





MEALS on WHEELS
HILLSBOROUGH COUNTY

2025

ANNUAL REPORT

Together, we
can deliver!

-  603-424-9967
-  46 Milford St.
Manchester, NH 03102
-  www.HCMOW.org

A LETTER FROM OUR PRESIDENT

As we reflect on a great year for Meals on Wheels of Hillsborough County, I'm proud of all we've accomplished since securing our Manchester facility.

True to our history, we continue to serve highly-rated home delivered meals. What's more, the majority of our home delivery recipients say their drivers are the only visitors they have all week.

We've expanded our community dining option in response to a growing need for older adults to connect socially. **Last November we served our 100,000th Dine Out Club meal!** We now have sites all over Hillsborough County, deliberately placed so that any older adult in our region can attend without traveling more than 20 minutes.

Despite the growing need, we were able to increase our capacity to serve. How? By committing to keeping our costs low and pursuing innovative ways to maximize the value of every grant and donation.

Here's how we improved the quality, variety, and scope of our programs:

- Secured large warehouse and freezer spaces to buy in bulk.
- Consolidated our program and office spaces into one.
- Created opportunities for increased volunteerism.
- Aggressively reduced our energy costs.
- Expanded partnerships with local businesses.

As we approach our 50th year of operations, our ambitions to better serve the community continue. Our next goal is to renovate Blake's Restaurant into an industrial kitchen and café for community dining. Stay tuned!

Jon Eriquezzo,
President





2025: IMPACT AT A GLANCE

Older and isolated adults relied on Meals on Wheels of Hillsborough County for 351,491 healthy meals

- 5,225 neighbors served across our community.
- 1,107 Community Dining Participants
- 2,512 Dine Out Club Participants
- 308,538 Home Delivered Meals Served
- 87% of clients surveyed report low income
- 82% of clients report improved socialization



OUR PROGRAMS

Community Dining luncheons bring people together with healthy meals and opportunities for social interaction, often featuring raffles and guests from local organizations.



- Luncheons are hosted regularly at 18 sites.
- Luncheon sites are located so that any older adult in the county can access one within 20 minutes of their home.
- New additions in 2025 include Hancock, Peterborough, and Temple.

Along 65 routes spanning 31 cities and towns, the **Home Delivered Meals** program provides direct, daily service to disabled and homebound adults. Participants receive a healthy meal, a friendly visit, and a wellness check with every delivery.

Our Food Service Partners

Birch Stream Farms
Milk N' It Dairy
Fantini Baking Co.

U.S. Foods
Brookdale Fruit Farms
Mrs. Budd's

- **92% of participants feel safer knowing that someone is checking on them.**

While most participants are over the age of 60, we also serve individuals between the ages 18-59 who:

- Are homebound due to a chronic illness or disability (physical, mental or emotional)
- Receive less than the monthly income limit determined by HUD

“Thank you for providing me a reliable and dependable meal 5 days a week! It helps me get fresh produce and nutrients I wouldn't be able to provide myself. I am without transportation, I have no way to get to a grocery store”

UNIQUE SOLUTIONS

Because we serve NH's two largest cities alongside rural towns, our agency sees a diverse range of needs. This means adopting **unique solutions** to ensure that our participants (and their pets!) have what they need.



The Dine Out Club partners with local restaurants in Bedford, Manchester, and Nashua to offer a specially designed menu of healthy choices at no expense to the participants. They may choose their own meal and enjoy it in the company of family, friends, and other restaurant patrons.

This program is only possible in partnership with local restaurants
Purple Finch Cafe , Francoeur's Cafe, Chez Vachon, Soel Sistas

The PetGo Program helps ensure that no one has to choose between feeding themselves and caring for their pet. In partnership with the **Animal Rescue League of New Hampshire and the Humane Society for Greater Nashua**, it provides pet food and litter to Home Delivered Meal participants who might otherwise struggle to support their beloved companion.



