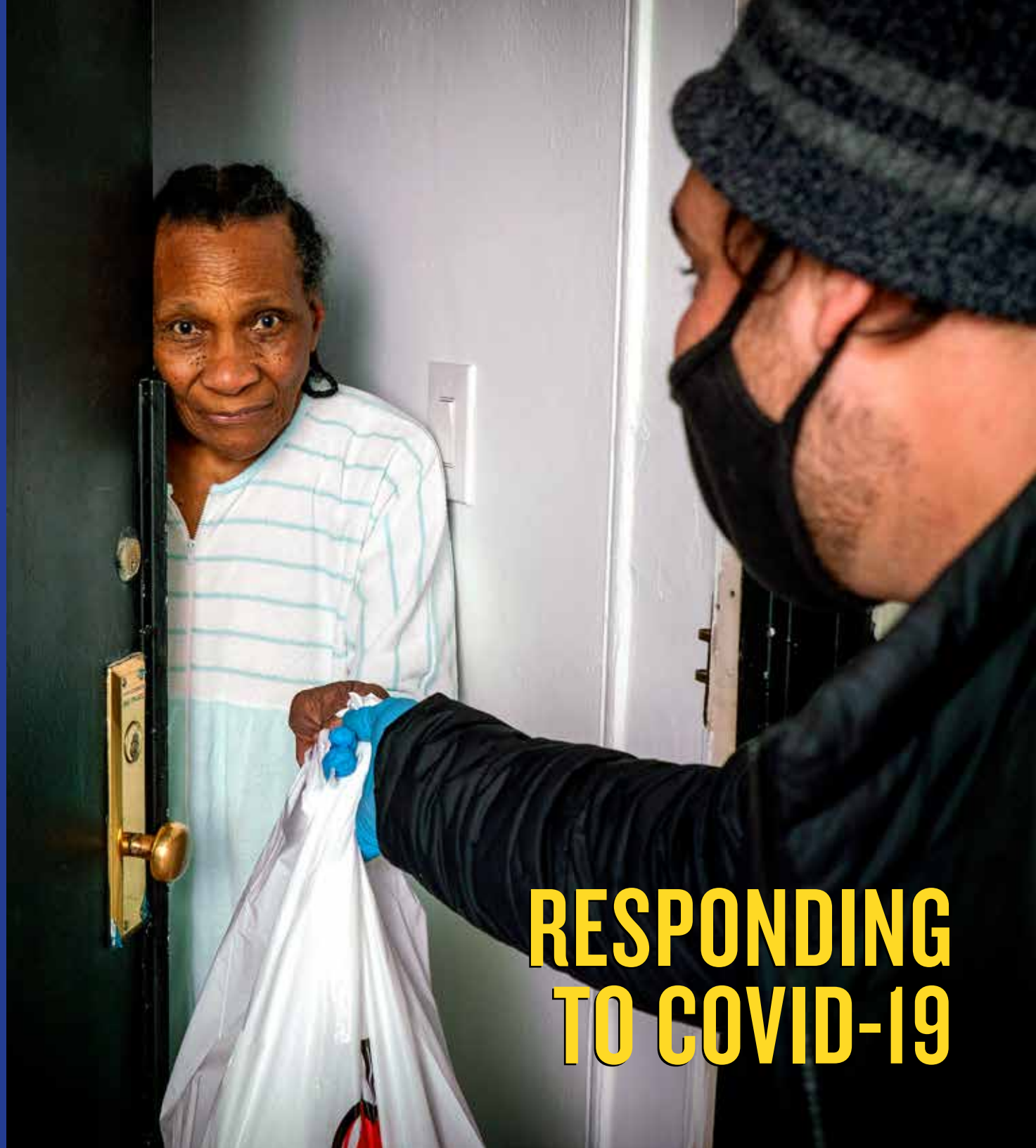


CITYMEALS
ON WHEELS

2021
ANNUAL
REPORT



**RESPONDING
TO COVID-19**

DEAR FRIENDS,

The last fiscal year was defined by uncertainty and endurance. At times, the pandemic appeared in retreat only to come roaring back with new variants and more infections. While many of us adapted, creating new routines and a sense of normalcy for ourselves, our meal recipients saw their world shrink.

