



Service Opportunity for Seniors  
meals on wheels



ANNUAL REPORT  
FISCAL YEAR 2016-2017

## OUR MISSION

The mission of SOS Meals on Wheels is to promote nutritional health and decrease the possibility of premature institutionalization, as well as foster and support the independence and the dignity of homebound seniors by enhancing their quality of life through our meals on wheels system of care.



## Dear Friends of Meals on Wheels,

We present our Annual Report for Fiscal Year 2016-2017.\* The Board and Staff of SOS Meals on Wheels are dedicated to addressing senior hunger and isolation in our community. This year we produced and delivered 333,871 meals to seniors in need. We prepare and deliver a complete meal 5 days a week to those living in Oakland, San Leandro, San Lorenzo, Hayward, and Castro Valley and offer weekend and holiday meals as well. Our volunteers and staff are the backbone of our organization and our donors and supporters are the glue that holds us together. We rely on community support to help us serve every senior who needs us.

While this report contains financial information and statistics, it also shares some of our story that cannot be understood solely from facts and figures. Every senior we meet is a unique individual with a personal life story. Since 1966, we've endeavored to help seniors remain in the comfort and safety of their own homes.

Our mission is to deliver nutritious, balanced meals to homebound seniors and our goal is to help seniors stay in their homes and remain healthy and happy for as long as safely possible. With your support we will continue to fulfill these goals and improve the lives of meal recipients. For over 50 years we have made sure that the seniors we serve receive good food and a reliable delivery driver to check on them daily. For many seniors, their delivery driver is the only person they see on a given day; assuring them they are not totally alone.

SOS Meals on Wheels is indebted to the local foundations, businesses, civic groups, and individual donors that have sustained our program and fueled our growth through their generous financial support. We thank you for your contributions this past year and hopefully for many years to come. We appreciate all you do to help us and couldn't continue our work without you.

*Connie McCabe*

*Gerry Mellen*



Connie McCabe  
Executive Director



Gerry Mellen  
Chair, Board of Directors

\*The 2016 Annual Service Report was for calendar year 2016. This report and subsequent reports are for the most recently completed Fiscal Year.

