

2022-23 ANNUAL REPORT

TOGETHER, WE CAN DELIVER[®]





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ABOUT THE ORGANIZATION

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 (renamed Durham Congregations in Action in 1976) commissioned studies to learn how they could best help meet the needs of the community. Research indicated that a program to provide meals for those who were unable to meet their own nutritional requirements was sorely needed. Meals on Wheels Durham was founded in 1975 as a result. The first volunteers served about a dozen older adults who were homebound, coping with health challenges, and living alone. In the intervening years, Meals on Wheels Durham has experienced tremendous growth. Over the last fiscal year, we served over 900 Durham County residents daily and delivered nearly 150,000 meals.

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Friends,

We've all heard the phrase: "The only constant is change." Many folks quail, grumble, or become outright suspicious at the mere mention of change. Yet, at Meals on Wheels Durham, we embrace it — its inherent opportunities and challenges, the learning experiences it affords, and the growth and development it inspires.

And a good thing, too — the past year has been full of new initiatives and experiences designed to improve health and quality of life for our senior clients. We launched an enhanced pet program to bring not only food, but veterinary care to our clients' furry friends. We partnered with NCCARE360, Meals on Wheels North Carolina, and local medical centers to pilot a program to provide meals to seniors for two weeks following a hospital stay. We worked with Adhere RX to offer cost-free COVID vaccinations to clients and other family members living in their homes. We integrated not one but two different CRMs to improve communications and reporting accuracy and efficiency.

This year, we'll bring meal preparation in house after decades of contracting with an outside caterer. We signed a lease, for the first time, on a commissary kitchen where we will prepare our own meals with the help of a seasoned commercial kitchen management company that already partners with other Meals on Wheels affiliates across the country. And, we are charting a course to add medically tailored meals to our program offerings, which are prepared under the direction of a registered dietician nutritionist for our clients with chronic, nutrition-sensitive diseases.

It's a lot of change – in a lot of areas. However, it's right in line with our mission: "enhancing the quality of life for older adults and other community members who are homebound and unable to provide proper nutrition for themselves." Whatever it takes, we're there.

And with your help and that of the hundreds of volunteers, community partners, and funders that make this work possible and manageable, there's no limit to where our goal to support and serve our senior clients can take us.

We're optimistic, but we're clear that we'll need every bit of that help. North Carolina currently ranks 14th in senior hunger in the US, which means 8% of our seniors over 60 often go hungry. And in the next two decades, the population aged 65 and older will increase from 1.7 million to 2.7 million in our State, making the problem even more prevalent.

As you browse our annual report, you'll see a number of efforts worth celebrating. We invite you to join us in making homebound adult lives happier and healthier. Whether it's through volunteering, making an investment in our work, attending our annual fundraising gala in February, or simply sharing information about MOWD with your network, you can give Durham's seniors something to celebrate, too.

With gratitude,



JASON PEACE, MSW

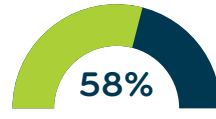
BY THE NUMBERS

STATS AND FIGURES

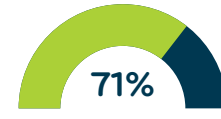
910
CLIENTS FED



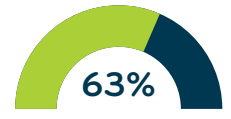
65 & OLDER



WOMEN



LIVE ALONE



BIPOC



147,587
MEALS SERVED



12,189
AUXILIARY ITEMS
DISTRIBUTED

Distributed 108,591 frozen meals, 38,538 hot meals, and 1,267 hospital-discharge meals over the course of the year.

697
VOLUNTEERS



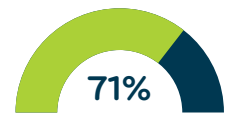
17,653
HOURS LOGGED



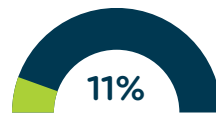
112,366
MILES DRIVEN

Gained over 315 volunteers, welcomed 23 volunteer groups, and implemented a new volunteer mentorship program that resulted in 34 successful mentorship pairings.

