

A close-up portrait of an elderly woman with blonde hair, smiling warmly at the camera. She is wearing a bright blue ribbed turtleneck sweater. The background is slightly blurred, showing what appears to be a domestic interior.

CITYMEALS ON WHEELS
2016 ANNUAL REPORT



18,414
**MEAL
RECIPIENTS**

2,214,696
**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,

Ambitious and gifted, our meal recipients are the adventurers and the survivors who came here to realize closely held dreams and to escape political upheaval and persecution. They built the city we call home. Now they count on us.

New York City is aging quickly, with a 40% increase in our senior population projected by 2040. Age for some means debilitating ailments. These are the homebound elderly neighbors you help us feed. Mostly they are alone, subsisting on meager incomes, no longer able to shop or cook for themselves, having never married or outlived mates and friends and often their own children. For many, the person who delivers their meal is the only visitor they will see all day.

If you have ever been on a meal delivery, their faces would remind you of a beloved aunt or a favorite teacher. They saved for their old age never imagining a single illness could wipe out their savings and leave them suddenly frail, on a walker or a cane, too weak even to use the elevator, feeling breakable, forced to choose between medicine or food.



As our last fiscal year ended we neared the 54 millionth meal delivery since our founding in 1981. Reading this report, you'll learn about the vital work your generous support made possible over that year – nearly 1,000 new recipients receiving weekend meals, lifesaving emergency meals in response to extreme winter weather and volunteer programs providing much-needed companionship to combat the dangerous effects of isolation.

We could never have done this without compassionate friends like you. Thank you for always keeping your fragile yet still proud neighbors in your hearts and minds.

With deepest gratitude,

Gael Greene
Co-Founder and Chair

Beth Shapiro
Executive Director

OUR MEAL PROGRAMS

Weekend Meals

Every weekend, New York City's frail aged are guaranteed nutritious meals hand-delivered with a smile. Each meal is carefully prepared to maximize nutritional impact by balancing a protein and a whole grain with a fruit and a vegetable. In Fiscal Year 2016, we provided 1,546,311 weekend meals to 18,414 homebound elderly throughout the five boroughs.

Holiday Meals

Holidays are a particularly lonely time for our isolated older neighbors. Citymeals is there to remind them they haven't been forgotten – bringing festive holiday meals to their doors and hosting special celebrations at senior centers for those able to leave their homes. In Fiscal Year 2016, we funded the preparation of 34,698 nourishing meals for Thanksgiving, Hanukkah, Christmas, New Year's Day, Lunar New Year, Mother's Day and Independence Day.

Holiday Boxes

When local meal centers must close for national or religious observances, Citymeals ensures our recipients have something to eat. We prepare them for these long holiday weekends by delivering packages with nonperishable meals. In the last fiscal year, we provided 101,765 holiday boxes – a total of 326,675 meals – for Labor Day, Season's Greetings, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Independence Day and Passover.

Emergency Meals

As the primary emergency meal responder for the city's aging population, it is our duty to be there for our most vulnerable neighbors during times of crisis. Last January, as Winter Storm



Jonas crippled the city, our Brooklyn warehouse was primed to take action with nearly 13,000 shelf-stable meal packages assembled. In Fiscal Year 2016, we delivered 11,476 emergency boxes – the equivalent of 34,428 meals. Our boxes include three nonperishable meals delivered in response to blizzards, blackouts, hurricanes and other localized emergencies.



Emergency Food Packages

If harsh winter weather delays our regular meal deliveries, meal recipients know they can rely on our Emergency Food Package delivered every fall. Filled with staples like tuna, salmon, canned vegetables, applesauce, dried fruit, oatmeal, organic brown rice and special treats like low sugar cookies and hot cocoa, each box contains the equivalent of twelve shelf-stable meals. We delivered 18,414 packages last year – one to each meal recipient – the equivalent of 220,968 meals.

Mobile Food Pantry

After paying for rent, utilities and medications, many of our meal recipients have little money left to pay for food. Some even try to stretch their home-delivered meal through to the following day. Our Mobile Food Pantry delivers staples like soups, stews, brown rice and whole-grain breakfast cereal to those most at risk of malnourishment. In Fiscal Year 2016, we delivered 51,616 Mobile Food Pantry meals to supplement our regular deliveries.

*"You people are just wonderful.
With Passover coming up you made sure
I got a package of goodies for my holiday.
Thank you, thank you, thank you!"
– Gertrude, 91 years old*



Fresh Produce

While many of us can enjoy a simple trip to the local farmers' market to pick from the freshest fruits and vegetables, that's simply not an option for the homebound seniors we serve. From June through November, our Fresh Produce initiative provided produce to our recipients each week. Last year, we delivered 10,221 pounds of strawberries, blueberries, nectarines, cherry tomatoes, Italian plums and other unprocessed treats.

