



# MORE THAN A MEAL



Impact Report  
**2020**

## OUR MISSION

Meals on Wheels Central Texas seeks to nourish and enrich the lives of the homebound and other people in need through programs that promote dignity and independent living.



**98%** of volunteers report that their interaction with clients is important and meaningful.

## DEAR FRIENDS

For Meals on Wheels Central Texas, 2020 was a year spent walking a razor-thin tight-rope in order to protect the vulnerable homebound seniors we serve.

On one side, we faced the dangerous threat that COVID-19 poses to older adults. On the other, we saw the heightened risk – due to clients' physical isolation during the pandemic – of depression and feelings of loneliness and isolation, conditions that threaten their wellbeing just as much as the coronavirus. Fortunately, our “More Than a Meal” approach to service enables us to successfully negotiate that delicate balance of simultaneously protecting clients' physical and emotional health.

Since the pandemic began, our dedicated volunteers, wearing masks and practicing social distancing, have delivered nearly 800,000 meals to ensure that the seniors we serve have enough to eat. At the same time, MOWCTX implemented programs using the phone and virtual platforms to stay connected with our clients and nourish their souls.

Our holistic platform of services plays a vital role in the Central Texas healthcare ecosystem – and that's been especially true during the pandemic – by helping our elders in need stay healthy in their own homes. Enabling seniors to age in place with dignity is not only a cost-effective (and during a pandemic, safer) alternative to institutional living facilities, it's also the right thing to do.

It allows folks like retired educator Hertha Glenn and World War II veteran Mickey Caldwell, who grace the cover of this report and both of whom turned 100 last year, to live independently at home where they want to be. Elsewhere in these pages, you'll read about them and some of the other wonderful homebound Central Texans we were honored to help in 2020. And you'll also find data, compiled and analyzed by our very own Nutrition, Health and Impact Department, that shows the efficacy of our mission.

Your generous support of our life-sustaining mission makes it possible for us to be there for Ms. Glenn, Mr. Caldwell and the other 5,000 seniors we serve every year. Thank you so very much for your continued commitment to caring for our elders.

*Yours in Service,*



Norine Yukon  
BOARD CHAIR



Adam Hauser  
PRESIDENT/CEO





## AGING IN PLACE WITH DIGNITY

Hertha Glenn and Mickey Caldwell have never met one another – but they share a few things in common. Both are longtime Austinites, both turned 100 in 2020, and they both rely on Meals on Wheels Central Texas to help them age in place with dignity and independence.

Ms. Glenn, a retired educator who taught for nearly 60 years, still lives in the East Austin home she and her late husband bought a half-century ago.

And Mr. Caldwell, a World War II veteran, is still in the South Austin house he purchased with his late wife in 1983. “[MOWCTX] is a life saver. I depend on them very much,” he says of the nutritious meals and friendly visits our dedicated volunteers deliver to his home. “It’s a bright spot in your life when somebody knocks on your door and says a word or two.”

It’s a sentiment shared by Ms. Glenn who says “I look forward to seeing the volunteers along with getting the meals. Without the meals, I don’t think I would be as healthy. I think God provides when you depend on Him and try to do as He ordered. And I think He provided Meals on Wheels for me.”



## PROVIDING CARE DURING COVID

When the pandemic began, we quickly modified the ways in which we provide life-sustaining services to our vulnerable homebound clients.

We pivoted from daily meal service to deliveries of two weeks’ worth of food every other Friday in order to reduce contact between those we serve and our dedicated volunteers who wear masks and adhere to social distancing protocols while delivering meals.

Meanwhile, our Home Repair program continues to transform client’s houses into safer places to live while also following health guidelines.

When the pandemic forced the closure of all local Senior Activity Centers, our Senior Centers program began providing weekly supplies of shelf-stable meals to participants during drive-through events.

Because isolation and loneliness are just as harmful “viruses” as COVID, we implemented programs using the phone and virtual platforms to stay connected with our clients and nourish their body and spirit. Our Care Calls program provides friendly phone calls to those we serve. And online activities such as virtual bingo, which sometimes features celebrity bingo callers like “Elvis”, deliver hours of fun and fellowship.