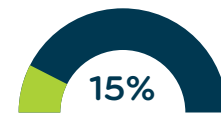
OVER \$450,000
IN DONATIONS



INDIVIDUAL



FAITH-
BASED



INDIRECT

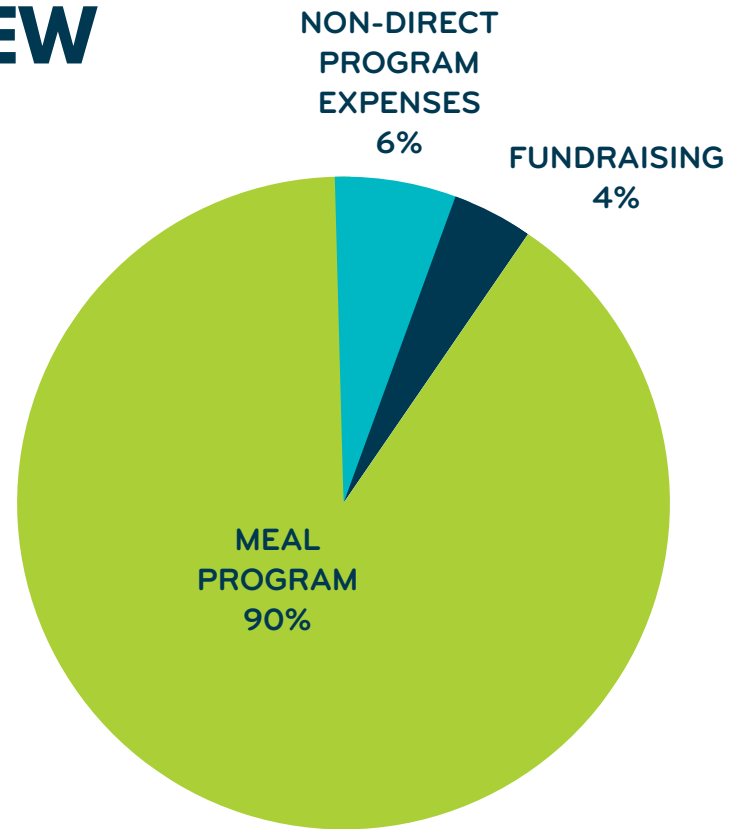
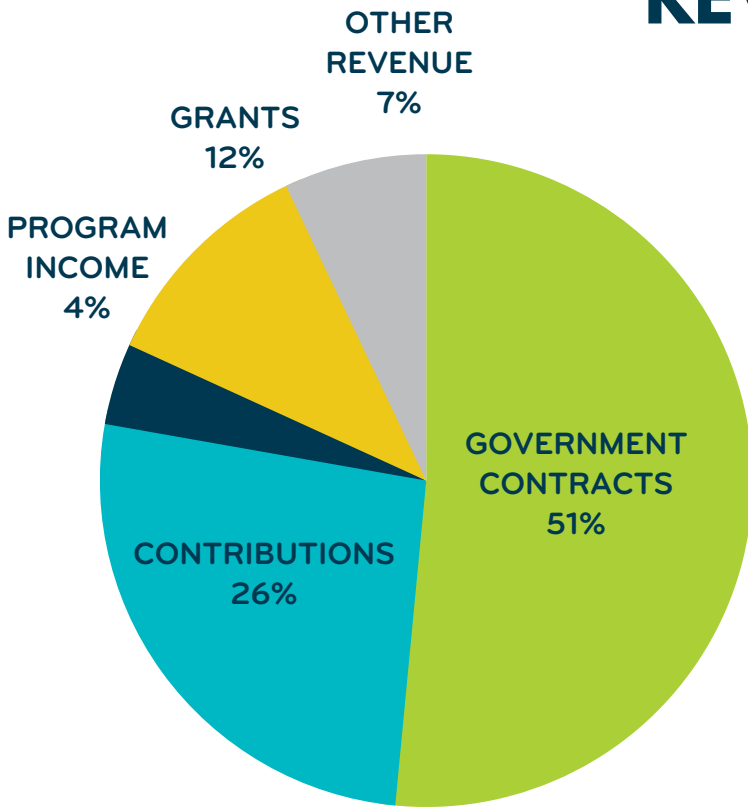


BUSINESS

MOWD received gifts from 583 donors over the fiscal year and earned over \$200,000 in grant funds.

**The provided data encompasses the fiscal year 2023, spanning from July 1, 2022, to June 30, 2023.*

FINANCIAL REVIEW



REVENUE & SUPPORT

Government Contracts	\$903,733
Contributions	\$459,948
Program Income	\$73,995
Grants	\$202,626
Other Revenue	\$128,161
TOTAL REVENUE	\$1,768,463

EXPENDITURES

Meal Program	\$1,401,538
Fundraising	\$93,067
Non-Direct Program Expenses	\$62,659
TOTAL	\$1,557,264
INCREASE IN NET ASSETS	\$211,199

*The provided financials encompass the fiscal year 2023, spanning from July 1, 2022, to June 30, 2023.

