

Ypsilanti Meals on Wheels

Annual Report 2019



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Betty always enjoyed cooking for her family. But it isn't the family dinners, served up at the same time every night for decades, that cause Joe and his many siblings to long for their mother's cooking. It's her "freezer pleaser" cookies that they miss. Always one to cater to her family's needs and wants, Betty's famous homemade cookie dough was always at the ready, waiting to be baked whenever someone needed a warm cookie from the oven.

Now 92, Betty no longer has the energy to spend her days cooking. Joe noticed the change in his stepmother late last year. "She would wake up with all sorts of energy, and then by noon, the aches and pains would take over," Joe said.

That's when he suggested Meals on Wheels.

HIGH DEMAND FOR SERVICE

After just a bit of coaxing, Betty and husband Ted, 91, called Ypsilanti Meals on Wheels just after Thanksgiving. They hoped to have meals to keep them comfortable through the cold days ahead. But it would be nearly two months before their first meals arrived. Like dozens of others, Betty and Ted were placed on a waiting list.

"Our capacity just hasn't kept up with the rising demand for service," said Alison Foreman, executive director at Ypsilanti Meals on Wheels. In October 2019, YMOW established a wait list for the first time in nearly five years. YMOW staff is working every day to eliminate the wait, but the requests for service just keep coming while the additional funds to provide that service do not.

THE WAIT IS OVER

Now, with meals being delivered every weekday, Joe said he can rest easy knowing Betty and Ted have the food they need. "They actually worry that they have too much," he said.

Joe also has peace of mind knowing that should the YMOW representative who visits each day notice anything of concern, he will be notified right away. "He remembers our names," Ted said of the volunteer who often delivers their meals. "You can see the pride in his face."

Joe and his wife are grandparents themselves. Between them they also have four aging parents who rely on their care. Joe now has a little more time to be a grandpa, knowing that Betty and Ted have the food they need and the support of Ypsilanti Meals on Wheels.

"I'm really glad we did it," Joe said. "It's a great program."



YMOW clients,
Betty and Ted

A message from our leaders

As we look back on all our organization accomplished in 2019, we see clearly how that work unknowingly prepared us for the situation we face today. Through increased fundraising, an expanded staff, a switch in meal providers and the relaunch of weekend meal delivery, we found ourselves well equipped to confront the unforeseen circumstances of 2020.

In 2019 YMOW entered into a partnership with Michigan Medicine as our new meal provider. This partnership not only improved the quality of food for our clients, it also allowed us to expand our delivery from five days to six, with meals for Sunday delivered on Saturday. YMOW clients now have access to nutritious meals seven days a week.

2019 also provided us with a new workspace. Funded in great part by a grant from the Edward N. and Della L. Thome Memorial Foundation, YMOW moved out of the cramped workspaces scattered throughout the First Baptist Church of Ypsilanti and into a functional and cohesive home on the main floor of that same building. The new space provides dedicated areas for cooler storage and route prep, a meeting area, kitchen and office spaces for staff. With this renovation, we were able to bring our team together into a more comfortable workspace. This has helped improve team communication, our daily routine and created a more efficient workspace.

Last year was a year of growth of YMOW, but it was not without its challenges. When increased demand for services exceeded our capacity in fall 2019, we were forced to establish a wait list for the first time in several years. We did our best to serve those in need with wellness calls and referrals to other resources, but it broke our hearts to have to turn away vulnerable seniors in need.

We remain dedicated to meeting the growing needs of our community and are always searching for new ways to better serve our homebound neighbors. To that end, our staff and board worked together in 2019 to create our 2030 Vision statement. This short but powerful statement is a promise to ourselves and our community that we will continue to strive toward our ultimate goal: “A community where every senior feels nourished, valued and supported.”

None of this would be possible without YOUR support. Please continue to support YMOW by volunteering your time, attending our fundraisers, donating your dollars or providing items for our personal care pantry. Because every dollar donated and every moment spent helps our homebound neighbors live happier, healthier lives at home.

