Dine Out Club participants enjoying a community meal at the Village Eatery in Merrimack
Isolation is the New Pandemic

Every year we ask our home delivered clients about feelings of loneliness and isolation. Prior to the pandemic, around 20% reported that the Meals on Wheels driver was usually the only visitor they had all week. In 2020, that response jumped to 60%, where it has remained. Additionally, 71% of our community diners reported that their primary reason for attending community dining was for socialization. Unfortunately the pandemic prevented that for over two years.

Our response to rising isolation among our clients has been to hire additional staff, strengthen policies and procedures, and expand outreach to underserved areas. We are committed to ensuring that our clients are not alone— that we will be there as much as they need us to be, to deliver meals, check on them and keep them connected to their communities.

For our non-homebound clients, we are rebuilding community dining in innovative ways, including launching the “Dine Out Club,” through partnerships with local restaurants. This program has helped hundreds of older adults to reduce their feelings of loneliness.

Our mission to address loneliness has never had more purpose and we will continue to grow and adapt in new and creative ways to meet the needs of our clients, creating connections and enriching their lives.

Ninety-two percent (92%) of our participants report that they feel safer knowing someone is checking on them.
Dine Out Club

Since the pandemic, 60% of the older adults whom we serve report that the meals on wheels driver is the only visitor they have all week. This represents a 200% increase in isolation, which can have a deadly impact if not addressed.

Partnering with local restaurants through the Dine Out Club proved to be a win-win solution for both Meals on Wheels and the seniors it serves. It has provided seniors with a more diverse and enjoyable meal experience, opportunities for socialization, and a sense of community. It has also helped local restaurants increase their customer base and build on their positive reputations. Meals on Wheels and local restaurants working together has helped to reduce loneliness and isolation among seniors and created a more connected and supportive community. And we’ve only just begun.

Diners enjoying a community meal at the White Birch Eatery in Goffstown.
DINE OUT CLUB

Dine Out Club Meal Redemptions from January 2022 - October 2022

Jan-Jun 2022  

Jul-Oct 2022

100%

Dine Out Club Participants that would recommend the program

More than half of Dine Out Club members participate for socialization

"At 89 and alone this has been so great. I could not have gone out more than once a week before the program"

61%

Heard about the program by word of mouth

70%

Say the Dine Out Club has improved their socialization

78%

Were not previously engaged with Meals on Wheels programs

"Has allowed socialized breakfast opportunities I would not have done. Love the program."

"We have enjoyed this program so much. It surpassed our expectations more than we can say. It is wonderful!!"
# 2022 Audited Financial Statement

<table>
<thead>
<tr>
<th></th>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Undesignated</td>
<td>Designated</td>
</tr>
<tr>
<td><strong>Support and Revenue</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bureau of Elderly and Adult Services:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title III and related programs</td>
<td>$2,127,585</td>
<td>$ -</td>
</tr>
<tr>
<td>Nutrition Services Incentive Program</td>
<td>215,862</td>
<td>-</td>
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<tr>
<td>Choices for Independence</td>
<td>565,864</td>
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<tr>
<td>Other grants</td>
<td>98,474</td>
<td>-</td>
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<tr>
<td>Contributions</td>
<td>978,442</td>
<td>219,989</td>
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<tr>
<td>Inkind contributions</td>
<td>188,718</td>
<td>-</td>
</tr>
<tr>
<td>Special events:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross special events revenue</td>
<td>31,683</td>
<td>-</td>
</tr>
<tr>
<td>Less cost of direct benefits to donors</td>
<td>(8,976)</td>
<td>-</td>
</tr>
<tr>
<td>Net special events revenue</td>
<td>22,707</td>
<td>-</td>
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<tr>
<td>Revenue:</td>
<td></td>
<td></td>
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<tr>
<td>Other income</td>
<td>15,961</td>
<td>-</td>
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<tr>
<td>Net Assets Released From Restrictions</td>
<td>273,590</td>
<td>(9,817)</td>
</tr>
<tr>
<td><strong>Total Support and Revenue</strong></td>
<td>4,487,203</td>
<td>(9,817)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Expenses</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home delivery</td>
<td>3,494,071</td>
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<tr>
<td>Congregate services</td>
<td>188,496</td>
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<tr>
<td>Transportation</td>
<td>68,791</td>
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<tr>
<td><strong>Total Program Services</strong></td>
<td>3,751,358</td>
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<td>Supporting Services:</td>
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<td></td>
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<tr>
<td>Management and general</td>
<td>479,440</td>
<td>-</td>
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<tr>
<td>Fundraising</td>
<td>283,637</td>
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<tr>
<td><strong>Total Supporting Services</strong></td>
<td>763,077</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>4,514,435</td>
<td>-</td>
</tr>
</tbody>
</table>

| **Change in Net Assets From Operations** | | |
| (27,732) | (9,817) | (43,784) | (80,833) |

| **Nonoperating Activities** | | |
| Investment income (loss), net | (179,445) | - | - | (179,445) |
| **Total Nonoperating Activities** | (179,445) | - | - | (179,445) |

| **Change in Net Assets** | (206,677) | (9,817) | (43,784) | (260,278) |

| Net Assets, Beginning of Year | 2,471,367 | 48,296 | 264,821 | 2,784,484 |
| **Net Assets, End of Year** | $2,264,690 | $38,479 | $221,037 | $2,524,206 |
Individual Donors over $250

