Annual Letter

Dear MOW Family:

It has been an honor to join you as CEO of Meals On Wheels of Rockland (MOW). We are so much more than our home delivered meals, a full service organization dedicated to providing services, programs and resources for older adults to allow them to stay in their communities and remain active, safe and productive. It is with great pride that I have traveled the County listening to stories of how our services have impacted the lives of so many older adults and their families, as well as hundreds of volunteers!

In 2018, Meals On Wheels has made significant headway in working with the healthcare system to document the impact that our services have on the health of our clients. We are excited to continue to build on these successes and establish direct connections to healthcare and insurance providers to improve health outcomes, save money and keep people safe in their communities, where they want to be. Rockland County is a community that supports its neighbors and I look forward to continuing to grow our reach and connections, so that we can all age in place with dignity and enthusiasm.

Meals On Wheels offers meals to homebound clients, but also encourages people to join their neighbors for congregate meals in any of our 6 sites around the county. We provide accessible transportation, homemade meals, exercise and activities, and loads of opportunities to connect to others. Social isolation is a top cause of death for older adults and MOW has the cure!

This coming year we are focused on growing our MOW family to include many groups who share our mission and create more innovative programs to meet the needs of our changing community. From more diverse meals to exercise and yoga, we are creating opportunities to learn new skills, strengthen minds and bodies and continue to live life to the fullest.

We are so grateful to County Executive Ed Day, Director of Office for the Aging Tina Cardoza-Izquierdo and the NYS Office for the Aging for their support of our programs. To all of our supporters, individuals, foundations and corporations who give of their time and money which allow us to serve what will soon be our 10,000,000th meal, thank you!

And thank you to our most talented staff and board who work so hard and with such pride to make this community a great place for people of all ages.

Looking forward to a great future together,

Julia Schwartz-Leeper
President/CEO

Cheryl Mallon
Board Chair
Our Programs

Home Delivered Meals
Meals On Wheels provides peace of mind to caregivers and older adults by delivering nutritious meals to any Rockland resident who cannot shop or cook for themselves due to illness, physical disability, advanced age or short term illness. In addition to the daily meal, caring volunteers deliver a friendly, personal connection, a safety check, and an important link to the greater community. Home delivered meals, along with all of our services, are part of a greater continuum of care that enable older adults to remain as independent as possible and living in their own homes.

Adult Day Care of Rockland
Meals On Wheels provides respite and support to caregivers and older adults through its structured social model adult day care program, the Adult Day Care of Rockland at the Bobbi Lewis Center. The program offers a safe and stimulating environment while improving the quality of life for participants affected by Alzheimer’s Disease and other related cognitive disorders through recreational and therapeutic programs that engage clients in a caring environment providing intellectual stimulation and interaction with peers. The Adult Day Care of Rockland, along with all of our services, is part of a greater continuum of care that enable older adults to remain as independent as possible and living in their own homes.

Senior Activity Centers
Meals On Wheels operates five Senior Activity Centers located throughout the County that serve hundreds of Rockland residents. Our Senior Activity Centers offer opportunities to pursue interests that many people don’t have time for during their daily lives. Social supports are always available and there are numerous activities focusing on health and wellness, as well as opportunities to learn new skills. A hot lunch is served daily. The Senior Activity Centers, along with all of our services, are part of a greater continuum of support that enable older adults to remain as independent as possible and living in their own homes.

Adult Learning Center
Meals On Wheels operates the Adult Learning Center, a full-service technology education center run by experienced volunteers devoted to enhancing the technology skills of older adults. Through small classes with individualized instruction, participants, from the novice to the more seasoned technology user, gain valuable skills and improve technological communication with their family and friends. The Adult Learning Center, along with all of our services, is part of an extensive continuum of services and programs that enable older adults to remain as independent as possible and living in their own homes for as long as they choose.
Highlights of 2018

<table>
<thead>
<tr>
<th>Commissary Info</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Cost</td>
<td>$422,779</td>
<td>$419,342</td>
</tr>
<tr>
<td>Meals Served</td>
<td>217,856</td>
<td>214,243</td>
</tr>
</tbody>
</table>

122,747 home delivered meals were served to a total of 713 individuals.

