs Hat Ministry
- Duke University Chapel Quilters
- Durham Congregations in Action
- First Congregational United Church of Christ
- First Presbyterian Church

## SCHOOL & UNIVERSITIES

- North Carolina Central University
- Duke University
- Durham Academy
- Montessori School of Durham

## FOUNDATIONS

- The Durham Merchants Association Charitable Foundation
- The Fox Family Foundation
- The Golden LEAF Foundation
- The Leon Levine Foundation
- Merck Company Foundation
- The Silverback Foundation
- The Triangle Community Foundation
- The W.W. Flowers Foundation

## PET CARE

- Broadway Animal Hospital
- Carver Street Animal Hospital
- DEGA Mobile Vet
- Durham Animal Protection Society
- Eno Animal Hospital
- Falconbridge Animal Hospital
- Feeders Pet Supply
- German Shepherd Rescue & Adoption
- North Paw Animal Hospital
- Nosh
- Phydeaux Chapel Hill
- Unleashed
- Willow Oak Veterinary Hospital

## ORGANIZATIONS

- AARP Chapter 189
- Alpha Kappa Alpha/ Alpha Zeta Omega Chapter
- Durham Orange Quilters Guild
- Grandin Trace Quilters
- Saint Barbara Philoptochos Society

*\*This list consists of organizations, businesses, and corporations who partnered with or donated to Meals on Wheel Durham during the fiscal year 2024 (from July 1, 2023, to June 30, 2024).*

# Staff & Leadership

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## STAFF

**JASON PEACE**  
Executive Director

**DANIELLE CORCIONE**  
Director of Operations

**ANNETTE READ**  
Director of Community Engagement

**JILL ULLMAN**  
Director of Development & Communications

**CATRINA LLOYD**  
Volunteer Services Coordinator

**CHIP MAXWELL**  
Bookkeeper

**NIA RICHARDSON**  
Communications & Special Events Coordinator

**JEFF BRITT**  
Driver

**RON EVANS**  
Driver

**STEVE HOLCOMB**  
Driver

## BOARD OF DIRECTORS

**APRIL DUDASH**  
President (Mettlesome Theatre)

**PASHARA BLACK**  
Immediate Past President (Fidelity Charitable)

**ASYIA ROBERTSON**  
Vice President (Align Technology)

**RACHEL DEWEES**  
Secretary (Duke Center for Aging)

**DAVID ROUSSO**  
Treasurer (Entrepreneur)

## TRUSTEES

**TIFFANY BASHORE**  
(Downtown Durham, Inc.)

**CHRIS BOBBY**  
(Manning, Fulton & Skinner, P.A.)

**MOSES CAREY**  
(Retired)

**JUSTIN CLAYTON**  
(UnitedHealth Group)

**KEVIN DOUGHERTY**  
(CertaPro Painters of Durham)

**NATE JONES**  
(United Airlines)

**JEANNE RYAN**  
(Retired)

Visit [www.mowdurham.org](http://www.mowdurham.org) to learn more about our team.



# 3 Ways to Get Involved

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HELP FIGHT SENIOR HUNGER & ISOLATION



**VOLUNTEER TO  
DELIVER  
NUTRITIOUS  
MEALS**



**PARTNER TO  
PROVIDE  
ESSENTIAL ITEMS**



**DONATE TO  
REMOVE SENIORS  
OFF THE WAITING  
LIST**

**LEARN MORE AT [MOWDURHAM.ORG](https://mowdurham.org)**



@mowdurham

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