976 new meal recipients added to weekend delivery routes

19,586 meals hand-delivered on Thanksgiving

*"Life is sometimes hard. If you are
90 years old and have to stand
and bury your son...that is hard.
That was very, very hard."*



Rita, 105 years old

Rita vividly recalls her life in 1930s Germany as a young Jewish woman. With mounting dread, she realized it was no longer the country she once loved. Worried for both herself and her teenage brother, she knew what she had to do.

"I ran away from Mr. Hitler!"

Pinning their hopes to the American cousins they'd never met, the siblings arrived in New York City in the summer of 1937. Their family lived on 136th Street where they rented rooms to students from City College – and gladly took in both Rita and her brother.

Determined to build a new life, Rita struggled to land a full-time job during the Depression. Although she could read and write English well, she lacked confidence in her speaking ability. Over time she found work as a bookkeeper and found love with another young German immigrant. And just six years after arriving in her new country she became a citizen.

Rita and her husband made the most of their new lives in the city. They loved to explore the many galleries of the Metropolitan Museum then continue down Fifth Avenue to gaze in at the grand store window displays. After their son was born the young couple would take that same stroll every Sunday – always ending at the magnificent B. Altman flagship store on 34th Street.

But that was many years ago. Already widowed, Rita faced an even greater blow when her beloved son passed away. Just 54 years old, he succumbed to an autoimmune disease. "Life is sometimes hard.

If you are 90 years old and have to stand and bury your son... that is hard. That was very, very hard."

Refusing to let sorrow define her life, Rita became very involved with her local senior center. Even after celebrating her 100th birthday she continued to volunteer there 500 hours each year. "I feel as long as I'm alive, I want to live. Old people are still capable of doing things and participating."

Sadly, Rita fell outside her apartment building coming back from a routine doctor's appointment. Following three days in Intensive Care and two weeks in rehab, she returned home unsure how to handle her diminished health.

"I can no longer go out by myself. I have to have somebody with me because I can't handle the heavy door." Shopping proved impossible. Reliant on a walker and her right hand no longer steady, Rita also worried about trying to cook.

She began receiving regular home-delivered meals from Citymeals soon after. Rita is grateful for the friendly deliverers she sees each day. Reflecting on her life since coming to New York City she explains, "We have to be thankful that we are here. Most of us run away from something. So we have to be thankful to be here."

Over 200 meal recipients
have lived at least a century

66% of our meal recipients
are women



OUR VOLUNTEER PROGRAMS

Meal Delivery

At the core of our mission, Citymeals ensures our homebound elderly neighbors receive a nutritious meal every day. In order to reach over 18,000 older New Yorkers across all five boroughs, we depend on dedicated volunteers to hand-deliver meals from local senior centers to supplement our professional crew.

Handmade Cards

Receiving a holiday or birthday card can serve as a simple reminder that someone cares about you. Yet for our meal recipients, especially those who have outlived their friends and family, it can mean so much more. Last year, we delivered 63,215 handmade greeting cards for a variety of special occasions.

Friendly Visiting

More than half of our meal recipients live by themselves. With study after study showing isolation and loneliness have detrimental effects on both physical and mental health, the value of regular human companionship cannot be ignored. Our Friendly Visiting program pairs compassionate individuals with their elderly neighbors in need of companionship. Volunteers spend time with participants every week talking, sharing stories and learning from each other. More than anything, they build unique and lasting friendships.

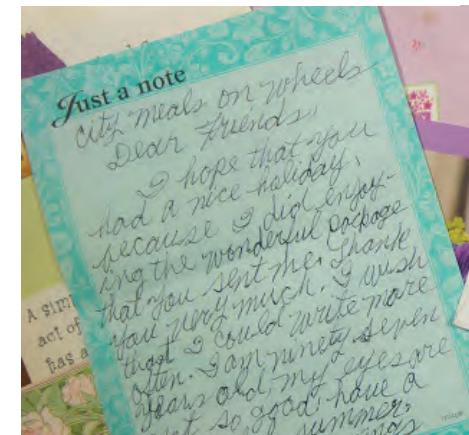
Senior Script and Senior Chat

Through these two unique programs, volunteers spend time responding to letters from meal recipients or checking in with a weekly phone call. Some of our isolated older neighbors just want to thank Citymeals, while others share stories from their past.



