



**CITYMEALS
ON WHEELS**

**2019
ANNUAL
REPORT**



18,414
MEAL
RECIPIENTS



2,086,252
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,

We have so much in common with our meal recipients. They, too, worked hard, raised families and – most importantly – made New York their home. But then came a cancer diagnosis that drained the savings account or the death of a beloved and supportive partner. In need, they turned to Citymeals.



Ours is a city of constant change. And for every glass high-rise or fancy restaurant, there's a frail aged neighbor living in the shadows, forgotten – often hungry. Soon, seniors will outnumber school-aged children in our city. Every one of them deserves to age with dignity and comfort. That's why our meals, delivered with a smile and a kind word, are so vital.

With our latest fiscal year, Citymeals marked two historic milestones. We began with the opening of our new warehouse, designed to meet the growing need of the city's homebound elderly, and we ended the year delivering our 60 millionth meal. We could not have done all this without you.

Behind these accomplishments are real people – you'll meet them in these pages – meal recipients, volunteers, deliverers. You'll see vividly

how your faithful support made our work possible. From weekend, holiday and emergency meals to growing our Mobile Food Pantry and combating dangerous isolation, Citymeals fulfilled a promise made in 1981, thanks to you.

Friends like you are a steadfast reminder of this city's endless capacity for kindness. Thank you for keeping your vulnerable elderly neighbors in your hearts and minds.

With deepest gratitude,

A handwritten signature in black ink, reading "Gael Greene".

Gael Greene
Co-Founder and Chair

A handwritten signature in black ink, reading "Beth Shapiro".

Beth Shapiro
Executive Director

THE PEOPLE YOU HELP US NOURISH

BY THE NUMBERS



85

AVERAGE
AGE



57%

LIVE
ALONE



40%

RARELY OR NEVER
LEAVE HOME



33%

LIVE BELOW THE
POVERTY LINE



14%

LIVE ON JUST
THE ONE MEAL
A DAY WE DELIVER



10%

ARE
VETERANS

NOURISHING OUR ELDERLY NEIGHBORS 365 DAYS A YEAR

Citymeals on Wheels provides nourishing meals to 18,414 homebound elderly New Yorkers every year. We provide meals to the city's frail aged on weekends and holidays – when there is no government funding – and during emergencies.

WEEKEND MEALS

By partnering with community-based organizations and senior centers throughout the five boroughs, Citymeals is able to fill in where public services fall short. On Saturdays and Sundays, we hand-deliver nourishing meals and check on the well-being of our frail aged neighbors. 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 2019, we delivered 1,578,445 weekend meals to vulnerable elderly New Yorkers.



HOLIDAY MEALS

While the city celebrates outside their windows, the holidays can be particularly isolating for the homebound elderly. Citymeals is there to remind them they haven't been forgotten – bringing festive holiday meals right to their doors and hosting special celebrations at senior centers for those able to leave home. For Thanksgiving, Hanukkah, Christmas, New Year's Day, Lunar New Year, Mother's Day and Independence Day, we delivered 87,856 holiday meals in the last fiscal year.

HOLIDAY BOXES

When meal centers must close for national or religious observances, we deliver special boxes packed with nonperishable meals. Delivered in advance of Labor Day, Martin Luther King, Jr. Day, Presidents Day and Independence Day, these packages ensure meal recipients never go a day without a meal. Holiday boxes are filled with nourishing food, including salmon, quinoa, applesauce and low-sugar cookies. For Passover, each box contains eight Kosher for Passover meals. Last fiscal year we distributed 226,394 meals through our holiday boxes.



EMERGENCY MEALS

Whether it's a blackout or a blizzard, Citymeals is ready. With the opening of the Joan & Bob Tisch Emergency Meal Distribution Center, we have doubled the number of emergency meals available for distribution at any time and now store additional food for 55,000 meals ready to be packed and delivered at a moment's notice. In Fiscal Year 2019, we provided 1,630 meals in response to emergencies large and small across the city.

