

SeniorServ is now...



MEALS on WHEELS
ORANGE COUNTY



ANNUAL REPORT 2019



MEALS on WHEELS
ORANGE COUNTY

SeniorServ is now Meals on Wheels Orange County! We are excited that our new name aligns us with the highly successful *Meals on Wheels America* national brand and brings more recognition and awareness to the issue of hunger and isolation among at-risk older adults in Orange County. Our hope is that increased awareness will inspire more support.

It is estimated that one in four low-income older adults (aged 60+) in Orange County struggles with hunger, and half of all diseases in older Americans is due to lack of nutrition. With increased support, we know Meals on Wheels Orange County can address these heartbreaking statistics.

Meals on Wheels Orange County is the largest nonprofit provider of nutrition and supportive services for the county's at-risk older adults. For more than 50 years, the organization has been committed to erasing hunger and loneliness for that population of older adults through nutritious meals, friendly visits and safety checks, and keeping families together through day services.

The organization will continue to provide all of its current services, including Care Coordination, Adult Day Services and Senior Center Lunch Cafés. The organization's headquarters in Anaheim and other buildings throughout the County, as well as its fleet of delivery trucks and vans, will be branded as Meals on Wheels Orange County.

Meals on Wheels Orange County is grateful for each of you for your continued support. The generosity of your time, treasure, and efforts to spread awareness of the hunger and isolation among at-risk older adults in Orange County is life changing.

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Dear Friends and Supporters,

By changing our name, Meals on Wheels Orange County (formerly SeniorServ) has launched an exciting movement to increase the awareness and support needed to meet the expanding nutritional and social needs of at-risk older adults living in Orange County. We're delighted that you support our cause and are helping us achieve amazing results.

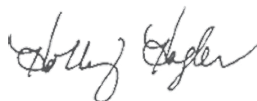
With your help this past fiscal year, Meals on Wheels OC provided 833,354 meals to 10,296 older adults. Together, look at what we accomplished!

- 581,660 Meals on Wheels were delivered across 20 cities to the homes of 1,265 homebound seniors who also received case management and supportive services.
- 251,694 nutritious lunches were served to over 9,000 older adults who also received the opportunity for social engagement in 23 senior centers.
- 657 volunteers contributed 88,305 hours -
 - delivering or serving meals,
 - providing friendly visits to lonely seniors, or
 - providing leadership through board or council membership.
- 322 clients attended our Adult Day Services programs, enabling them to participate in social activities and receive care and nutritious meals, while providing 208,325 hours of respite to their family caregivers.
- 124 clients received coordinated care and support across the county, lowering hospitalizations and improving their quality of life and independence.

Meals on Wheels OC is proud of the measurable impact our programs and services make in helping older adults live independently in the homes they love. We are equally proud of the immeasurable difference your personal connections make in nurturing the inner "Me" within our program participants, who are wondering as they age, "Who am I now?"

Knowing someone cares helps these older adults adapt to their challenges and feel connected. Your cheerful smiles, deliveries, friendly visits, and thoughtful gifts inspire them to keep becoming someone healthier, happier, and stronger. You see beyond their physical changes and recognize the valuable "Me" that resides within them.

Meals on Wheels OC is grateful to each of you for giving so generously and helping our clients continue to adapt, evolve and become the best of who they are today. Meals on Wheels OC is evolving too; our changes are making us stronger, and your continued support is essential to our success. Let's work together to make 2020 our most impactful year ever!



Holly Hagler
President and CEO



Stuart Moss
Board Chair



Jack

Meet Jack, one of the amazing meal recipients of Meals on Wheels Orange County. His compassionate and caring spirit brings hope and inspiration to many people experiencing hardship...even after a massive heart attack left him wheelchair bound and needing help himself.

Jack had taken a short break from his job at a residential care facility to speak at a conference. Just hours before his speech, he suffered a “widow-maker,” one of the deadliest types of heart attacks. In an instant, his life changed forever. *“One day I was normal and the next day I was gone. I mean, I was in bed; I couldn’t get up. I’ve been in bed or a wheelchair most of my life since then.”* Miraculously, it’s now been 24 years since the day it happened.

Jack took inventory of what he still had to offer and began to extend wisdom and counsel to friends and others around him. He couldn’t go to them, so they came to him. He said, *“They trusted me and we’d work on (their problems). Through these past several years, I became fully me – the “me” that was more than what you could see.”*

“Through these past several years, I became fully me – the “me” that was more than what you could see.”

But, even with a positive attitude, Jack realized he needed tangible help. He said, *“When I heard about Meals on Wheels Orange County, I tried the food...and it was so good.”* Jack went on to say, *“They also provided case management...and a scooter. It gave me freedom! It meant that I could go places and not have to worry about people pushing me and having to hover around me.”*

Jack is grateful that the drivers and case managers of Meals on Wheels Orange County see beyond his limitations and help provide the nutrition, support and freedom he needs. *“I’ll never forget their kindness,”* he said.