“*The PetGo program helps me afford and keep my cat. It is a blessing to me. My cat is a service pet. It takes away my loneliness. I love Lee Lee (that's my cat's name). Thank you.*”



Transportation services are provided in the Manchester area, offering access to Congregate Dining programs as well as pharmacies, stores, and special events.

SPECIAL EVENTS

In addition to regularly scheduled luncheons, Meals on Wheels of Hillsborough County proudly partnered with local vendors and volunteers to host extra special events at new venues that open their doors to older adults.



Thanks to generous local organizations and donors who chose Meals on Wheels of Hillsborough County for NHGives, approximately 800 older adults got to enjoy **Summer BBQ** fare, often outdoors.

Community Champion Weeks:

Once again, elected officials and first responders visited the Manchester and Nashua nutrition sites to help pack and deliver Home-Delivered Meals. We appreciate the hard work our local delegates do to preserve the Older Americans Act, and we are grateful that they took time out of their busy schedules to have meaningful connections with the Granite Staters who rely on our services.



SPECIAL EVENT PARTNERS

City Moose
Dollar Shy Farm
Golden Corral
Goffstown Rotary Club
Goffstown Lions Club
Elliot Hospital
Pelham Community Spirit
Souhegan Lions Club

Granite State Credit Union
Amherst Junior Women's Club
Wilton/Lyndeborough Womens Club
Hillsborough Community Thrift
Granite YMCA
The YMCA for Greater Nashua
Nashua School District

PARTICIPANT'S STORY

“Food is Food,” says Debra- and its clear she really knows what she’s talking about! A former allied health professor, Debra describes in great detail the types and quantity of food contained in the “closure meal” boxes. The soups, rice packets and veggie cups are welcome. Shelf-stable milk for smoothies is important to her as battling stage three cancer has cost Debra many things, including her teeth.

Debra was born in New York but moved to Manchester as a toddler. She went on to earn her BA at St. Anselm College and her MEd at Rivier College. For years, she taught allied health care professionals how to meet the nutritional needs of clinical patients. However, a cancer diagnosis made working outside the home impossible as her immune system was deeply compromised. Until very recently, she continued to work remotely on a part-time basis as her treatment allowed.

Participating in the Meals on Wheels program means that Debra can remain safely at home and still receive daily meals along with food from the closure boxes to supplement her diet on days when we do not or cannot deliver. Her beloved companion—a very sweet and perceptive canine—receives food as well through the PetGo program. Together, they make the best of a difficult situation. She is very special to Jessie, the Manchester Regional Site Manager, and to all of us here. It is a privilege to provide healthy meals to people like Debra, who spent so many years teaching others how to nourish.



Holiday Gift Packing Volunteers

PARTNERS & COLLABORATIONS

In 2025, Meals on Wheels of Hillsborough County continued to expand community involvement in our mission by leveraging the talents of partner organizations specializing in food service, IT, education, non-profit, and community service.

Out of 79 active partnerships, 35 were established in 2025 alone, an increase of 76% over 2024.



Concord Group Insurance

MORE 2025 PARTNERS



VOLUNTEERISM

- Amherst Lions Club
- City Year
- Bar Harbor Savings Bank
- Nashua Rotary West
- Granite United Way
- CEJ Technologies
- Community Actions for Change
- Independent Service Network
- Nashua Girl Scouts
- St. Elizabeth Seton Parish
- Souhegan Lions Club
- Wilton/Lyndeborough Womens Club
- Franklin Savings Bank
- Bedford High School
- Goffstown High School
- Manchester Community College
- Pelham High School
- Easterseals
- VOYA
- Plus Company
- Opportunity Networks
- Vista Learning Center

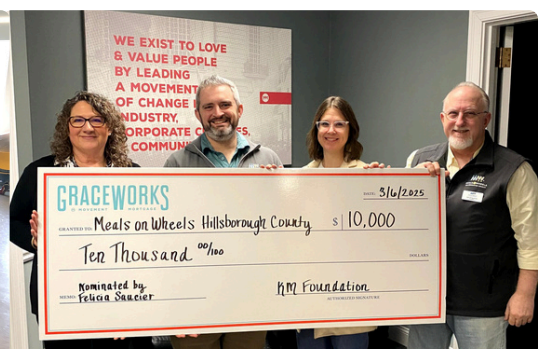
- Fidelity Investment
- Franklin Energy
- Pinkerton Academy
- Salesforce
- Southern NH University