EMERGENCY FOOD PACKAGES

If harsh winter weather delays our regular meal deliveries, our older neighbors can count on these vital packages delivered each fall. Filled with essentials like tuna, organic brown rice, oatmeal and canned vegetables, as well as special treats like hot cocoa, each box contains four shelf-stable meals. Most importantly, our Emergency Food Packages stock bare kitchen shelves, providing essential security when snow or ice storms strike. Citymeals delivered 145,352 of these meals in the last fiscal year.

MOBILE FOOD PANTRY

The people who rely on us don't have the option of walking to a grocery store or a food pantry when their cupboards are empty – they are simply too old and frail. For those most at risk for malnutrition, Citymeals supplements our regular meals with a monthly delivery of additional food, including soups, stews and whole-grain breakfast cereal. Serving as protection against malnourishment, we delivered 46,567 pantry meals in Fiscal Year 2019 – more than doubling the amount provided during the previous year.

FRESH PRODUCE

Our meal recipients are not able to get out to farmers' markets and grocery stores across the city. And while every home-delivered meal includes fruits and vegetables, seasonal local produce is a special treat. Through a partnership with GrowNYC and support from the New York City Council, Citymeals is able to provide our meal recipients with produce from spring berries and summer peaches to apples in the fall. We made 18,376 deliveries of fresh produce last year.

IN CENTER

Serving
GOOD
Daily



VIEL

DRAKE ST





Even in bustling Hunts Point, with hundreds of trucks roaring by each day, it's impossible to miss the larger-than-life portraits of elderly New Yorkers rising over Viele Avenue and Drake Street. Unveiled last fiscal year, the Joan & Bob Tisch Emergency Meal Distribution Center is Citymeals' new warehouse facility in the Bronx.

The 25,000-square foot facility has dramatically expanded our capacity to meet the needs of the city's growing elderly population. At all times, Citymeals now maintains 55,000 shelf-stable emergency meals, ready to be delivered at a moment's notice. We've also been able to expand our Mobile Food Pantry operations and coordinate a weekend meal delivery program for the Bronx. Outfitted with a critical refrigeration system, the warehouse also stores fruits and vegetables for delivery to meal recipients who live in neighborhoods with limited access to fresh produce.

The warehouse is large enough to accommodate a longer assembly line and up to 300 volunteers at one time to pack holiday and emergency meals for delivery. Not only does this provide critical space for volunteer trainings, but also much needed assistance with packing food boxes.

Outside, passersby see meal recipients, including 83-year-old Barry and 92-year-old Mary. Designed by Board Member David Rockwell, each portrait introduces New Yorkers to their homebound neighbors who often live hidden behind closed doors.

Barry is a cheerful man, but he laments his Parkinson's diagnosis and the subsequent loss of his cooking career. Food is very important to Barry, so it feels like a cruel joke that his hands are no longer steady enough even to boil an egg. Mary worked for years as a seamstress, straining her eyes to see the small stitches. This work took its toll on her. She has lost nearly all her vision and is confined to her small apartment, alone. Barry and Mary are both able to remain in their familiar homes because of their Citymeals deliveries.

The new warehouse name honors the ongoing commitment of the Tisch family in the fight against elder hunger. Preston Robert "Bob" Tisch was the Founding President of the Citymeals on Wheels Board of Directors. Following his death, his wife Joan H. Tisch made the cause her own and served as Vice Chair. That legacy continues today with the support of their son Jonathan and his wife, Board Member Lizzie Tisch.



DOROTHY, 80

MEAL RECIPIENT

At the end of June, Citymeals marked a historic milestone with the delivery of our 60 millionth meal. It was brought to 80-year-old Dorothy who, like so many New Yorkers, is the quintessential mix of lifelong city dweller and cosmopolitan world traveler. She's just as quick to root for the Knicks as she is to recount her countless trips across Europe, Asia and Africa.