"The beautiful cards from the children adorn my walls. This food nourished my body, but the thoughts and love that come my way touched my soul."

– Anna, 80 years old



Our volunteers come from all walks of life, from school age children and visiting college students to local community groups and retirees, they have one thing in common – a commitment to the city's most vulnerable population. We're highlighting two special groups who helped to make a difference in Fiscal Year 2016.



CORPORATE DELIVERY

Companies both large and small organize volunteer outings which allow employees to make a direct impact on the communities in which they work. Our Corporate Delivery initiative enables these companies, including Voya Financial and Deloitte, to maximize their charitable impact by sponsoring the preparation and delivery of meals. Last spring, Bloomingdale's not only donated time through their Bag Hunger campaign, but also their large shopping bags to help us deliver holiday boxes in time for Passover.



YOUNG PROFESSIONALS

The city's young professionals have become crucial in the fight against elder hunger. Citymeals Young Professionals regularly deliver weekend meals from two Manhattan meal centers throughout the year. They are also among the first to respond when severe weather requires last-minute deliveries of emergency meals. Over time, our Young Professionals develop strong bonds with each other and their vulnerable older neighbors.

15,412 dedicated
individual volunteers

71,522 hours
of volunteer service

THE PEOPLE BEHIND CITYMEALS

Ensuring more than 18,000 older New Yorkers never go a day without a nourishing meal requires a vast network of kindhearted individuals across all five boroughs.

Our drivers, deliverers and case managers are truly on the front lines every day, people like Nelson. Having started as a volunteer in 1993 at the Bay Ridge Senior Center, Nelson is now their Transportation Coordinator, managing a fleet of vehicles which delivers almost 600 meals daily to his frail aged neighbors in South Brooklyn. He has formed close personal connections with several recipients, helping some find donated food for their pets when they cannot afford it. His dedication is evidenced by the commute he makes each day from his home in New Jersey – five hours round-trip.

The chefs and kitchen staff at our centers aren't the only ones cooking for the city's homebound elderly. Each month our meal recipients continue to enjoy restaurant-quality meals through Chefs Deliver. After lending their time and talent to preparing these meals, the celebrated chefs are able to meet the hidden neighbors who often live just around the corner from their iconic restaurants. In April, Chef Marcus Samuelsson and Chef Daniel Boulud collaborated on a special meal with Tren'ness Woods-Black of Sylvia's Restaurant for local Harlem residents like 83-year-old Franco, a renowned artist whose murals still appear throughout the neighborhood.

Since our founding in 1981, Citymeals has been deeply rooted in the restaurant community which remains as committed to our mission as ever. In Fiscal Year 2016, Citymeals Board Co-Presidents Chef Daniel Boulud and Robert S. Grimes joined with Board Members Chef Charlie Palmer and restaurateur Drew Nieporent to form the Citymeals Culinary Circle. Comprised of New York City



chefs, restaurateurs, food writers, editors and culinary industry influencers, these charitable foodies advance that mission through events and support of our other initiatives.

Thanks to the generosity of our donors at all levels, Citymeals is able to meet the needs of the growing senior population. In Fiscal Year 2016, we honored Board Member Yusi Gurrera at the 29th Annual Power Lunch for Women for her dedication to Citymeals. Through Yusi's leadership, Citarella has been one of our leading partners for well over a decade. Last year Citarella not only participated in Chefs Deliver and the 31st Annual Chefs' Tribute to Citymeals on Wheels, but raised more than \$99,000 through their annual holiday Round-Up in which customers can make donations right at the cash register.



23 chefs prepared 1,685 meals
through Chefs Deliver



"I am so grateful to be a part of a larger group who is driven by a mission that is so simple: to provide food and a friendly face to those who aren't able to shop and cook for themselves."

