



# ANNUAL IMPACT REPORT 2024

At Citymeals on Wheels, we know that older New Yorkers are often facing food insecurity on their own. What we didn't know was the extent of this crisis. To find out, last year, Citymeals undertook research to determine the depth of hunger and isolation that our older neighbors are experiencing.

Our findings showed us what we have long suspected — older New Yorkers need much more food and support to meet their basic nutritional needs. In response, Citymeals has spent the last year adapting our existing programs to better serve our meal recipients, as well as piloting new programs targeting those most at risk of malnutrition.

When Citymeals was founded over 40 years ago, it was to fill the gaps in the city's weekday meal programs.

## OUR GOAL IS TO END HUNGER AMONG OLDER NEW YORKERS BY 2040

### JOYCE, 90 MANHATTAN

A retired public-school teacher from the Bronx, Joyce used to love to go out to museums and art galleries. "Those places are so wonderful," says Joyce, wistfully. "And I can't go to any of them now because of my leg." Doctors say she needs a knee replacement, but Joyce isn't sure she could handle the recovery at her age. Though, some days, the pain is bad

Those gaps have widened since then — due to changing demographics, people living longer, rising costs and the increasing need for agile emergency response — and we are being called to do more. We must do more for those who built this city.

While the causes of food insecurity may be varied and complex, the solution is simple: Delivering more food to more people.

As we look ahead, Citymeals is committed to ending hunger among older New Yorkers by 2040. But we can't do it alone. We need the help of our entire community — from our staff and volunteers to our provider partners and supporters — to build the kind of city where no older person goes hungry.

BETH SHAPIRO, CEO



enough to make her reconsider. Joyce needs a rolling walker to get around and, even then, she does so through gritted teeth. "I'm managing by myself," she says, but admits she wouldn't be able to if not for the home-delivered meals she receives. "When the leg wasn't that bad, I'd make my own soup, but I can't stand now," she says. "I can't stand in one place for two minutes."

## A CRISIS OF ELDER HUNGER

Conducted in partnership with CUNY Urban Food Policy Institute, the results of Citymeals' research on food insecurity among older New Yorkers were startling. Nearly half of those we spoke with reported experiencing food insecurity in the past year. For older people already receiving home-delivered meals, this number went up to 60 percent. As one participant put it, our service is "appreciated, but just not enough."

### THEY NEED MORE NUTRITIONAL SUPPORT



50%

50% of those receiving home-delivered meals said the program should provide two or more meals a day.

### OUR MEAL RECIPIENTS ARE STRUGGLING TO GET BY



65%

65% of those surveyed are living on less than \$15,000 a year. A significant proportion do not receive social security.