# "THEY'RE NOT GOING TO LEAVE ME"

Amparo Torres would cook her own meals if she could. "But my doctor told me to stay away from the stove," she says. That's because Ms. Torres, who has a heart condition, is on oxygen 24-hours a day, and it's not safe for her to be near an open flame.

So, the 77-year-old Austin native relies on our home-delivered meals to help get the nourishment she needs. And before the pandemic, she relied on daily visits from the volunteers who delivered the food. "They're friendly and we would get to socializing," she recalls.

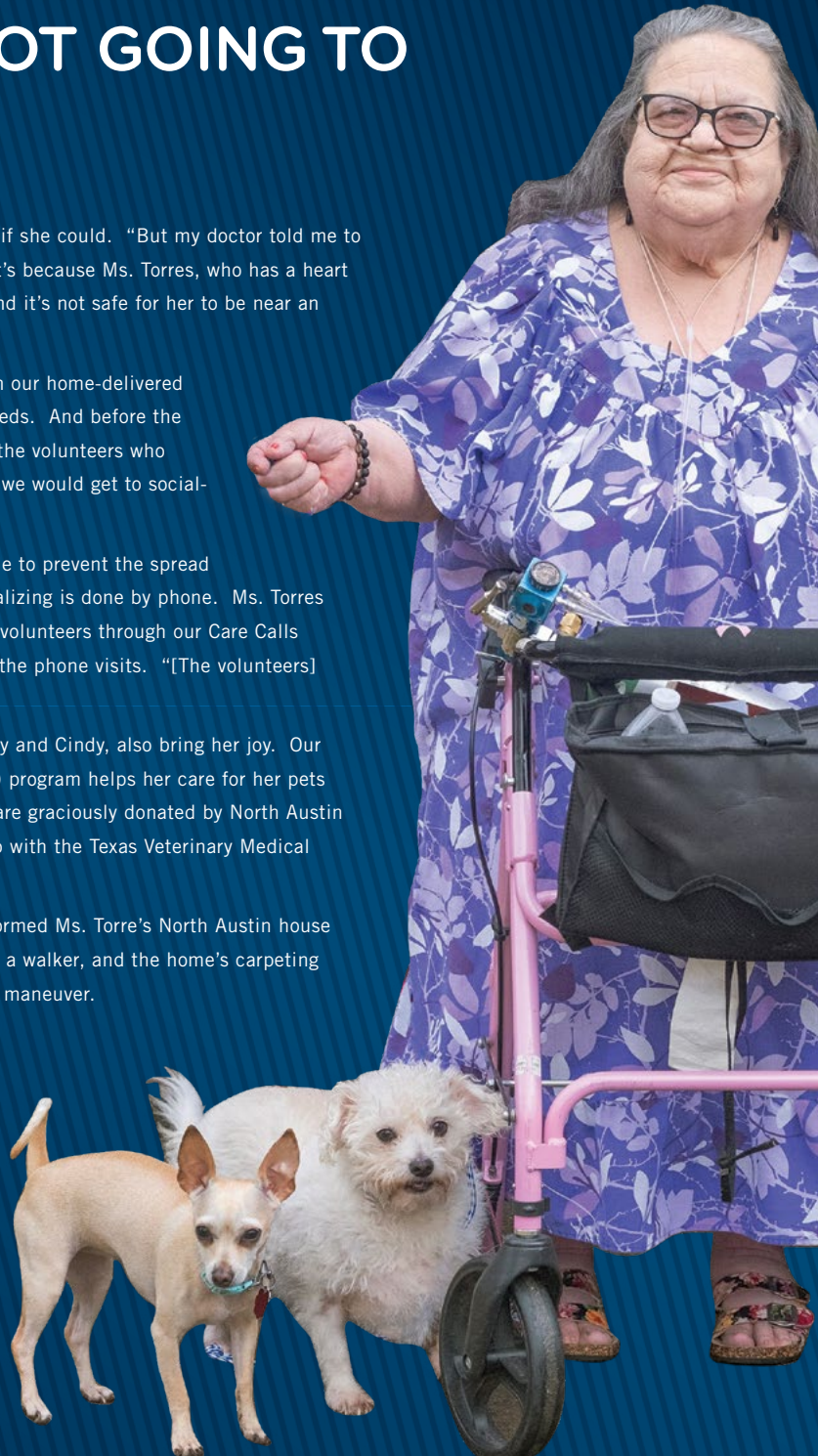
Because we modified our delivery schedule to prevent the spread of COVID-19, nowadays, more of the socializing is done by phone. Ms. Torres receives weekly phone calls from friendly volunteers through our Care Calls program. "They mean a lot," she says of the phone visits. "[The volunteers] are still in contact."

