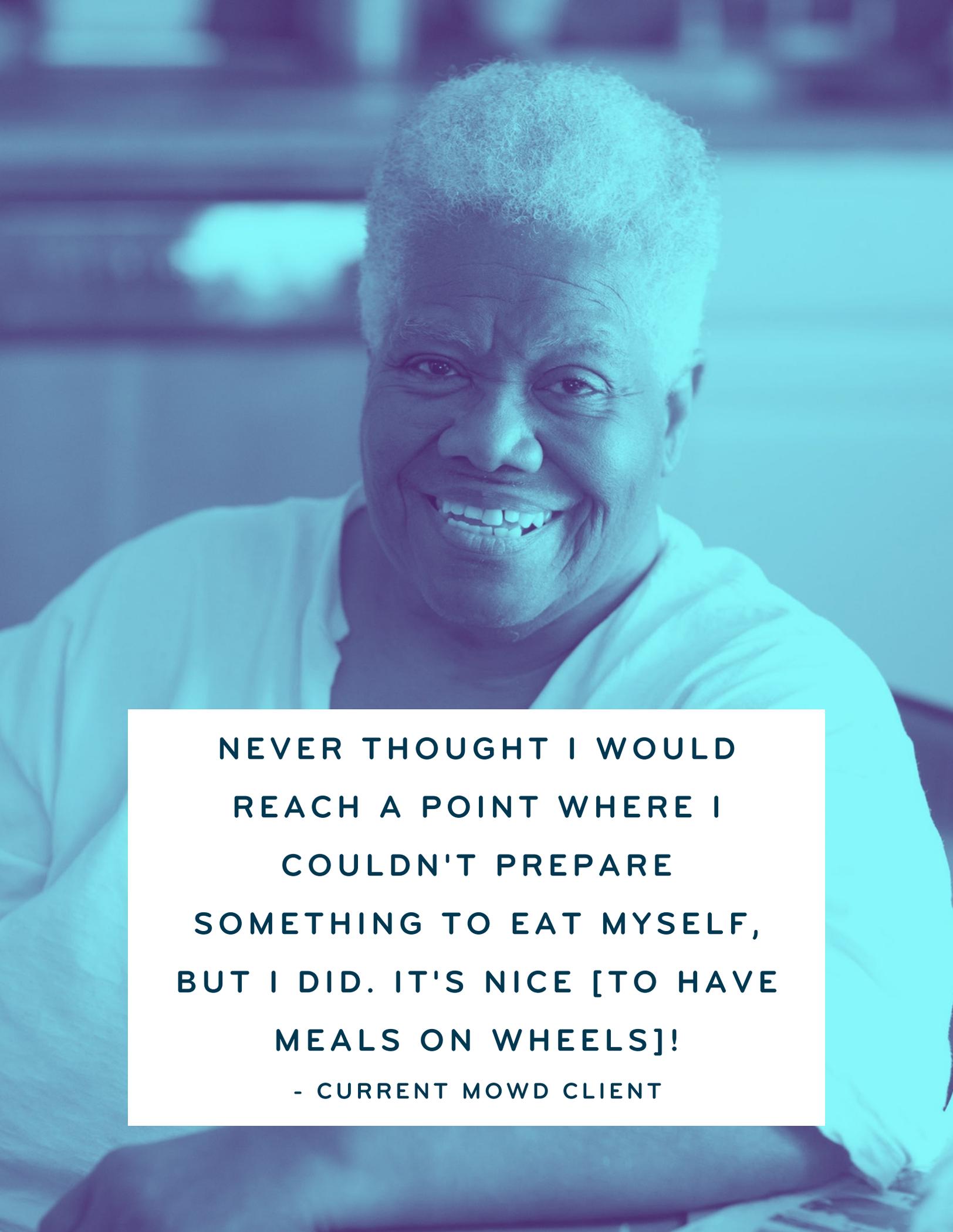




FY 2020-21 ANNUAL REPORT



TOGETHER, WE CAN DELIVER®



**NEVER THOUGHT I WOULD
REACH A POINT WHERE I
COULDN'T PREPARE
SOMETHING TO EAT MYSELF,
BUT I DID. IT'S NICE [TO HAVE
MEALS ON WHEELS]!**

- CURRENT MOWD CLIENT

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ORGANIZATION OVERVIEW



OUR MISSION

To enhance 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 positively impact our clients' health, independence, and connectivity.

