

2020 ANNUAL REPORT



Meals on Wheels Foundation
of Northern Illinois

Dear Meals on Wheels Community,

Thanks to You

We are so incredibly grateful for your commitment to our programs. 2020 was a year unlike any other and despite the uncertainty, your generosity and compassion pushed our mission forward to meet the unbelievable need within our community. COVID-19 has affected older adults in profound ways by increasing isolation and food insecurity and thanks to your investment in our cause, **we raised \$1.6M to support seniors in Illinois, an increase of 50% over 2019.**

The Need

Throughout the stay-at-home order and the continued social distancing guidelines, it became abundantly clear that our senior clients would depend on our daily wellness check-ins, friendly conversations and nourishing home-delivered meals more than ever before. We are proud to have started a new Wellness Call Program for isolated seniors to stay connected with their community and more so, **we provided 831,214 meals in 2020** - up from the 622,735 meals the previous year - **with the help of over 1,500 volunteers.**

You Gave a Helping Hand

None of this would be possible without the heroism of individuals like you. **Together, we provided more than a meal.** We provided a safety net to the most vulnerable population impacted by COVID-19. As we begin to ease into life post-2020, we feel confident about the future of our programs and look forward to helping even more older adults in need.

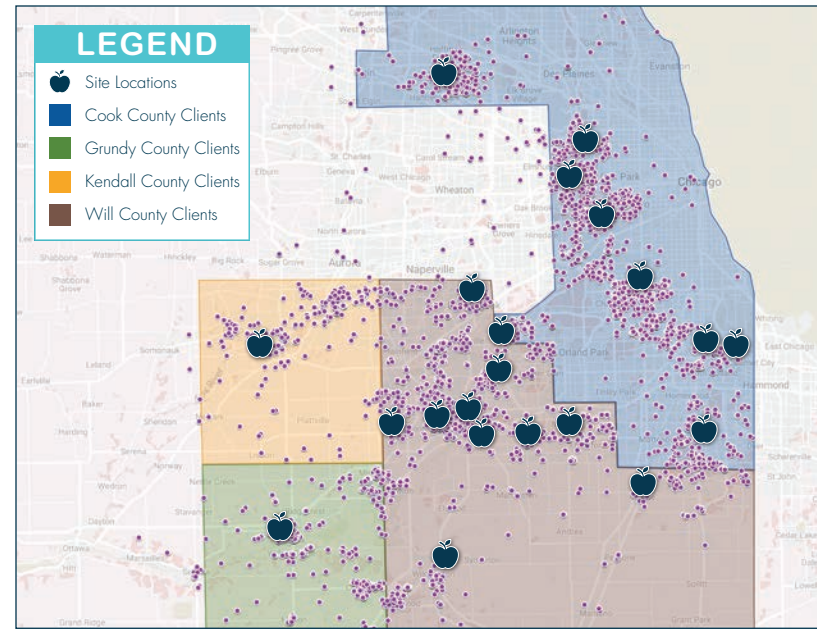
With deepest thanks from our staff and the community we serve,



Lauren Doherty
Chief Executive Officer



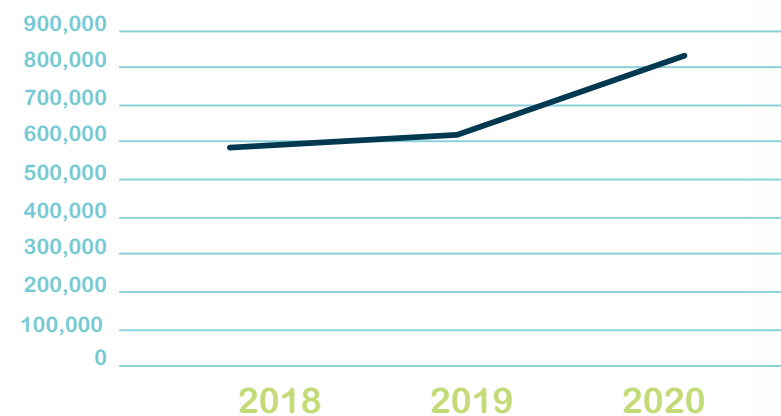
Michael P. Seng
Chairperson,
Board of Directors



Expanding our Reach

We expanded our programs, and **our services now span over 3,000 square miles in Northern IL.** Because of our years of experience and reputation in the aging community, we were asked to take over meal services in Will County during the pandemic – we eliminated the waitlist for service and transitioned the program from frozen meals to daily, fresh delivered meals. But that was just the beginning of our emergency response efforts to support older adults in need in Illinois.