### FOOD INSECURITY IS COMPOUNDED BY ISOLATION

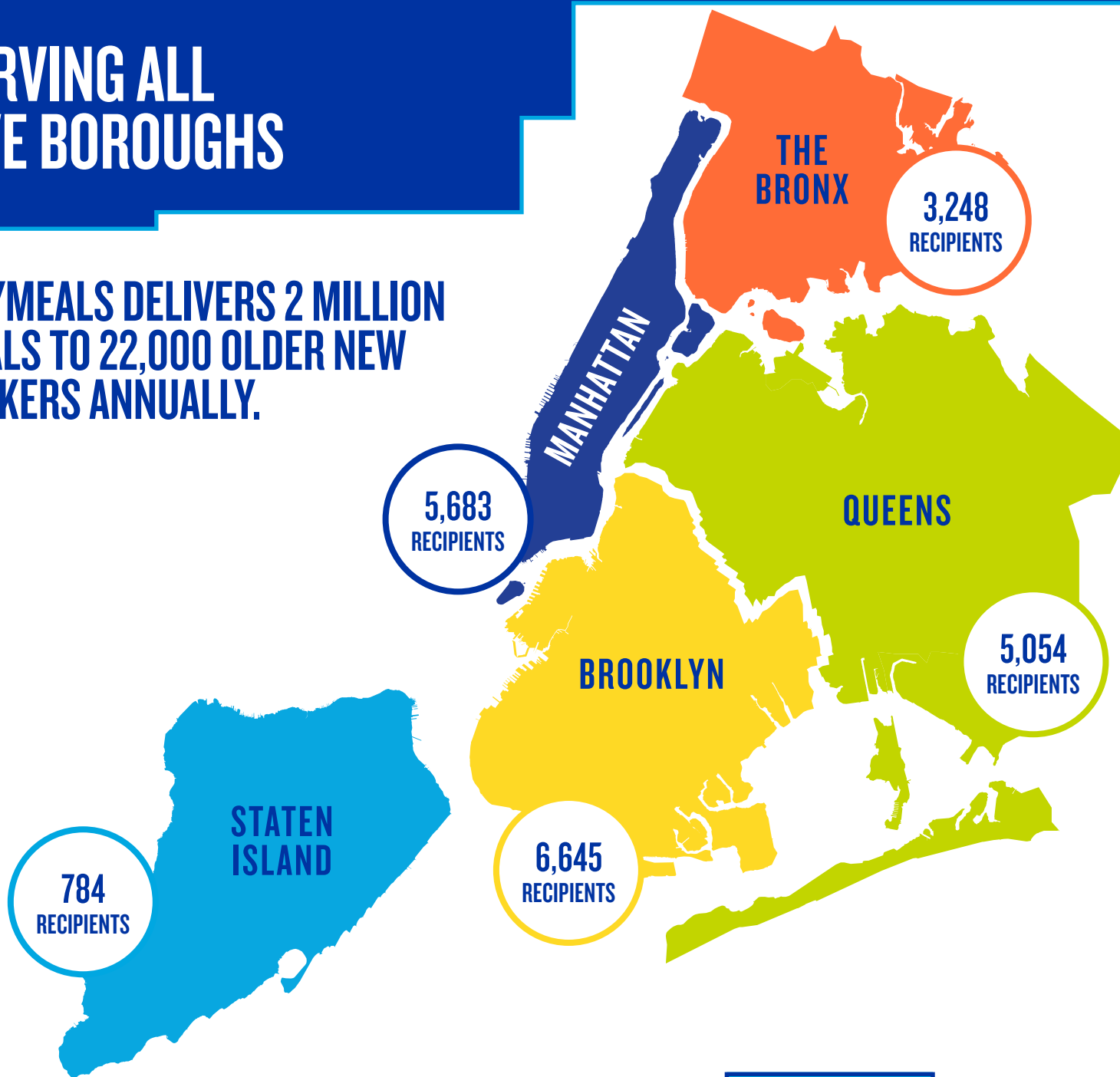


45%

45% of participants reported they do not have friends or family who can help them with at least one meal a day.

# SERVING ALL FIVE BOROUGHES

**CITYMEALS DELIVERS 2 MILLION MEALS TO 22,000 OLDER NEW YORKERS ANNUALLY.**



**"IT NOT ONLY FEEDS THE BODY, BUT THE SPIRIT"**

## A CITYMEALS MILESTONE 70 MILLION MEALS

In June, Citymeals reached an incredible milestone — the delivery of the 70 millionth meal since our founding in 1981. This special meal was prepared and delivered personally by Chef Daniel Boulud, Chair of Citymeals' Board of Directors, to 87-year-old Asha in East Harlem.

"It not only feeds the body, but the spirit," said Asha. After a long career in law, Asha retired. Now, her mobility issues make it impossible to leave the apartment she has called home for more than 50 years. She relies on Citymeals for nutritious meals, as well as a regular check-in. "It's a relationship," she said. "If you're lonely, you know that meals on wheels is coming."



## DELIVERING MORE FOOD TO THOSE IN MOST NEED

Vulnerable older New Yorkers are facing a hunger crisis. But there's a concrete solution — providing more food to more people. Last year, Citymeals readied pilot programs to deliver 50 percent more food to half of our 22,000 meal recipients in the upcoming year. We're expanding both our Fresh Produce and Mobile Food Pantry programs, as well as piloting new programs, from Breakfast Boxes to Shopping Assistance.

## A VITAL LIFELINE IN EMERGENCIES

A long-time emergency responder, Citymeals is stepping in to address the growing impact of extreme weather on older people. This past fiscal year, we delivered over 40,000 emergency meals and over 230,000 emergency food packages, ensuring that our older neighbors didn't go hungry when heat waves and severe storms keep them in their homes.

