

MORE THAN A MEAL



IMPACT
REPORT

2017



MEALS **on** WHEELS
CENTRAL TEXAS

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**.



DEAR FRIENDS

Our nation's oldest World War II veteran, 111-year-old Richard Overton, thanks you! So do 84-year-old year old Linda Richards, a former long-distance operator, and Conway Noren, an 87- year-old retired architect. They, along with the 5,000 other Central Texans we served in 2017, appreciate your continued support of our life-sustaining mission to nourish and enrich the lives of older adults and people with disabilities.



As a valued community-based health care provider, Meals on Wheels Central Texas offers an array of holistic programs—focusing on social determinants of health—that work in concert to help the people we serve maintain their independence and age-in-place with dignity. Our signature Meals on Wheels program provides daily nutritious lunches hand-delivered by caring volunteers who also perform safety checks. Meanwhile, our deep service platform provides other vital services such as home repairs, in-home assistance with the activities of daily living, monthly supplies of shelf-stable groceries, food and veterinary care for our clients' pets, and connecting seniors with technology, just to name a few.



All of this is made possible by you! Your generous support has never been more vital to the vulnerable Central Texans we serve. Every day, 10,000 Americans turn 65, a trend that will continue for nearly two decades—but federal funding for agencies like ours has remained flat for years. It also remains to be seen what kind of effect the new federal tax law will have on charitable giving in 2018 and beyond.

The fact of the matter is MOWCTX programs save taxpayer dollars. Most of our clients live on less than \$19,000 per year; when one of them moves into assisted living, it costs taxpayers more than \$40,000 annually. For a small fraction of that, our programs provide food and companionship for hungry and lonely seniors, and enable them to remain healthy in their own homes. Investing further in MOWCTX offers a win-win-win all around—for seniors, for taxpayers, and for our community—and as caring Central Texans and taxpayers, it's not just good business; it's the right thing to do.

Now, we invite you to turn the page to see how your generosity transforms the lives of our frail, homebound neighbors in need!

Yours in Service,

A handwritten signature in black ink, appearing to read "Ben Hanson".

Ben Hanson, Board Chair

A handwritten signature in black ink, appearing to read "Adam Hauser".

Adam Hauser, President/CEO

DELIVERING MORE THAN A MEAL

Alvino and Rebecca Mendoza have lived for 65 years in the East Austin house they built themselves. It's their foundation—a place in which they raised seven children and marked life's milestones, including, a few years back, their 70th wedding anniversary. The couple credits Meals on Wheels Central Texas for helping them live independently in the place they call home.



They got married not long after Mr. Mendoza returned to Austin at the end of World War II—he was in the Navy and survived the Battle of Okinawa. All five of the Mendoza's sons followed in their father's footsteps and also served in the military.

These days, our dedicated volunteers hand-deliver our hot,

nutritious meals to Mr. and Mrs. Mendoza's home. But they also deliver companionship, and a safety check. Mr. Mendoza says the visits are just as important as the food. "Becky and I are truly grateful to Meals on Wheels for helping us during our Golden Years. The volunteers are the kindest people who are always asking how we are doing," Mr. Mendoza says.

The Mendozas are in their 90's. But in his younger years, Mr. Mendoza volunteered delivering Meals on Wheels in his neighborhood. Now, the tables have turned. He says, "I'm happy to be a client and hand over the torch to more active volunteers. I love seeing people helping people. That's the way it should be."



IN-HOME CARE PROVIDES HELP AND COMPANIONSHIP

Needing assistance with the activities of daily life was a foreign concept to Mary St. Clair. After all, she was fulltime caregiver for her husband, Johnny, when he was diagnosed with Alzheimer's—even as she battled major heart problems herself. But after her husband passed away in 2013, Ms. St. Clair's health declined to the point where she required help in order to live independently.

Fortunately, Meals on Wheels Central Texas In-Home Care was there to provide the aid she so desperately needed. These days, she doesn't know what she'd do without her in-home attendant, Guillermina Durkin, who helps her three days a week. "I don't even want to think about it," says Ms. St. Clair of the woman she affectionately calls "Gigi".

Ms. St. Clair, who is 83, still suffers from heart problems and relies on Ms. Durkin to do the household chores she once tackled with ease. "I used to

be an immaculate housekeeper but after my [health worsened], my home would get really, really messy and that upset me. Gigi comes in and cleans up. She straightens out my apartment, makes my bed, washes my clothes, and she cooks for me," says Ms. St. Clair. In fact, on the days Ms. Durkin isn't there, Ms. St. Clair eats food prepared by Ms. Durkin on her most recent visit.



