

Ypsilanti Meals on Wheels

Annual Report 2018

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Left: Pat, YMOW client, and her cat, Mackie

Below: Client Care Associate Randi Mayrent



Kim Armstrong, YMOW social worker, and Pat

When a fall from her bed left Pat unable to move or call for help, it was Ypsilanti Meals on Wheels that came to her rescue. Months later, YMOW was also there to welcome her back home.

While Pat recovered in the hospital, her granddaughter transformed what had become a cluttered home into a cleaner and safer place for Pat to live.

"I just love it," Pat told YMOW Social Worker Kim Armstrong on a visit shortly after returning home. But Kim knew right away that something was missing. And she knew without asking what that something was. "I need my Jesus picture," Pat said. After a short search, Kim recovered the portrait from the basement and saw that it was returned to its rightful spot on Pat's living room wall. "Now, it feels like home again," Pat said.

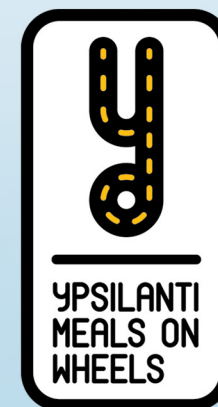
Several months earlier, on a frigid day in January, YMOW Client Care Associate Randi Mayrent became worried when Pat didn't answer her door. Randi shared her concern with YMOW Executive Director Alison Foreman, who called on police to make a wellness check. After breaking down the door, they found Pat, fallen and unable to move.

"Every meal we deliver doubles as a wellness check for our seniors, many of whom live alone," Alison said. "On that day, Randi's visit to Pat's home likely saved her life."

Today, Pat is better than before the fall, enjoying life in her own home with the company of her cat, Mackie. "I treasure her," Pat said. Through our Bountiful Bowls program, offered in partnership with the Humane Society of Huron Valley, YMOW supplies Mackie with cat food and kitty litter, leaving Pat with more dollars in her limited budget.

It's been a long road for Pat, and she's grateful for the role YMOW played in getting her back home. She knows she can count on YMOW for her meals, a daily wellness check, and so much more.

"You give me what I need," Pat said. "God bless you."



2018: a year of growth and vision

2018 was an exciting year of change and growth for Ypsilanti Meals on Wheels and the people we serve.

As our services have expanded, so has our need to make those services known to would-be clients and potential donors. In 2018 YMOW created a communications department to help spread the word and tell the story of what we do and who we do it for. The hiring of Sandy Bosch as communications coordinator and Rolanda Logan as communications associate quickly resulted in a greater social media presence, more contact with existing and potential donors, and a new, more dynamic website for YMOW. The new website provides a platform to tell client stories and announce our successes. Perhaps most importantly the new site allows us to accept help in the form of donations, sponsorships, referrals and volunteer applications, all of which can now be completed with a simple visit to ymow.org.

When our volunteer coordinator stepped down from her position, it was quickly filled by Rolanda, who assumed the role near the end of 2018. She is working to build and strengthen our volunteer corps with enhanced training and by creating new ways for people to get involved.

Our board of directors grew in 2018, as well. YMOW volunteers Dan Carleton and Sarah Rehbein joined the board last year, along with Jack Janiga, whose own parents were recipients of their community's Meals on Wheels program.

A major focus of our efforts in 2018 centered around the Ann Arbor Area Community Foundation's Vital Seniors competition. After many months of preparation, our hard work paid off on November 13, when our plan to launch the CAPABLE model in Ypsilanti won the contest's \$500,000 grand prize. This money will be put to use helping up to 100 area seniors age more safely and confidently in their own homes. You can read more about our launch of CAPABLE on Page 7.

YMOW secured several additional grants in 2018, as well – grants that have allowed us to expand our staff, expand our workspace and most importantly, expand our services to include weekend meal delivery.

Another first for YMOW is the creation of this annual report. Here we hope to provide a snapshot of our accomplishments and a transparent look inside our operations. Because we strive to put as many support dollars as possible toward services for our clients, we postponed our 2018 audit until now. The mid-year audit saved us several thousand dollars that can be turned into hundreds of meals for our homebound clients.