OUR VISION

To have the capacity to ensure that any eligible member of our community who needs our services will receive them.

OUR HISTORY

In 1969, the Center City Church Council (subsequently renamed Durham Congregations in Action) commissioned a number of 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 direct result. The first volunteers served about a dozen older adults who were homebound, dealing with health challenges, and living alone. In the intervening years, Meals on Wheels Durham has experienced tremendous growth. Today, the program serves more than 500 Durham County residents each weekday and delivered over 201,000 meals last year—the most in our 46-year history.

MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Friends,

Across every sphere—social, financial, educational, political—we have endured a year burdened by uncertainty, isolation, and polarization. Many of us found our lives irreparably disrupted. We grieved what was and worried about what would come next.

At Meals on Wheels Durham, we certainly shared this experience. At the same time, this “year like no other” taught us a few things. We realized that the 46-year foundation of trust we’ve built with Durham, the compassion we hold for those in our community, and our commitment to serving those who need our help most had already prepared us for a pandemic-sized challenge.

We found that even with the ever-present threat of COVID-19, hundreds of volunteers showed up for their shifts to unload boxes and organize resources. They continued to deliver meals, pet food, box fans, nutritional shakes, fresh produce, and more each week to our clients. Our volunteers kept up wellness checks and visits with seniors—conducted over the phone rather than in person.

We learned that with the help of our volunteers and supporters, we could be resilient, responsive, and proactive, come what may. We could meet the challenges of now, and still dream big for the future.

Not even a global crisis could keep us from our mission to provide hot, nutritious meals and warm, personal interactions to elderly community members and other homebound individuals unable to provide food for themselves. The need is simply too big for us to fail: The United Health Foundation reports that in North Carolina, over 17% of adults over 60 have faced hunger in the past 12 months. NC ranks in the top ten states for food insecurity, according to a new study by the NC Justice Center.

The Durham County Department of Social Services reports that 12,600 members of our elderly community—a whopping 21% of the senior population—is unsure when or if they’ll eat today.



As you’ll see throughout this report, we accomplished terrific things in FY20-21. Our numbers of clients served and meals delivered increased even in the face of a world-class hurdle. And as we launch the strategic initiatives we’ve developed to expand the depth and breadth of our programs, we know none of it would be possible without the passion, dedication, and love demonstrated by our volunteers and supporters.

As we settle into the current “new normal” and put the past year behind us, we will never forget the extraordinary support we received from our volunteers, our funders, and each other during this difficult year.

Together, we will continue to deliver.

A handwritten signature in blue ink that reads "Jason Peace".

JASON PEACE, MSW
Executive Director

BY THE NUMBERS



64%
WOMEN



201,504
MEALS SERVED



34%
MEN



992
CLIENTS FED



72%
SENIORS (65+)



87%
REPORT EATING
HEALTHIER



28%
ADULTS (25-64)



