# **2020 ANNUAL REPORT**

TOGETHER, WE DELIVERED!





#### For all of us, 2020 was a vear 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



To Donate, visit 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



"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!"



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

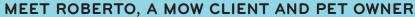


- 81.03% Meal Delivery
- **10.66%** Organizational Advancement
- **6.24%** Core Mission Support
- 2.07% Deli and Catering 2020 Audited Financial Statement



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

#### YOU GAVE COMPANIONSHIP





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 <a href="http://bit.ly/RobertosStory">http://bit.ly/RobertosStory</a>.

"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.







**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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# **A PRESBYTERIAN**

Special thanks to **Presbyterian Health Services**, our generous provider of office, kitchen and meal delivery facilities.

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