As leaders of this fine organization, we are proud of the progress we have made, the team we have built, and the potential that lies ahead. We look forward to working with our many loyal partners and to creating new relationships with local businesses, organizations and residents who share our mission - to provide nutritious meals and social contact for the homebound elderly, ill and disabled in eastern Washtenaw County, enabling them to live in a healthier, safer, and more independent manner.

Sincerely,

Alison Foreman, Executive Director

Kelly Schwartz, Board President



Top: Alison Foreman

Below: Kelly Schwartz



Volunteers deliver a smile with every meal



**Ashleigh Oliveira, YMOW volunteer
and Hazel, YMOW client**

She's been called Ash, Ashercat and Ashleigh O. But it wasn't until she became a YMOW volunteer that Ashleigh Oliveira started answering to the nickname "My Little Chocolate Chip."

"I have no idea where that came from," Ashleigh said, but each Wednesday and Thursday when she approaches Paul's home with his meals for the day, she can look forward to his affectionate greeting.

Ashleigh began volunteering with Ypsilanti Meals on Wheels in early summer 2018. In the year since delivering that first meal, she's developed relationships and a deep understanding of those she serves.

As she works toward her master's degree in dietetics, she's thinking of focusing her career on meeting the nutritional needs of older adults.

"I had never really spent time with older adults before," said Ashleigh, who has quickly come to understand the needs of an aging population.

Of course, every need can't be met with a meal. Ashleigh takes time with each person on her route to find out what she can do to help that day. Sometimes, it's putting something in a cabinet for Hazel or reaching something from a shelf for Gladys. Not infrequently, she's called upon to stop a chirping smoke alarm. "I carry extra batteries in my car," she said.

Most of the time, all someone needs is a bit of friendly conversation. "Besides the food that they, of course, need, a friendly face makes a big difference in their day," Ashleigh said.

Ashleigh said she's tried volunteering before, but this time, it's turned into a passion. "I look forward to it every week. My time at YMOW has helped me just as much as it's helped them," she said.

YMOW and the people we serve could use more people like Ashleigh – people who have a couple of hours a week to spend delivering a meal and letting a homebound neighbor know that someone cares.

For more information about volunteering with YMOW, contact

Rolanda@ymow.org



**Rolanda Logan,
volunteer coordinator**

YMOW Board of Directors

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Board Chair - President

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Vice-President

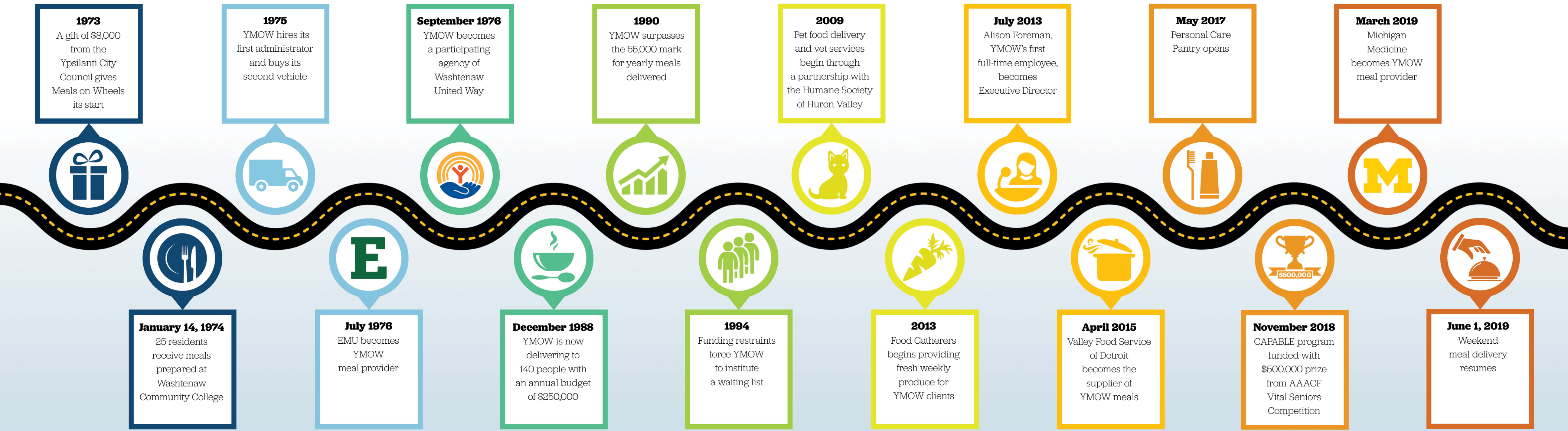
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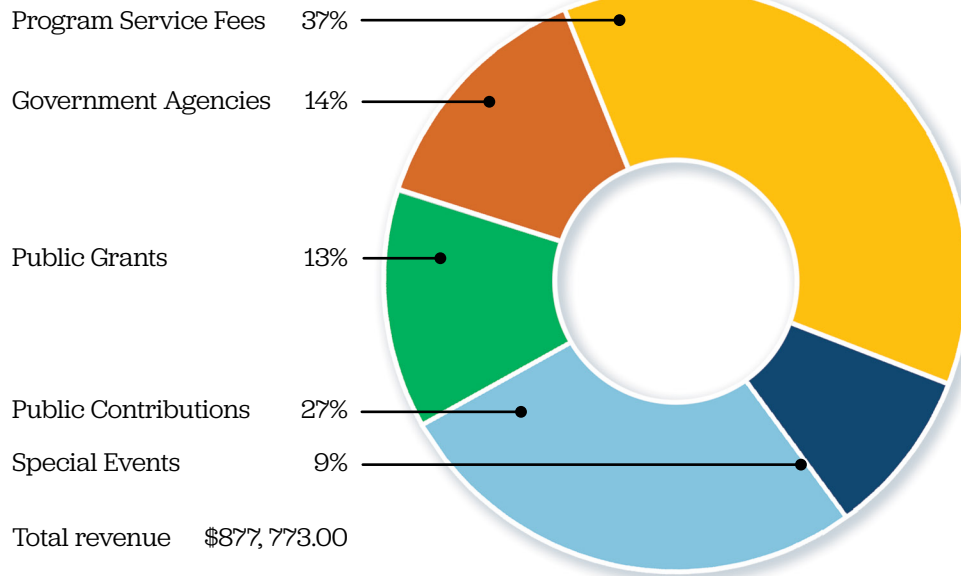