From her teenage years as a candy striper, Dorothy knew she wanted to be a nurse. After college, she took a job at Bellevue Hospital. With her signature wit, Dorothy recalls "It was a magnificent place to work, if you're into excitement."

Over her five-decade career, Dorothy held many roles, including in the Emergency Room and the city's first AIDS clinic. No matter where she was stationed, Dorothy never wanted anything more than to be at a patient's bedside.

That's why every time her supervisors encouraged Dorothy to take an administrative role, she declined, saying "I want to be there for the patient who is sick, not worry about someone's time sheet." It was this dedication that left a mark on every person for whom she cared.

In her free time, Dorothy was pursuing her other favorite passion: travel. Almost as soon as she returned home from a trip, she'd be planning her next getaway. On a particularly memorable excursion to Egypt, Dorothy stood in silent wonder at the Pyramids of Giza until a camel driver told her to put her hands on the stones. She laughs, recalling her amazement, "Oh yeah, I can touch the Pyramids!"

Later, she became one of the everyday New Yorkers who responded to the September 11th attacks. Within days, she was working at a respite center only two blocks from the rubble. Despite the anguish and shock rippling through the city, Dorothy told herself over and over this was why she became a nurse – to deliver care and compassion in times of crisis.



Sadly, only a few years later, Dorothy began to lose her eyesight. At 72, she was forced to retire. "It was terrible. I cried like a baby," Dorothy confides, nearly choking on her raw grief.

Soon, difficulty reading labels became an inability to navigate basic tasks. "Grocery stores are a nightmare if you're blind," she admits. After a lifetime caring for others, it was difficult for Dorothy to accept support, but our regular deliveries mean food is one less thing to worry about.

And one day last fall, that delivery saved Dorothy's life. Her meal deliverer became concerned when he knocked and there was no answer. With the help of the building superintendent, he gained access to the apartment and found Dorothy unconscious on the floor. "He saved my life. I would've been there for a long time, if not dead."

Waking up in the hospital, Dorothy felt humiliated realizing she was on the same floor where she had been a nurse 25 years before. It was a stark reminder of the independence she had lost and how her life had changed in only a few short years.

Thankfully, Dorothy was able to leave the hospital and return home, knowing there will always be a regular knock at the door from Citymeals. Today, Dorothy says, "This is where I am. I have to take the help people are willing to give you."

BRINGING JOY INTO THEIR HEARTS AND HOMES

Citymeals connected 26,212 dedicated volunteers with their frail aged neighbors across the five boroughs. They are individuals, families, corporate and community groups, of all ages and coming from all walks of life. In Fiscal Year 2019, volunteers gave 91,159 hours of support to our mission – a 13% increase over last year.

MEAL DELIVERY

In order to reach more than 18,000 older people across the five boroughs, we rely on volunteers to support our professional delivery staff. Whether in the heat and humidity or on snow-covered, icy streets, they ensure our meal recipients have a regular check-in and never go a day without a meal.



FRIENDLY VISITING

The majority of the meal recipients we serve live alone. And nearly 10% have no one with whom to talk on a regular basis, other than their meal deliverer. Isolation often leads to deteriorating physical and mental health, leaving the homebound elderly susceptible to heart attacks, strokes, depression and dementia. Through Citymeals' Friendly Visiting program, volunteers are carefully vetted and matched to a meal recipient with whom they share a common interest. These duos build meaningful relationships by sharing weekly visits, talking about their lives and creating a lasting bond.



HANDMADE CARDS

For our meal recipients, many of whom have outlived their friends and relatives, a personalized card is a cherished gift. Hung on the refrigerator or tacked to the wall, these greetings are a reminder that they have not been forgotten. In 2019, schoolchildren, corporate partners and community groups created 69,793 cards for birthdays, holidays and other special occasions. Each card is delivered along with a meal to one of our vulnerable older neighbors.

