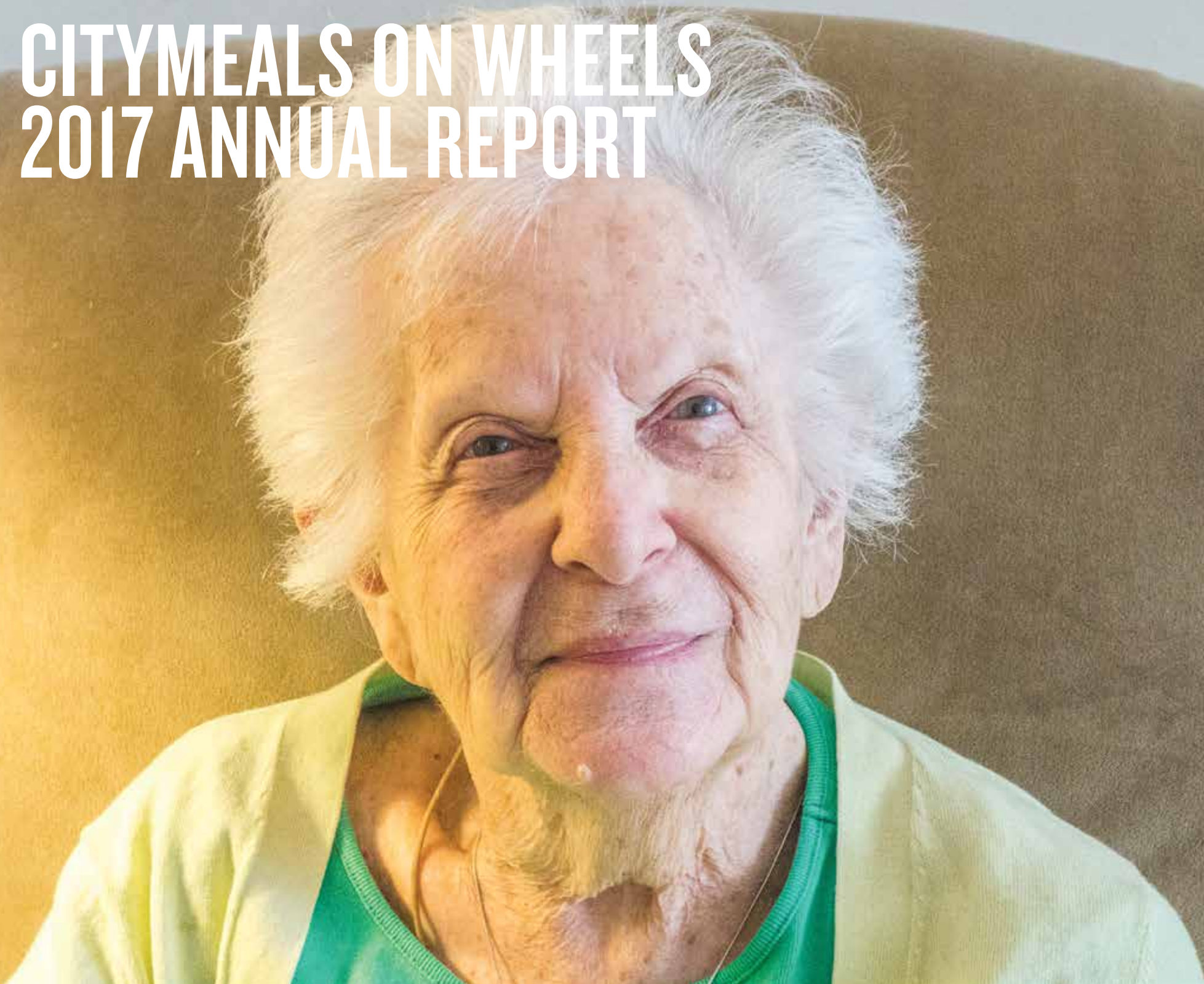


CITYMEALS ON WHEELS 2017 ANNUAL REPORT





18,414 MEAL RECIPIENTS

2,035,458 MEALS DELIVERED

Founded in 1981, Citymeals on Wheels provides a continuous lifeline of nourishing meals and vital companionship to New York City's homebound elderly. Working in partnership with community-based organizations and senior centers, Citymeals prepares and delivers weekend, holiday and emergency meals for our frail aged neighbors throughout the year.