Ypsilanti Meals on Wheels – More than a meal for 45 years

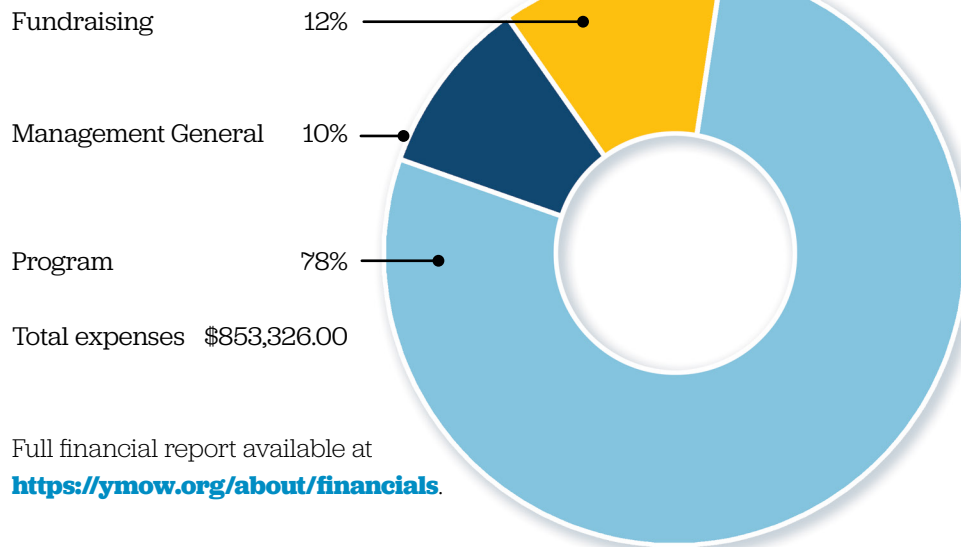


Financial summary

2018 Revenue



2018 Expenses



Full financial report available at
<https://ymow.org/about/financials>.

2018 by the numbers

89,196

Meals served



357 People served

31,327

Pounds of produce
delivered through
partnership with
Food Gatherers

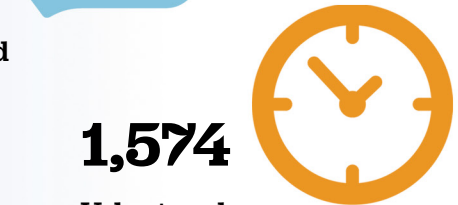


468

Services provided
through case
management



80 Pets served



1,574

Volunteer hours

8,304

Pounds of pet food delivered
Plus treats!