The Senior Activity Centers had 512 active members. There were more than 26,000 meals served.

59 individuals attended the Adult Day Care of Rockland at the Bobbi Lewis Center. There were over 3,700 days of service provided.

The Adult Learning Center of Rockland had 40 students attend classes. Since starting in 1998, the learning center has helped over 3,600 students.

At the end of December 2018, we had 59 part time, 18 full-time employees. 38% of our employees have been with the agency 5 or more years and 20% have been here 10 or more years.

| Blizzard Boxes Delivered | 3,062 |
| Mutts & Meows Pet Food Pantry | 696 Mutts & Meows Meals Delivered |
| Comfort Cards Sent       | 225   |

Meals On Wheels is a lead agency in Rockland Community Against Hunger (RCAH). To assist with food insecurity and reduce food waste, Meals On Wheels was awarded a refrigerated box truck though NYS EPA and Rockland County Solid Waste Management Authority. MOW is delivering fresh food to local hubs. The hubs enable food to be distributed directly to communities for easier access by more food pantries and feeding programs in the community.

We purchased 3 new buses with the 5310 federal grant sponsored by the NYS DOT.

The Meals On Wheels Social Work Department became trained in the Diabetes Self-Management Program, which is an evidence based model program that has proven health outcome benefits for older adults.
Achievements

Home Delivered Meals
- 713 Homebound Clients served
- 122,747 nutritious and Medically Tailored Meals (MTM) delivered
- Maintained zero clients on the waiting list for 10 out of the 12 months
- 1,500 follow up safety checks by caseworkers after the driver reported a change of condition
- 125 Magnolia Meal clients served in Rockland and Westchester Counties. Magnolia Meals is a meal delivery program providing nourishing meals at no cost to households effected by cancer. Meals On Wheels is in partnership with Eisai Pharmacy and Cancer Care of America to provide these much needed meals.
- To help older adults remain in their homes, Caseworkers provided information and referrals, such as: transportation (Meals On Wheels, Taxi Voucher, TRIPS), grab bar installation through CHORE, Volunteer Counseling Services, EISEP (Expanded In Home Services for the Elderly), and Medicaid & MLTC information.
- Under an innovation grant through Montefiore Hudson Valley Collaborative, our Social Work Department developed advanced health outcome safety checks for individuals who have been hospitalized and will be receiving meals. Clients will receive an initial assessment to determine and address any social determinants of health to improve their chances of not being readmitted to the hospital.
- In 2018, MOW hosted social work interns from Nyack College, Ramapo College, and Dominican College.

Adult Day Care of Rockland
Our Adult Day Care (ADC) supports both clients and caregivers with our Alzheimer’s/dementia focused social day program. Dance, music, and exercise programs encourage movement and engagement. Art therapy and arts and crafts develop creativity, while mentally engaging the client and fostering interaction. Trips this year included visits to the Rockland Conservatory of Music and scenic drives to spark interest and conversation. Horticultural therapy began in 2018 involving clients in planting, cuttings, trimming and watering.
Adult Day Care is a safe haven for seniors of all ages with the diagnosis of Alzheimer’s disease and related cognitive disorders. ADC provides a welcoming atmosphere with a sense of security, warmth and energy. Caregivers gain valuable respite time as their loved one is cared for while they go to work, attend to personal matters, or just reenergize. Research tells us that socialization, music, exercise and a variety of activities along with a nutritious meal, stimulates the brain and reduces loneliness.