The fatigue only grew — along with their fear — as important medical appointments were delayed, brief visits with neighbors became fewer and farther between. Already living alone and with little support, they endured an isolation deeper than ever during this long year.

People don't just need food to survive — they need connection.

And that is what Citymeals has provided, through it all. Thanks to you, and your continued support, our dedicated staff and volunteers have nourished both body and soul this year — delivering meals, checking in on your homebound elderly neighbors and ensuring they have a nutritious meal every day, no matter what was happening outside their doors. By the end of the fiscal year, we had delivered over four million meals since the start of the pandemic.

In spring, some of the senior centers with which we partner were finally able to reopen at reduced capacity. But new variants swooped in, creating yet more uncertainty for older people and keeping them at home, behind closed doors. For many who were homebound and incapacitated, the city brought vaccines to them. Yet with just over half of New Yorkers over 85 vaccinated, we still have a long way to go to protect our most vulnerable population.



With the city still in the grips of the pandemic, the last year has been full of highs and lows. Throughout it all — when your elderly neighbors needed our support most — you were there with a helping hand, reaching out to the most vulnerable among us.

Thank you for standing by us in our hour of need, and for showing frail aged New Yorkers the power of neighbors helping neighbors.

With deepest gratitude,

Gael Greene
Co-Founder and Chair

Beth Shapiro
Executive Director

HELPING OUR MOST VULNERABLE

JULY 1, 2020 – JUNE 30, 2021



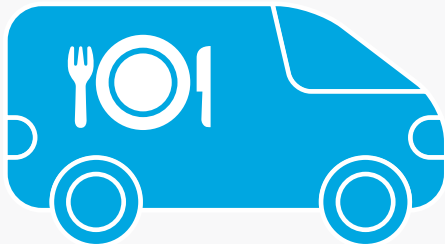
2,767,123

MEALS
DELIVERED



20,000

HOMEBOUND ELDERLY
NEW YORKERS SERVED



39%

MORE MEALS DELIVERED
BY MOBILE FOOD PANTRY



21,597

VOLUNTEERS HELPING
THEIR NEIGHBORS

A LIFELINE DURING THE PANDEMIC

When our fiscal year began, the first wave of the pandemic had waned. Many New Yorkers embraced the reprieve, even hoping it was the long-anticipated return to normal. But anxiously awaiting development of a vaccine, our meal recipients remained especially vulnerable to the virus. By fall, a second wave had arrived followed later by a third. Through it all, Citymeals' vital deliveries went uninterrupted.

Senior centers — once lively gathering places for everyday meals and holiday celebrations — remained shuttered and quiet save for the diligent staff who continued preparing meals for delivery. With nowhere to go, many once-independent older New Yorkers had become homebound, isolated and unsure where their next meal would come from if not for Citymeals. As more struggled to get the food they need, we added 3,000 new meal recipients to our regular weekend delivery routes — a 10% increase.

When delivery staff became sick with Covid-19 and entire meal centers had to quarantine, we stepped in with logistical support and manpower, providing safely prepared meals and volunteers ready to take on delivery routes. As this steady lifeline of weekend and holiday meals continued, Citymeals also delivered more than half a million emergency meals over the fiscal year.



And while restaurants across the city sat empty, there was no reason their kitchens couldn't keep working. That's why Chef Daniel Boulud, our Board Co-President, mobilized his staff to prepare nearly 5,000 meals each week for our recipients. By the end of our fiscal year, Chef Boulud had donated 221,560 restaurant-quality meals to our historic emergency response.

Even with a lifeline of meals, crippling isolation and fear have been the harsh reality for our homebound elderly neighbors during the pandemic. "It's very upsetting to not be able to leave the apartment and to be so scared all the time," 90-year-old Mildred admits.

Once able to extend a reassuring hand to someone like Mildred, our dedicated staff and volunteers were forced to social distance. Still, we found creative ways to foster connection. Our Friendly Visiting

"I live in the Fulton Houses in Manhattan and want to thank you so much for making sure seniors have meals in times like this." —Anita, 67



volunteers quickly transitioned from in-person visits to phone calls, a respite of comfort in worrisome times.