44,598

Wellness visits



3,346

Pounds of kitty litter delivered



We're helping seniors say, "I am CAPABLE."

Thanks to a \$500,000 Ann Arbor Area Community Foundation grant, YMOW staff spent the first eight months of 2019 gearing up for the launch of CAPABLE, an exciting new program designed to empower seniors to age more safely and comfortably in their own homes.

CAPABLE, also known as Community Aging in Place Advancing Better Living for Elders, is an evidence-based service that supports older adults in their desire to improve themselves and their homes. Throughout a 5- to 6-month period, YMOW clients over the age of 60 will work with an occupational therapist, a nurse, a social worker and a handyperson to identify, prioritize, and meet goals geared toward prolonging their independence. In-home assessments take place along the way to record each senior's progress.

CAPABLE services can include fall prevention strategies, assistive device training, structural, behavioral, and task-based adaptations, minor home repairs to improve a home's safety, medication management, Medicare/Medicaid assistance, financial counseling, and more.



**Bethany Burge, OT Clinical & Community Services Director, and
Patty Tillman-Meakins, CAPABLE Nurse**

With the hiring of Bethany Burge as the OT Clinical & Community Services Director and Patty Tillman-Meakins as YMOW's CAPABLE Nurse, the team is in place to launch CAPABLE in the third quarter of 2019. Throughout the coming year YMOW plans to offer the program to 100 Ypsilanti-area residents.

"By keeping seniors living safely in their homes for longer, CAPABLE saves money for the senior and for the healthcare system," Bethany said. The estimated cost to bring CAPABLE to a single client is \$3,900 – a fraction of the cost of just one month in an assisted living or nursing home facility.

"The changes made through CAPABLE will help local seniors to live their best life where they want to live it – in the comfort of their own home," Bethany said.



**Marilyn,
CAPABLE client**



The road ahead

YMOW's growth and achievements in 2018 have paved the way for some exciting changes in 2019.

Thanks to the generosity of First Baptist Church of Ypsilanti and a grant from the Edward N. and Della L. Thome Memorial Foundation, YMOW will move its offices to the church's main floor later this year. This move will allow YMOW's growing staff to work as a team in one cohesive workplace.

Throughout 2019 YMOW will continue to expand the number and quality of services available to our homebound neighbors. We've already launched weekend meal delivery, as well as a pen pal program to combat isolation among our clients.

We've partnered with the Department of Health and Human Services to provide farmer's market produce to a handful of local seniors and helped four clients to acquire Gold Ride cards, giving them access to door-to-door local transportation. In the coming months we will enlist the help of staff and volunteers to assist clients with completion of the U.S. Census – something that is vital to continued funding of services such as Meals on Wheels.

And, of course, we continue to roll out our CAPABLE program, which has the power to help dozens of area seniors age in place with safety and confidence.

With our dedicated staff, board and volunteers, and the support of our community, we will continue to find new ways to make aging easier for our clients. More than ever, YMOW is delivering so much more than a meal.

Thank you to our community partners:

Humane Society of Huron Valley Bountiful Bowls

<https://hshv.org/get-help/bountifulbowls>

Jewish Family Services Specialty Food Pantry

<https://jfsannarbor.org/programs-services-old/food-pantry>

Food Gatherers

<https://www.foodgatherers.org/?module=Page&sID=agencies-requesting-food>

Barrier Busters

<https://www.washtenaw.org/588/Barrier-Busters>

Michigan Medicare/Medicaid Assistance Program

<https://mmapinc.org>

Starbucks Foodshare Program

<https://www.starbucks.com/responsibility/community/foodshare>

Ypsilanti Meals on Wheels • 1110 W. Cross Street, Ypsilanti, Michigan 48197

www.ymow.org



Thank you to these major supporters of the YMOW mission. For a complete list of supporting organizations and businesses, please visit <https://ymow.org/about/community-partners>.

Want to become a supporter yourself?

Visit <https://ymow.org/donate>.



Washtenaw Coordinated Funders:



United Way
of Washtenaw County

