



**MEALS on WHEELS**  
SAN FRANCISCO



Maren Caruso

## 2017 ANNUAL REPORT





In 20 years, there will be 100,000 more seniors in San Francisco than there are today.

For the same cost as one day in a hospital, we are able to provide one year of meals for a San Francisco senior.

Isolated seniors have a 59% greater risk of mental and physical decline than those who experience regular social interaction.

Constanza Hevia H.

## OUR MISSION:

Meals on Wheels provides a network of services that allow seniors to live in their homes with dignity and independence as long as possible. By providing seniors with nutritious meals and daily safety checks, we reduce risks associated with loneliness, depression, and falls.





## OUR SERVICES:

Home-Delivered Meals  
Home-Delivered Groceries  
Nutrition Education Counseling  
Well Being & Safety Checks  
Social Work & Case Management

Minor Home Repairs  
Home Safety & Urgent Needs  
Friendly Visitor Volunteer Match  
Program

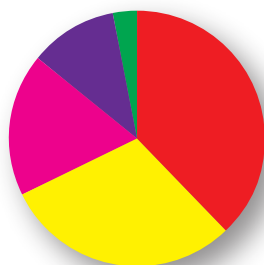
# WHO WE SERVE:

Meals on Wheels San Francisco serves those with the greatest physical, social, and economic need: people who are frail, have limited ability to purchase food, and have little to no support from family and caregivers. They also confront the anxiety of living in San Francisco — one of the most expensive cities in the country. Below, we've listed demographic information about those we serve and some of the factors that lead to their social isolation and economic challenges.

## MOWSF Client Demographics



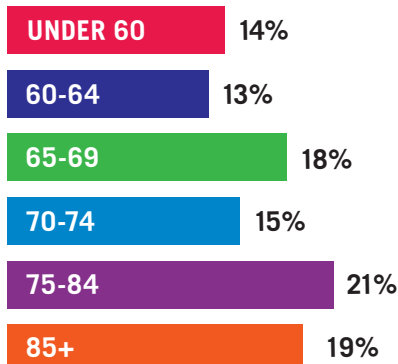
**73%**  
live on  
**less than**  
**\$990/month**



### Ethnicity:

- 38% = Caucasian
- 30% = African American
- 18% = Asian/Pacific Islander
- 11% = Hispanic or Latino
- 3% = Other

### Age:



### Seniors say MOWSF

<b>IMPROVES THEIR HEALTH</b>	<b>83%</b>
<b>REMAIN AT HOME</b>	<b>92%</b>
<b>SAFE AND SECURE</b>	<b>87%</b>



**56%**  
of seniors in  
San Francisco live in  
**economic insecurity**

\* California Elder Economic Security Index





# LAWRENCE

**Age:** 89

**Neighborhood:** Bayview

**Career:** Merchant Marine, World War II Veteran, Painter, Notary Public, Minister

**Length of Time:** 16 years receiving Meals on Wheels

**Words of Wisdom:** "Don't stop doing what you feel you can do. Keep going. It's what I've done all my life."

**Without Meals on Wheels...**

"I'd be in bad trouble. I have carpal tunnel syndrome in both wrists. I just can't handle food anymore."



**2 MILLION MEALS**

\*Up 14% from previous year



Natisha, Back Line lead for Kitchen Operations



Cleunir, MOWSF Driver

**4,500 CLIENTS SERVED**

\*Up 20% from previous year

**1,539 HOURS OF NUTRITION COUNSELING**

\*Up 6% from previous year



Leah, MOWSF Registered Dietitian

Anna, MOWSF Social Worker



**20,200 HOURS**  
of social work  
and case management  
\*Up 15% from previous year

## ACCOMPLISHMENTS:

In the past year, we tallied record breaking growth in the number of meals we deliver. As baby boomers age into retirement, we are seeing a dramatic increase in the demand for home delivered meals and support.



# SO MUCH MORE THAN AN APPLE A DAY

Seniors get their daily dose of protein, carbohydrates, fruits, and vegetables when they eat lunch and dinner with Meals on Wheels.

Maren Caruso

## 97% OF CLIENTS

say the meals are beneficial to their health.

## OUR MEALS REDUCE RISKS

associated with chronic disease and loss of muscle mass — the leading cause of falls in older adults.

We are the only program in San Francisco that delivers **2 MEALS A DAY** to homebound seniors.



## CORPORATE AND COMMUNITY INITIATIVES:

We couldn't serve 4,000 seniors a year without the tremendous support we receive from individuals and corporate volunteers. This past year, over 2,900 people teamed up with Meals on Wheels to tackle senior hunger and isolation where the need is greatest.