DEAR FRIENDS,

Just steps from where so many of us live or work are our hidden neighbors. Nurses, cab drivers, kitchen workers, bank tellers, artists, all saved their pennies and imagined a carefree future, but now so many vulnerable elderly have come to depend on Citymeals. Thirty-six years and 56 million meals since our founding, we are more resolute than ever: the city's homebound may be alone, but they must never be forgotten.

It never fails to astonish a senior how quickly they can fall on hard times. Aging joints, a brief bout of pneumonia or a slip on an icy sidewalk can be overwhelming. Suddenly there are new ailments, more pills. Pain and immobility become a fact of the everyday. Once able to run errands or cook a simple meal, our ailing neighbors become trapped in their homes — and bodies. Many days are spent watching their beloved city move and change around them.

Citymeals began as a simple but necessary idea in 1981. With no government funding to deliver weekend meals, we stepped in. The city has changed immeasurably since then. So too has Citymeals. Today, we serve more than



18,000 neighbors across the five boroughs with the help of 21,000 kindhearted volunteers who have become like family to the isolated older New Yorkers on their delivery routes.

In Fiscal Year 2017, Citymeals delivered over two million nourishing meals to our frail aged neighbors. More than that, we touched the lives of thousands who can no longer care for themselves. A simple meal and a few kind words make all the difference for those who would otherwise be forgotten.

We could never have grown and organized to help so many homebound elderly New Yorkers without the dedication of caring friends like you. Thank you for never forgetting our city's most vulnerable population.

With deepest gratitude,

Gael Greene
Co-Founder and Chair

Beth Shapiro
Executive Director

OUR MEAL PROGRAMS



WEEKEND MEALS

Citymeals partners with community-based organizations and senior centers throughout the five boroughs to ensure the homebound elderly are nourished on Saturdays and Sundays — days for which there is no government funding. With each delivery, Citymeals provides frail aged New Yorkers a balanced meal and a friendly check-in. In Fiscal Year 2017, we delivered 1,552,569 weekend meals to 18,414 homebound elderly New Yorkers.

HOLIDAY MEALS

Many of our meal recipients have outlived family and friends, and have no one with whom to share the holidays. Citymeals is there to bring

festive holiday meals to their doors and host special celebrations at senior centers for those still able to leave their homes. In Fiscal Year 2017, we funded the preparation of 89,225 meals for Thanksgiving, Hanukkah, Christmas, New Year's Day, Lunar New Year, Mother's Day, Memorial Day and Independence Day.

HOLIDAY BOXES

When centers must close for national holidays, our meal recipients receive special boxes filled with nonperishable meals. Delivered in advance of Labor Day, Martin Luther King, Jr. Day, Presidents Day and Independence Day, these packages guarantee our meal recipients will never have to go

a day without a meal. For Passover, Citymeals packs eight Kosher for Passover meals in boxes delivered throughout the city. In the last fiscal year, we provided 64,407 holiday boxes — a total of 214,016 meals.

EMERGENCY MEALS

When punishing winter storms hit the city last February and March, Citymeals was ready to respond, delivering shelf-stable meals to those most affected. As the emergency meal responder for the city's most vulnerable population, our warehouse is always prepared with 1,000 nonperishable meal packages on hand for elderly New Yorkers in need. In the last fiscal year, we provided 24,471 emergency meals.



EMERGENCY FOOD PACKAGES

Every fall our warehouse staff is busy assembling Emergency Food Packages for our homebound elderly. Packed with tuna, salmon, organic brown rice, applesauce, oatmeal and special treats like low sugar cookies, each box contains four shelf-stable meals. In October, and again in December, Citymeals delivers a package to each meal recipient to ensure their pantries are stocked in case harsh winter weather delays our regularly scheduled deliveries. Last year we delivered 34,612 packages — the equivalent of 138,448 meals.



MOBILE FOOD PANTRY

One in ten older New Yorkers face hunger. Among the homebound elderly Citymeals serves, we have identified many who are at particular risk for malnutrition. These vulnerable seniors often live in neighborhoods with poor access to supermarkets, leaving them no food on hand other than what Citymeals provides. They don't have the option of walking to a food pantry — they are simply too old and frail.

The Citymeals Mobile Food Pantry was begun in 2011 to provide an additional source of nutritious food for our older neighbors most in need. With a regular delivery of hearty staples — like soups, stews, brown rice and whole-grain breakfast cereal — the program ensures their cupboards aren't bare. In Fiscal Year 2017, we delivered 16,730 meals through the Mobile Food Pantry to supplement our regular deliveries.