SENIOR SCRIPT AND SENIOR CHAT

Each day we receive many letters from meal recipients who reach out. Often they simply want to share their appreciation and thanks. Other times they talk about their day-to-day circumstances or personal stories from their past. Our volunteers respond to every one – sometimes establishing a regular correspondence. They also connect by phone with lonely recipients who enjoy a weekly chat with a familiar voice. These warm exchanges remind our isolated neighbors they are still valued members of their communities.



JOAN & BOB TISCH

EMERGENCY MEAL DISTRIBUTION CENTER



EMERGENCY MEAL DISTRIBUTION CENTER CAMPAIGN DONORS

Citymeals would like to thank these generous donors who have gone above and beyond in their support of our programs by being the first to contribute to this important campaign.

\$5,000,000 AND ABOVE

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\$1,000,000 AND ABOVE

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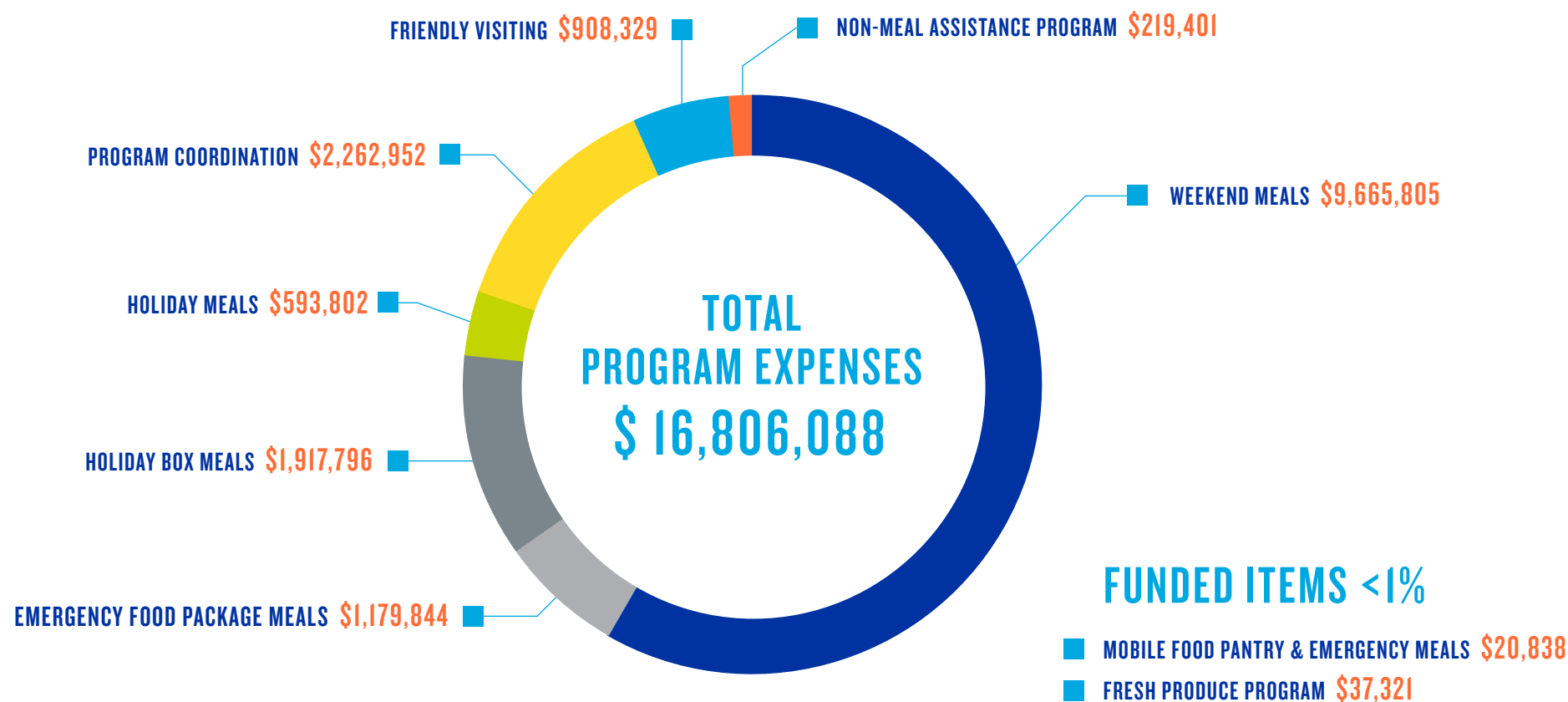
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*In Memoriam

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 2019.