**2,376**  
total volunteers

**3,600**  
Disaster Kits

**30,000 BAGS**  
of home-delivered groceries

**8,100** holiday & birthday  
cards and **2,700**  
Thanksgiving placemats

Cash Value of  
Volunteer Hours Worked =  
**\$620,911**

**1,200**  
Home Safety & Urgent Needs

Thanks to Home Depot for funding  
minor home repairs for  
65 Meals on Wheels' Veterans



# ADOPT-A-BUILDING PROGRAM

The Tenderloin and SoMa are home to the poorest seniors in San Francisco. Within a 10-block radius, we serve 500 seniors living in 30 single-room occupancy hotels. Few of these seniors have their own kitchens; nearly all of them live on less than \$1,000 a month.

Through our Adopt-a-Building program, employees from local companies take on meal delivery for an entire building. In 2017, this program grew from 1 to 12 companies and from 1 to 11 buildings.



Mikkel Svane (2nd from left), the CEO of Zendesk, joins a team of volunteers to deliver holiday gifts to residents of the Raman Hotel, a low-income residential building on Howard Street. Zendesk was the first company to join our Adopt-a-Building program. To find out how you can Adopt-a-Building, visit [mowsf.org/aab](http://mowsf.org/aab)



# FINANCES: JULY 1, 2016–JUNE 30, 2017

## Assets

	2016–2017	2015–2016
<b>Current Assets</b>		
Cash and Cash Equivalents — Unrestricted	\$1,610,793	\$1,206,761
Contracts Receivable	375,762	669,594
Other Receivables	567,072	252,183
Prepaid Expenses	77,324	75,985
<b>Total Current Assets</b>	<b>\$2,630,951</b>	<b>\$2,204,523</b>
Cash and Cash Equivalents — Restricted	10,378	10,376
Deposits	50,520	100,000
Property, Furniture and Equipment, net	6,812,933	950,752
Investments, marketable securities	3,348,481	2,912,021
Restricted cash to purchase property and equipment	417,896	
Pledges receivable — Capital Campaign net	6,763,456	60,745
<b>Total Assets</b>	<b>\$20,034,615</b>	<b>\$6,238,417</b>

## Liabilities and Net Assets

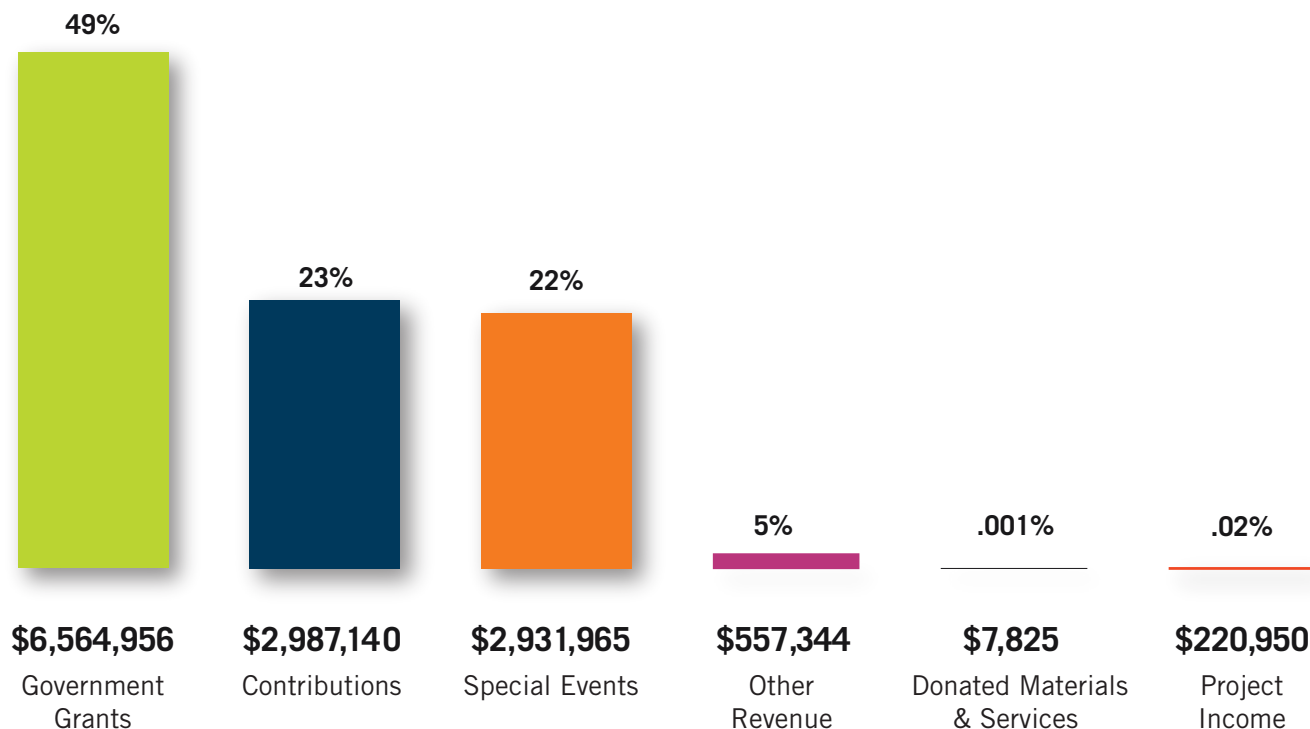
	2016–2017	2015–2016
<b>Liabilities</b>		
Accounts Payable and Accrued Expenses	\$1,155,255	\$1,045,093
Notes payable, net of debt issuance costs	4,421,913	
<b>Total Liabilities</b>	<b>5,577,168</b>	<b>1,045,093</b>
<b>Net Assets</b>		
Unrestricted	\$6,195,343	\$4,780,997
Temporary Restricted	8,252,104	402,327
Permanent Restricted	10,000	10,000
<b>Total Net Assets</b>	<b>\$14,457,447</b>	<b>\$5,193,324</b>
<b>Total Liabilities and Net Assets</b>	<b>\$20,034,615</b>	<b>\$6,238,417</b>