FUNDRAISING

- Christ Church of Amherst
- Fortin Gage
- Chik Farm Woodworking
- Creativity and Kindness
- Trader Joe's
- ATA Martial Arts

OUTREACH

- Hearst Media
- FEEDNH
- Great American Downtown: Nashua



2025 VOLUNTEER HIGHLIGHTS

- Total Volunteers: 402
- Hours Contributed: 27,918
- Miles Driven: 127,766
- Bread Slices Bagged: 105,300

On average, 262 volunteers are active each month
2,025 in 2025: volunteers bagged 2,025 slices of bread weekly!

A Word From One of Our Volunteers:

“It feels good to check in with people who have limited contact. I hope it helps them to feel connected and safe.”

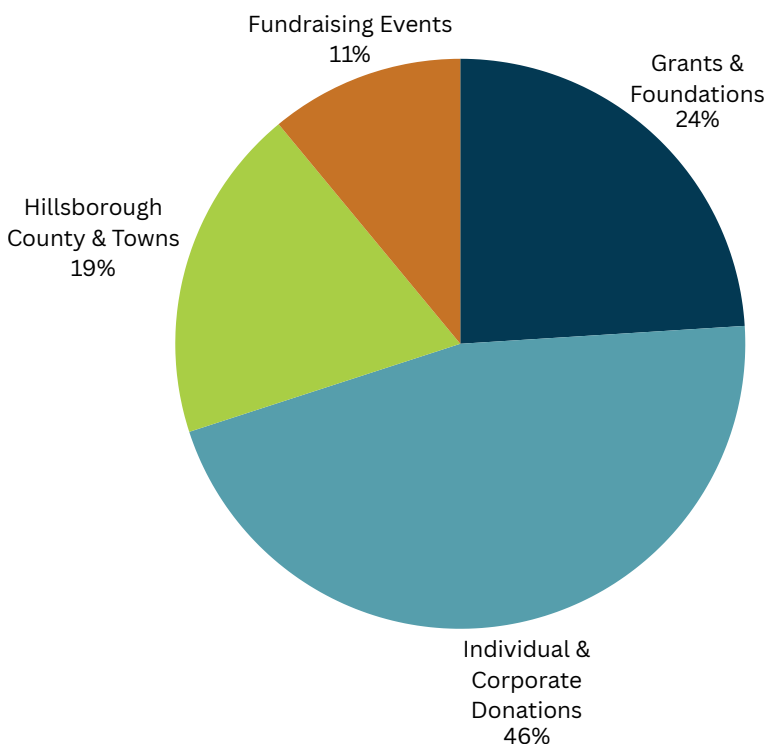


FINANCIAL OVERVIEW

2025 Income Breakdown

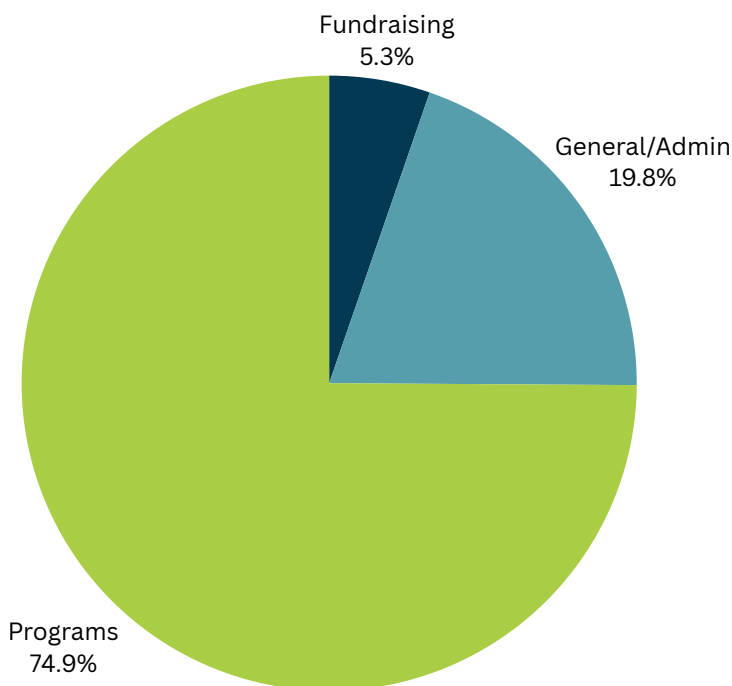
- 54% Bureau of Adult and Aging Services (BAAS)
- 36% Donations & Events
- 9% Other Grants
- 1% In-Kind Donations and Other