**Senior Activity Centers**

MOW Senior Activity Centers (SAC) are vibrant places where members have an opportunity to participate in diverse educational, physical and intellectual activities including trips. Our focus is on wellness – whether our members are working out on Nu-Step exercise equipment, participating in one of our many exercise programs, hearing about the latest medical treatments from a Crystal Run Healthcare specialist, walking for fitness or competing in our Wii Bowling Tournament – our seniors MOVE! Trips this year included, dinner theaters, Empire Casino, Pride of the Hudson boat tours, picnics and ballgames. Our community centers offer something for everyone!

- In 2018, 141 new members joined, an 11% increase from 2017.
- In 2018, 26,159 meals were served in a community setting.
- At our 6th Annual Senior Boot Camp, over $20,000 was raised while 140 seniors participated in 14 different physical activities and visited over 20 health related vendors.
- Over 31,400 trips were provided to programs, doctor appointments, grocery shopping, and social events for people over 60 throughout Rockland County.

Our centers offer an alternative to loneliness for older adults living in Rockland County. Offering door to door transportation, MOW is a gateway to classes, trips, a delicious nutritious lunch, lectures, exercise, and human connection. Social connectedness is a primal need and loneliness has a direct effect on cognitive and physical health. Many families live far away from each other, so MOW becomes their support system and provide the ability to remain part of the community while still living independently.
Client Stories

Marion’s* daughter (*not her real name) called looking for a center where her mom would meet people and socialize. She had come to live with her daughter after a mild stroke and was feeling isolated and depressed. She could no longer drive and her daughter felt that she needed to be with people her own age. Marion joined the North Rockland Senior Activity Center and was immediately welcomed by the other members. Her daughter later said the day she brought her mom to visit the center as a guest, she went back to her car and cried like a baby. It felt like the day she sent her daughter to school for the first time! She was anxious that whole day, wondering if anyone was talking to her mom and if she was enjoying herself. When she picked Marion up, she was incredibly relieved to hear that she had had a great day. Marion loves coming to the center. She participates in lots of games and activities. Her daughter told the center manager that before joining the center, Marion just sat around the house all day watching television. She said her mom had become almost unrecognizable to her as she had once been so active and social. After joining the center, she said Marion has become more like her “old self.” Her daughter is so happy that the center provides transportation and offers programs that her mom enjoys. She noted the exercise is really important as Marion is resistant to exercising at home, but seems more willing to do it with her friends at the center. Her daughter said, “You gave me my Mom back.”

Senior Activity Centers provide a safe environment and a “home away from home” for many members. “Mary Lou” was one such senior. She couldn’t wait for the bus to arrive each morning and fully participated in each activity. She said she loved coming to the Thorpe Senior Activity Center and that she felt ALIVE again after years of retirement. We later found out that she had a lot of stress at home. “Mary Lou’s” first husband was abusive and after he died she remarried a wonderful man. When her second husband passed, she came to live with the child of her first marriage. The abuse she experienced in her first marriage resumed with her son. “Mary Lou” felt comfortable and trusted the staff enough to share her pain and shame. Her main concern was that her child would harm her if the secret was told. The SAC was able to contact MOW social workers, Adult Protective Services (APS) and counseling services for her. They were able to intervene and stabilize the situation. The Thorpe SAC provided a safe haven and a “family” who cared for her. We make a difference in lives each day. We made “Mary Lou” feel protected and loved for the years she was with us.
Volunteerism

- In 2018, volunteers provided over 30,000 hours of service.
- Communication to HDM volunteer drivers went paperless.
- Live stream open route worksheet on the website for substitute drivers.
- Engaging multiple school districts in programs that support and connect the youth with the aging population through volunteerism.
- 2018 corporate volunteers:
  - Century 21, United Way, M&T Bank, Apple Bank, PDI, Wells Fargo, KPMG, BMW, UPS, Regeneron, and Zagwear.
- Rotary Clubs delivering Meals: Congers/Valley Cottage, Nanuet/West Nyack, New City, Nyack, Pearl River, Spring Valley, and Suffern.
- 5 sessions of change of condition training for over 150 HDM volunteer drivers. The training was led by Christine Wise-Vasquez from Crystal Run Healthcare on how to be aware of signs of distress in older adults.
- Our volunteers delivered much more than a meal! They also delivered:
  - Blizzard Boxes
  - Mutts & Meows Pet food
  - Miles of Smiles
  - Caring cards and Crafts
  - Safety Checks
  - Social Contact
- Partnered with Rockland County Career Center, Rockland Community College, People to People Inc., RSVP to scale up an evidence-driven and volunteer based model that builds the capacities of human services agencies to address the root causes of hunger.
Grants