We paired lonely recipients like 75-year-old Naomi, who lost her husband during the pandemic, with Megan, a Friendly Visitor who calls Naomi regularly to chat. “Oh, she is such a blessing,” Naomi exclaims.

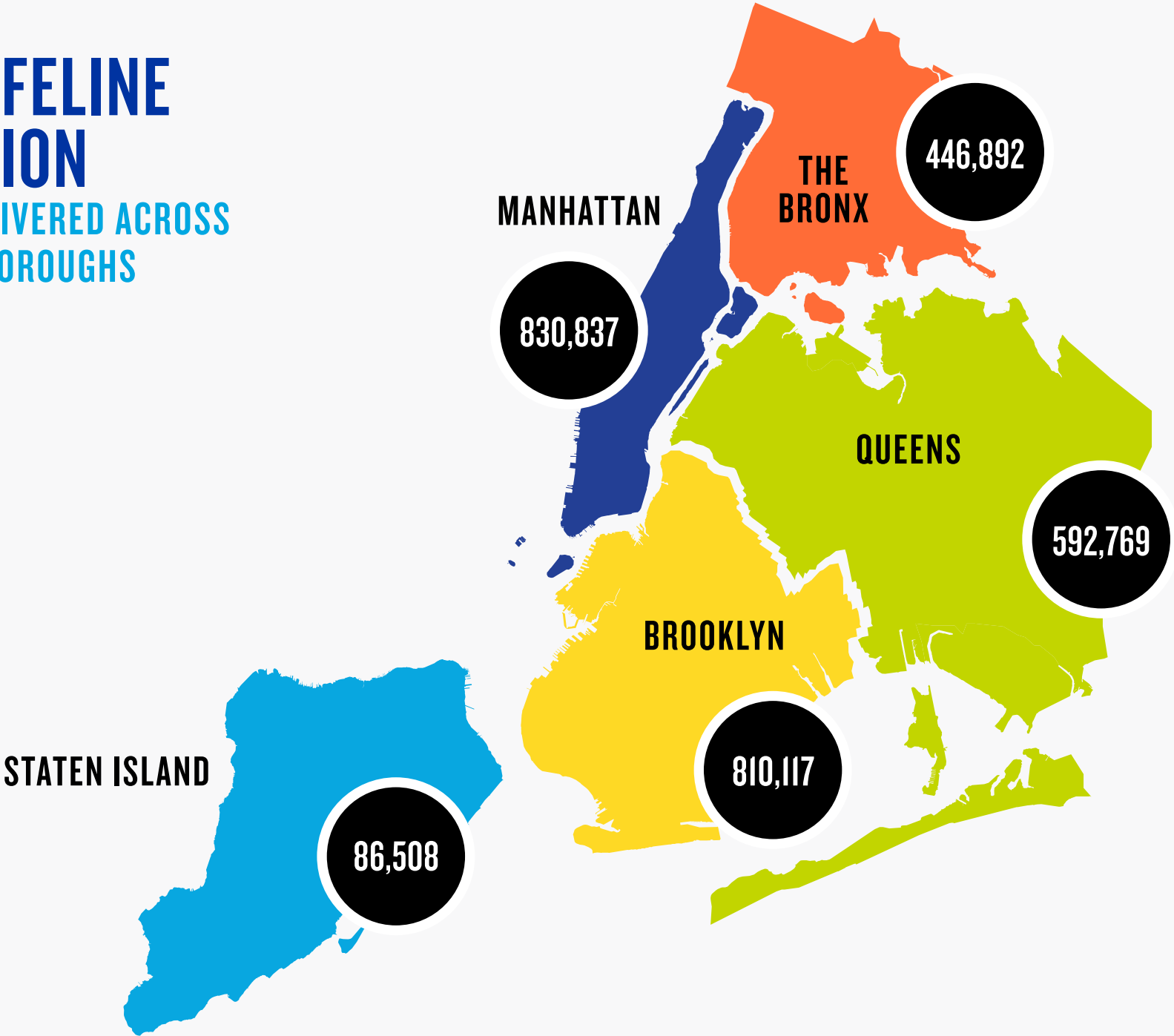
As the fiscal year ended last June, Executive Director Beth Shapiro delivered the four millionth meal since the start of the pandemic to 83-year-old Irene in Sunset Park. “Sometimes my deliverer is the only face I see in a day,” she confided.

