



MEALS on WHEELS
HILLSBOROUGH COUNTY

ANNUAL REPORT 2024



STRATEGIC PLAN 2025-2028

OUR MISSION

The mission at Meals on Wheels of Hillsborough County (HCMOW) is to create connection and enrich the lives of older and isolated adults so that they may live independently through nutrition, social engagement and community services.



MISSION ADVANCEMENT

Demonstrate our Solution to Isolation and Loneliness

Raise awareness of the social isolation and loneliness epidemic, showcase our programs as solutions to this crisis, and explore new ways to reach and serve isolated and lonely individuals.



PROGRAMS

Leverage Technology to Reduce the Complexity of Operations

Explore and implement digital systems to reduce complexity of operations, and solidify warehouse and food distribution procedures.



SUSTAINABILITY

Pursue Opportunities to Conserve Energy and Resources

While building capacity to sustain program growth, choose options that enhance community partnerships and conserve financial and natural resources.

OUR VISION

HCMOW envisions a Hillsborough County where all aging and isolated neighbors have enough to eat and are connected members of the community.



A WORD FROM OUR AGENCY PRESIDENT

As we end another successful year, and settle into the old Blake's Creamery, I'm reminded that we are continuing the legacy of the Blake family as they began to deliver milk throughout our community over 120 years ago.

In 2024 we delivered over 350,000 containers of milk (along with nutritious meals) to the doors of some very grateful people all throughout Hillsborough County. If Mr. Blake was alive to see this happening today, I think he would be very pleased to know that our community is still reaping the benefits from what he started so long ago.

Still, our success has not come easy. By taking control of our supply of food, we have transformed our organization to better meet the rising need for our services. This move has improved the quality of our meals and sustainability of our mission, but added more complexity to our work.

This was recognized and addressed in our new strategic plan, as we will be investigating how technology can aid us in supply management.

Our program Goal for the 2025-2028 Strategic Plan reads: "Explore and implement digital systems to reduce complexity of operations, and solidify warehouse and food distribution procedures."

I'm confident that we'll meet this goal, in large part due to the unwavering support of our board, staff and donors.

Together, we will continue to deliver!

JON ERIQUEZZO
CEO/PRESIDENT

HOME DELIVERED

Meals on Wheels of Hillsborough County has proudly been delivering nutritious meals since 1977. With a name many know and trust, our home delivered program offers older and isolated neighbors more than a healthy meal.



Every visit is a wellness check, requiring our trained drivers to see and speak with every individual on their route. Any concerns about an individual during a visit are documented, and staff communicate with emergency contacts and/or refer participants to community resources.



In their words: Home Delivery Participant:

“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.”

From our 2024 Home Delivered Survey:

98% Participants rate the program as good to excellent.

92% Participants feel safer knowing that someone is checking on them.



DINE OUT CLUB

Our Dine Out Club participants enjoy going out to one of our local partner restaurants for a nutritious meal from a curated Dine Out Club menu. The best part: sharing this meal with family and friends.



Alyssa, the owner of Francoeur's, shared "It is amazing to see the social impact that goes along with a steaming cooked meal. Watching the group size get bigger, the conversations shared, and friendships made over a cooked meal is amazing."

2024 Dine Out Club restaurants:

Francoeur's Cafe, Manchester ~ White Birch Eatery, Goffstown ~ Village Eatery, Merrimack ~ Soel Sistas,

COMMUNITY DINING

With over 13 dining sites and satellite locations, Community Dining is a site-based program that offers nutritious lunches to older adults 60+. Community diners enjoy a delicious meal, social opportunities, and special activities.



June, our catering partner from Dollar Shy Farm said, "Love what you do and you'll never work a day in your life" about serving older adults at Meals on Wheels Community Dining events.



IN THEIR WORDS: COMMUNITY DINING

"The Dining Out event at the Stephenson Memorial Library here in Greenfield is a blessed time for seniors to come together for awesome food and fellowship. It is a high point for many in Greenfield and the surrounding area as they look forward to the 4th Thursday of the month. The food is always fantastic and Carol and her staff so very welcoming. Thanks so much for the Dining Out Monthly Event. It means so much to so many."