### PROGRAMS



WEEKEND MEALS  
**1,490,573**



EMERGENCY FOOD PACKAGES  
**230,406**

HOLIDAY MEALS  
**189,889**

MOBILE FOOD PANTRY DELIVERIES  
**38,700**



EMERGENCY MEALS  
**42,514**



FRESH PRODUCE DELIVERIES  
**42,220**



**BERNITO, 65**  
BRONX

Since 2020, Bernito has been suffering from the effects of long Covid. His symptoms — sudden racing heart, a constant tremor in his right hand and vertigo that comes in waves — leave him unable to stand. "Sometimes, I can't get out of bed," he says. "I used to like to cook, but now I can't."

Bernito was working full-time as a plumber. But he was forced into early retirement. Most days, Bernito spends sitting in his chair by the window of his Bronx apartment, looking out onto the street below. "I used to see sick people before, but I didn't know," he says. "I didn't know until now."





**18,000  
VOLUNTEERS**



**25,000 HOURS  
OF SERVICE**



**ONE GOAL  
ENDING ELDER  
HUNGER**

## VOLUNTEERS FORGING CONNECTIONS

Whether they are packing meals at our Distribution Center or out on the streets delivering them, each of our volunteers has brought us closer to a city where no older New Yorker has to go a day without a nutritious meal.

### MEAL DELIVERIES

For volunteers like Heather, the immediacy of hitting the streets and knocking on doors is validating. “Just knowing that someone is being fed, that they’re having a basic need met – that’s the best part of it,” she says. “Connecting with the people is a bonus.”

### SOCIAL CALLS

Our volunteers spent over 550 hours on the phone with their isolated, homebound neighbors last year. These calls help our meal recipients combat loneliness by creating new connections.

### HANDMADE CARDS

Last year, volunteers crafted over 40,000 handmade cards for older New Yorkers to celebrate special occasions, like birthdays and holidays.

### MEAL PACKING

Nearly 30 corporate groups came to our Distribution Center in the Bronx to pack over 120,000 meals, which were delivered to recipients across all five boroughs. Over one million meals are packed there each year.



## SHIN HO, 87 QUEENS

In the year since her husband passed, Shin Ho goes out less. Her balance is not what it once was. Before his death, her husband was always there to help her down the stairs. Without him, Shin Ho struggles to leave her apartment. She spends most of her time alone, so she looks forward to chatting with her meal deliverer each morning.

Shin Ho receives culturally tailored meals, with the familiar Korean food she knows and likes — rice, kimchi and fish pancakes. The increasing popularity of Korean food over the years is something she’s noticed with delight. When Shin Ho first immigrated to the U.S. in the 80s, it was hard to find places that served things like bulgogi and sundubu jjigae. But now, Citymeals brings the taste of home right to her door.

# PARTNERS & SUPPORTERS



Citymeals is a people-powered organization. Thank you to our individual and foundation donors, as well as our community and corporate partners, who have given their time and resources to our cause. We couldn't fulfill our mission without our many supporters and providers.

## PROVIDER PARTNERS

ARC XVI Fort Washington  
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Jewish Community Council of Greater Coney Island  
Korean Community Services  
Krakus Senior Center  
Lenox Hill Neighborhood House  
Meals on Wheels of Staten Island  
MJHS

Moriah Older Adult Luncheon Club  
Neighborhood SHOPP  
New York Foundation for Senior Citizens  
New York Common Pantry  
Open Door Senior Center  
¡Oye! Group  
Peter Cardella Senior Citizen Center  
QARI  
Queens Community House  
RAIN Multi Services  
RiseBoro Community Partnership  
Selfhelp Community Services  
Services Now for Adult Persons (SNAP)  
Special Services for Senior Citizens  
Sunnyside Community Services  
The Stanley M. Isaacs Neighborhood Center (Isaacs Center)  
Union Settlement  
United Jewish Council of the East Side  
University Settlement  
West Side Campaign Against Hunger

## PRO-BONO SUPPORT

Debevoise & Plimpton LLP  
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# FINANCIAL STATEMENT

100% of all contributions to Citymeals on Wheels from the general public are used exclusively for the preparation and delivery of meals. 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.