Meals Delivered



Leaders Serving The Community

Our mission

To provide meals and resources to older adults and persons with disabilities, assisting them in leading active and healthy lives.

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Volunteer & Outreach Coordinator



Our Programs

Total Seniors Served	7,365
Home-Delivered	5,097
Café Dining	2,268

Total Meals Served	831,214
Home-Delivered	787,783
Café Dining	43,431

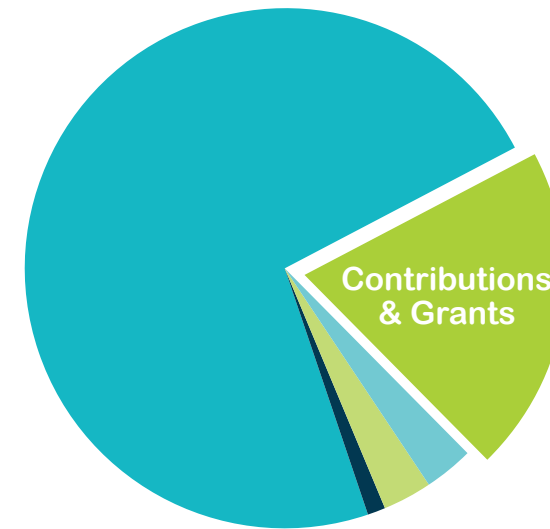
Program & Administrative Expenditures	\$6,415,832
Expenditures covered by State & Federal Funding	\$5,728,464

The state and federal funding from the Older Americans Act (OAA) is a very important part of our programs but it does not cover all of the cost. During 2020 29% of our program funding came from private donations, volunteers, and public partnerships. That is just over \$2.3M of our funding!

Without the help of our donors, we would not be able to provide services to all of the older adults in our area. We continue to operate without waiting lists due in large part to the generosity of our donors.

2020 Financial Report

Representing the period October 2019 through September 2020



Income		
71.30%	Contract Revenue	\$5,728,464
20.48%	Contributions & Grants	\$1,645,158
3.72%	Client Contributions	\$299,264
3.28%	Contributed Rent	\$263,264
1.23%	Miscellaneous & Other	\$98,632
		<hr/>
		\$8,034,782

Expenses

88.49%	Program Services	\$6,086,324
4.79%	Administration	\$329,508
6.72%	Fundraising	\$462,516
		<hr/>
		\$6,878,348



*Compiled from the combined financial statements audited by Sassetti LLC



The COVID-19 pandemic affected all of us greatly. For many, that meant staying at home, distancing ourselves from others to help flatten the curve and even losing our sources of income. We know that it disproportionately impacted older adults who are more vulnerable to the virus because many of these harsh realities existed for them long before the pandemic.

Our community of older adults know too well the challenges of accessing the grocery store, being unable to pay for basics like food and medicine, and being isolated from loved ones. COVID-19 further limited their access to these essential needs and elevated their risk of serious health issues.



“My mother’s appetite had not been that great and since she has been getting the meals it has improved and she is very happy.”

**~Daughter of a senior client,
Yolanda**



At the onset of the pandemic we recognized the increased need for our services and thanks to the vital support of committed individuals like you, we were able to increase our services to meet our region’s growing demand by adding 1,313 new clients and provided programs for 7,365 seniors in 2020.

We made sure that our clients were wrapped in care despite being isolated during such an uncertain time – providing daily, hot, nourishing meals along with a kind “hello” from delivery drivers, as well as started a new Wellness Calling Program with the help of dedicated volunteers to help seniors feel connected with their community.

By caring for one another, we made it through this tough time together, stronger as a community and more informed about the importance of our programs for vulnerable older adults in Illinois.



**831,214
Meals Served**



**7,365
Seniors Served**
adding 1,313 new clients



**1 IN 4
ILLINOIS SENIORS
LIVES ALONE**



58% of home-delivered meal recipients live alone, and for many of them, the person delivering the meal is often the only person they will see that day

Our nation's senior population is growing exponentially, leaving more and more Americans at risk of hunger and isolation. While hunger and isolation can affect anyone with limited mobility and declining health, financial strain makes them much worse. Due to COVID-19, we know that an even greater number of older adults are experiencing food insecurity, and many seniors are lonelier than before the pandemic.

800,888 Illinois seniors are food insecure, and many are living in poverty – that's an income of \$234 a week or less, which, after housing, utility and medical expenses, leaves very little for food. Older adults living in poverty are nearly twice as likely as those living above poverty level to have limitations in their ability to live independently.

