



**ANNUAL REPORT
2023**





OUR VISION

No senior will go hungry or experience social isolation.

OUR MISSION

We enrich the lives of seniors and assist them in maintaining independence by providing nutritious food, human connections, and social support. We also use our expertise and capacity to serve other nutritionally at-risk populations.

OUR VALUES

INTEGRITY

We work in a trustworthy, compassionate, and ethical manner.

RESPECT

We value the self-worth of our staff, volunteers, and populations we serve.

INCLUSION

We are strengthened by diversity.

CREATIVITY

We are innovative and willing to try new approaches.

COMMITMENT

We demonstrate quality performance and dedication.

TEAMWORK

Together we accomplish more.





OUR BOARD

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Moss Adams

David Van Speybroeck, 2nd Vice President

Community Member

Sarah Joannides, Past President

Community Member

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Suzanne Washington

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Chief Financial Officer



Shelah Hanson

Chief Development Officer



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Jessica Morris

Chief People & Strategy Officer

A MESSAGE FROM OUR CEO

Dear Friends,

I am excited to present to you this year's annual report, a testament to our collective impact. As CEO of Meals on Wheels People, I am deeply humbled by the unwavering support and generosity you have shown, enabling us to reach new heights in our mission to provide nutritious meals and compassionate care to older adults and other nutritionally at-risk populations in our community.

This year has been a remarkable one: We are still producing between 1,200 and 1,500 more meals each day than we did before the pandemic. With the help of our volunteers, we made over 32,000 Friendly Chats calls. We launched the innovative Diners Club program and started offering Senior Planet technology workshops. The stories of impact that we have collected are profound. From seniors who have regained strength and independence to families who find peace in knowing their loved ones are cared for, your support has been life-changing. These stories are not just ours; they are yours as well, a reflection of your kindness and dedication to our mission.

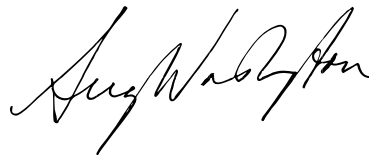
As we look to the future, we are excited about the opportunities and challenges ahead: One in 4 Americans is 60+ with 12,000 more turning 60 every day, and half live alone and lack the income to pay for basic needs. During 2021, we purchased a building on southeast 82nd Avenue to address the growing need in our community. Once renovations are complete in late 2025, this additional space will allow us to enhance our meal production capabilities, deepen our social programming, strengthen our community partnerships, better serve communities living in

east Portland, and respond quickly and effectively during emergencies and natural disasters. This expansion is a significant step in our ability to serve our participants, one that will propel us toward our vision of no senior going hungry or experiencing social isolation.

This crucial next step in our journey is made possible by your ongoing support. Contributions from donors and volunteers have fueled our daily operations for more than 50 years and laid the foundation for this monumental leap forward. Our ability to respond to an aging community and increasing demand is a symbol of what we can achieve together — a beacon of hope and a testament to the power of community. We are profoundly grateful for your generosity; you are the cornerstone of our success and the driving force behind our growth.

Thank you for being a part of our Meals on Wheels People family.

With deepest gratitude,



Suzanne Washington
CEO, Meals on Wheels People



Help an older adult now!



OUR LIFELINE IN ACTION

Meals on Wheels People delivers more than just nutritious meals to over 10,500 individuals in Multnomah, Clark, and Washington counties — we also provide essential companionship and safety checks, supporting older adults in overcoming mobility limitations, financial constraints, and isolation. Our established and efficient operations offer a reliable lifeline, helping seniors to continue living independently in their homes and communities.

473 delivery routes
driven every
week

Meal Delivery

At the heart of our mission, our dedicated staff and volunteers tirelessly delivered nutritious meals to 5,658 older adults across Multnomah, Clark, and Washington counties each week. Oftentimes, these deliveries were the only personal interaction our participants had all week. Our program has been among the top 10 largest senior nutrition programs in the country and one of the very few that has never had a waiting list for meals.