591
VOLUNTEERS

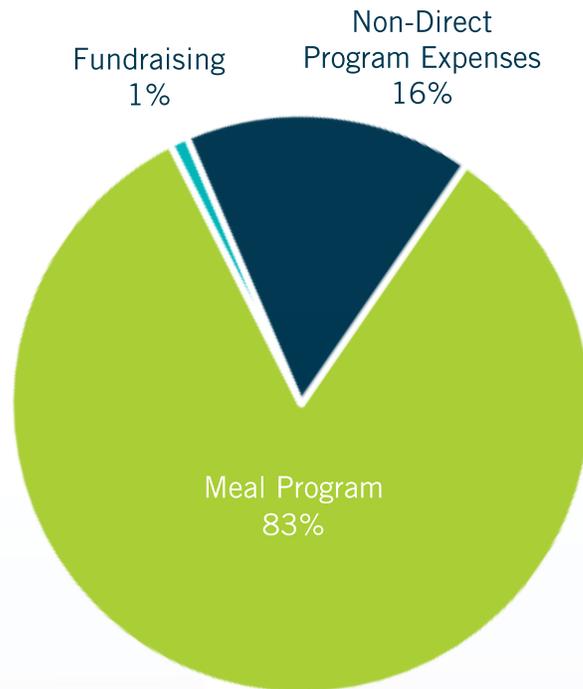
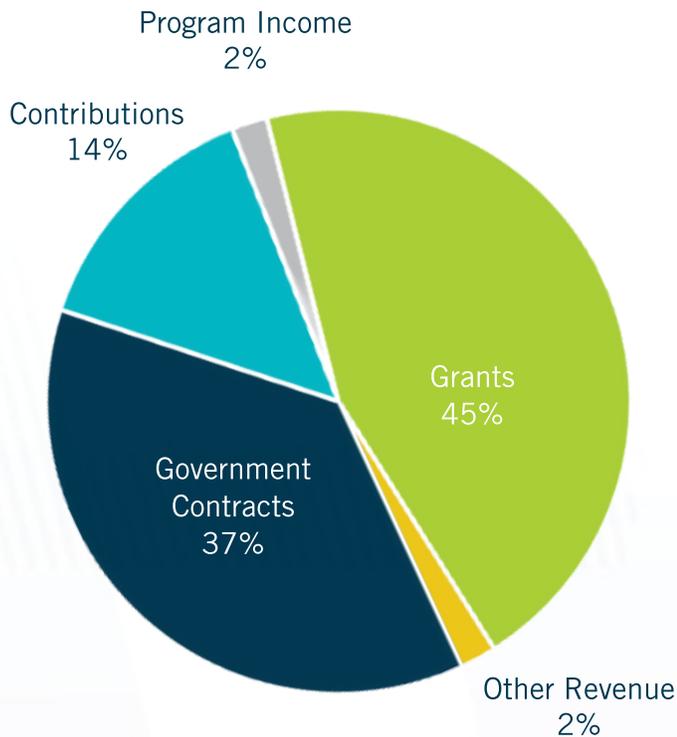


6
CLIENTS 100+



9,035
VOLUNTEER
HOURS

FINANCIAL REVIEW



REVENUE & SUPPORT

Government Contracts	\$816,845
Contributions	\$313,004
Program Income	\$47,414
Grants	\$989,672
Other Revenue	\$47,158
*Fiscal Responsibility - MOWNC	\$403,995
TOTAL REVENUE	\$2,618,088

EXPENDITURES

Meal Program	\$1,215,134
Fundraising	\$21,563
Non-Direct Program Expenses	\$231,027
*Fiscal Responsibility - MOWNC	\$400,000
TOTAL	\$1,867,725
INCREASE IN NET ASSETS	\$750,363

*Served as a Fiscal sponsor for Meals on Wheels North Carolina.
Pie charts do not include Fiscal Responsibility - MOWNC.



**THE STAFF AND VOLUNTEERS
ARE ALWAYS VERY
RESPECTFUL. THEY ARE SO
GOOD AT CHECKING IN ON US
AND HAVE GREAT CONCERN
FOR OUR WELLBEING.**

- CURRENT MOWD CLIENT

MEET MR. & MRS. GONZALEZ



**"I THINK MEALS ON WHEELS IS A BLESSING—TRULY."
- MRS. GONZALEZ**

"[MOWD] didn't drop the ball," said Mrs. Gonzalez, "they continued on with a different system—same courtesy and politeness."

Mr. and Mrs. Gonzalez have appreciated and enjoyed items MOWD provides as part of its "More Than a Meal" program, citing birthday and holiday gifts, masks, hand sanitizer, and volunteer-prepared-and-delivered Thanksgiving meals. Pet food and treats are an important part of the weekly delivery, as well: "...it stretches our budget so we don't have to take funds for [Coco] from the household, so she's not neglected."

We visited Mrs. Faye Gonzalez, her husband Freddie, and their gentle pitbull Coco in their colorfully decorated, photo-filled home in East Durham recently to talk about their four-year relationship with Meals on Wheels Durham.