BEFORE THE CORONAVIRUS PANDEMIC, NEARLY 9.7 MILLION SENIORS WERE THREATENED BY HUNGER 5.3M OF WHOM WERE FOOD INSECURE OR VERY LOW FOOD SECURE.



1 In 4 feels lonely and social isolation among older adults is associated with an extra \$6.7 Billion in Medicare spending each year.

BEFORE THE COVID-19 PANDEMIC, 83% OF LOW INCOME, FOOD INSECURE SENIORS WERE NOT RECEIVING THE MEALS THEY NEEDED

8 out of 10 low income, food insecure seniors are not receiving the home-delivered or congregate meals they likely need.

These threats from aging not only jeopardize the health and well-being of older adults, they also place a significant strain on our country's healthcare system and economy. Meals on Wheels is the only federally supported program designed specifically to meet the nutritional and social needs of seniors, yet this successful public-private partnership remains significantly underfunded. We need increased funding and support for our seniors now to prevent even greater social and economic consequences later.



2 OUT OF 3 report the meals make up half or more of all food eaten that day



Daily home-delivered meals help keep **8 OUT OF 10 RECIPIENTS** who have previously fallen from falling again



MEALS ON WHEELS CAN SERVE A SENIOR FOR AN ENTIRE YEAR FOR ABOUT THE SAME COST AS JUST ONE DAY IN A HOSPITAL OR 10 DAYS IN A NURSING HOME

Home Delivered Meals

It all starts with a warm meal. Each week, Monday through Friday, between 10am – 2pm, hot, nutritious food is delivered by a friendly delivery driver to our older adult clients. Each meal is complete with protein, vegetables, fruit, grain, and milk. The menus are approved by a Registered Dietitian to meet 1/3 of the daily recommended intake of nutrients for older adults.

This year COVID-19 highlighted the importance of these home-delivered meals to our seniors, and the increased demand from other seniors that signed up as the pandemic progressed and it was not safe to leave their homes. Meals on Wheels was there for all of our seniors in our communities and our regularly scheduled daily home-delivered meals continued without interruption. We also provided emergency, frozen and shelf-stable meals to our seniors.



For many seniors living alone, their Meals on Wheels volunteer might be the only person they see each day. Not only is this visit important for socialization and to ensure they receive their much needed meals, but our volunteers are an essential lifeline to check on the safety of our seniors as well. This was highlighted during a recent meal delivery. Three Exelon employees were delivering meals in the Oswego area and when they arrived at a senior's home, they could hear the senior calling out, asking for help since they had fallen. The volunteers acted quickly, comforting the senior while connecting with the local site manager and paramedics to provide medical attention.

Throughout the pandemic, our meal delivery program had to shift to keep our volunteers and seniors safe. We increased safety and sanitation measures at each meal pickup location and implemented contactless deliveries.

Typically, our meal delivery volunteers also provided a daily wellness check and a quick source of socialization for otherwise isolated older adults, but with the implementation of contactless deliveries we had to shift our efforts to ensure all our seniors were safe. With the creation of our wellness call program, it became a lifeline for the seniors.

Congregate Meals

Our Community Café programs have long addressed the need for socialization and nutritional education for older adults who are not homebound. Lunches were served daily in senior centers, churches, community centers, local government buildings, and restaurants. Anyone over 60 years old is welcome to join us for a meal and stay for the daily activities.

As COVID-19 forced us to indefinitely close these sites, we once again quickly shifted our programs to ensure there wasn't an interruption in services. To-go meals were provided and seniors were registered for home delivered meals if they were more comfortable with that interaction.

Special events, Memory Cafes, evidence-based wellness programs and health presentations have always been exciting activities for our café participants, so we shifted to offer virtual wellness activities to stay engaged and socialize with our active clients. We look forward to reopening our cafes as soon as it is safe to do so.



As we had to increase our services to meet our region's growing need in 2020, our selfless volunteer force came through when we needed them the most. This dedicated group of 1,576 volunteers donated 41,809 hours to serve 7,365 older Americans and persons with disabilities.

We rely on our incredible volunteers to help provide a personal and valuable lifeline for older adults in need. This was particularly true this past year, as COVID-19 halted our in-person programming. In response, we adjusted our operations to keep our community safe and thanks to our volunteers, we expanded our services during the pandemic and started a new Wellness Call program to stay connected with our isolated clients. Each call is a lifeline of companionship that prevents older adults from feeling alone — as many didn't get to see family members for months in 2020. Wellness calls also enable our volunteers to identify areas of concern and address them proactively to keep our seniors safe.