5,800 meals
produced
daily

Dining Centers

During 2023, we operated 19 dining centers throughout the Portland-Vancouver metro area that served lunches at least one day a week. These centers offered a welcoming space for older adults to connect, engage in activities, and enjoy nutritious meals together. In 2023, Meals on Wheels People served 41,499 meals in our dining centers. We also launched the Diners Club, a strategic initiative partnering with local restaurants offering older adults culturally diverse dining options and social experiences in both urban and rural areas.



1,309,808 meals
served

"I cannot imagine my life without Meals on Wheels. The center is, in many ways, my life." — Bill, diner at the Beaverton Center

32,688 Friendly Chats calls made

Social Programming

We know that participants have an equal hunger for human connection. Last year 1,890 individuals received calls and visits through the Friendly Chats program. These regular phone calls or visits from volunteers offered a listening ear, a warm conversation, and a personal connection that brightened the day of older adults experiencing isolation.

*“It makes me feel better knowing there’s someone out there who wants to talk with me. It’s uplifting.”
— Helen, Friendly Chats recipient*

Meals 4 Kids

Developed in partnership with the Portland Children’s Levy, during 2023, the Meals 4 Kids program addressed food insecurity for low-income families in the cities of Portland and Gresham. Because of our established systems and expertise in meal delivery, last year we were able to increase services and provide over 323,015 meals and extra food to 1,231 children and 879 caregivers.

“There’s a lot we can’t afford and never will, but this program provides the priceless benefit of letting this single parent reallocate time to spend together as a family.” — Meals 4 Kids meal recipient

Medically Tailored Meals

Last year, we partnered with three health care partners to serve 226,369 meals to 298 clients of all ages who were discharged from the hospital.

54% of meal recipients live alone

66% of meal recipients live on \$20,000 a year or less

Pet Program

Recognizing the importance of the human-animal bond, especially for older adults who live alone, our Pet Program helped homebound participants access pet care and assistance to keep their pets safe and healthy. We provided pet food and basic pet care supplies and forged partnerships with veterinarians who provide wellness, preventive, and treatment services to pets.

Keeping Grace and Baby Together

Over half of the older adults we serve live alone, and for many of them, their pet is their closest companion and a source of consistent comfort. That’s why it’s so important we help homebound older adults access pet care and assist with keeping their pets safe and healthy. “We have just enough money to stay in our home,” Grace says. “This program is the difference between our pets getting care and not.”



DONORS MAKE SURE EVERY MEAL MATTERS

Dear Meals On Wheels People:
Many Many Thanks For
Risking What Kinds of Foods We
Like!
I loved the hard boiled
Eggs, Bread, Fruit Cans + Bananas, etc.
Special Thanks To Ever
Boiled The Eggs!
Because OF YOU
In my House!! I Can Stay
Appreciated!
Appreciation!

I thank you all for
Meals on Wheels, it
helped me so much
so I could take care
of my mother at home

Thank you so much for
your ongoing help. The
pork & mushroom stew I
just had for dinner was
very tasty!

Thank you from my heart for
the vegetarian meals you so
thoughtfully prepared and also for
the yummy extras.

Thanks, so much, Meals on wheels for making such a difference in our Lives

With all of the other care giving duties everyday, it was getting hard for me to fix balanced, low-salt meals for Elden, consistently. Also, with the cost of groceries going up so much and so fast - Meals on wheels is giving us a feeling of Food Security - affordable Food security.

The support and encouragement we receive at the center helps make us feel we're not alone in trying to stay in our home and age in place.

Dear Meals on Wheels,
Thank you so much for the meals, we feel absolutely spoiled with all the meals delivered and so much variety. They were all delicious.

THANK YOU FROM
OUR NEIGHBORS

VOLUNTEERS DRIVE THE MISSION

Over the past fiscal year, 1,792 volunteers gave more than 87,147 hours of their time to support our mission and their aging neighbors across the Portland-Vancouver metro area.



Dave

Meal Delivery

To reach more than 10,500 individuals in 2023, Meals on Wheels People relied on volunteers. They ensured our meal recipients received regular check-ins and had the healthy and nutritious meals they needed.