At the same time, her beloved dogs, Frosty and Cindy, also bring her joy. Our PALS (Pets Assisting the Lives of Seniors) program helps her care for her pets by providing them with basic veterinary care graciously donated by North Austin Animal Hospital as part of our partnership with the Texas Veterinary Medical Foundation.

And our Home Repair program has transformed Ms. Torre's North Austin house into a safer place to live. Ms. Torres uses a walker, and the home's carpeting made it difficult and dangerous for her to maneuver.

Workers removed the rug and replaced it with laminate tile, making it much easier for her to navigate her home. They also installed a new smoke alarm system.

Ms. Torres appreciates the continued assistance she receives from MOWCTX. "Yes, I really do. They're not going to leave me," she says.



## TRANSFORMING HOMES AND LIVES

"This house means everything to us. It's our little castle," says 73-year-old Teresa Estrada.

She and her husband, Frank, moved into the East Austin house in 1994 so they could care for Ms. Estrada's elderly parents who lived across the street. After her folks passed away, the Estradas helped raise their grandchildren in the home.

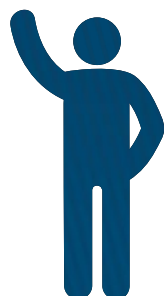
Mr. Estrada, who served in the U.S. Air Force from 1960-64, suffers from rheumatoid arthritis and is disabled. But navigating his house is now easier thanks to recent improvements done by the Meals on Wheels Central Texas Home Repair program and The Home Depot Foundation. In addition to new siding and energy efficient windows, the Estrada's house now not only boasts a new ramp leading to the front door, but also a new sidewalk, and ADA-compliant exterior doors.

"We are just so thankful and grateful because not everyone gets this opportunity. And financially, we would not have been able to have taken care of [the repairs and renovations]," Ms. Estrada says. "I've always wanted a little house with a little white picket fence. Well, we may not have the white picket fence, but [the house is] definitely nice and pretty."

## WHO WE SERVE

### AGE

Age 18-54	5%	Age 65-74	33%	Age 85+	18%
Age 55-64	17%	Age 75-84	27%		



**83%** of our clients are considered economically insecure. They live at or below 250% of the Federal Poverty Guidelines (FPG). A single person at 250% of FPG lives on less than \$2,700 per month – which may not cover monthly living expenses and rising health care costs for older adults in Central Texas.

## OUR VOLUNTEERS

Total number of MOWCTX volunteers:

**6,752**

Total number of MOWCTX volunteer hours:

**60,933**

Cost Savings:

**\$1,551,976**

Many thanks to our dedicated volunteers who help us deliver **More Than a Meal!** Their community-minded efforts saved our agency over \$1,500,000 in 2020 – savings we used to provide critical services to thousands of homebound older Central Texans.

## OUR FINANCIALS\*



REVENUE **\$18,154,148**

59%	Private Grants & Individual Contributions
34%	Government Grants & Contracts
1%	Special Events
6%	Other



EXPENSES **\$14,677,708**

88%	Program Services
7%	Fundraising
5%	Management & General

### LIABILITIES & NET ASSETS

Current Liabilities	\$1,185,245
Non-Current Liabilities	\$2,338,064
Fund Balances	\$10,773,834
<b>Total Liabilities and Net Assets</b>	<b>\$14,297,143</b>

### ASSETS

Cash	\$7,569,200
Other Current Assets	\$1,555,317
Other Non-Current Assets	\$5,172,626
<b>Total Assets</b>	<b>\$14,297,143</b>

\*Unaudited. Audited financial results will be available in July 2021. Please contact [development@mealsonwheelscentraltexas.org](mailto:development@mealsonwheelscentraltexas.org) or call our Development Department at 512-628-8111.