As do many Meals on Wheels Durham clients, the Gonzalezes have disabilities that make meal preparation difficult. They count on MOWD to provide healthy, nutritious food. Mr. Gonzalez, who is diabetic, shared that MOWD meals have helped to keep his glycemic status in check. "My A1C's (a test to monitor blood sugar levels) used to be real high—now, I stay close to where I'm supposed to."

Mrs. Gonzalez thinks that visits from MOWD volunteers are as important as the meal deliveries. "Sometimes [an MOWD volunteer] is the only person you talk to. Since I have a husband, I have that connection—but I can see others need that. When you live by yourself, or feel like nobody cares, or you feel isolated or forgot about—[MOWD volunteer visits] help." This connection was especially important during the worst of the pandemic.



Mrs. Gonzalez responded without hesitation when asked about her favorite part of MOWD. "The delivery people—they are so special...they seem to bring a sense of unity, [like] family checking on you." She especially appreciates the authentic concern exhibited by MOWD volunteers: "...they ask how you're doing, then they wait for the reply—[it's] not just a role; it's communication, a feeling of belonging."

MORE THAN A MEAL

Our programs deliver much more than just a meal to our clients. In addition to providing nutritious food, we offer various programs and resources that enrich the overall wellbeing of our clients.



WELLNESS CALLS

The Wellness Call Program arose from the need to continue weekly social interactions with clients throughout the pandemic. Remote volunteers would call and check-in on clients each week on Wednesdays and Fridays. Due to its success, clients reported feeling more connected, happier, less isolated, and safer during the pandemic.

 OVER
100,000
WELLNESS CALLS MADE



PET FOOD

In the past, we heard stories of clients sharing their meals with their pets. For this reason, we created our Pet Food Program, which is made possible through generous donations from supporters and local animal hospitals.

 **81**
DOGS

 **47**
CATS

 **2,303**
UNITS OF PET FOOD



ENSURE/GLUCERNA

To maintain strong and healthy seniors, the Nutritional Shake Program was created to provide healthy drinks to supplement meals that maximize nutritional requirements as recommended by doctors.

 **7,692**
UNITS OF ENSURE

 **749**
UNITS OF GLUCERNA



HOLIDAY PROGRAM

Each Christmas, Meals on Wheels Durham delivers holiday gifts—chosen by the client from a curated list of offerings—and meals prepared by a local restaurant to every client.

We also provide gifts and treats for Thanksgiving, Valentine's Day, and Mother's and Father's Day—and we send out birthday cards, too.

 **555**
GIFTS GIVEN

 **1,331**
HOLIDAY MEALS DELIVERED



BOX FAN PROGRAM

Summer 2021 was a scorcher, but thanks to generous supporters, we provided dozens of box fans to clients upon request to stay cool.

 **138**
FANS DELIVERED

LOOKING AHEAD

Meals on Wheels Durham is proud of the success we achieved in FY 2020-21, and are excited by our plans for the future. While the following initiatives will be made possible in part by a transformational gift received from philanthropist MacKenzie Scott in late 2020, we are grateful to all our supporters—from donors to volunteers to community partners—who have brought us to this new chapter in Meals on Wheels Durham’s development.



ENHANCING NUTRITION

By partnering directly with local farmers and through state programs designed to connect farmers with nonprofit food distributors, Meals on Wheels Durham seeks to increase the availability and variety of fresh, seasonal produce for clients. We will also identify sources of funding to continue to supply our clients with nutritional supplements, such as Ensure and Glucerna.

EXPANDING OPERATIONS

Meals on Wheels Durham has grown in leaps and bounds since its first meal delivery 46 years ago. To accommodate new staff and an increased need for services, MOWD leadership has launched a search for MOWD’s next home. In addition to providing adequate space for hot, cold, and shelf-stable food storage, volunteer activities, and staff work space, the new facility would allow us to consider the possibility of preparing client meals in-house, getting us closer to our goal of tailoring meals to the unique medical and cultural needs of our clients.



EXPANDING PARTNERSHIPS

We know that community connections are what make Meals on Wheels Durham work. For that reason, MOWD will focus on identifying and developing relationships with volunteer groups from area businesses and corporations, with local high schools whose students are seeking community service opportunities, and with the Triangle's colleges and universities to tap into sports teams, Greek-letter societies, clubs, and other student groups interested in volunteering.