Drs. Daniel & Stacey Abbis
Kathryn Alexander
Richard and Yvonne Allard
Jayne Bacha
Samantha Baldini
Joan Barretto
Jack and Nancy Barron
Steven and Robin Beaudette
Carol Beland-Bushong
David & Charlene Belanger
Perry Bennett
Dr. Craig & Kristen Berry
Bill and Susan Birchard
Robert and Cynthia Blixt
Patty Caya & Peter Ungaro
Shirley Caya
Chris & Lynn Christensen
Jean Clough
Joseph & Catherine Comeau
Christopher & Edna Conway
Patricia Ann Dam
Julie Dillow
Roger & Catherine Dionne
John & Danuta Donovan
Mark & Maryann Dunn
John & Colleen (Lyons) Dupre
Jonathan Eriquezzo
Frank Farmar
Cynthia Field
David W Fontaine
Eileen Fox
Richard & Anita Galway
Alfred & Barbara Glauner
Joseph Georgalas
David & Margaret Gilmour
Robert & Eileen Gosselin
Andrea Guidoboni
James P. & Chantal Harris
Robert Hetzel
James & Karen Hillson
Debra Jenkins
Bharath Balaji Kannan
Mark & Corinne Kinnicutt
Mrs. Terry Knowles
Andrea Kokolis
Matthew P. Landon
Sandy Segal Lish
Heather MacDonald
Mark & Cynthia Maris
David & Sopheavey Miller
Daniel Mullen
Joseph Murphy
Ann Marie Myslowski
Cheri Natalino
Zoe Onsruth
Gil Oriol
Donald Peppard M.D.
Paulo Pereira
Claudette Pinard
Alan & Kristen Retter
Mr. & Mrs. Ronald Rivard
David & Patricia Rosenzweig
Rodd & Lorie Ruland
Mr. & Mrs. Larry Scammon, Jr.
Christopher Simard
Grace Stanley
Charles & Eleanor Stetson
James & Pam Sullivan
Juliana Taylor
Suzanna Thurber
Douglas Verge
Gary & Maureen Wasserman
Jennifer West

You have not lived today until you have done something for someone who can never repay you.
- John Bunyan

*Please note: We have carefully compiled this donor list but we do sometimes make mistakes. We are very sorry if your name was omitted. If so, please contact Joan at jbarretto@hcmow.org
Our 2022 Donors*

Businesses, Non-Profits, Religious & Service Organizations over $250

Advantage Benefits Inc.
Amherst Junior Women's Club
Amherst Lions Charities
BAE Systems
Bank of America - NH Market
Bank of New Hampshire
Bedford Village Inn, aka Hospitality Resources, LLC
Bedford Women's Club
Boston Billiard Club and Casino
Broad Street Planning
Club National, Inc.
Congregational Church of Amherst
Congregational Church of Hollis
ControlAir LLC
County of Hillsborough
Cummings Properties, LLC
Daughters of Isabella
Digital Federal Credit Union
Enterprise Bank
First Congregational Church, Milford
Franklin Savings Bank
Gelinas & Pratte, CPA
Granite Group Benefits
Greater Manchester/Nashua Board of Realtors
Group Insurance Companies-Concord General Mutual Ins.
Guyer & Son Roofing
Harbor Group
Harvard Pilgrim Health Care
Holliis Women's Club
Home Health & Hospice Care
Jewett Construction
K6 Manufacturing
Kiwanis Club of Hudson
Leclaire-Caron Pelletier Unit 13 American Legion
Lenovo
Lions Club of Nashua
M & T Bank (formerly, People's United Bank)
Melanson
Merrimack Lions Club
Microsoft
Milford Rotary Club
Millyard Bank
Nashua Lodge of Elks 720
National Association of Nutrition & Aging Services (NANASP)
Pennichuck Corporation
Retail Business Services
Rotary Club of Nashua West
Service Credit Union
Southern NH Health
St. Joseph Hospital
Subaru Share the Love
Summit Title Services
TD Bank
The Paul L. Tringoson Trust
Tobey & Merrill Insurance
Triangle Credit Union
Trio Community Meals
Vertex Pharmaceuticals
Well Sense Health Plan/ BMC HealthNet Plan
Wright Choice Financial Group, LLC

In 2022...
♦ We served 365,282 meals.
♦ The number of participants receiving our services was 2,041.
♦ Approximately 180 volunteers contributed to our programs.
♦ The number of volunteer hours contributed was 18,000.