There’s no question Covid-19 has touched the lives of every New Yorker, especially those we serve. With the steadfast support of staff, volunteers and partners, Citymeals guaranteed — both then and now — that our vulnerable elderly neighbors can always expect that knock on the door and a nourishing meal prepared with love.



OUR LIFELINE IN ACTION

MEALS DELIVERED ACROSS
THE FIVE BOROUGHS



NOURISHING OUR NEIGHBORS 365 DAYS A YEAR

Citymeals provides nourishing meals to nearly 20,000 frail aged New Yorkers. We deliver to the city's homebound elderly on weekends and holidays — when there is no government funding — and during emergencies. As the pandemic stretched on, Citymeals continued its unprecedented response on behalf of the city's most vulnerable population.

WEEKEND MEALS

By partnering with community-based organizations and senior centers throughout the five boroughs, Citymeals is able to fill in where government funds fall short. And as much of the city remained empty and quiet, these kitchens were bustling. On Saturdays and Sundays, we hand-deliver nourishing meals and provide a much-needed check-in for our frail aged neighbors. In fact, during the pandemic, the staff and volunteers delivering meals have often been the only human interaction many of our recipients have. In Fiscal Year 2021, Citymeals delivered 1,579,197 weekend meals.



EMERGENCY MEALS

Our Joan & Bob Tisch Emergency Meal Distribution Center always maintains a stockpile of meals for snowstorms and localized emergencies, like gas or power outages. But the ongoing closure of the city's senior centers and Covid-19 crisis response was unprecedented in Citymeals' history. Through it all, our warehouse staff has worked tirelessly to pack and deliver shelf-stable meals, ensuring not a single meal recipient went hungry. During the last fiscal year, Citymeals delivered 501,892 emergency meals to vulnerable older New Yorkers across the city — all but 52,999 in direct response to the pandemic.



EMERGENCY FOOD PACKAGES

When a record-breaking blizzard arrived last February, the cupboards of our meal recipients were already stocked. Delivered every fall in case winter weather interrupts regular delivery routes, our vital emergency food packages each contain four shelf-stable meals — filled with essentials like tuna, organic brown rice, oatmeal and canned vegetables, as well as special treats like low-sugar cookies and hot cocoa. In an already worrisome time, these boxes provided an added level of reassurance. Citymeals delivered 77,568 of these meals in the last fiscal year.



HOLIDAY BOXES

Citymeals delivers special boxes packed with nonperishable meals in advance of Labor Day, Martin Luther King, Jr. Day, Presidents Day, Passover, Memorial Day and Independence Day. These packages ensure recipients never go a day without a meal, even when centers must close for national or religious observances. In Fiscal Year 2021, Citymeals distributed 217,615 meals through our holiday boxes.

*“I just got my weekend delivery, including three fresh apples.
You help make each day a joy.” —Hanna, 97*



HOLIDAY MEALS

While the rest of the city celebrates outside their windows, the holidays can be particularly isolating for those we serve. Citymeals is there to bring festive holiday meals right to their doors. While some senior centers managed to host small or outdoor gatherings, the majority remained shuttered. Our regular meal recipients, as well as those older New Yorkers who once celebrated at their neighborhood centers, received home-delivered meals for Thanksgiving, Hanukkah, Christmas, New Year's Day, Lunar New Year, Mother's Day and Independence Day. Last year, Citymeals provided 89,578 holiday meals.

MOBILE FOOD PANTRY

Lines for food pantries stretched for blocks during the pandemic, with many waiting hours for essentials. Our meal recipients are simply too frail to stand on line when their kitchen shelves are bare. For those most at risk for malnutrition, Citymeals supplements our regular deliveries with a monthly package of extra food, including soups, stews and whole-grain breakfast cereal. Serving as protection against malnourishment, we delivered 79,713 pantry meals in Fiscal Year 2021 — a 39% increase over the last year, due to the extraordinary need caused by Covid-19.

