

# 2020 ANNUAL REPORT

TOGETHER, WE DELIVERED!



**For all of us, 2020 was a year like no other.**

COVID-19 continues to be the greatest challenge of our lifetimes. But with *your support*, Meals on Wheels powered through the changes that 2020 brought and never stopped delivering meals.

In fact – last year, your generosity provided more meals to more people than ever before! Your deep care and concern for the most vulnerable people in our community made this possible – **thank you for feeding New Mexico this year!**



**Thank You** to our 2020 Donors!  
[mow-nm.org/donors2020](http://mow-nm.org/donors2020)



**To Donate**, visit  
[mow-nm.org/annualreport2020](http://mow-nm.org/annualreport2020)

**Compared to before they entered the MOWABQ program, clients reported:**



MOW provided **159,453 meals** to **1529 clients**



**52%** fewer unscheduled doctor visits



"MOW improved my daily life" **90%**



"MOW helps me continue to live at home" **93%**



felt less isolated **86%**

**YOUR GIFTS HELP IMPROVE CLIENTS' LIVES**  
**MEET CARL, A MOW CLIENT**



**"There are people out there who care about the homebound,"** says Carl. Carl was hospitalized twice in 2020 – for a heart problem and pneumonia. Health issues made leaving the house risky, and he wasn't eating well. That's when he called MOW. "The meals are excellent," Carl says. "It's food that helps me feel better. I feel healthy."  
"It's just been a life of staying home. I don't have anybody here besides myself." Your support keeps Carl connected with daily visits. To read more about Carl, go to <http://bit.ly/CarlsStory>.

**"THE MEALS HELP ME SO MUCH BECAUSE MEAL PREPARATION IS VERY DIFFICULT. THANK YOU ALL."** ~ ANONYMOUS CLIENT



**YOU DELIVERED FRIENDSHIP**  
**MEET PENNY, A MOW VOLUNTEER**



**A best friendship built only over the phone**  
Penny, a Volunteer for 3 years, made "wellness check phone calls" to MOW clients during the pandemic. Each week, she talked to Joan – "a remarkable woman" who dubbed Penny her "BFF phone friend."  
Through phone calls, texts, and photos, "We got to know each other better than most people I've met as an adult," said Penny  
In April, Joan passed away from pancreatic cancer. "Her loss has left a hole in my life," said Penny. "I'm amazed that I could come to care so much for someone I never met in person."  
To read Penny's full story about her friendship with Joan, visit <https://bit.ly/PennysStory>

**"THE VOLUNTEERS ARE ALWAYS VERY NICE. THE FOOD IS A BLESSING. THANK YOU MOW!"**  
~ ANONYMOUS CLIENT



We enrolled **100 new volunteers**



**5,000 wellness check phone calls** to clients made by MOW Volunteers.

**There were changes to how Volunteers delivered key services due to COVID-19, but the Volunteers helped keep everyone fed all year!** Meal deliveries went from daily to weekly. Each delivery included a week's worth of frozen meals for each client. Volunteers delivering meals followed health and safety protocols set by the NM Department of health.

**YOU KEEP OUR WHEELS TURNING**



● **81.03%** Meal Delivery  
● **10.66%** Organizational Advancement  
● **6.24%** Core Mission Support  
● **2.07%** Deli and Catering  
2020 Audited Financial Statement



● **69.67%** Grants Donations and Events  
● **22.33%** Meal Services  
● **8.00%** Donated Services and Equipment



## YOU GAVE COMPANIONSHIP

### MEET ROBERTO, A MOW CLIENT AND PET OWNER



#### Roberto was unable to shop for groceries for himself and for his dog.

Cooking and eating were hard for him due to a disability that affects his fine motor skills. The pandemic made Roberto feel more isolated, worried and anxious. "COVID changed my whole life. Even my attitude and way of thinking changed."

After signing up for home-delivered meals, things got better. "On Thursdays, MOW brings me meals and the paper, and on Mondays, Mary, my volunteer, calls me just to chat." He also got food and supplies for his furry friend. Roberto summed it up with one word: "relief."

To read more about how you helped Roberto make it through a difficult year, go to <http://bit.ly/RobertosStory>.

**"MEALS ON WHEELS IS CRITICAL IN ALLOWING MY PARENTS TO EAT HEALTHY FOOD AND STAY IN THEIR HOME."** ~ ANONYMOUS CHILD OF CLIENTS

**Pets worked overtime in 2020.** Thanks to you and our generous partner – a local pet store, *Long Leash on Life*, low income clients received pet food, critical vet visits, leashes, collars, toys and other supplies last year.

**Long Leash  
On Life**  
Healthy Food for Cats & Dogs



**94 pets**  
received  
service or  
supplies



**76 dog walks**  
kept pets  
healthy and  
happy



**2,160 lbs.**  
of pet food  
donated by  
*Long Leash  
on Life*



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