Fundraising Revenue Percentage



2025 Total Expenses Breakdown

\$5,228,354



2025 Audited Financial Statement Available [Here](#)

Thanks to state and federal leaders who support the Older Americans Act, about half of every meal is funded through state and federal sources. Remaining costs are covered through fundraising.

IMPACT:

More than a Donation

*Thanks to the support of our **town, county, individual, and corporate contributors**, everyone who needed Meals on Wheels received a healthy meal in 2025. By improving cost efficiency we can now turn **every \$2 donated into a healthy meal!***

***Legacy gifts and a capital grant** enabled investments in **new freezer space and fuel-efficient infrastructure**. As a result, **our energy costs dropped 57%**, in 2025, saving approximately \$67,000 in savings. These savings strengthen our ability to meet the rising costs and increased need among our aging population.*

STRATEGIC PLAN UPDATES

For the full 2025-2028 strategic plan visit us online!

Mission

Advancement: *Demonstrate our solution to isolation and loneliness*

Partnerships with media groups, fellow non-profits, and small businesses created new platforms to engage volunteers, supporters, and participants. In-person events such as Taco Tour and a Nashua Silver Knights game, also helped new clients connect with the services they need.



Program: *Leverage technology to reduce the complexity of operations*



Upgrades to our warehouse including a new freezer and flooring improved efficiency in our weekly mission to deliver approximately 7,000 meals each week. Meanwhile, digital systems such as our website and meal delivery apps were redesigned to provide higher quality service in the new year.

Sustainability: *Pursue opportunities to conserve energy and resources*

In partnership with Common Impact, Fidelity Associates donated four months of their time creating procedures to reduce the complexity of administrative tasks. We proudly reduced our environmental impact by increasing paperless operations and investing in fuel-efficient heating, cooling, and infrastructure.



IT TAKES A NEIGHBORHOOD

Thank you, Donors!

Thank you to the 538 individuals and 102 organizations who chose to make charitable contributions to Meals on Wheels of Hillsborough County in 2025.

Such support truly sets our agency apart. Nation-wide, **1 in 3 senior nutrition programs have a waitlist of four months or more, but Meals on Wheels of Hillsborough County has served our community for 49 years without ever resorting to a waitlist!**

Fundraising Highlights

- **Festival of Fives** – at LaBelle Winery in Amherst we celebrated our mission in style with live music, gourmet food, fine wines, and a silent auction featuring dozens of locally sourced goods and experiences. Impact awards honored volunteer driver David Gilmour, volunteer coordinator Sean Conley, and performing arts partner Stone Hill Station. Guests rose to the challenge of Opening Doors for our participants, raising enough to purchase **18,000 meals**.
- **Miles for Meals 5k**—runners and walkers took in the beauty of Mine Falls park trail, and at the finish line, they had turned their miles into more than **11,000 healthy meals**.
- **Holiday Gift Program**—Once again, dozens of donors and volunteers came together in a moment of holiday cheer to pack **904 holiday gift bags** that were warmly received by neighbors who rely on the home delivered meal program.





MEALS on WHEELS
HILLSBOROUGH COUNTY

Be part of the change.



Your support feeds and connects neighbors. Join us in building a brighter future where no neighbor is hungry or alone.

"Together, we can deliver."

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