FRESH PRODUCE

Local farmers' markets are painfully out of reach for our homebound recipients. And while our home-delivered meals always include fruits and vegetables, seasonal local produce is a special treat. Through a partnership with GrowNYC and support from the New York City Council, Citymeals provides recipients with fresh produce, from berries during spring to apples in the fall. We made 10,076 deliveries of fresh produce last year.



ON THE FRONTLINES

ANDREW, MEAL DELIVER

Andrew bounds up the stairs of Irene's home in Sunset Park and rings the bell three times so she knows it's him. He hangs a meal bag on the doorknob, steps back and waits patiently for her to answer. "Good morning, my lady!" he says, a warm smile on his face.

Andrew's old-fashioned greetings and easy way have endeared him to the hundred meal recipients he checks in on each day. He began delivering to Irene nearly a decade ago, when she was caring for both her ailing husband and sister at home. Since they passed, Irene has been alone. "She's a strong lady," Andrew acknowledges with admiration.

They chat briefly about the day's forecast — sweltering heat — and Irene insists he accept the bottle of water she offers him. Then he's off to the next recipient, two blocks west.

After 20 years on the job, Andrew is a master of logistics, navigating his delivery truck through early morning traffic and one-way streets, making his way across Brooklyn. He has memorized his route — a map would only slow him down, he says. If a colleague is out sick, Andrew will deliver meals to a second route after completing his own.

He knows the meal recipients are waiting for him, eagerly. "They want to put something in their bellies," he notes warmly. And they remind him of his own grandmother, who took care of Andrew as a kid growing up in Jamaica. But after family moved away, she had nobody to look out for her. She would call Andrew long-distance just to have someone with whom she could talk.

For Alice, a recipient on his route who relies on a wheelchair, the trip to the door is just too taxing. Instead, Andrew rigged up a rope and pulley



system to heft the meal package up from the sidewalk to the second-floor window, where she can easily receive the delivery. "We do what we gotta do!"

As the pandemic stretched on, Andrew's route grew longer with more seniors seeking help to get food. Some who once managed a trip to the supermarket, couldn't risk entering a crowded store. Others who relied on a niece or a neighbor to drop off necessities, found their support systems disappear almost overnight. For many recipients on Andrew's route, he was the only person they could depend on.

Throughout the year, Andrew was never worried about his own health, although recipients constantly reminded him to stay safe. Instead, he says, he got as much care and connection, from the older people on his route, as he gave. "There are great people behind those doors," he adds.



“I would like to say that Wanda who delivers my food is an angel.”

“It is very difficult for me to go out because I want to avoid any contact with Covid. So your meals keep me from going hungry.”

“Your turkey dinner was delicious and tender. Even I – with no teeth or dentures – enjoyed it.”

“Your deliveries have restored my faith in others.”

“The years do begin to do damage at some point – don’t let anyone say otherwise.”

“I was born in New York City and have lived here all my life. I’ve enjoyed everything this city has to offer and hope to do so for many more years.”

“I know the food will be cooked with love. That’s what makes it so special.”



MEET YOUR NEIGHBOR

GENEVA, MEAL RECIPIENT

Growing up in rural South Carolina, Geneva recalls an idyllic and hardscrabble childhood. Her family's home was perched between soybean fields — their prosperity depended on the harvest.

Geneva remembers walking through the woods with her brother on her back as they traced a worn path to their grandmother's house. But hardship came at an early age as Geneva lost two of her siblings. One died in childbirth, while another succumbed to an infection before the local doctor could arrive.

Even now, at 77 years old, Geneva still struggles to talk about her siblings. The heartbreak has left a mark all these years later.

When Geneva became pregnant, she knew she wanted a better life for herself and child. She came to New York, first staying with an aunt who lived in Upper Manhattan, just across the river from the old Yankee Stadium. The change was jarring, but she eventually grew fond of the city.

Soon after the arrival of her daughter Laura, she found a job as a janitor with the NYPD.

"It was hard work," Geneva recalls, but the regular hours meant she could spend time with Laura. Time passed almost in an instant. One day Geneva was walking her daughter to school and the next she was a bright-eyed young woman, ready to make her mark on the world.