## STATEMENT OF ACTIVITIES

**TOTAL SUPPORT AND REVENUE** **\$39,768,507**

### PROGRAM EXPENSES

WEEKEND MEALS	\$14,425,887
EMERGENCY MEALS	\$425,140
EMERGENCY FOOD PACKAGES	\$2,027,101
HOLIDAY BOX MEALS	\$1,213,554
HOLIDAY MEALS	\$553,766
MOBILE FOOD PANTRY	\$225,443
PROGRAM COORDINATION*	\$3,253,512
FRESH PRODUCE PROGRAM	\$103,638
DONATED MEALS	\$24,454
NON-MEAL ASSISTANCE PROGRAM	\$16,944
SOCIAL CONNECTIONS PROGRAM	\$12,470
WHOLESALE MEAL PACKAGES	\$492,040

**TOTAL PROGRAM EXPENSES** **\$22,773,949**

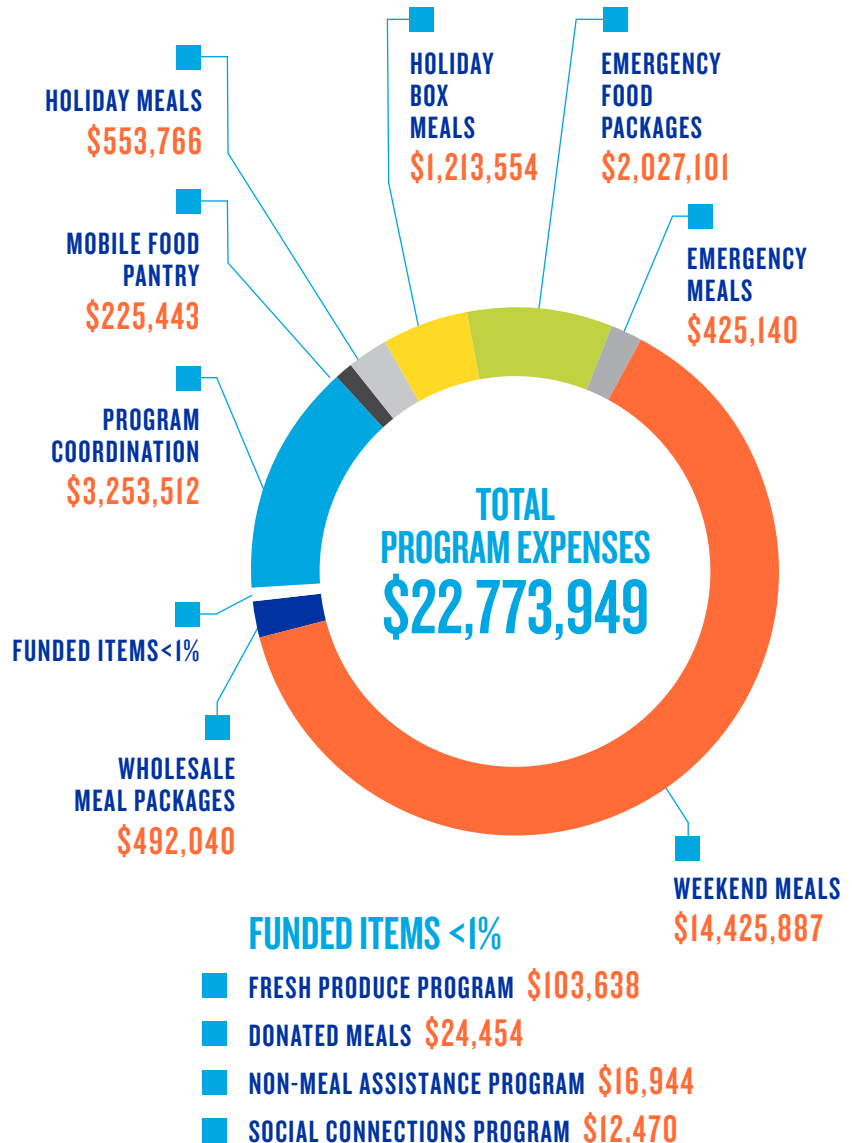
GENERAL & ADMINISTRATIVE EXPENSES	\$3,871,053
FUNDRAISING EXPENSES	\$4,668,878

**TOTAL EXPENSES** **\$31,313,880**

TOTAL ASSETS	\$89,351,194
TOTAL LIABILITIES	\$5,853,375

**NET ASSET BALANCE** **\$83,497,819**

## RESTRICTED FUNDS SPENT



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



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355 Lexington Avenue  
New York, NY 10017  
(212) 687-1234

2025 Citymeals on Wheels

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## THANKS TO OUR SPONSORS