Dave is a dedicated volunteer, delivering meals for almost 20 years. Uniquely qualified to deliver meals, he began in 2005 after he retired from a 44-year career delivering mail. Initially, Dave signed up to deliver one day a week, but he loved it so much that soon he was volunteering every day. “Just like carrying mail, you get attached to these people,” says the 81-year-old. “It’s more than being customers. They’re like family.”

Volunteer with us!
Visit mowp.org/volunteer to sign up

Maggie

Friendly Chats

Our Friendly Chats volunteers were in touch with participants weekly in 2023. Through meaningful conversation and connection, they helped stave off the harmful effects of isolation that leave older adults susceptible to strokes, depression, and dementia.

Maggie made calls in between working on her master’s in social work, caring for her three children and three dogs, and interning at PeaceHealth. Raised by her grandparents, the 36-year-old knows how valuable it is to connect with older generations. “They should be respected and acknowledged,” she says. She appreciates how flexible the program is and says it’s easy to take an hour out of her day to call Helen to hear about her cat and chat with Mark about life on his farm. “I like the connections I’ve made,” Maggie says. “I like hearing what’s going on in their lives. To know that they know that someone is going to check in on them makes me feel good.”



FINANCIALS

FISCAL YEAR 2023

| <u>Revenue</u> | <u>June 30, 2023</u> |
|-----------------------|-----------------------------|
| Government Contracts | 6,558,061 |
| Fundraising | 7,405,501 |
| Contract Sales | 1,333,317 |
| Other | 2,233,913 |
| Total Revenues | \$17,530,792 |

| <u>Expenses</u> | |
|---------------------------------|---------------------|
| Operations | 14,206,554 |
| General & Administrative | 1,301,967 |
| Fundraising | 2,156,393 |
| Total Operating Expenses | \$17,664,914 |

Increase (Decrease) in Net Assets from Operations **(\$134,122)**

| | |
|---------------------------|-----------|
| Investment Income (loss) | 1,353,262 |
| Employee Retention Credit | 388,629 |
| Other | (10,231) |

Increase (Decrease) in Net Assets **\$1,597,538**

| <u>Assets</u> | <u>June 30, 2023</u> |
|---------------------------|-----------------------------|
| Cash & Cash Equivalents | 2,635,299 |
| Investments | 25,447,275 |
| Accounts Receivable | 1,990,416 |
| Property, Equipment, etc. | 12,395,288 |
| Other | 2,420,505 |
| Total Assets | \$44,888,783 |

| <u>Liabilities & Net Assets</u> | |
|--|--------------------|
| Accounts Payable | 505,672 |
| Other Accrued Liabilities | 435,341 |
| Operating Lease Liabilities | 1,515,980 |
| Total Liabilities | \$2,456,993 |

| | |
|---------------------------------------|---------------------|
| Net Assets without Donor Restrictions | 41,071,317 |
| Net Assets with Donor Restrictions | 1,360,473 |
| Total Net Assets | \$42,431,790 |

Total Liabilities & Net Assets **\$44,888,783**



COMING SOON

To meet the growing demand for services in our community, Meals on Wheels People is expanding!

Purchased in 2021 and currently under construction, our facility on SE 82nd Avenue will help accommodate the needs of current and future participants. Designed to increase kitchen capacity, innovate congregate dining, improve emergency response, and decrease our carbon footprint, this purpose-built space will help increase access to vulnerable seniors and families while giving us the space we need to expand our programming and strengthen vital community partnerships.

Opening in late 2025, this building is an investment in our neighbors in need and our vision that no senior will go hungry or experience social isolation.

For questions, please contact Shelah Hanson at 503-953-8133 or shelah.hanson@mowp.org.

Follow us to stay up to date with events, volunteer opportunities, and more.

 [mealsonwheelspeople](https://www.facebook.com/mealsonwheelspeople)

 [mealswheelsppi](https://twitter.com/mealswheelsppi)

 [mealswheelsppi](https://www.instagram.com/mealswheelsppi)

 [mealsonwheelspeople](https://www.youtube.com/mealsonwheelspeople)



Donate a meal:
mowp.org