Assets and liabilities include Capital Campaign gifts and project expenditures

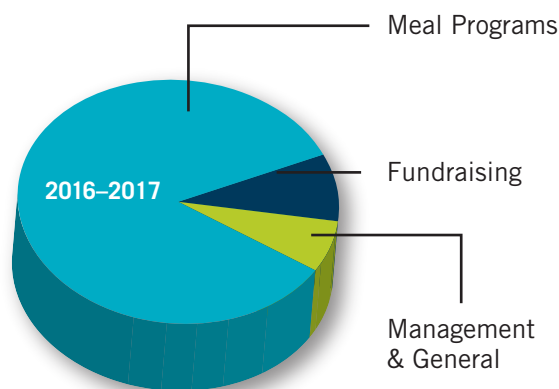


# FINANCES: JULY 1, 2016–JUNE 30, 2017

## Revenue and Support from Operations



**Total Revenue \$13,270,180**



	2016–2017		2015–2016	
<b>Expenditures from Operations</b>				
Meal Programs	\$10,598,050	84.3%	\$9,062,593	81.05%
Fundraising	\$1,112,111	8.9%	\$1,007,752	9.01%
Management & General	\$854,966	6.8%	\$1,111,638	9.94%
<b>Total Expenses</b>	<b>\$12,565,127</b>	<b>100%</b>	<b>\$11,181,983</b>	<b>100%</b>
<b>Change in Net Assets from operations</b>	<b>\$705,053</b>		<b>\$552,602</b>	

\*The financial information as of and for the year ended June 30, 2017, has been derived from the Meals on Wheels San Francisco's 2017 financial statements audited by BPM LLP, independent auditors. Contact the Organization's office for copies of the complete audited financial statements.



Thank you to our civic leaders, athletes, and business partners who have stepped up to support Meals on Wheels seniors this past year.



City Supervisor Norman Yee delivers a meal to Everlina.



SF Giants Hall-of-Famer Orlando Cepeda delivers groceries to Consuelo.



Police Chief Bill Scott and Fire Chief Joanne Hayes-White deliver a meal to Fr. Joseph.

Photos: Constanza Hevia H.

## IN MEMORIAM:

Mayor Edwin M. Lee was a champion for Meals on Wheels, and his legacy will be lived daily by 4,000 homebound seniors across San Francisco. We will remember him not only for his fierce legislative advocacy, but for his humble kindness and deep humanity.

Thank you, Mayor Lee, from the bottom of our hearts.



Mayor Lee attends a press conference at Meals on Wheels to announce the City's two-year funding plan for home delivered meals.

# THANK YOU TO OUR GENEROUS SUPPORTERS

## A–D

Anonymous (6)  
Kellie and Steve Abreu  
Gayda Airth  
Nancy Albertini and  
Stephen Metzger  
Andy and Ginny Anderson  
Cathleen and Carl Anderson  
Dean Anderson  
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Warren Anderson  
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Brenda Bottum  
Arne Boudewyn and  
Christopher Downing  
Amy and Scott W. Bowden

We gratefully acknowledge donors who made gifts of \$1,000 or more between July 1, 2016 and June 30, 2017. To respect their privacy, we have eliminated gift levels from our annual report.

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Dan German  
Gloria Getty  
Leslie and Umberto Gibin  
Christina Giguere and  
David Kvaratskhelia  
Gail and Jimmy Giliberti



# THANK YOU TO OUR GENEROUS SUPPORTERS

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The Older Americans Act, signed by President Lyndon Johnson in 1965 and enhanced by President Richard Nixon in 1972, paved the way for public funding for Meals on Wheels. Every year, local and state leaders join us in a collective call to action to preserve this crucial source of government funding for seniors across San Francisco. From the halls of Washington, D.C. to the streets of San Francisco, it is more important than ever to speak up. You can join us by adding your voice to this movement!

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