COMBATING ISOLATION

Meals on Wheels Durham is just as interested in the physical and emotional well-being of our clients as we are in providing hot, nutritious meals. To help ameliorate the feelings of isolation often experienced by our older adults, an MOWD volunteer will continue to do an in-person check-in each meal-delivery day. We will continue our friendly, twice-weekly phone calls to make sure our clients are okay

—and by doing so remind them that they are a valued part of our community.

MOWD is also committed to finding partners and funding to bring technology into our clients' homes to connect them virtually to loved ones and the community through social media and online content and programming tailored to our clients' needs and interests.

COMMUNITY PARTNERS

Aldersgate United Methodist Church
AmeriCorps
Bethany United Methodist Church
Blacknall Memorial Presbyterian Church
Calvary United Methodist Church
Christ Church
Christ the King Community Church
Christ the King Moravian Church
Church of the Good Shepherd
Church United
Code for Durham
Covenant Presbyterian Church
Dames Chicken and Waffles
Duke Chapel United Methodist Church
Duke Memorial Methodist Church
Duke Office of Durham and Community Affairs
Duke University Health System
Durham Bulls
Durham Congregations in Action
Durham Fire Department
Durham Police & SVU
Durham Rescue Mission
Durham Magazine
Durham Partnership for Seniors
Durham EMS
Durham Farmers Market & the Double Bucks
Reward Program
Durham School of the Arts Key Club
Durham Sheriff's Department
Durham Social Services
Durham Softball
End Hunger Durham
First Congregational United Church of Christ
First Presbyterian Church
Food Bank of Central & Eastern North Carolina
Foxfire Apartments Maintenance Team
Gorman Baptist Church
Holy Infant Catholic Church
Immaculate Conception Catholic Church
Immanuel Church
Judea Reform Congregation
Jewish Community Foundations
Lindley Park Church Change Project
Macedonia Holiness Church
McMannen United Methodist Church
Meals on Wheels America
Meals on Wheels North Carolina
Meals on Wheels Orange County
Meals on Wheels Wake County
Mount Bethel Presbyterian Church
Mount Bethel United Methodist Church
Mount Olive Holy Church
Mount Sylvan United Methodist Church
NCD Ministries
Ninth Street Flowers
North Carolina Central University
Northgate Presbyterian Church
Our Savior Lutheran Church
Pilgrim United Church of Christ
Resurrection United Methodist Church
Saint Barbara Philoptochos Society
Saint Joseph's AME Church
Saint Luke's Episcopal Church
Saint Stephen's Episcopal Church
Spicy Green Gourmet Catering
Subaru
Temple Baptist Church
The Presbytery of New Hope
The Retired and Senior Volunteer Program
Triangle Nonprofit Volunteer and Leadership Center
Trinity Avenue Presbyterian Church
Trinity United Methodist Church
True Way Holy Church
Union Baptist Church Missionary Group
Unity Center of Peace Church
Urban Ministries
Watts Street Baptist Church
Westminster Presbyterian Church
Yates Baptist Church



I AM VERY GRATEFUL FOR ALL
THE VOLUNTEERS AND KIND-
HEARTED PEOPLE I HAVE MET
THROUGH MEALS ON WHEELS.

GOD BLESS YOU ALL!

- CURRENT MOWD CLIENT



**MEALS ON WHEELS
DURHAM TEAM**

Jason Peace
Executive Director

Danielle Corcione
Director of Operations

Sarah Lorenz
Client Services Coordinator

Annette Read
Director of Community Outreach

Nia Richardson
Communications and Special
Events Coordinator

Jill Ullman
Director of Development and
Communications

Anthony Vickers
Staff Accountant

2021 BOARD OF DIRECTORS

Moses Carey
President

Pashara Black
Vice President

David Rousso
Treasurer

April Dudash
Secretary

TRUSTEES

Iris Carlton-Laney

Kevin Dougherty

Gray Ellis

Brenda Howerton

Wendy Kuhn

Monica Smith

Ryan Webb

STAY CONNECTED

@mowdurham



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