And for those who get meals delivered, each delivery is much more than a meal. It is a welcomed visit from a smiling friend who happens to be bringing lunch!

Contact Linda for individual, group and corporate volunteer inquiries, as well as community outreach opportunities at (312) 207-5290 or by email at lreiter@cnnssa.org.



“I so enjoy this program. I would love to ‘adopt’ a few of my seniors on my routes. I absolutely love it when we are both smiling or chuckling as I leave their door.”

~Janet, Will County meal delivery volunteer



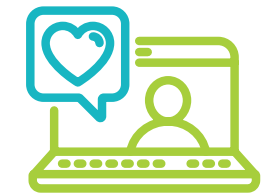
1,576 VOLUNTEERS



41,809 volunteer hours to prep and deliver meals



OVER 5,000 homemade cards donated and delivered to brighten a senior's day!



1,500+ wellness calls made totaling over **950 hours** of volunteer time checking on our seniors



We're in your community! If you or an older adult you know needs help, please let us know at 312-207-5290.

BOLINGBROOK

Joyce Walker *(Program Asst.)*
251 Centerbury Lane
Bolingbrook, IL 60440
815-351-9108

BROOKFIELD / BERWYN

Tanya Harrison *(Manager)*
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Brookfield, IL 60513
(708) 843-6229

CHICAGO HEIGHTS

Elizabeth Morales *(Manager)*
3140 Enterprise Park Avenue
South Chicago Heights, IL 60411
(708) 843-6229

DOLTON

Jessica Scanlon *(Manager)*
14801 Lincoln Avenue
Dolton, IL 60419
(708) 310-4442

FRANKFORT TOWNSHIP

Kathy Brady *(Manager)*
11000 Lincoln Highway
Frankfort, IL 60423
815-351-8995

FRANKLIN PARK

Ascencion Borjon *(Manager)*
10040 Addison Avenue
Franklin Park, IL 60131
(847) 678-8777

GRUNDY COUNTY

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1700 Newton Place
Morris, IL 60450
(815) 941-1590

HOMETOWN / OAK LAWN

Jennifer Owen *(Operations Asst.)*
8925 South Kostner Avenue
Hometown, IL 60456
(708) 422-5180

JOLIET

Marcala Watson *(Manager)*
251 N Center Street
Joliet, IL 60435
815-351-8558

JOSHUA ARMS

Jo Renee Cooper *(Program Asst.)*
1315 Rowell Avenue
Joliet, IL 60433
815-351-9293

KENDALL COUNTY

Louise Maritato *(Manager)*
908 Game Farm Road
Yorkville, IL 60560
(708) 843-6229

LEMONT

Irene Bigott *(Program Asst.)*
16300 Alba Street
Lemont, IL 60439
(630) 257-0515

LOCKPORT TOWNSHIP

Vicki Gelfo *(Program Asst.)*
1463 S. Farrell Road
Lockport, IL 60441
815-351-8963

MONEE

Tammie Durrett *(Program Asst.)*
5323 W Margaret Street
Monee, IL 60449
815-351-9210

NEW LENOX

Cynthia Mackowiak *(Program Asst.)*
1090 S. Ceder Road
New Lenox, IL 60451
815-351-6954

PARK TOWER

Elizabeth Willis *(Program Asst.)*
247 Caterpillar Drive
Joliet, IL 60435
815-726-0094



PHOENIX

Elizabeth Davalos *(Manager)*
650 Phoenix Center Drive
Phoenix, IL 60426
(708) 331-2408