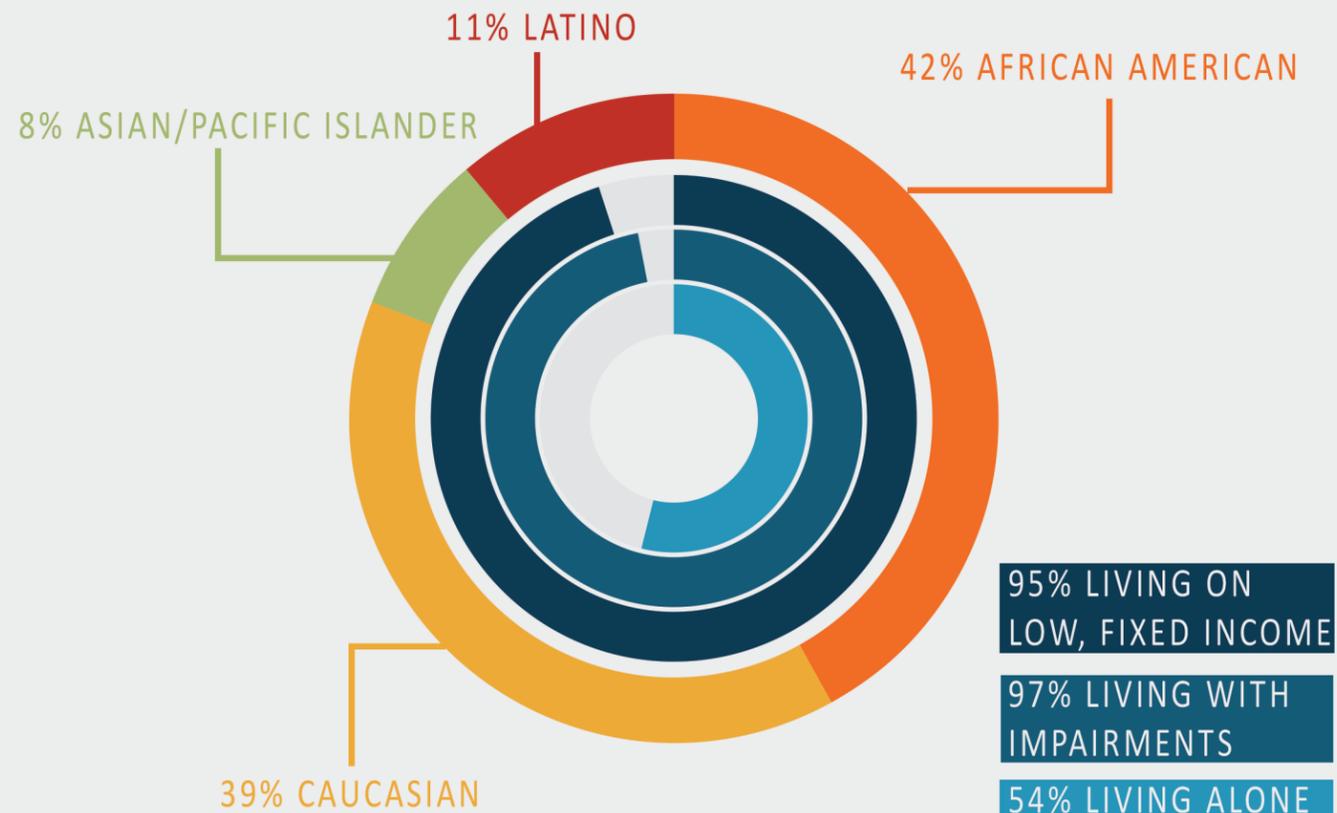
## WHO WE SERVE

SOS Meals on Wheels serves seniors 60 years and older who are vulnerable to malnutrition and social isolation. The seniors we serve are often frail, have limited to no ability to purchase or prepare meals, and do not have adequate support from a reliable caregiver. For most of these seniors, a daily meal and safety check-in visit from Meals on Wheels can be the only consistent support they receive.

