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
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.

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.
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.

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

“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

“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

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.

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.
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

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

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

FINANCIALS
July 1, 2016 – June 30, 2017

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

VOLUNTEERS
TOTAL NUMBER OF VOLUNTEERS
160
PRAYER VOLUNTEERS
6,186 HRS
KITCHEN VOLUNTEERS
3,281 HRS
OTHER VOLUNTEERS
200 HRS
TOTAL NUMBER OF VOLUNTEER HOURS
9,667 HRS

VOLUNTEERS’ YEARS OF SERVICE
1-5 Years
115 VOLUNTEERS
5-10 Years
15 VOLUNTEERS
New Volunteers
65
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 Meals 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.

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 Meilen, President
Mary Anne Heather, Vice President
Carmen Aydelott
Jack Aydelott
Roberta Cooper
Jon L. Duman
James Essmeyer
Sherrie Jackson
Paul Lyon
Charles Kadlecick
Sharon Marchetti
Shirley Rocha
Brenda Silva
Sylvia Stadmire
Martha Wheelock

ADVISORY COUNCIL

Hayward Mayor Barbara Halliday
Sheila Young, San Leandro Mayor Emeritus