Sadly, Laura's life was cut short.

Geneva had often watched as police officers left the precinct to notify families of a death, but she never expected that one day someone would show up at her own door.

Not long after losing her daughter, Geneva suffered a serious heart attack. Waking up in the hospital, Geneva had no one to hold her hand and offer comfort.

Her doctors insisted she stop working and rest. Yet, despite her many years with the city, her meager pension barely covers rent and the medicine she needs for diabetes and arthritis.

Today, Geneva has become a prisoner in her small studio apartment, relying on a walker for balance. The walls are filled with photos of Laura, reminders of what she has lost. In one frame, Laura wears an elegant white dress, her smile beaming.

Memories of curling her fingers around Laura's tiny hand to teach her to write so many years ago are a sharp contrast to the present day. Now, Geneva's hands are so stiff she must rely on a kind neighbor to address her mail.

Geneva admits that she hates to think of herself as a burden on anyone, but when she found Citymeals all she felt was relief. While her deliverers change, their bright smiles and friendly demeanors are always the same. She's especially excited when they deliver drumsticks, a personal favorite.

The meals have been particularly helpful during the pandemic. Before Covid-19, Geneva enjoyed chatting with the maintenance staff in her building, but for months she was afraid to leave her apartment. With only her television for companionship, conversations with her deliverers provided a respite from the loneliness.

While Geneva has endured so much loss in her life, she takes comfort knowing she does not face aging alone. Each knock at the door from Citymeals is a reminder she can still age with dignity in the place that is home.

A LIFELINE OF COMPANIONSHIP

At a time when even young and healthy New Yorkers were retreating into their homes for safety, our volunteers remained steadfast in their commitment. Indeed, it wasn't just veteran supporters. Nearly 12,000 new volunteers joined our ranks, inspired by their hometown coming together in a crisis.

From across the river in New Jersey, Brian and Amy saw the city darken and empty out. Brian's late grandmother had received home-delivered meals and he felt a sense of urgency to get involved. On their first delivery, the pair were shocked: even during the pandemic, a meal recipient opened the door and eagerly reached out to them.

"Delivering meals, we've encountered older people who haven't left their homes at all. They've stayed inside the entire time. Think about the impact of that," says Brian. "These people are so afraid and so stuck."

Meanwhile, volunteers from our Friendly Visiting program adapted so they could continue delivering companionship to isolated meal recipients used to in-person visits. Over phone calls, Zoom and even socially distant conversations on front stoops, volunteers provided both a sense of human connection



and vital wellness checks. Still, the pain of not seeing people was felt by our frail aged neighbors and volunteers alike.

Heava, a longtime volunteer who lives in the Bronx, has been visiting her neighbor, 84-year-old Miss Ross, for years. To keep her safe, they shifted to phone calls — and their conversations often stretch late into the night, when Miss Ross struggles most with anxiety and loneliness. "She's afraid to go to sleep," Heava explains.

With the need to go virtual, our team sought new ways to enrich these connections. Through a partnership with the Metropolitan Museum of Art, a thousand volunteers and meal recipients now receive a monthly package filled with art and supplies. Each box includes images from the museum's



collection, a discussion guide and a set of art materials, such as a sketchpad and colored pencils.

“It’s not just the pictures, it’s the conversation they inspire,” one recipient observed.

Once getting together grew impossible, a personalized card became an even more cherished gift. Sisters Cathy and Maureen in the Bronx, both in their sixties, are just two of our volunteers making cards. Over the past decade, they have created more than 800 cards to accompany home-delivered meals.

“A lot of the people who get meals live alone. It’s important for them to know there are people thinking of them,” notes Cathy.

Last fiscal year, individuals like Cathy and Maureen, community groups, school children, and corporate partners created 13,768 cards for birthdays, holidays and other special occasions.

Our volunteers are truly the cornerstone of our work, ensuring the city’s homebound elderly are not forgotten. In Fiscal Year 2021, 21,597 dedicated volunteers gave 83,123 hours of their time.