CLIENT PROFILE

KEEPING CLIENTS CONNECTED



“How are you today?” This question begins every conversation between client Josephine Hayes and long-time Meals on Wheels Durham volunteer Moses Carey.

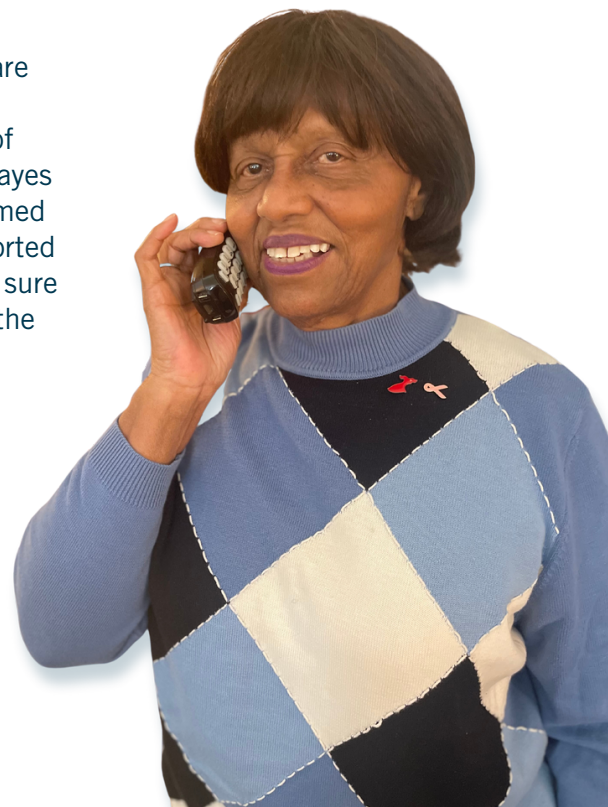
Ms. Hayes began receiving daily hot meals following a hospital stay in 2010. A Durham resident since 1963, Ms. Hayes was an active member of her church who taught both Sunday school and directed the church choir. Ms. Hayes reports that she was blessed with a green thumb, and maintains a garden of houseplants, each of which were given to her upon the death of a family member. They serve as evergreen reminders of her late loved ones. “My dad, my sisters, my in-laws – they are all here with me.”

Ms. Hayes and her brother-in-law are the last two surviving members of her family. “I’ve had health problems, but I’m still here.” Though she and her husband, who passed away in 2007, had no children, she knows a number of younger people in the community who consider her to be their “mother in Durham.”

Mr. Carey, former Meals on Wheels Durham Board President, delivered meals and served as an inside helper before shifting to wellness calls. Mr. Carey says he enjoys connecting with clients: “...I really get gratification and satisfaction from just talking with people...and knowing that they feel good about the services that we are providing to them.”

“Attitude, friendliness, kindness, treating everybody with respect” are the qualities Ms. Hayes most appreciates about Meals on Wheels volunteers. She knows she can count on Mr. Carey or any member of the Meals on Wheels Durham team to support her wellbeing. Ms. Hayes recalled a time when she was struggling with arthritis pain and seemed subdued during her meal delivery. Her volunteer noticed it and reported it to the MOWD team, who reached out to her immediately to make sure all was well. “...that follow-up was just amazing. MOWD said that the driver was concerned about me.”

Ms. Hayes and Mr. Carey – and the hundreds of other volunteers and clients engaged with Meals on Wheels Durham - illustrate the crucial role regular, compassionate interaction plays in helping us meet our mission of enhancing the lives and health of homebound seniors. Whether accomplished during a daily meal delivery or through a regularly scheduled phone check-in, MOWD is focused not only on providing proper nutrition for its clients, but in ensuring that each of our clients feels safer, more secure, and better connected with their community.



MORE THAN A MEAL SUPPLEMENTAL SERVICES

This spring, our first 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:

49,420

WELLNESS CALLS

5,120

PET FOOD UNITS

5,866

NUTRITIONAL SHAKES

1,210

HOLIDAY MEALS

565

HOLIDAY GIFTS

275

BOX FANS

WELLNESS CALL PROGRAM

During the pandemic, we reduced contact between clients, volunteers, and staff by shifting to once-weekly deliveries of frozen meals. Knowing our clients were feeling more isolated than ever, we instituted wellness calls to connect volunteers with clients two times per week to share information, monitor client wellbeing, and simply enjoy a pleasant conversation. This program proved to be so popular we continued it even after we were back to daily hot meal delivery!