Together WE can deliver so much more than a meal.

Alison Foreman

Alison Foreman, Executive Director

Kelly Schwartz

Kelly Schwartz YMOW Board President

P.S. Toyota Motor North America’s generous donation of a van allowed YMOW to increase capacity by 25 percent in May 2020, eliminating the wait list of 2019. YMOW once again is a no-wait provider of food and support for homebound neighbors, thanks to this gift from Toyota.



Top: Alison Foreman
Below: Kelly Schwartz

New space, new faces shape a year of growth

From a brand new workspace to additional staff, 2019 was a year of growth and change for Ypsilanti Meals on Wheels.

The space once occupied by the Ypsilanti Community Preschool is now home to YMOW. Rather than cubbies and classrooms, the 2,300-square-foot space on the first floor of First Baptist Church of Ypsilanti now houses two offices for the executive director and clinical staff, a workspace for support staff, a dedicated meeting space and more. Once scattered throughout the church building, YMOW staff now works in one, beautiful, cohesive space.

“Our new space allows us to work more efficiently and to collaborate as a team,” said Alison Foreman, executive director.

Transformation of the workspace was made possible through a \$200,000 grant from the Edward N. and Della L. Thome Memorial Foundation. The grant money allowed YMOW to provide a dedicated space for meal distribution and preparation, space for volunteers and interns to gather and work, and a lunch/break area for staff.

Several new faces have joined the YMOW team in our new home. Director of Clinical and Community Services Bethany Burge was brought on board in May to spearhead the launch and development of the CAPABLE model in Ypsilanti. Development Manager Sally Ruterbusch joined the team in February. Rita Taylor, Roy Hunt, Joseph Waldrop, Traci Bibins, Bern Debacker and Nancy Mokszycki joined our staff of client care associates in 2019.



YMOW Board of Directors

Kelly Schwartz, *Board Chair - President* • Dieter Otto, *Vice-President*
Paula Dykstra, *Treasurer* • Cathy Day, *Secretary*

Susan Aaronson, Terry Alexander, Dan Carleton, Susan Gregory, Jack Janiga, Christine Laing, Lisa Maskill

Larry “Fitz” Fitzgerald 1943-2019

YMOW lost its biggest fan in 2019 with the death of Larry “Fitz” Fitzgerald.

Throughout YMOW’s history Larry served as a donor and volunteer, eventually joining the Board of Directors. Several years ago, he became a client himself – reaping the benefits of an organization that he worked so hard to make successful.

Larry was always ready with a story and loved to chat with whoever was lucky enough to bring him his meals each day. Just months before his death in 2019, Larry “starred” in “Lunch With Larry,” a video in which he shared one last time his love for YMOW. You can find the video at www.ymow.org.

Rest in Peace, Larry.



2019 events and milestones

JANUARY 1

Staff and volunteers deliver holiday meals to 177 homebound neighbors.

JANUARY 14

YMOW celebrates 45 years of service to the community with a lunchtime open house.

FEBRUARY 9

Volunteers create 100s of handmade valentines for YMOW clients.

FEBRUARY 11

Sally Ruterbusch joins YMOW as Development Manager.

AUGUST 26-29

YMOW staff attends MOWA conference in Texas.

SEPTEMBER

YMOW teams up with UM School of Social Work for training in the Happy @ Home depression intervention program.

NOVEMBER 9

YMOW unveils new offices at breakfast open house.

DECEMBER 2

Holiday Home Tour raises \$39,956.50.

DECEMBER 25

Staff and volunteers deliver meals, gifts and holiday treats to 135 YMOW clients.

OCTOBER 19

YMOW's CAPABLE program receives the Tess Canja Award from Blue Cross Blue Shield Michigan.

OCTOBER

GPS tracking systems added to YMOW vehicles to improve efficiency.

OCTOBER

Wait list for service established for first time since 2013

MAY 16

Meals on Heels raises \$32,009.13.

MAY 19

Director of Clinical and Community Services Bethany Burge is hired.