Marta

“I attribute the well-balanced nutrition to be a major factor in my survival.”

From an early age, Marta loved helping people. She was a dedicated volunteer in her community and passionate about her career in the health industry. Life was great until her brother became terminally ill. In a heartbeat, Marta left her home and the life she built to become her brother’s caregiver. Tragically, in the span of 18 months, Marta lost two brothers.

Later, Marta suffered the loss of both her parents and most recently, her third brother. Marta said,

“I considered it an honor and a privilege to help take care of them in every way that I could. I tried to be a pillar of strength for them during these very sad times and I wanted to stay near them.”

Since then, Marta has faced a multitude of chronic and life-threatening health issues of her own. Without a caregiver, Marta depends heavily on Meals on Wheels Orange County to survive. She said, *“I attribute the well-balanced nutrition to be a major factor in my survival. Breakfast, lunch, and dinner is brought to your door by people who always give you a smile and say, ‘How are you doing?’ They genuinely care.”*

When Marta is in the hospital, she is comforted knowing that when she returns home, Meals on Wheels Orange County will be there to provide the nutrition she needs. *“This is a precious gift,”* Marta said. *“It’s easy and it’s comforting. And to know that help is on the way — crucial. Absolutely crucial.”*

Marta told us, *“Meals on Wheels Orange County is saving lives of older adults from my generation who have worked hard all their lives, paid their taxes, raised their children to the very best of their ability and were contributory to society. I would not be here at all without this program. [Meals on Wheels Orange County] is above and beyond anything I anticipated or expected.”*

Meals on Wheels OC Continuum of Care

Meals on Wheels OC has a long-standing history of providing programs and services that reduce hunger and isolation, and improve wellness for impoverished Orange County (OC) seniors striving to remain in their own homes. Through the years, we've served tens of thousands of older adults. We've seen many of them through each step of what we know as Meals on Wheels OC Continuum of Care, a model providing multiple types of programs and services that support independent living for various levels of need.

Meals on Wheels OC Lunch Café

Meals on Wheels' OC Lunch Café is designed for the relatively active older adult who enjoys "eating out" at their local senior center.



Care Coordination

Care Coordination provides a menu of care services to both the healthcare and private sectors aimed at keeping people in their homes and reducing hospital readmissions.



Adult Day Services

Our Adult Day Health Care centers in Anaheim and Santa Ana keep families together by offering safe supervision and therapies five days a week for adults with health or mental/physical disabilities.

Our Adult Day Care in Buena Park is a social model providing supervision, nutrition and activities for older adults with mild cognitive impairment.



Volunteer Services

Volunteers provide a vital network of caring friendship and support for isolated older adults living independently in their OC community. Our volunteers give their time and talent to powerfully impact the lives of older adults in meaningful ways.



MEALS
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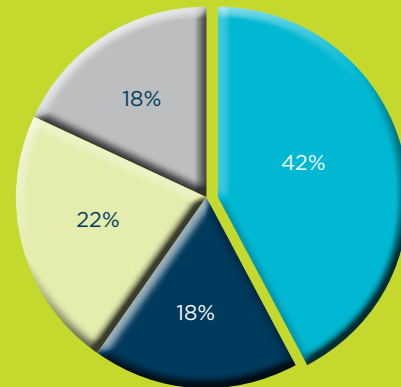


Meals on Wheels (MOW) and Case Management

Our MOW program nourishes frail, socially isolated, homebound seniors by delivering three meals a day, five days a week. These seniors get more than just a meal. They also receive case management, in-home services and referrals to other resources.

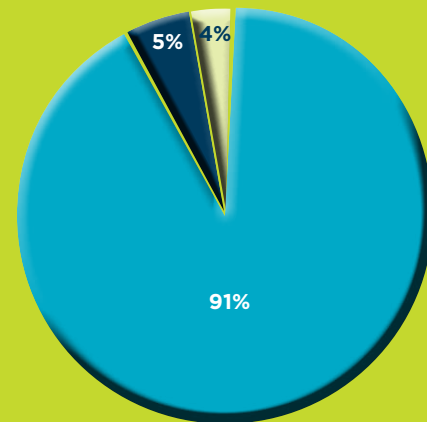
FINANCIALS

Fiscal Year Ending June 30, 2019*



Revenue | \$14,539,623

Government Grants	\$6,152,598
Social Enterprise	\$2,559,045
Earned Income	\$3,225,269
Donations and Grants	\$2,602,711



Expenses | \$14,480,888

Program Services	\$13,190,216
General & Management Cost	\$718,180
Fundraising	\$572,492

*Meals on Wheels OC increased net assets by \$771,111.