PET FOOD AND MEDICAL CARE

Our clients love their pets – and so do we! We provide weekly supplies of pet food, donated by individuals and local veterinary clinics, as well as cost-free, basic healthcare provided by a mobile veterinarian. (see Partnership Highlights, page 10)





NUTRITIONAL SHAKE PROGRAM

The Nutritional Shake Program was created to provide healthy beverages like Ensure and Glucerna to supplement meals and enhance nutrition. All clients receiving shakes have received approval from their physicians.

HOLIDAY PROGRAM

One of the most popular More Than a Meal services, Meals on Wheels Durham delivers a festively wrapped gift and other goodies to clients, many of whom are alone during the fall and winter holidays. In addition to distributing gifts, MOWD has partnered with the Durham Rescue Mission and Judea Reform Congregation for over 40 years to deliver Thanksgiving and holiday meals around Christmas, respectively.

Our holiday giving doesn't stop there. Thanks to our generous supporters, we also distribute hundreds of greeting cards, treats, and handmade gifts to mark our seniors' milestones and celebrations, such as birthdays, Valentine's Day, Mother's Day, Father's Day, Veterans Day, and more.

BOX FAN PROGRAM

Summers in Durham can be uncomfortable – and dangerous – for homebound seniors with malfunctioning or nonexistent air conditioning. For that reason, MOWD accepts donations each spring of new box fans or funds to purchase them, which MOWD volunteers then deliver to our clients.

PARTNERSHIP HIGHLIGHTS

HOSPITAL PROGRAM & VET CARE



HOSPITAL DISCHARGE PROGRAM

Through a pilot partnership with NCCARE360 and Meals on Wheels North Carolina, we are able to provide seniors being discharged from the hospital with two weeks' worth of meals. Part of a pilot project funded by the NC Department of Health and Human Services, we work closely with discharge planners and caseworkers to ensure that our senior community members are discharged with the nutritious meals they need for a thorough recovery.

MOBILE VETERINARY CARE

Meals on Wheels Durham is as invested in nurturing our clients' sense of well-being as we are in ensuring their physical health. We know that pets alleviate the loneliness and feelings of isolation that plague our seniors. We are also aware that accessing and affording food and medical care for pets can be a struggle. For that reason, we partnered with nonprofit mobile veterinarian April Gessner, DVM, Founder and Director, Determined for Everyone to Gain Access (DEGA) Mobile Veterinary Care, to provide basic health care for our clients' companion animals, such as vaccinations, examinations, medications, and spaying and neutering services. With DEGA's help, and with the supplies of pet food we provide weekly, we cared for 40 of our clients' furry friends last fiscal year, ensuring both their, and their owners', well-being.



2023 FEED THE NEED GALA WE COULD HAVE DANCED ALL NIGHT



Meals on Wheels Durham and hundreds of community supporters gathered to sip, dine, dance, bid, give, and raise \$129,530 to help combat senior hunger and social isolation at the Fourth Annual Feed the Need Gala on February 18, 2023 at the Washington Duke Inn and Golf Club. The event's lead sponsors were Duke Health and Duke's Office of Durham and Community Affairs.

The festive evening consisted of a welcoming cocktail hour, a three-course dinner, silent and live auctions, and a paddle raise. The night culminated with live music and dancing to one of the Triangle's hottest bands, Irresistible Groove.

For 48 years, MOWD has provided midday meals and caring connections with volunteers for seniors in Durham County. Each year, it celebrates with supporters for the purpose of keeping seniors healthy and in their homes for as long as possible.



After hosting a virtual event and online auction the year prior, MOWD was thrilled to celebrate in person with elected officials, business leaders, volunteers, and community supporters for the purpose of nourishing and nurturing older adults in the community.

Proceeds from the gala have been put to work delivering meals and providing other life-enhancing services for Durham's homebound, older adults.

LOOKING AHEAD

ORGANIZATION OUTLOOK

The new fiscal year will bring exciting enhancements to Meals on Wheels Durham service delivery.

COMMISSARY KITCHEN

MOWD is making progress toward enhancing meal offerings to include medically tailored meals. In spring of 2023, we signed a lease on a commissary kitchen to secure our own food preparation space. By moving meal production in-house, MOWD is opening the door to greater alignment with our clients' individual nutrition requirements, flexibility to explore culturally competent offerings, and deeper partnership with the healthcare community. Along with preparing our own meals, we intend to explore ways to meet food preparation needs of other nonprofits working in our space and to offer job training for community members who are interested in a food industry career.