“I’ve met meal recipients from different neighborhoods and nationalities. Connecting with your neighbors like that feels good.” —Lila, a Citymeals volunteer



A FRIEND AT THEIR DOOR

DIANA, VOLUNTEER

Amidst the worrisome news and confusion about the pandemic, Diana felt only one thing — she had to do something. “During Covid, it’s been so hard for everyone. We’ve never dealt with a crisis for as long as this,” Diana explains. That’s why she called Citymeals to volunteer.

Several days a week, Diana arrives early in the morning to help in the kitchen and pack meals at a senior center on the Upper East Side. She’s especially awed by the tireless kitchen staff. “You take for granted how much work is involved in this. I get a lot of joy from them.”

*“I wanted to give everyone
a hug at a certain point. They’re
just all by themselves”*

After a few hours at the center, she sets out on her delivery route. In high rises, she takes the elevator. With hundreds of apartments, it’s easy to be anonymous — or forgotten.

Then there are the walk-ups, sitting above bodegas, laundromats and restaurants. The stairs are narrow and uneven. A younger person might lose their footing, never mind a frail aged resident with a cane.

But no matter the building, at each door Diana stops to talk. She knows she might be the only person the meal recipient sees all day.

She’s become especially close with 95-year-old Adamina. Despite her age and diminishing health, she always greets Diana with a beaming smile. It’s



clear just how appreciative Adamina is — not just for the meal or a few kind words, but for Diana’s compassion.

Diana is very aware how quickly things can change. “You realize one day you’re going to be there, as well,” she observes. “When I get to that stage of my life, hopefully, someone will be nice to me too.”

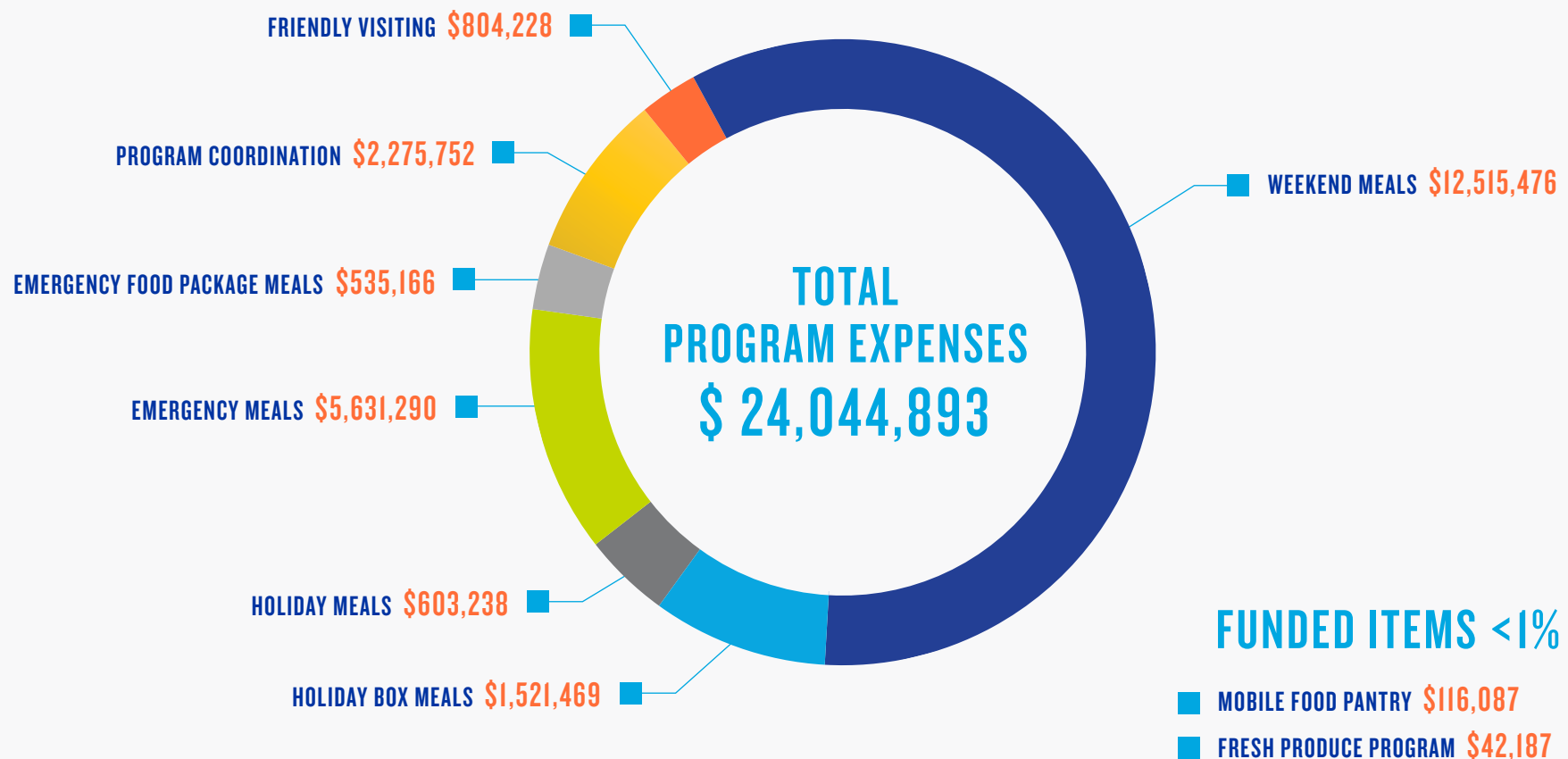
Volunteering with Citymeals has helped Diana stay optimistic in a hard time. “New York is resilient,” she notes.