In order to sustain its excellent services, Meals On Wheels engages multiple funding sources, including grants from private foundations, corporate donors, legislative members, the government, and community groups.

Grants of $1,000 or More

- Hagedorn Fund
- The Bernard & Anne Spitzer Charitable Trust
- Entergy Charitable Foundation
- Community Development Block Grant
- Sterling National Bank
- WMC Health Performing Provider System
- Eisai, Inc.
- Eastwick College and the HoHokus Schools
- Kurz Family Foundation
- Wells Fargo Foundation
- People’s United Bank
- United Way Emergency Food Safety Program
- Catherine C. Reiley Charitable Fund
- Hudson Gateway Realtor’s Association
- Rotary Club of New City
- Cornell Cooperative Extension PATH Grant
- Rotary Club of North Rockland

All grant notifications were received in 2018, but because not all of the actual funds were received in 2018, the 2018 financial statements will not reflect the same total amount listed here.

“Programs funded in part by the Administration on Aging, New York State Office for the Aging, Rockland County Office for the Aging, donations, grants and fees.”
## Finance

### MEALS ON WHEELS PROGRAMS SERVICES OF ROCKLAND, INC.  
STATEMENT OF FINANCIAL POSITION  
DECEMBER 2018

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current assets:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>$396,050</td>
<td>$9,324</td>
<td>$405,374</td>
</tr>
<tr>
<td>Accounts &amp; contracts receivable</td>
<td>530,245</td>
<td>-</td>
<td>530,245</td>
</tr>
<tr>
<td>Inventory</td>
<td>21,353</td>
<td>-</td>
<td>21,353</td>
</tr>
<tr>
<td>Other current assets</td>
<td>22,257</td>
<td>-</td>
<td>22,257</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>969,905</td>
<td>9,324</td>
<td>979,229</td>
</tr>
<tr>
<td><strong>Property &amp; equipment, net of accumulated depreciation</strong></td>
<td>2,009,198</td>
<td>-</td>
<td>2,009,198</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>2,979,103</td>
<td>9,324</td>
<td>2,988,427</td>
</tr>
</tbody>
</table>

### LIABILITIES AND NET ASSETS

<table>
<thead>
<tr>
<th>Liabilities and Net Assets</th>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Liabilities:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>245,207</td>
<td>-</td>
<td>245,207</td>
</tr>
<tr>
<td>Current portion of mortgage payable</td>
<td>67,121</td>
<td>-</td>
<td>67,121</td>
</tr>
<tr>
<td>Security deposit</td>
<td>2,000</td>
<td>-</td>
<td>2,000</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>314,328</td>
<td>-</td>
<td>314,328</td>
</tr>
<tr>
<td>Mortgage payable, net of current portion</td>
<td>1,144,929</td>
<td>-</td>
<td>1,144,929</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>1,459,257</td>
<td>-</td>
<td>1,459,257</td>
</tr>
<tr>
<td><strong>Net Assets:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without donor restrictions</td>
<td>1,519,846</td>
<td>-</td>
<td>1,519,846</td>
</tr>
<tr>
<td>With donor restrictions</td>
<td>-</td>
<td>9,324</td>
<td>9,324</td>
</tr>
<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td>1,519,846</td>
<td>9,324</td>
<td>1,529,170</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td>$2,979,103</td>
<td>$9,324</td>
<td>$2,988,427</td>
</tr>
</tbody>
</table>
### MEALS ON WHEELS PROGRAMS SERVICES OF ROCKLAND, INC.