Last year, Citymeals strengthened this vital program by forging new relationships within the community. In Upper Manhattan, we partnered with West Harlem Group Assistance which now provides Citymeals with food from their own pantry. With the support of volunteers from Lifespire, pantry bags are packed and hand-delivered each month to fill empty kitchen shelves for our homebound elderly.

We also mobilized school children and their parents through our Pack the Pantry initiative. Together, they collected shelf-stable food donations and packed pantry bags for at-risk older residents in the neighborhoods of Brownsville and East New York.

By tapping into existing community resources, Citymeals is delivering more nutritious food each year to our most vulnerable neighbors and accelerating local action to fight hunger.

Agatha has lived in her apartment, located on the ground floor of a Brooklyn brownstone with a window facing the bustling street outside, for more than half a century.

“I wouldn’t want to be anywhere else,” she explains.

In fact, 94-year-old Agatha rarely leaves her home these days, even for medical appointments. Severe arthritis in both knees has restricted her movement for years. But far more difficult has been the loss of her eyesight. After years of slow deterioration, Agatha now only sees vague shadows.

She struggles with these new limitations. Agatha relies on a cane to navigate her tidy apartment. Unable to read the paper or write a letter, she often passes her time just listening to the news on an old radio in her kitchen.

This is a stark contrast to the exuberant 19-year-old newly arrived from the island of Trinidad. Every day was an adventure as she quickly fell in love with her new home. Agatha was especially excited to discover the city’s public tennis courts. The sport was her favorite pastime, one she still misses.

Four years ago, her doctor referred Agatha to Citymeals. She has come to know all the meal deliverers and often invites them in for a cup of tea. “This

is home! Come in,” she encourages them. These regular visits help Agatha feel safe in a neighborhood that is rapidly changing around her.

The highlight of every week is a visit from Kumiko, a volunteer in our Friendly Visiting program. They have developed a close relationship. Living just a few blocks away, Kumiko tries to bring the outside world to Agatha — telling her what church is being renovated and what store is closing. They listen to the news together and talk about politics. Oftentimes they eat croissants, Agatha’s favorite treat.

“Agatha has so many interesting perspectives. Sometimes she surprises herself with what she can recall or what she has to say about something,” Kumiko reflects. “That’s something she gives me.”

Kumiko also introduced her to a pen pal program with a local fourth grade class. Eventually some of the students came to visit Agatha in her home. Not simply an opportunity for company, this allowed Agatha to feel she could still be of service in her community.

Thinking back on how much this has meant to her, Agatha is very direct about Kumiko’s importance in her life. “Without her, I’d be lost.”



**“I WOULDN’T WANT TO
BE ANYWHERE ELSE...
THIS IS HOME!”**



AGATHA, 94

OUR VOLUNTEER PROGRAMS



Last fiscal year, 21,152 dedicated volunteers lent their support to our mission — a 37% increase over the previous year — and gave 67,775 hours of time to the city's most vulnerable population.

MEAL DELIVERY

Across the five boroughs, more than 18,000 older New Yorkers depend on our lifeline of nourishing meals and warm visits. To make this possible, Citymeals relies on dedicated volunteers to support our professional delivery staff. Individual, corporate and community group volunteers set out across the city, climbing stairs and knocking on doors, to deliver meals and check in on their frail aged neighbors.

HANDMADE CARDS

Tucked inside home-delivered meals and holiday boxes, handcrafted greeting cards are a welcome surprise for meal recipients. Designed and created by schoolchildren, community and corporate volunteers, these cards acknowledge birthdays, holidays and a host of other special occasions. Last year Citymeals distributed over 69,793 handmade cards to make sure homebound elderly New Yorkers knew they had not been forgotten.

SENIOR SCRIPT AND SENIOR CHAT

Every day we receive letters from our meal recipients thanking us for the enjoyable meals or a meaningful exchange with the friendly delivery staff. Volunteers in our Senior Script program respond to every letter, while others connect with their frail aged neighbors over the phone in our Senior Chat program. Through that exchange of words, the homebound elderly maintain a sense of connection to others and a heartfelt note can flourish into a regular correspondence.



FRIENDLY VISITING

The majority of our meal recipients live alone. Nearly half rarely or never leave their homes. Study after study has shown that social isolation and loneliness have detrimental effects on both physical and mental health.