*Please note: We have carefully compiled this donor list but we do sometimes make mistakes. We are very sorry if your name was omitted. If so, please contact Joan at jbarretto@hcmow.org
Grants, Funds, and Charitable Foundations over $250

Amherst Lions Charities
Aubuchon Foundation
Bank of America Charitable Foundation
Bedford Women's Club
Charles Schwab & Co.
County of Hillsborough
Elizabeth and Hollis E. Harrington Sr. Family Fund
Fidelity Charitable
Granite United Way
Milford Hospital Association
Network For Good
New Hampshire Center for Non Profits
NH Center for Non Profits
Norwin S. and Elizabeth N. Bean Foundation
People's United Community Foundation
Schwab Charitable Fund
Scrooge McDuck Foundation
Stuart Draper Charitable Foundation of NHCF
The Barker Foundation, Inc.
The Kaley Foundation
The Mary Gale Foundation
The Mello Foundation
The Pearl Manor Fund
The Saab Family Foundation
The Seifert Family Foundation
The Tufts Health Plan Foundation
The Tufts Health Plan Foundation
United Way of Greater Nashua
United Way of MA Bay and Merrimack Valley
We Share a Common Thread Foundation
Wilton Lions Charitable Foundation

*Please note: We have carefully compiled this donor list but we do sometimes make mistakes. We are very sorry if your name was omitted. If so, please contact Joan at jbarretto@hcmow.org

In their own Words...

"Meals on Wheels is important to me because it's nice to know somebody cares." ~ Arthur

“I am very grateful for the Meals on Wheels delivery service. I enjoy the wonderful people who give of their time to deliver. The meals help to make my days easier as I adjust to life following the loss of my husband.” ~ Anonymous

“Meals on Wheels is amazing. I’m so glad I found them. Getting the meals home delivered allows me to stay at home. I can’t say enough great things about this service. For people who are having challenges and going through hard times, this service is a life saver. I am so happy that I found about Meals on Wheels... for me, this is a game changer.” ~ Katherine

"Meals on Wheels is the only company I receive daily. This makes feel safe that someone is checking up on me. The drivers are friendly & cheerful—a nice greeting everyday.” ~ Anonymous
December 12, 2022

To the Folks at Meals on Wheels:

My mother — Shirley — receives your meals each week and (as I said last year and will probably say every year, she receives them) it was a very hard sell to get her to try the service, 😊 but she now loves it. She’s hilarious in that occasionally, she says, “maybe I don’t need the meals all year long...” despite us adding meals to her weekly delivery and her continuing to enjoy them.

I appreciate your service. I appreciate it for the baseline of delivering food to people who can no longer get out into the world by themselves. But I also appreciate the visitation aspect and appreciate how helpful your staff continue to be, no matter how many times she forgets to tell you she has a doctor’s appointment and won’t be there when the driver arrives. 😊

And I want you to know I made her fill out the survey you sent recently. She put it in a pile and never returned to it, but I dug it out and read her every question, telling her, “This is your chance to let them know how much you liked those meatballs!” Thank you for caring about what might be making them happy about the meals and what might not be working.

Old people are funny. But they are also always teetering on a precipice and your organization helps right them before things go terribly wrong. It is crucial. I appreciate that you exist and that your volunteers make the lives of the elderly better, every day. It gives us, the people who help care for them some piece of mind. Now, if only you would create Wheels on Wheels, a ride service for the fussy oldsters who won’t accept what limited ride services exist and can’t just take an Uber. 😊

We decided to match my mother’s contribution toward her meals. I hope that helps. I know costs are up in ever sector and everyone is struggling on some level, but I wanted to at least put a drop in the bucket to make sure your valuable service not just survives but thrives.

Please accept the enclosed contribution as token of my gratitude for your services, on behalf of my mother and all the people you serve in the community.

I will you well, and again, I thank you for your care. Kind regards and happy holidays,

Patty

Medford, MA 02155
HOW TO DONATE

Mail your check to:
Meals on Wheels of Hillsborough County
PO Box 910/ 395 DW Highway
Merrimack, NH 03054

In-person:
Stop into our Administrative Office
395 Daniel Webster Highway, Suite #4
Merrimack, NH 03054

Call:
(603) 424-9967 and make a credit/debit card donation

Online:
Credit/debit card donations are accepted and can be made through our website. There are various ways in which you can make your gift, please visit www.hcmow.org to see how you can help.

Our nonprofit identification number is: 02-0335003.
MEALS ON WHEELS
HILLSBOROUGH COUNTY

395 Daniel Webster Highway
PO Box 910
Merrimack, NH 03054
(603) 424-9967

Services funded in part by the New Hampshire Bureau of Elderly and Adult Services and the United Way