**1,989**  
TOTAL CLIENTS  
SERVED

## AVERAGE AGE

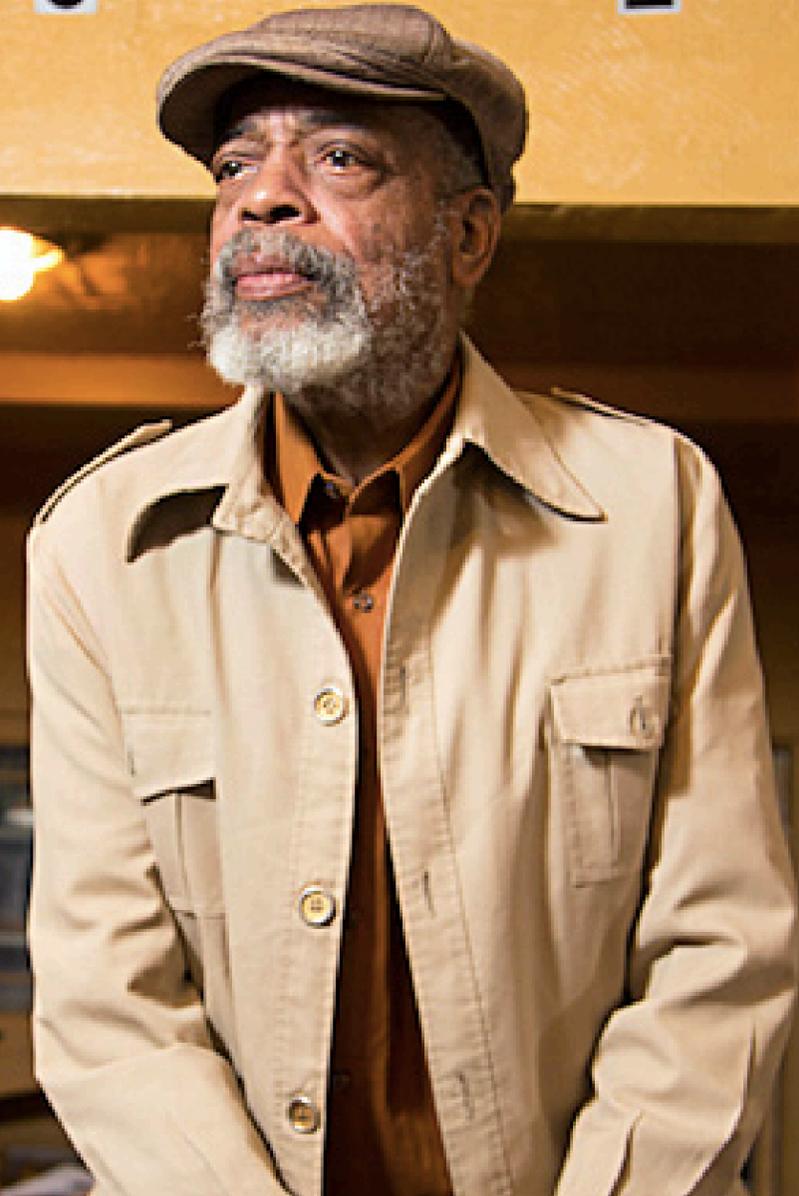
**78**



ELDEST CLIENT  
**105 YEARS OLD**

CLIENTS OVER THE AGE OF 100  
**15**

OLD SCHOOL



LEE

Mr. Hendrix worked at the Alameda County Juvenile Justice Center for the majority of his career, beginning as a counselor and ending as an Institutional Supervisor, managing a staff of thirteen. His most memorable career moment was when he played one on one basketball with a young inmate named Antonio Davis who went on to turn his life around and become a NBA Basketball player and President of the NBA Players Association!

"I lost 44 lbs. from my cancer and the treatments, and it became really difficult to leave my house to go shop for food, so I was eating pretty poorly. My sister told me about Meals on Wheels and they've been bringing me meals for a couple of years. I really do have more energy and strength now, and the variety of the food is great."

Seniors experiencing hunger are **65%** more likely to have diabetes.

## CLIENT SATISFACTION



*"I began receiving Meals on Wheels one year ago. I recently had my annual physical and am very pleased that my health has improved substantially. Thanks to the service you provide, at 86 years of age, I'm in pretty good shape."*

— Ms. Mary Silveria, 86

*"As far as I'm concerned, you all rate a 100 with me. I enjoy the Salisbury steak with mashed potatoes the best. It's a blessing to have a program like you to think of people in my condition. I think of the volunteers as my grandchildren."*

— Mr. Isaac Jenkins, 82



*"Besides bringing food, your people who deliver the food are extra eyes on me. They are aware of those they serve and how they feel. It is comforting."*

— Ms. Patricia Brown, 89



## MEALS & NUTRITION

Our menu is developed by our Registered Dietician and our Senior Nutrition Program Manager. The menus are based on mandated nutritional requirements, available financial resources, as well as the food preferences of our meal recipients. All meals are low sodium, low fat and low cholesterol, and always include seasonal fresh produce.



*"My team and I work hard every day because we know the food we are making is the only option for the seniors we serve to eat a healthy and complete meal."*

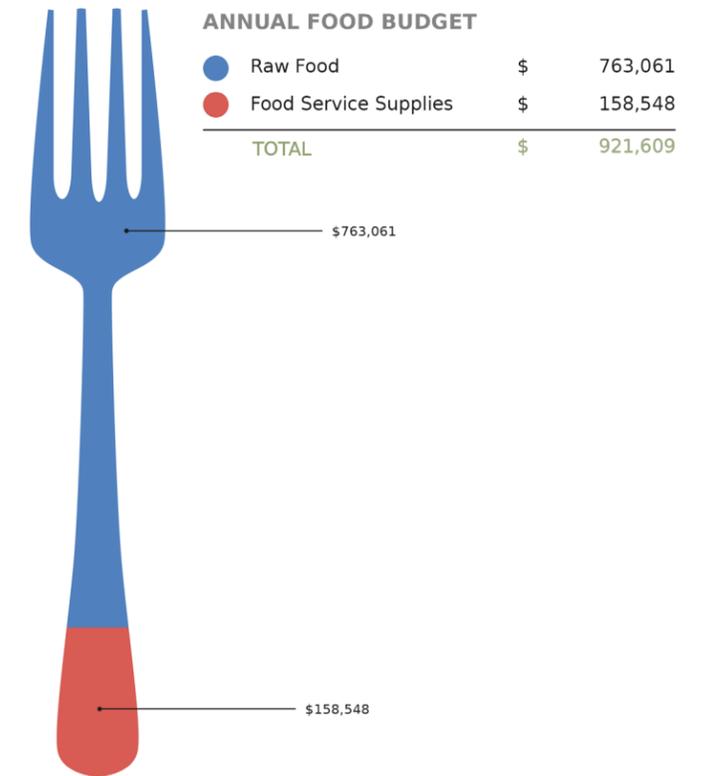
— Eric, Kitchen Manager and Head Chef

### *A Day in the Life in the Kitchen*

The workday begins at 4:00 AM at the SOS Meals on Wheels kitchen. Head Chef and Kitchen Manager Eric Gremilion and his cooks must prepare the entrée and 2 sides for 1,200 meals by 6:30 AM when the next group of kitchen employees arrive.