# OUR PROGRAMS

\*All statistics from FY2020

## TOTAL NUMBER OF MEALS PROVIDED

Includes all meal programs  
**821,740**

## MEALS ON WHEELS

Nutritious home-delivered meals

**623,813 meals delivered!**

## IN-HOME CARE

Assistance with the everyday activities of daily living

**244,635 hours of in-home care provided!**

## PALS

Pet food and medical care for our clients' pets

**52,800 pounds of dog and cat food delivered!**

## MIKE'S PLACE

Respite and activity center for those with Alzheimer's or dementia

**1,964 hours of fun and respite provided!**

## HOME REPAIR

Major home repairs & renovations done by professionals

**156 homes transformed into safer places to live!**

## SENIOR CENTERS

Meals and activities at local senior centers

**130,116 congregate meals provided!**

## CASE MANAGEMENT

Designed to fit specific needs of clients, including technology assistance

**6,283 hours of case management provided!**

## COUNTRY WHEELS

Home-delivered meals for those living in rural areas

**25,293 meals delivered to rural clients!**

## GROCERIES TO GO

Grocery and prescription shopping assistance

**7,467 volunteer hours dedicated to helping clients!**

## BREAKFAST MEALS

Additional meals for those who are food insecure

**Clients received 37,395 breakfast meals!**

## HANDY WHEELS

Safety-related minor home improvements and repairs

**288 jobs completed!**

## HOPE

Shelf-stable groceries for our most at-risk clients

**99,794 lbs. of food delivered!**

# OUR DONORS

*Many Thanks to our major Government, Corporate, and Foundation Supporters*

3M Austin Center	Charles Schwab Foundation
Advanced Micro Devices (AMD)	Cintra/Ferrovial
A Glimmer of Hope Foundation	Cirrus Logic, Inc.
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Joni Templeton Charitable Trust, Bank of America, N.A.	The Arboretum
Knights of St. Peter Claver	The Bank of America Charitable Foundation, Inc.
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LGR Foundation	The Dunagan Foundation
Lola Wright Foundation	The Emergency Food and Shelter Program
Meals on Wheels America	The Evelyn M. Davies Foundation Trust
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Pflugerville Downtown Association	The Home Depot Foundation
Qualcomm Foundation	The Stuart Foundation
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RWH Foundation	Tito's Handmade Vodka
Shield Ayres Foundation	TMF Health Quality Institute
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Silicon Valley Bank	Travis County
Spec's Wines, Spirits, & Foods	Trio Community Meals
St. David's Foundation	Uber Health, LLC
Steve Hicks School of Social Work at the University of Texas at Austin	United Way of Williamson County
TEGNA Foundation of KVUE Austin	WellMed Charitable Foundation
Texas Capital Bank/Federal Home Loan Bank of Dallas	Wells Fargo Bank
Texas Department of Agriculture	Westbrook Metals, Inc.
Texas Department of Housing and Community Affairs	Wheatsville Co-Op
Texas Department of Health and Human Services	

# OUR MEALS HELP IMPROVE FOOD SECURITY

One of the strategic goals of our Meal Program is to reduce food insecurity in the population we serve. We measure our impact in that area by using the USDA Food Security Survey, and **our meals are helping our clients be more food secure.**

- In fiscal year 2019, 47% of new Meals on Wheels Central Texas clients reported food insecurity. After one year of our meal deliveries, 73% of them reported improvement in their food security.

While data shows that we have been making a positive impact on food security among older adults, the COVID-19 pandemic has drastically increased food insecurity across many populations in the U.S., including the homebound seniors we serve. In fact, Texas ranks among the top 10 states with the **highest projected** food insecurity rates in 2020 due to the pandemic (The Impact of Coronavirus on Food Insecurity – Feeding America, Oct. 2020). As a result, we are now seeing a marked increase in food insecurity and senior hunger in our community.

- In 2019, 40% of all MOWCTX clients were food insecure. By August 2020, that number had jumped to 61%; and
- In 2020, we saw a dramatic increase in the need for home delivered meals (see chart below showing the monthly rate of new MOWCTX clients added to service).



## OUR BOARD

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Chika Okafor  
**UT McCombs School of Business MBA Candidate**

## OUR MANAGEMENT

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**MEALS  WHEELS**  
**CENTRAL TEXAS**

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