FOOD PANTRY

The Golden LEAF Foundation awarded MOWD the resources needed to make major repairs and renovations to our facility, and which will provide additional refrigerated and general storage space, enhanced lighting, easier access, and required equipment – all to become the newest community pantry partner of the Central and Eastern Food Bank of North Carolina and the Interfaith Food Shuttle. These upgrades will enable us to provide a greater variety of supplemental, perishable and non-perishable foods to our clients. This benefit extends to the East Durham community, which will benefit from an additional food pantry in the area.

BUILDING CAPACITY

In the new fiscal year, MOWD will continue growing its team, improving and expanding our services, and exploring potential new revenue streams to ensure sustainability. The commissary kitchen we've leased has led to a local partnership with TRIO, who has been brought on to manage our kitchen facility and prepare our meals. We will continue to improve data collection and outreach through a new CRM with expanded communications capabilities, seek two to three new employees, add new interns, and strengthen ties with local universities and AmeriCorps to deepen the capabilities of our small team.

COMMUNITY PARTNER LIST

IT TAKES A VILLAGE

► CORPORATIONS & BUSINESSES

- AETNA
- Autism Therapeutic Services
- Bioventus
- CISCO
- Civic Champs
- Coneflower Canines
- Deloitte
- Fidelity Charitable
- FOCUS Inc
- Food Lion
- Greeley, Hamilton & Associates LLC
- Home Depot
- Humana
- IBM/Market Source
- Johnston, Zabor, McManus
- Lilley International
- MLAClaims
- Myriad
- Nana Steak
- Parker & Otis
- Precisely Software
- Securitas
- Sobi, Inc.
- State Farm
- The Produce Box
- United Airlines
- Vendr
- Verizon
- ZS

► FAITH-BASED ORGANIZATIONS

- Aldersgate United Methodist Church
- Bethany United Methodist Church

- Bethel Christian Center, Inc.
- Blacknall Memorial Presbyterian Church
- Calvary United Methodist Church
- Christ the King Community Church
- Christ the King Moravian Church
- Church of the Good Shepherd
- Church of the Lord Jesus of the Apostolic Faith
- Congregation at Duke University Chapel
- Daughters of Dorcas
- DCIA
- Duke's Chapel United Methodist Church
- Faith Harvest Church
- First Congregational United Church of Christ
- First Presbyterian Church
- Gehova Witness
- Gorman Baptist Church
- Holy Cross Catholic Church
- Holy Infant Catholic Church
- Immaculate Conception Catholic Church
- Jewish Community Center / Jewish for Good
- Judea Reform Congregation
- Lindley Park Church
- Macedonia Holiness Church
- Massey's Chapel Methodist Church
- McMannen United Methodist Church

- Mount Bethel United Methodist Church
- Mt. Bethel Presbyterian Church
- NC Circle of King's Sons and Daughters, Inc.
- New Creation United Methodist Church
- Our Savior Lutheran Church
- Pilgrim United Church of Christ
- Rebuild Fellowship
- Resurrection United Methodist Church
- St. Luke's Episcopal Church
- St. Matthew Parish
- St. Stephen's Episcopal Church
- Trinity Avenue Presbyterian Church
- United Church of Chapel Hill
- Wakefield United Methodist Church
- Watts Street Baptist Church
- Westminster Presbyterian Church

► FOUNDATIONS

- C.M. Herndon Foundation
- Coastal Federal Credit Union Foundation
- Duke Energy Foundation
- Fox Family Foundation
- Texas Instruments Foundation
- The GlaxoSmithKline Foundation

- The Leon Levine Foundation
- The Silverback Foundation

► GALA SPONSORS

- ABC 11/The Walt Disney Corporation
- American Tobacco Campus
- April Dudash & Charles Givens
- Back to Health Chiropractic Medical Center
- Bruce & Leslie Metge
- CertaPro Painters
- Duke Energy
- Duke Health
- Duke's Office of Durham and Community Affairs
- Durham Bulls
- First National Bank
- Hendrick Subaru Southpoint
- Humana
- Hutchinson PLLC
- Insperity
- Jewelsmith
- Moses Carey
- Navdeep Grewal
- Oak Street Health
- Primary Colors Early Learning Center
- Spicy Green Gourmet Cafe
- Sullivan Eastern Inc.
- The Produce Box
- Triangle Media Partners
- United Healthcare

THANK YOU, PARTNERS, FOR SUPPORTING DURHAM'S HOMEBOUND OLDER ADULTS.