While the meal cooks, the kitchen crew clean all pots, pans, and equipment used to prepare the meal. Volunteers arrive as early as 7:30 AM to assist the staff with packaging meal accompaniments such as salads, rolls, or fruit cups into individual servings.

Once the meals are sealed and ready for delivery the following day, the first drivers arrive to load up meals prepared previously the day before. Tired yet?



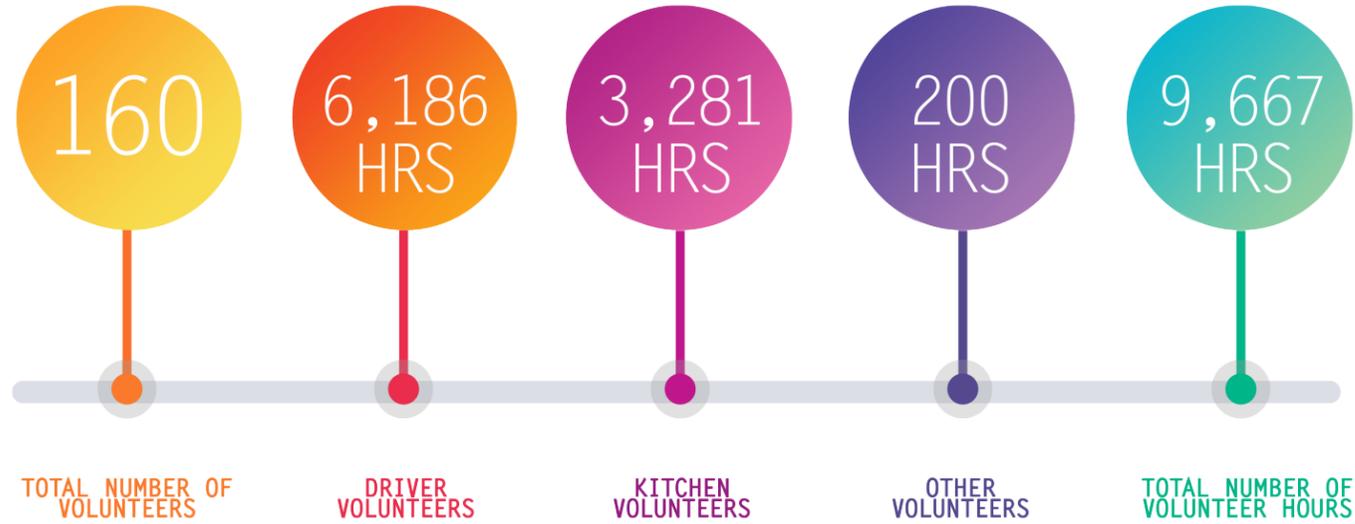
Once a week, the cooks make 1,200 cups of homemade soup and every Wednesday and Thursday the crew prepares an additional 500 weekend meals. This schedule is carried out 245 days annually!



## VOLUNTEERS

SOS Meals on Wheels relies on our dedicated and caring volunteers who help ensure that SOS can continue to serve all vulnerable seniors who need our program. Volunteers help prepare and

package meals in the kitchen, deliver meals and visit with seniors, package groceries and help with administrative tasks. SOS would not be where we are today without our volunteers!