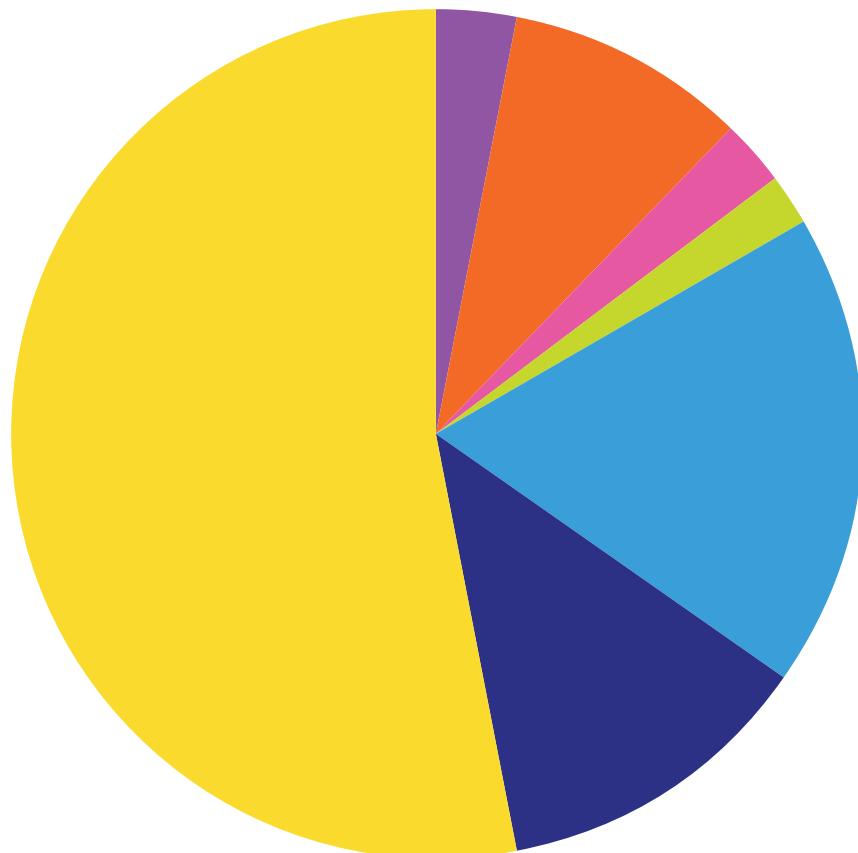
– Yusi Gurrera

48 founding members of
Citymeals Culinary Circle

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 2016.

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 – \$ 9,278,166
- Emergency Food Package Meals – \$ 2,121,032
- Holiday Box Meals – \$ 3,183,912
- Holiday Meals – \$ 259,498
- Mobile Food Pantry – \$ 463,589
- Program Coordination – \$ 1,521,299
- Friendly Visiting – \$ 476,639
- Total Program Expenses – \$ 17,454,443**

Funded Items < 1%

Case Management
\$ 94,000

Non-Meal Assistance Program
\$ 774

Fresh Produce Program
\$ 55,534

NUMBER OF MEALS FUNDED

Weekend Meals

1,546,311

Emergency Food Package Meals

220,968

Holiday Box Meals

361,103

Holiday Meals

34,698

Mobile Food Pantry

51,616

Total Meals Served

2,214,696

Statement of Activities

Total Support & Revenue	\$ 18,745,205
Program Expenses	
Weekend Meals	\$ 9,278,166
Emergency Food Packages	\$ 2,121,032
Holiday Box Meals	\$ 3,183,912
Holiday Meals	\$ 259,498
Mobile Food Pantry	\$ 463,589
Program Coordination*	\$ 1,521,299
Friendly Visiting	\$ 476,639
Case Management	\$ 94,000
Non-Meal Assistance Program	\$ 774
Fresh Produce Program	\$ 55,534
Total Program Expenses	\$ 17,454,443
General & Administrative Expenses	\$ 2,399,500
Fundraising Expenses	\$ 2,141,047
Total Expenses	\$ 21,994,990
Total Assets	\$ 39,017,988
Total Liabilities	\$ 9,185,995
Net Asset Balance	\$ 29,831,993

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

Information extracted from the audited financial statement provided by McGladrey & Pullen, LLP, certified public accountants.

CITYMEALS ON WHEELS BOARD OF DIRECTORS

JULY 1, 2015 - JUNE 30, 2016

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In Memoriam

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Miriam Israels
Eleanor Lambert
Lewis Rudin
Janet Sainer
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Pauline Trigère
Lillian Vernon

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*Founding Executive Director

**Past Presidents

“What’s better than to give? By giving food, you do give comfort.” – Lillian Vernon

This past fiscal year, Citymeals lost a longtime board member and dear friend, Lillian Vernon. A trailblazing entrepreneur, Lillian ran an extremely successful national catalog and online retail corporation, yet found the time to serve thousands of homebound elderly New Yorkers through her dedicated work with Citymeals.

Lillian was always a positive life force at board meetings and fundraising events, and her compassion helped provide hundreds of thousands of meals to her frail aged neighbors over the years. She was a strong advocate for our mission and touched the lives of many.

Lillian is greatly missed, but her altruism and kindness continues to live on and will long be remembered.





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Photography: Alan Barnett, Star Black, Jen Piazza, Jerry Ruotolo, Eric Vitale Photography, Annie Watt, Citymeals Staff • Design: Diane Painter Velletri for DDNY
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