**STATEMENT OF FINANCIAL POSITION**

**DECEMBER 2018**

#### SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th></th>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions and other income</td>
<td>$407,970</td>
<td>$24,901</td>
<td>$432,871</td>
</tr>
<tr>
<td>Donated supplies and services</td>
<td>628,615</td>
<td>-</td>
<td>628,615</td>
</tr>
<tr>
<td><strong>TOTAL SUPPORT</strong></td>
<td>1,036,585</td>
<td>24,901</td>
<td>1,061,486</td>
</tr>
<tr>
<td>Revenue:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government grants</td>
<td>1,788,307</td>
<td>-</td>
<td>1,788,307</td>
</tr>
<tr>
<td>Nongovernmental grants</td>
<td>273,801</td>
<td>-</td>
<td>273,801</td>
</tr>
<tr>
<td>Program service fees</td>
<td>802,619</td>
<td>-</td>
<td>802,619</td>
</tr>
<tr>
<td>Events and other revenue</td>
<td>144,588</td>
<td>-</td>
<td>144,588</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>23,331</td>
<td>(23,331)</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td>3,032,646</td>
<td>(23,331)</td>
<td>3,009,315</td>
</tr>
<tr>
<td><strong>TOTAL SUPPORT AND REVENUE</strong></td>
<td>4,069,231</td>
<td>1,570</td>
<td>4,070,801</td>
</tr>
</tbody>
</table>

#### EXPENSES

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>3,465,133</td>
<td>-</td>
<td>3,465,133</td>
</tr>
<tr>
<td>Supporting services</td>
<td>343,586</td>
<td>-</td>
<td>343,586</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>3,808,719</td>
<td></td>
<td>3,808,719</td>
</tr>
</tbody>
</table>

#### CHANGE IN NET ASSETS

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Net assets, beginning of year</td>
<td>1,259,334</td>
<td>7,753</td>
<td>1,267,087</td>
</tr>
<tr>
<td>Net assets, end of year</td>
<td>$1,519,846</td>
<td>$9,323</td>
<td>$1,529,169</td>
</tr>
</tbody>
</table>
Focus Areas for 2019

Innovation in Senior Centers
- Expanding programs to address all the Social Determinants of Health:
  - Physical, intellectual and social activities, as well as vocational opportunities and technology training.
  - Expand beyond our walls by offering services at additional locations and creating partnerships with other programs.
  - Addressing the cultural diversity of the community and developing programs to address the needs.
  - Marketing programs rather than the overall centers, inviting in more diverse groups.

Broaden the MOW Family and Diversity Support
- Expand relationships with healthcare and insurance providers.
- Collaborate with new groups.
- Create new community partners.
- Focus on community groups whose older adults are underserved.
- Expand on and develop new events that support MOW mission.

Communicate the new Meals On Wheels
- Program focused
- Culturally sensitive
- Innovative
- Collaborative
Board of Directors

OFFICERS

CEO & President  Julia Schwartz-Leeper
Chairperson  Cheryl Mallon
Vice-Chairperson  Paul Paciello
Treasurer  Raymond Francis
Secretary  Diomaris Filpo
Chairman Emeritus  Ralph Travaglini

LIAISONS

Rockland County Office for the Aging  Donna Scanlon
National Council of Jewish Women  Barbara Flores

BOARD MEMBERS

Maureen Arciero  Anita Levine
Rob Burns  Robert Murray
Barry Dorfman  Lenny Nathan
Lou Dretchen  Julie Prevost
Peter Fella  Stanley Schwarz
Donald Gould  Hon. David J. Stein
Mitchell Gusler  Carole Tjoa
Kevin Hardy  Christine Wise-Vasquez
Risa Hoag
Mission & Vision

Our Mission
To enhance the wellness of Rockland's older adults and their families by providing services that support their safety, independence and health.

Our Vision
Every older adult in Rockland is living their life to the fullest.