Companies Supporting Volunteer Groups

20

Schools Providing Volunteers

5

### VOLUNTEERS' YEARS OF SERVICE

1-5 Years  
115  
VOLUNTEERS

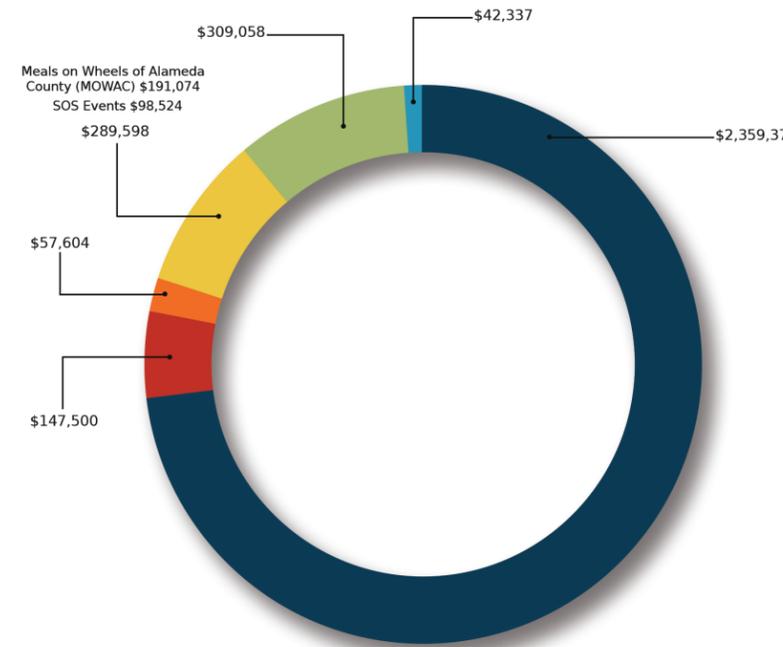
5-10 Years  
15  
VOLUNTEERS

New Volunteers  
65



## FINANCIALS

July 1, 2016 - June 30, 2017

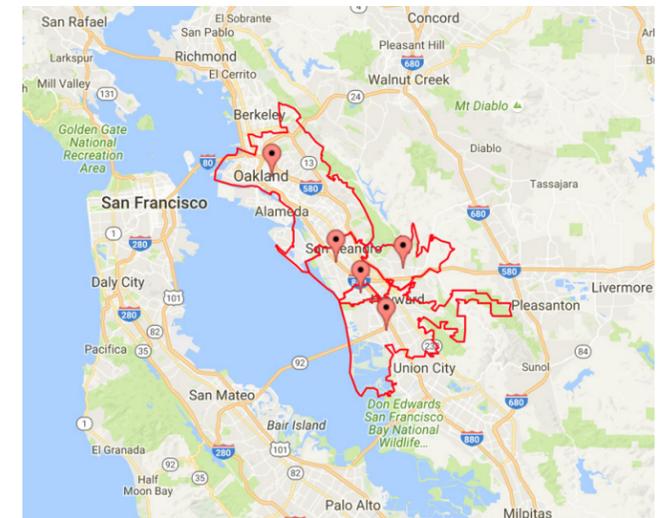


### REVENUE

City State & Federal	\$	2,359,373
Foundation Grants	\$	147,500
Private Contributions	\$	57,604
Special Events	\$	289,598
Client Donation	\$	309,058
Refund & Reward	\$	42,337
<b>TOTAL</b>	<b>\$</b>	<b>3,205,470</b>

## SERVICE AREA

Delivery drivers put in 705 miles daily in our service of Castro Valley, Hayward, Oakland, San Leandro, and San Lorenzo.



## ADOPT A ROUTE SUPPORTERS

A special Thank You to these agencies and local businesses who generously donate several hours every week to deliver meals and check-in on seniors.

- ARC of Alameda County
- Castro Valley Adult School
- Cole Vocational Services Hayward
- Community Work Integrated Program, Inc.
- Dungarvin
- East Bay Services to the Developmentally Disabled
- Empowerment for Success
- Harambee Kinship Center
- Royal Ambulance
- VW of Oakland



## LETS DO LUNCH NATIONAL CAMPAIGN



In July 2016, Meals on Wheels America launched a National Ad Council Campaign called "America, Let's Do Lunch." The campaign was designed to bring in an influx of new volunteers to Meals on Wheels across the country. We were honored to participate with four of our seniors being featured as part of the campaign: Charles and Maude

Spann of San Lorenzo, Julius Gaines of Oakland, and Lola Silvestri of Hayward. The campaign Public Service Announcements (PSAs) have been viewed over 1 billion times and 1/3 of Americans report being aware of the PSAs! The campaign has received \$45 Million in Donated Media across the United States.

### *Kitchen Tours Come See How 1,200 Meal are Made Daily!*

Without the SOS Meals on Wheels kitchen and dedicated kitchen crew, there would be no daily meals!

SOS Meals on Wheels invites you to our 2018 kitchen tours! Please RSVP to Mary Gregory 510-582-1263 or mary@sosmealsonwheels.org.