~Community Dining Member

LOCATIONS:

Amherst – Buck Meadow

Antrim – Antrim Presbyterian Church

Greenfield – Stephenson Memorial Library

Hillsborough – GHSS
– Maple Leaf Village

Manchester – William B. Cashin Center

Milford – Milford Bingo at Milford Town Hall
– Hampshire Dome – (Seasonal)
– Granite Square
– Milford Mills

(For Residents of Linsey Landing, the Cabinet, and Milford Mills)

Nashua High School North – Special

Peterborough – Peterborough Community Center

Wilton – Wilton Collaborative Space

Anyone 60 and older is invited to join us at one of our many nutrition sites throughout Hillsborough County. The lunch meal supplies one-third of an older adult's daily nutrition requirements. In addition to balanced meals served Monday through Friday, opportunities to participate in activities related to nutrition, recreation, health and welfare, and social services are easily accessible at nutrition site locations.



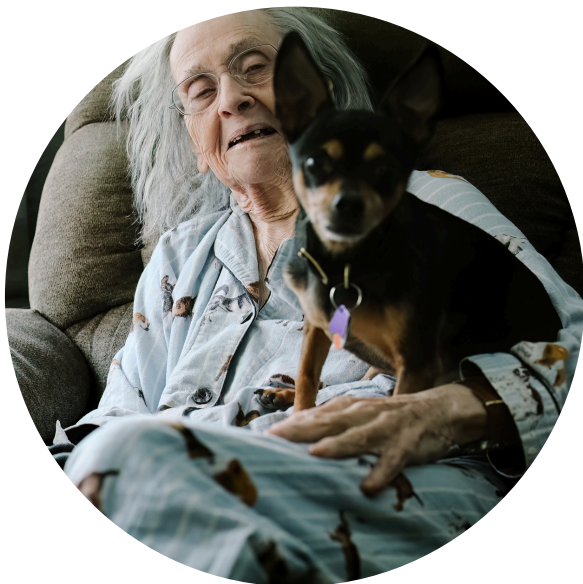
TRANSPORTATION

Our bus transports Manchester participants to Community Dining events, pharmacies, local grocery stores, and other venues as needed. The riders enjoy the ability to get out of their homes and chat with each other along the way.

2024

4,286 TRIPS

55 MANCHESTER RESIDENTS



PET-GO PROGRAM

In 2024:

81 Pets served

30,167 Pet Meal Deliveries

We understand that many of our participants rely on their pets for companionship, so HCMOW has partnered with the Animal Rescue League of New Hampshire and the Humane Society for Greater Nashua to deliver pet food and litter alongside meals in the Greater Manchester and Nashua areas. This is a valuable partnership that benefits both the pet and the emotional well-being of our participants.

VOLUNTEERING



In 2024, we welcomed 133 new volunteers, bringing fresh perspectives and enthusiasm to our organization. With a total of 28,022 hours contributed, our volunteers have made an immense impact, from directly assisting with our core programs and services to supporting special events. Their commitment and passion drive our impact.

Our volunteers always go above and beyond. In November, our Manchester packing crew received an award from the Molly Stark Chapter of the Daughters of the American Revolution for their dedication and service to making a difference in our community.



“You don’t know what they are dealing with behind the closed door, such as health issues, mobility, financial, or isolation.”

Rodney's advice to anyone thinking about volunteering is to do it! Give it a try! No matter how much time you can give or what you can do, you can make a difference.

Rodney,
Merrimack Volunteer



20%

Increase in volunteers in 2024
compared to 2023.

56%

of participants said they have
no weekly visits besides their
Meals on Wheels driver.



“Our volunteers play a vital role in achieving our mission, contributing their time, skills, and energy to help us serve our community.

Thank you to all our volunteers for your unwavering support and dedication. You are the heart of our organization, and we couldn't do this important work without you.”

SEAN CONLEY
VOLUNTEER COORDINATOR





PARTNERSHIPS

In 2024, Meals on Wheels of Hillsborough County was proud to welcome staff, volunteers, and talented professionals from all of the following groups as partners—donating their time, talent, or trade to provide special opportunities that help us better meet the needs of our participants.

Dine Out Club Restaurants:

- Francouer's Cafe
- White Birch Eatery (Closed)
- Village Eatery (Closed)
- Soel Sistas

Chambers of Commerce

- Greater Manchester
- Greater Nashua
- Greater Merrimack/Souhegan Valley

Pet-Go Program:

- Animal Rescue League
- Humane Society for Greater Nashua

The United Way

- Granite United Way
- United Way of Greater Nashua

Community Dining Catering:

- Dollar Shy Farm
- City Moose Catering

Education

- St. Anselm College
- Nashua School District
- Southern New Hampshire University
- Pinkerton Academy

Food Services

- Fantini Bakery
- Birch Stream Farms
- U.S. Foods
- NH Food Bank
- Brookdale Fruit Farm
- Hannaford's Fresh Rescue

Rotary Clubs:

- Nashua West
- Goffstown
- Merrimack
- Milford

Fundraising:

- Gate City Casino
- Stonehill Station
- NHLightShow
- Hotworx

Corporate Volunteerism

- Bar Harbor Savings Bank
- CEJ Technologies
- Sullivan Construction
- Franklin Savings Bank
- Easterseals
- Fidelity Investments
- Eversource
- Comcast
- VOYA
- Salesforce
- 2 Men and a Truck
- Martin's Point Healthcare
- Franklin Energy

"Partnership is a creative opportunity for organizations who are eager to lend their talents to our mission. Partner solutions come in many forms: Bar Harbor sends a banker out to deliver every week, DOC restaurants collaborate on recipes with us, Fidelity's volunteers beautified our Headquarters--just to name a few! The results represent what makes this community great."

ZACH PAONE

DIRECTOR OF DEVELOPMENT



FINANCIAL HIGHLIGHTS

St. Joseph Community Service, Inc.
d/b/a Meals on Wheels of Hillsborough County

Statements of Activities for the Years Ended
September 30, 2024 and 2023

	Without Donor Restrictions	With Donor Restrictions	2024 Total	2023 Total
Support and Revenue				
Support:				
Bureau of Elderly and Adult Services:				
Title III and related programs	\$ 2,859,680	\$ -	\$ 2,859,680	2,723,520
Choices for Independence	589,538	-	589,538	588,412
Nutrition Services Incentive Program	251,996	-	251,996	246,750
Contributions	910,485	371,474	1,281,959	1,093,082
Employee retention tax credit	-	-	-	899,441
In-kind contributions	116,300	-	116,300	100,894
Other grants	486,147	-	486,147	34,888
Special events:				
Gross special events revenue	43,486	-	43,486	41,937
Less cost of direct benefit to donors	(13,835)	-	(13,835)	(9,367)
Net special events revenue	29,651	-	29,651	32,570
Revenue:				
Other program revenue	7,904	-	7,904	16,824
Other income	430	-	430	10
Net Assets Released From Restrictions	379,834	(379,834)	-	-
Total Revenue and Other Support	5,631,965	(8,360)	5,623,605	5,736,391
Expenses				
Program services	4,464,062	-	4,464,062	4,145,624
General and administration	755,650	-	755,650	796,414
Fundraising	267,183	-	267,183	232,486
Total Expenses	5,486,895	-	5,486,895	5,174,524
Change in Net Assets From Operations	145,070	(8,360)	136,710	561,867
Nonoperating Activities				
Investment income, net	214,937	-	214,937	141,734
Gain on sale of fixed assets	128,405	-	128,405	-
Total Nonoperating Activities	343,342	-	343,342	141,734
Change in Net Assets	488,412	(8,360)	480,052	703,601
Net Assets - Beginning	3,007,083	220,724	3,227,807	2,524,206
Net Assets - Ending	\$ 3,495,495	\$ 212,364	\$ 3,707,859	\$ 3,227,807

EVENTS



Community Champions Week

During Community Champions week we invite community leaders and officials to spend some time experiencing the joys of volunteering at Meals on Wheels of Hillsborough County.

Festival of Fives

We serve lunch five days per week, but only serve dinner on one special night! Festival of Fives celebrates our mission and the community that makes it possible each spring at LaBelle Winery. This is a night of delicious food, recognition, and fun!

Miles For Meals

Miles for Meals is our annual 5k event at Mine Falls Park in Nashua. This is when we step outside to support our mission. It's about making a difference with every step.

Holiday Gift Program

For the annual Holiday Gift Program, the community comes together by donating items and packing gift bags to deliver to our Home Delivered participants who otherwise might not receive anything else during the holidays.





*Together, We
Deliver*

THANK YOU

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 [Meals on Wheels of
Hillsborough County](https://www.linkedin.com/company/Meals-on-Wheels-of-Hillsborough-County)

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Hillsborough County](https://www.facebook.com/Meals-On-Wheels-of-Hillsborough-County)



In 2024, Meals on Wheels America adopted “**End the Wait**” as a mission slogan because currently “1 in 3 senior nutrition programs has an average wait list of three months.” Though that statistic is of concern to us, **HCMOW has proudly delivered for 47 years without resorting to a waitlist!**

What makes Hillsborough County different than the many providers with long waits?
Our community of supporters.

Thank you to all of the individual donors, charitable foundations, corporate sponsors, community service groups, and civic leaders whose funding has provided **422,279** nutritious meals, reconnected the isolated with their community, and nourished **5,536** neighbors in 2024.

CONNECT: 

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