JUNE 1

Saturday delivery begins: celebration held in conjunction with First Baptist Church.

MARCH

Edward N. and Della L. Thome Memorial Foundation awards \$200,000 for development of new office space.

MARCH 14

YMOW holds 3rd annual Pi(e) & a Pint celebration.

MARCH 18

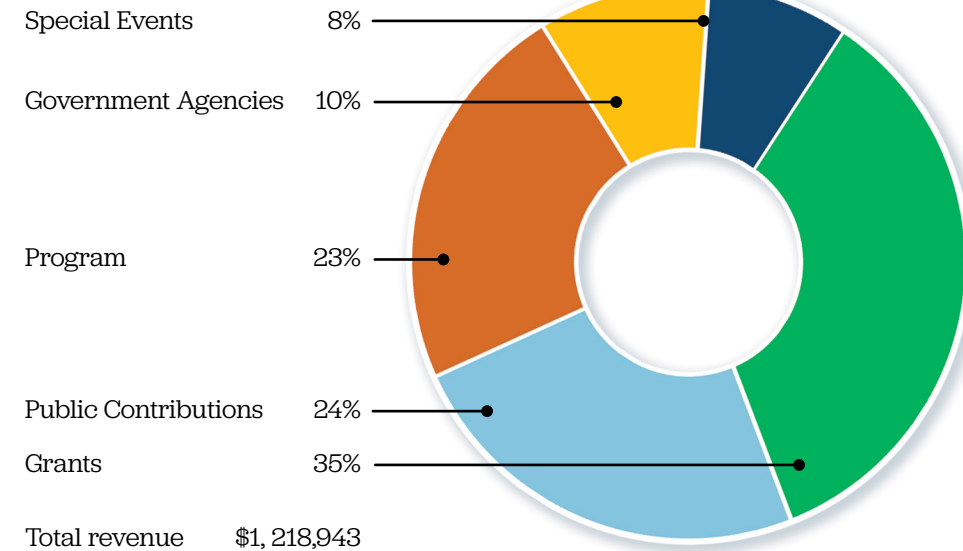
First meals from Michigan Medicine are delivered.



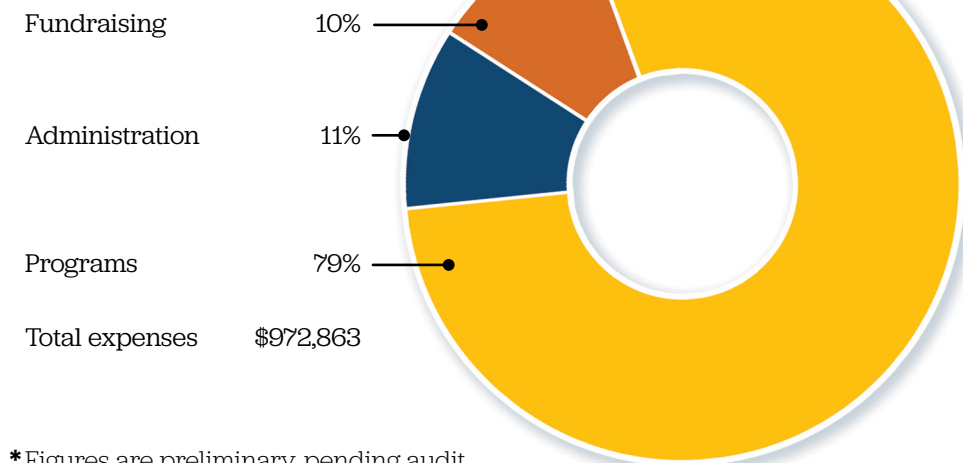
More than a Meal for 45 Years

Financial summary

2019 Revenue*



2019 Expenses*



*Figures are preliminary, pending audit.