Our heartfelt appreciation to our generous supporters!

Gift of \$250 or more received between 7/1/2018 and 6/30/2019

\$250-\$499

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Meals on Wheels OC is thrilled to be one of the recipients receiving a portion of the \$60K grant from the Orange County Community Foundation's Impact Philanthropy Fund. (Holly Hagler, CEO and Randy Platt, Board Chair, center of photo.)

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Please let us know if you have included Community SeniorServ, DBA SeniorServ, or DBA Meals on Wheels Orange County in your estate plans and are not listed above.

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Our FB Live interview with Event Chair, Di Patterson and KTLA Morning News celebrity host, Henry DiCarlo.



Representing Diamond Sponsor, Dignity Memorial - Fairhaven, Rod Gomez and wife, Ashley.



Representing long-time sponsor, Kaiser Permanente, Sheldon Lewin with wife, Martine.



The gangs all here! Representatives from our 3-time major sponsor, Alignment Healthcare.

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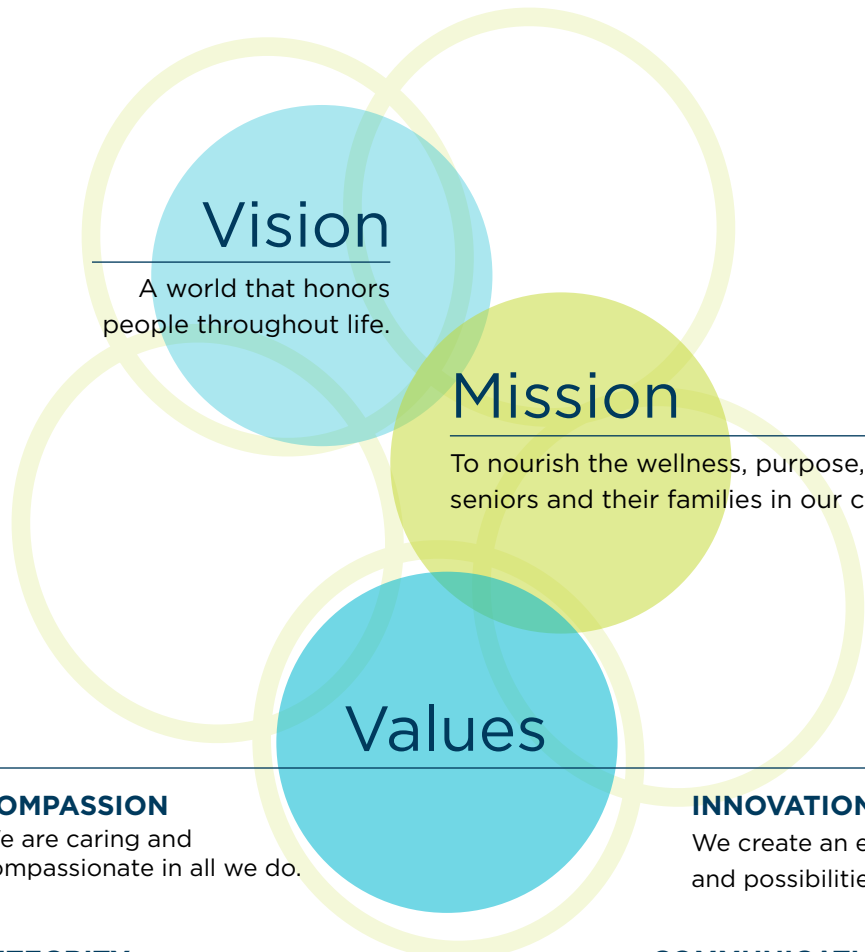
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Vision

A world that honors people throughout life.

Mission

To nourish the wellness, purpose, and dignity of seniors and their families in our community.

Values

COMPASSION

We are caring and compassionate in all we do.

INNOVATION

We create an environment where innovation and possibilities thrive.

INTEGRITY

We are always honest and ethical.

COMMUNICATION

We listen and speak openly with each other.

RESPECT

We treat every person with dignity and respect.

EXCELLENCE

We deliver on our mission with excellence and professionalism.



**Headquarters and
Commercial Kitchen**

1200 N. Knollwood Circle
Anaheim, CA 92801
(714) 220-0224

**Meals on Wheels &
Case Management**

(714) 823-3294

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8150 Knott Avenue
Buena Park, CA 90620
(714) 826-3163

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1158 N. Knollwood Circle
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(714) 220-2114

**Meals on Wheels OC
Adult Day Health Care Center**

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Santa Ana, CA 92705
(714) 558-1216

www.MealsOnWheelsOC.org