PROVISO TOWNSHIP

Laurie Madden *(Manager)*
1609 36th Avenue
Melrose Park, IL 60160
(708) 316-7488

SCHAUMBURG

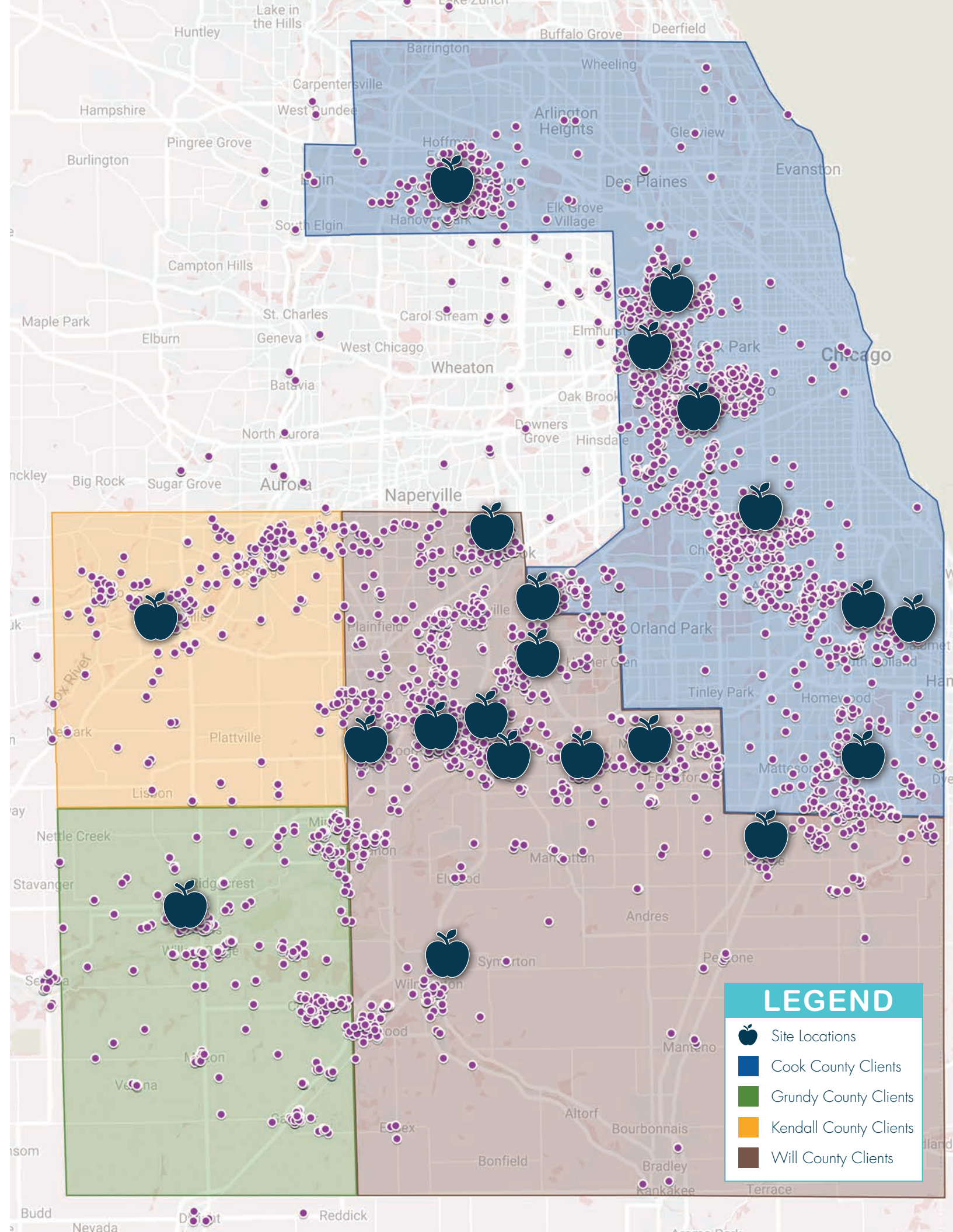
Caitlin Willson *(Program Asst.)*
231 Civic Drive
Schaumburg, IL 60193
(847) 524-7496

TROY TOWNSHIP

25448 Seil Road
Shorewood, IL 60404
815-744-1963

WILMINGTON

June Pleiter *(Program Asst.)*
805 River Street
Wilmington, IL 60481
815-351-6654



LEGEND

-  Site Locations
-  Cook County Clients
-  Grundy County Clients
-  Kendall County Clients
-  Will County Clients

Thank you to our donors committed to serving the seniors in our community.

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\$25,000 or more

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**LEAVE A
LIFE-CHANGING
LEGACY!**

**Help secure a bright
tomorrow for seniors today!**



Including Meals on Wheels Foundation of Northern Illinois in your estate planning allows you to create a legacy that endures, even beyond your own lifetime.

Whether you choose to name Meals on Wheels Foundation of Northern Illinois as a beneficiary in your will, living trust, life insurance policy or retirement plan, your generous commitment today means you will make a life-changing difference for local seniors for years to come!

Your planned gift will go far beyond just providing food to get a senior through the day. It makes a loving — and lasting — difference in the life of someone who otherwise might feel hopelessly alone.

FOR MORE INFORMATION:
If you have questions or wish to have more detailed information about creating a will, please contact our Development Manager, Samantha Wallace directly at swallace@mowfni.org or 312-207-5290.

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