"I like working with her because she is always happy," Ms. Durkin says. "This isn't a job for me. I enjoy helping her," she adds. Ms. St. Clair deeply appreciates not only the help "Gigi" provides but also her companionship. "We're just good friends and I love her dearly," she says.

HOME REPAIR KEEPS WWII VET INDEPENDENT



At 111 years-old, Richard Overton is America's oldest World War II veteran. He prides himself on his ability to live independently—he still lives in the house he bought in 1948 and is in great shape considering his off-the-charts advanced age. But until recently, the same could not be said of his home.

Conditions inside the house posed serious safety risks for Mr. Overton. Electrical wiring that was nearly 70 years old, shag carpeting which caused him to trip, and a bathroom that was dangerous for him to navigate were just some of the problems that needed attention.



BEFORE

AFTER

Fortunately, our Home Repair program and the Home Depot Foundation transformed the house to make it safer and easier for Mr. Overton to live there.

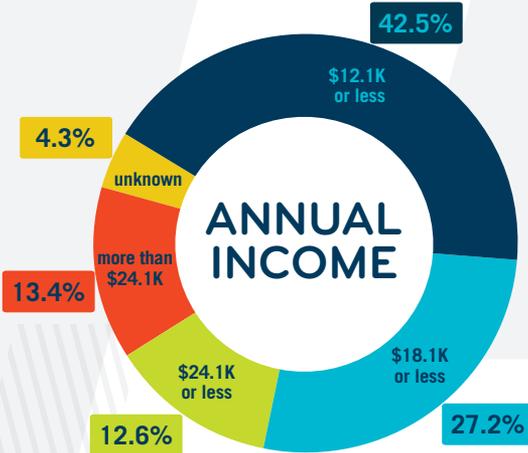
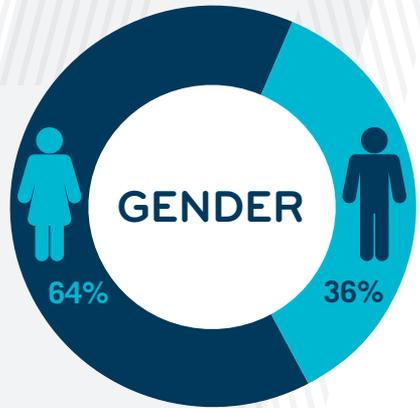
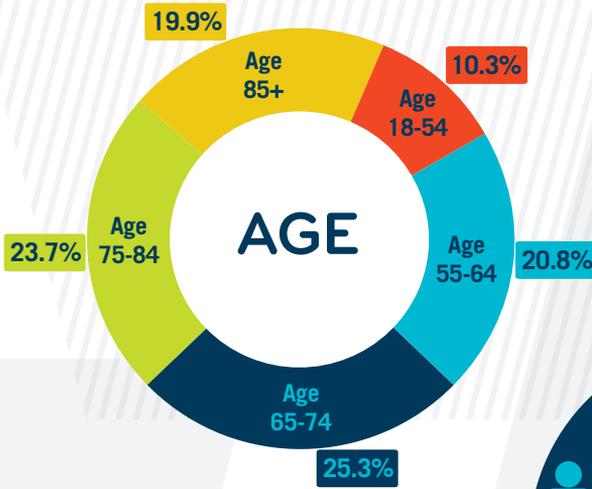
Repairs included:

- Replacing the electrical service and main panel
- Replacing the original wiring
- Installing a central air and heating system
- Installing a walk-in shower
- Installing laminated floors to reduce trip hazards and allergens

“I like everything. I like it all, the new floors, bathroom, new AC,” Mr. Overton says. “They did such a wonderful job.”

Thanks to The Home Depot Foundation and Team Depot, The Home Depot's employee volunteer force, for their invaluable assistance in helping this American hero maintain his independence!