**This list consists of partners, organizations, volunteers, and groups active during the fiscal year 2023 (from July 1, 2022, to June 30, 2023).*

COMMUNITY PARTNER LIST

IT TAKES A VILLAGE

► GOVERNMENT

- City of Durham
- Durham Co. Justice Services
- Durham Co. Social Services
- NC Dept. of Health and Human Services
- State of NC

► HEALTH CARE

- Adams Home Care
- Bayada Home Health Care
- Blue Cross Blue Shield
- Carolina Arbors
- Clearway Health
- Duke Health
- Home Instead
- Jan-Care Ambulance Service
- Lutheran Family Services, Moretz Manor- Traumatic Brain Injury Home
- NCCARE360
- Oak Street Health
- Rockbridge Senior Care

► NONPROFITS

- AARP
- Activate Good
- Durham Center for Senior Life
- Durham Rescue Mission
- The Triangle Nonprofit & Volunteer Leadership Center

- VolunteerMatch
- VT Seva

► ORGANIZATIONS

- Alpha Kappa Alpha Sorority
- AmeriCorps Retired and Senior Volunteer Program (RSVP)
- Carolina Arbor Outreach Group
- Delta Delta Sigma
- Durham Chamber of Commerce
- Junior League of Durham and Orange County
- NCRGEA-NC Retired Employees Governmental Association
- State Employees Credit Union
- "Virginia State University Alumni Assoc. - Greater Triangle Area Chapter
- VSUAA-GTAC"
- Volunteers of America – Senior Community Care of North Carolina PACE

► PET CARE

- Broadway Animal Hospital
- Carver Street Animal Hospital
- DEGA Mobile Veterinary Care
- Durham Animal Protection Society
- Eno Animal Hospital

- Falconbridge Animal Hospital
- North Paw Animal Hospital
- Paws on Durham
- Phydeaux Chapel Hill
- Willow Oak Animal Hospital

► SCHOOLS & UNIVERSITIES

- Duke Clinical Research Institute
- Duke University
- Duke University Fuqua School of Business
- Durham Academy
- Durham Public Schools
- IDYL Charter School
- Immaculate Conception Catholic Church
- NCCU
- Paterson Arts and Science Charter School
- Round Rock ISD
- UNC-Chapel Hill
- UNC-Chapel Hill Dental School
- Wake Technical Community College

THANK YOU TO ALL OUR PARTNERS FOR SUPPORTING DURHAM'S HOMEBOUND OLDER ADULTS.

**This list consists of partners, organizations, volunteers, and groups active during the fiscal year 2023 (from July 1, 2022, to June 30, 2023).*

MEET THE TEAM

STAFF & LEADERSHIP TEAM

► STAFF

JASON PEACE
Executive Director

DANIELLE CORCIONE
Director of Operations

ANNETTE READ
Director of Community Engagement

JILL ULLMAN
Director of Development & Communications

MADISON COLEMAN
Volunteer Services Coordinator

NORA DICKER
Client Services Coordinator

CHIP MAXWELL
Bookkeeper

NIA RICHARDSON
Communications & Special Events Coordinator

LULA ZERAY
AmeriCorps Volunteer Services Associate

RON EVANS
Driver

STEVE HOLCOMB
Driver

► BOARD OF DIRECTORS

PASHARA BLACK
President (Fidelity Charitable)

MOSES CAREY
Immediate Past President (Retired)

APRIL DUDASH
Vice President (Fidelity Charitable)

ASYIA ROBERTSON
Secretary (Align Technology)

DAVID ROUSSO
Treasurer (Entrepreneur)

► TRUSTEES

TIFFANY BASHORE
(Downtown Durham, Inc.)

JUSTIN CLAYTON
(UnitedHealth Group)

RACHEL DEWEES
(NC Registry for Brain Health)

KEVIN DOUGHERTY
(CertaPro Painters of Durham)

NAVDEEP GREWAL
(SAS)

NATE JONES
(United Airlines)

ALICE SHARPE
(Berkshire Hathaway)

LIBBY TOWELL
(Verizon Business)

Visit www.mowdurham.org to learn more about our team.



STAY CONNECTED



Meals on Wheels Durham

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Durham, NC 27703

919.667.9424

mowdurham.org