Our Friendly Visiting program was established over a decade ago to address the need for companionship among our meal recipients. Volunteers are carefully screened and trained

before being matched to an elderly person with whom they share a common interest or bond. Last year Citymeals paired more than 400 volunteers with their homebound elderly neighbors for weekly visits in the meal recipient's home.

Kumiko, a school teacher in Brooklyn, has been volunteering for more than five years. "Older people need to feel recognized and be connected in a social way. Quality of life is so much more than medical care, nutrition

and maintaining a household. It is important to feel like a vital part of the community."

Thanks to our public-private partnership with the Department for the Aging, Citymeals is looking forward to growing this successful volunteer program. Under the auspices of ThriveNYC, this collaboration has expanded Friendly Visiting to all five boroughs with an additional 362 older New Yorkers now matched with volunteers.

MORE THAN A MEAL



In early 2017, federal budget cuts to meals on wheels programs were proposed, sparking a national conversation about the effectiveness of home-delivered meals and their importance to older Americans.

Citymeals on Wheels is one of more than 5,000 community-based meals on wheels programs across the United States that together serve 2.4 million people each year. The proposed cuts came at a time when our nation's senior population is growing rapidly, the need for home-delivered meals is increasing and local programs are struggling to keep pace.

The effectiveness of meals on wheels programs has been well-proven, most recently by researchers at Brown University. Their findings show that people receiving home-delivered meals report improved health, reduced rates of falls, fewer

feelings of isolation and loneliness, and less anxiety about being able to remain in their own homes.

Among New York State seniors who receive home-delivered meals, 92% have said that this service enables them to remain living at home. By keeping seniors out of hospitals and nursing homes, these programs save taxpayers billions in healthcare costs. In fact, the average cost of providing a full year of meals is roughly the same as one day in the hospital.

Programs like ours enable older people to age where they want to be — in their own familiar homes and communities. That's because the lifeline we provide doesn't simply guarantee our most vulnerable neighbors will have meals delivered right to their doors. We also deliver security and peace of mind — letting our recipients know someone will always be there to visit and check on them all year long.