WHO WE SERVE



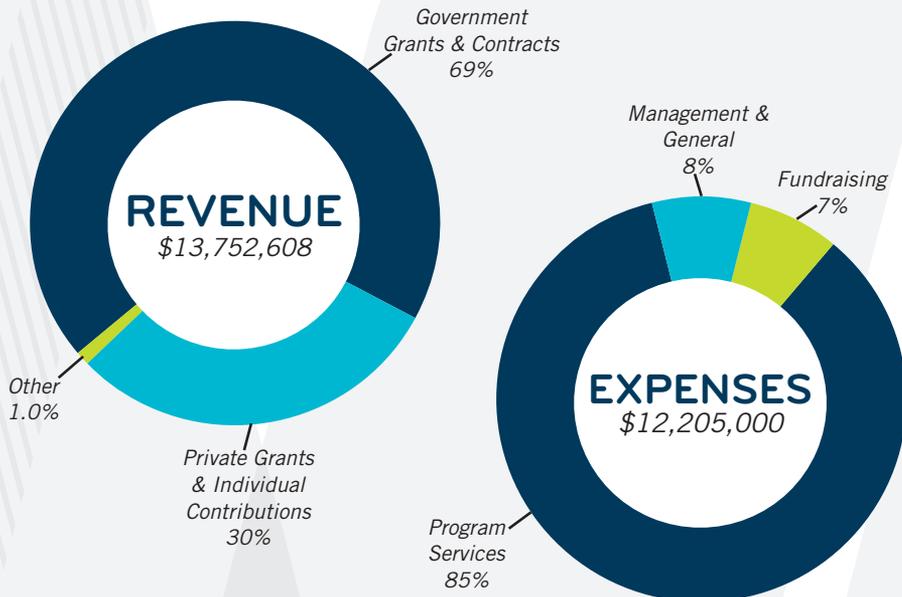
OUR VOLUNTEERS

Total number of MOWCTX volunteers: 8,659

Total number of MOWCTX volunteer hours: 110,538

Many thanks to our dedicated volunteers – each of whom helps us deliver more than a meal! We, along with the 5,000 people we serve every year, deeply appreciate their continued volunteerism!

OUR FINANCIALS*



LIABILITIES & NET ASSETS

Current Liabilities	\$894,571
Non-Current Liabilities	\$2,705,666
Net Assets	\$8,108,820

TOTAL LIABILITIES & NET ASSETS **\$11,709,057**

ASSETS

Cash	\$4,112,112
Other Current Assets	\$1,722,939
Other Non-Current Assets	\$5,874,006

TOTAL ASSETS **\$11,709,057**

* Unaudited. Audited financial results will be available in July 2018. Please contact email@mealsonwheelscentraltexas.org or call our Development Department at 512-476-6325.

OUR PROGRAMS*

MEALS ON WHEELS

Nutritious home-delivered meals

Volunteers delivered 570,426 meals!

HOME REPAIR

Major home repairs/renovations done by professionals

138 homes transformed into safer places to live!

IN-HOME CARE

Assistance with the everyday activities of daily living

181,855 hours of in-home care provided!

SENIOR CENTERS

Meals and activities at local senior centers

101,424 congregate meals provided!

TECHNOLOGY SERVICES

Technology assistance in treating depression/isolation

1,897 hours of telehealth and computer assistance provided!

PALS

Pet food and medical care for our clients' pets

30,000 pounds of dog and cat food delivered!

MIKE'S PLACE

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

5,385 hours of fun and respite provided!

GROCERIES TO GO

Grocery and prescription shopping assistance

8,235 volunteer hours dedicated to helping clients!

BREAKFAST MEALS

Additional meals for those at-risk for malnourishment

Clients received 82,242 breakfast meals!

COUNTRY WHEELS

Home-delivered meals for those living in rural areas

33,145 meals delivered to rural clients!

HANDY WHEELS

Safety-related minor home improvements and repairs

685 jobs completed!

HOPE

Shelf-stable groceries for our most at-risk clients

80,505 lbs. of food delivered!

**All statistics from FY2017*

OUR DONORS

Many thanks to our major Government, Corporate, and Foundation Partners:

*3M Austin Center
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American Scientific Glassblowers Society
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Texas Capital Bank
Texas Department of Agriculture
Texas Medical Liability Trust
Texas Veterans Commission
The Emergency Food and Shelter Program
The Home Depot Foundation
The Myrtle Agnew Walker Endowment for
In-Home Care established by Mary Walker
Theodore P. Davis Charitable Trust
TMF Health Quality Institute
Texas Health and Human Services
Texas Veterinary Medical Foundation
Topfer Family Foundation
Travis County
UnitedHealthcare
United Way of Williamson County
The Rotary Club of Austin University Area
University Federal Credit Union
Valley, An Elior Company
Walmart Foundation
Wells Fargo Bank
Winkler Family Foundation*

**Thank you to the thousands of individuals who
donate every year! We simply could not do it without you!**

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Vice-President for Communications

98% of Meals on Wheels Central Texas (MOWCTX) clients say our meals are an essential part of their daily nutrition

97% of MOWCTX clients feel more socially connected thanks to daily visits from our dedicated volunteers

97% of MOWCTX clients say their life is better because of the services they receive from us



MEALS on WHEELS
CENTRAL TEXAS

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www.mealsonwheelscentraltexas.org