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

2019 by the numbers

530
 new individual donors raised
\$49,012



10
 new corporate donors raised
\$7,828



2,878
 volunteer hours



106,206
 meals served



3,108
 pounds of cat litter
 delivered



335
 people served



7,855
 pounds of pet food
 delivered



45,090
 wellness visits



73
 pets served



10
 clients enrolled in CAPABLE



CAPABLE+ is changing lives in Ypsilanti

After being awarded the grand prize of the Ann Arbor Community Foundation's Vital Seniors Community Innovation Competition in the Fall of 2018, Ypsilanti Meals on Wheels officially launched its CAPABLE+ Program in 2019.

Community Aging-in-Place Advancing Better Living for Elders enlists a team of aging experts to help homebound seniors make changes that will allow them to live longer and more safely in their own homes. Leading that team of experts is Bethany Burge, who was hired as the Director of Occupational Therapy Clinical & Community Services in May 2019. Throughout the remaining months of 2019, Burge assembled the rest of the CAPABLE+ team, which brought CAPABLE to a cohort of 10 Ypsilanti-area seniors in 2019, helping them to make improvements to their homes and their lives through occupational therapy, social work intervention, nursing, financial counseling, legal help and home repairs.

Board certified adult nurse practitioner Dr. Patricia Tillman-Meakins joined the CAPABLE+ team in 2019. Dr. Sheria Robinson-Lane, a gerontologist with expertise in palliative care, long-term care, and nursing administration, serves as the program's data evaluator. Both are faculty members at the University of Michigan.

Several community partners also signed on to bring CAPABLE+ to the seniors of Ypsilanti. Legal Services of South Central Michigan, led by Tish Lee, and Housing Bureau for Seniors, helmed by Janet Hunko, joined the team, along with Handyman Connection of Ann Arbor, led by Owner Joe Cox.



With the team assembled, YMOW's CAPABLE+ program is poised to change the lives of seniors who wish to age at home.



PICTURED, FROM LEFT: Kim Armstrong, YMOW Social Worker; Letitia Lee, Managing Attorney, Legal Services of South Central Michigan; Alison Foreman, YMOW Executive Director; Janet Hunko, Director Housing Bureau for Seniors; Dr. Patricia Tillman-Meakins, University of Michigan School of Nursing & CAPABLE Nurse; Bethany Burge, Director of Clinical and Community Services, YMOW; Joe Cox, Owner & General Manager, Handyman Connection of Ann Arbor; Dr. Sheria Robinson-Lane, Assistant Professor in the School of Nursing, University of Michigan.

NOT PICTURED: Rebekah Kangas, CAPABLE+ RN and Kellie Childs, CAPABLE+ Occupational Therapist

CAPABLE+ Cohort Profile 2019

10
 clients enrolled: 5 men, 5 women



77
 average age



\$2,033
 average monthly income



2.9
 average number
 of ADL deficits
 identified



Welcome and thank you to these NEW corporate donors and partners who joined our mission in 2019.

Adecco



CORL TRUCKING

The Law Firm of Kristin A. Davis PLLC



Ypsilanti Meals on Wheels
1110 W. Cross Street,
Ypsilanti, Michigan 48197
www.ymow.org



Thank you to these organizations who contributed \$2,000 or more to YMOW in 2019:

- Ann Arbor Area Community Foundation
- Edward N. and Della L. Thome Memorial Foundation
- James A. & Faith Knight Foundation
- Trinity Health
- Charter Township of Ypsilanti
- The University of Michigan
- Buhr Foundation
- Domino's Pizza
- ITC HOLDINGS
- The Thrift Shop Association of Ypsilanti
- DTE Energy Services
- Pittsfield Charter Township
- Toyota Motor North America
- Helen McCalla Trust Foundation
- Meals on Wheels Association of America
- Enterprise Holdings
- Maiz Mexican Cantina
- Bank of Ann Arbor
- Kiwanis Club of Ann Arbor Foundation, Inc.
- Valley Services, Inc.

Want to become a supporter yourself?

Visit <https://ymow.org/donate>
or send an email to giving@ymow.org

Thank you to these ongoing major supporters of the YMOW mission.



Washtenaw Coordinated Funders:



Ann Arbor Area Community Foundation



United Way
of Washtenaw County