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.



NUMBER OF MEALS FUNDED

WEEKEND MEALS	1,578,445
EMERGENCY FOOD PACKAGE MEALS	145,352
HOLIDAY BOX MEALS	226,394
HOLIDAY MEALS	87,856
MOBILE FOOD PANTRY	46,567
EMERGENCY MEALS	1,638

TOTAL MEALS SERVED
2,086,252

STATEMENT OF ACTIVITIES

TOTAL SUPPORT & REVENUE	\$24,445,576
PROGRAM EXPENSES	
Weekend Meals	\$9,665,805
Emergency Food Packages	\$1,179,844
Holiday Box Meals	\$1,917,796
Holiday Meals	\$593,802
Mobile Food Pantry & Emergency Meals	\$20,838
Program Coordination*	\$2,262,952
Friendly Visiting	\$908,329
Non-Meal Assistance Program	\$219,401
Fresh Produce Program	\$37,321
TOTAL PROGRAM EXPENSES	\$16,806,088
General & Administrative Expenses	\$1,955,658
Fundraising Expenses	\$2,858,185
TOTAL EXPENSES	\$21,619,931
Total Assets	\$46,397,240
Total Liabilities	\$8,778,022
NET ASSET BALANCE	\$37,619,218

* 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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JULY 1, 2018 – JUNE 30, 2019

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*Founding Executive Director

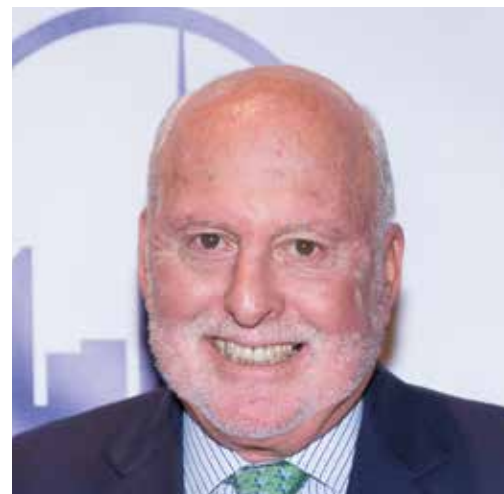
**Past Presidents



RUTH FINLEY

Citymeals mourned the passing, last year, of one of our earliest supporters, Ruth Finley, a fashion industry leader, philanthropist and longtime Board Member. Ruth's devoted support began in 1983, during our earliest days. Moved by the homebound elderly she met on a meal delivery, Ruth rallied her fashion world colleagues and spearheaded some of Citymeals' first fundraisers.

A perennial attendee of our Power Lunch for Women, Ruth's influence can still be felt – the industry friends she engaged in our mission continue to support Citymeals to this day.



MICHAEL LYNNE

Last year, Citymeals lost Board Vice President Michael Lynne. Michael's generous support began in the early 1990s and deepened over nearly thirty years of dedicated service. He joined the Board in 1998, bringing his business acumen to our cause and guiding Citymeals in meeting the growing needs of older New Yorkers.

A true foodie, Michael and his wife Ninah co-chaired the Annual Chefs' Tribute to Citymeals on Wheels for many years. We are grateful for Michael's steadfast spirit of caring through the years.





newyork.bbb.org



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OFFICIAL AIRLINE
American Airlines



OFFICIAL WATER
FIJI
WATER