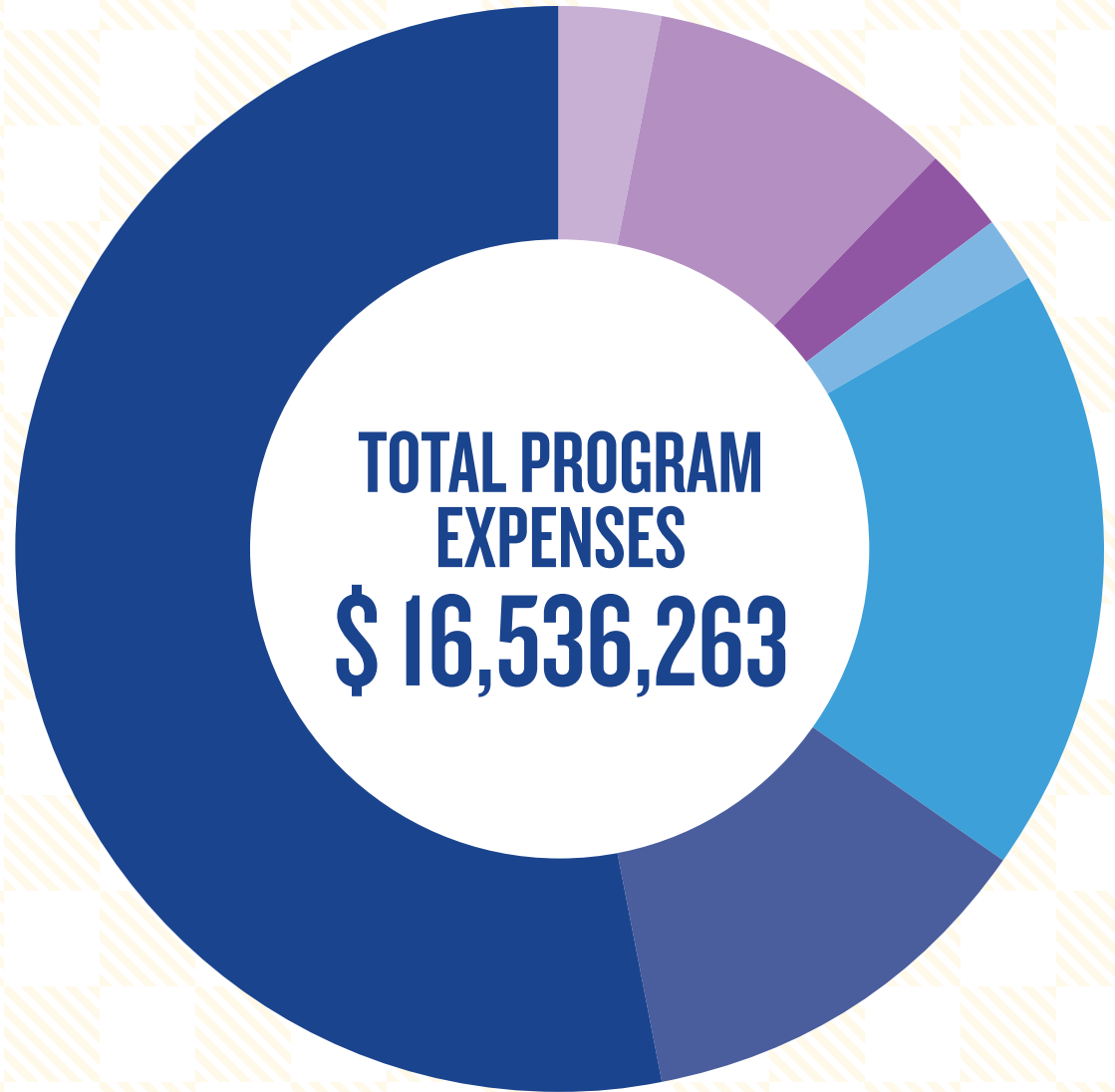


RESTRICTED FUNDS SPENT

100% of all contributions to Citymeals on Wheels from the general public are used exclusively for the preparation and delivery of meals. The graph on this page represents how these general donations were used in Fiscal Year 2017.

All funds needed to cover administrative and fundraising expenses are raised separately and specifically for those purposes.

Administrative grants come from Citymeals on Wheels board members, foundations, corporate sponsors and the City of New York.



FUNDS SPENT BREAKDOWN

● WEEKEND MEALS	\$ 9,348,458
● EMERGENCY FOOD PACKAGE MEALS	\$ 1,326,474
● HOLIDAY BOX MEALS	\$ 2,315,278
● HOLIDAY MEALS	\$ 622,175

● MOBILE FOOD PANTRY	\$ 160,290
● PROGRAM COORDINATION	\$ 1,917,775
● FRIENDLY VISITING	\$ 845,813
<hr/>	
TOTAL PROGRAM EXPENSES	\$ 16,536,263

NUMBER OF MEALS FUNDED

WEEKEND MEALS 1,552,569

EMERGENCY FOOD PACKAGE MEALS 138,448

HOLIDAY BOX MEALS 238,487

HOLIDAY MEALS 89,225

MOBILE FOOD PANTRY 16,730

TOTAL MEALS SERVED 2,035,459

STATEMENT OF ACTIVITIES

TOTAL SUPPORT & REVENUE \$ 27,850,452

PROGRAM EXPENSES

WEEKEND MEALS \$ 9,348,458

EMERGENCY FOOD PACKAGES \$ 1,326,474

HOLIDAY BOX MEALS \$ 2,315,278

HOLIDAY MEALS \$ 622,175

MOBILE FOOD PANTRY \$ 160,290

PROGRAM COORDINATION* \$ 1,917,775

FRIENDLY VISITING \$ 845,813

TOTAL PROGRAM EXPENSES \$ 16,536,263

GENERAL & ADMINISTRATIVE EXPENSES \$ 2,224,158

FUNDRAISING EXPENSES \$ 2,466,106

TOTAL EXPENSES \$ 21,226,527

TOTAL ASSETS \$ 46,157,032

TOTAL LIABILITIES \$ 11,181,124

NET ASSET BALANCE \$ 34,975,908

*Includes Client Intake, Senior Chat, Senior Script and other Program Services.

Information extracted from the audited financial statement provided by RSM US LLP, certified public accountants.

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*Founding Executive Director

**Past Presidents

With sadness, we acknowledge the passing of Joan H. Tisch in November 2017, subsequent to the fiscal year reflected in this report.

100% OF PUBLIC DONATIONS SUPPORT THE PREPARATION AND DELIVERY OF MEALS



60%

ARE OVER
80 YEARS OLD



33%

LIVE BELOW THE
POVERTY LINE



40%

RARELY OR NEVER
LEAVE HOME



57%

LIVE ALONE



66%

ARE WOMEN



10%

ARE VETERANS

THIS IS WHO YOU ARE HELPING



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CITYMEALS

ON WHEELS

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