Of course, as a lifelong New Yorker, Diana knows the city wouldn’t be so resilient without the contributions of her homebound elderly neighbors who worked hard over their lifetimes to make it so. And today, it also takes those like Diana who are willing to pay it forward.

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 2021.

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	1,579,197
EMERGENCY MEALS	501,892
EMERGENCY FOOD PACKAGE MEALS	77,568
HOLIDAY BOX MEALS	217,615
HOLIDAY MEALS	89,578
MOBILE FOOD PANTRY	79,713
DONATED MEALS	221,560

TOTAL MEALS SERVED
2,767,123

STATEMENT OF ACTIVITIES

TOTAL SUPPORT & REVENUE	\$41,344,386
PROGRAM EXPENSES	
Weekend Meals	\$12,515,476
Emergency Meals	\$5,631,290
Emergency Food Packages	\$535,166
Holiday Box Meals	\$1,521,469
Holiday Meals	\$603,238
Mobile Food Pantry	\$116,087
Program Coordination*	\$2,275,752
Friendly Visiting	\$804,228
Fresh Produce Program	\$42,187
TOTAL PROGRAM EXPENSES	\$24,044,893
General & Administrative Expenses	\$2,480,462
Fundraising Expenses	\$2,496,808
TOTAL EXPENSES	\$29,022,163
Total Assets	\$73,891,625
Total Liabilities	\$4,886,352
NET ASSET BALANCE	\$69,005,273

* 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, 2020 – JUNE 30, 2021

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Pauline Trigère

Lillian Vernon

*Founding Executive Director

**Past Presidents



REMEMBERING DONALD TOBER

Citymeals was heartbroken to lose longtime friend and supporter Donald Tober in 2021.

Donald and his wife Barbara were central to the founding of Citymeals on Wheels 40 years ago. As a leader in the food industry and Chairman of Sugar Foods Corporation, he provided critical support to the organization in its early days, becoming our first board member.

Throughout his life, Donald had a love for New York City, a deep sense of community and the energy to follow through on everything he undertook. In 2006, while marking our 25th anniversary, Donald

said, "Citymeals is the most compelling non-profit I know of. It's humanity. For me, that's a privilege."

At the time of his passing, Donald remained fervently committed to Citymeals as an honorary board member, helping ensure Citymeals could meet the growing needs of the city's most vulnerable population.

Over nearly four decades, his generosity enabled Citymeals to deliver more than 325,000 meals to his homebound elderly neighbors. Citymeals is deeply grateful for Donald's steadfast support and bright spirit throughout the years.



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.

Thanks to our board members and certain designated grants, we are able to promise that 100% of all public donations will be used entirely for the preparation and delivery of meals.



355 Lexington Avenue, New York, NY 10017 | 212-687-1234 | www.citymeals.org

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