Tours are 10:30 AM - 11:00 AM, the first Thursday of every month. All tours begin at 2235 Polvorosa Ave. Suite 280, San Leandro, CA 94577.

2018 tour dates are: March 1st, April 5th, May 3rd, June 7th, July 5th, August 2nd, September 6th, October 4th, November 1st, and December 6th.



## THANK YOU TO OUR GENEROUS SUPPORTERS

We gratefully acknowledge our generous foundation, business, corporate, Alameda county, civic group, and municipal government supporters who contributed in Fiscal Year 2016-2017. Many thanks to all of our individual donors and endowments. Please visit our website, [www.sosmow.org](http://www.sosmow.org), for a complete list.

Allstate Foundation  
 Bay Area News Group Share the Spirit  
 Braddock Foundation  
 Castro Valley Lions Breakfast Club  
 DaVita Kidney Care  
 East Bay Foundation on Aging  
 Excelsior German Center  
 Fremont Bank Foundation  
 Give Something Back Customer Voting  
 Golden State Lumber Company  
 Harsch Investment Corporation  
 Kaiser Permanente East Bay Community Benefit  
 Kaiser Permanente Greater Southern Alameda Community Benefit  
 Liberty Law  
 Liberty Mutual Insurance - Pacific Region  
 Meals on Wheels of Alameda County  
 Meals on Wheels America - Colin Kaepernick Foundation  
 Mechanics Bank

NCCA Charitable Foundation  
 Oakland Rotary Club  
 Piedmont Montclair Rotary Club  
 Royal Coffee Company  
 Safeway Foundation  
 San Leandro Optimist Club  
 San Leandro Rotary Club  
 Thomas J. Long Foundation  
 True North Foundation  
 William J. Gillmore Foundation

### Government Funding

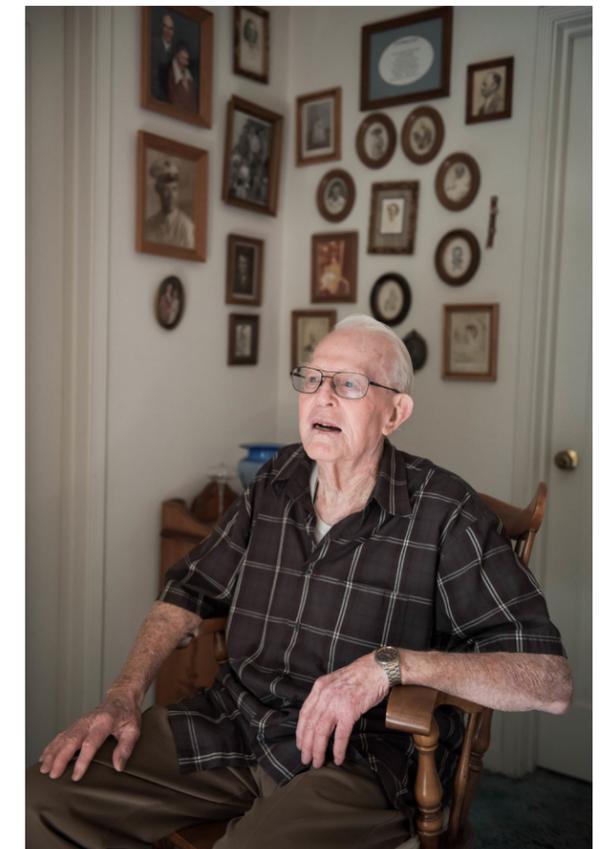
Alameda County Measure A Essential Health Care Services Initiative  
 Alameda County Adult and Aging Services - Area Agency on Aging  
 Alameda County Board of Supervisors - Supervisor Nate Miley  
 City of Hayward  
 City of Oakland  
 City of San Leandro

### FY 2016-2017 BOARD OF DIRECTORS

Gerry Mellen, President  
 Mary Anne Heather, Vice President  
 Carmen Aydelott  
 Jack Aydelott  
 Roberta Cooper  
 Jon L. Duman  
 James Esmeyer  
 Sherrie Jackson  
 Paul Lyon  
 Charles Kadlecek  
 Sharon Marchetti  
 Shirley Rocha  
 Brenda Silva  
 Sylvia Stadmir  
 Martha Wheelock

### ADVISORY COUNCIL

Hayward Mayor Barbara Halliday  
 Shelia Young, San Leandro Mayor Emeritus





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