



MEALS ON WHEELS OF LEHIGH COUNTY

A Meals on Wheels
volunteer delivering meals
to Jay Bechtel, Executive
Director Pam Bechtel's
father, 2004

ANNUAL REPORT 2016 | CELEBRATING 45 YEARS

A FAMILY AFFAIR

CLIENTS. VOLUNTEERS. DONORS.

1971-2016



FROM THE EXECUTIVE DIRECTOR

HERE AT MEALS ON WHEELS, WE OFTEN TALK ABOUT HOW WE FEEL THAT OUR CLIENTS, OUR VOLUNTEERS AND OUR DONORS FEEL LIKE PART OF A BIG FAMILY.

For me, my connection with Meals on Wheels began with my family, even before I became its executive director 18 years ago. When I interviewed for this job, I told the search committee that I knew this was a wonderful service because my parents had been clients for over a year. Both of my parents had been hospitalized a week apart for respiratory infections. My dad came home first, and the hospital discharge planner recommended Meals on Wheels. What a great help! My father had stopped driving and my mother didn't drive, so they were homebound. My brother Glenn and I were both working full time. The temporary Meals on Wheels service became permanent when it was clear that my mother's multiple health issues were going to prevent her from being able to cook and take care of the house as she always had. Glenn grocery-shopped for them every Wednesday and I made meals for the weekend. Like many of our clients, their social circle had shrunk to their neighbor Barbara, our family, and their doctors.

My parents were social and friendly people, so they loved seeing the volunteers every day. They were at the beginning of the delivery route, so my dad was usually doing the breakfast dishes wearing his blue plaid bathrobe and yellow rubber gloves when they arrived. They developed special relationships with many of the volunteers. That special bond is one of the hallmarks of our service. The volunteers become the social circle and connection to the community for many of our clients.

My father passed away in 2004, and my mother in 2008, but I made it my personal mission to continue to treat each client as I would members of my own family with kindness, courtesy and dignity. Fortunately, we have a staff that feels the same way.

I am telling this story because I've reached one of those magic numbers in life, and I've decided to retire. It has been my absolute privilege to have served this agency and hundreds of clients over the past 18 years. I've met so many of them, listening to their rich stories and learning about their lives. They, and our hundreds of amazing volunteers whose generosity and dedication are unparalleled, have always kept me inspired in my work. Our 70-, 80- and 90-year-old volunteers have shown me what successful aging is all about. Stay connected, stay involved, help others – volunteer! Volunteering will definitely be a part of my future. I've had great role models.

I will continue to help out during the transition as the interim director, Deb Cummins, becomes familiar with the agency. Deb loves the Meals on Wheels mission and is excited to take on this role. Deb was the former CEO of Habitat for Humanity of the Lehigh Valley and will be providing leadership consulting as the board reflects and plans its next steps for the future.

I'm really proud of our program. It's been a combination of a fantastic staff, amazing volunteers, a committed board and generous donors. It takes a community of people to run an agency. I know it will be in good hands as the board and leadership reflect and plan its next steps for the future and continue to serve our clients with compassion and care.

Warm regards,



Pamela Bechtel, Executive Director



Pam with her mother, Ruth, 2008

SERVED
926
UNDUPLICATED
CLIENTS



MADE
2,300
GROCERY-SHOPPING
TRIPS



PROVIDED
PET FOOD AND
LITTER TO HELP

45
CLIENTS' PETS



PACKED & DELIVERED
1,200
EMERGENCY FOOD
BAGS FOR USE WHEN
WE COULDN'T DELIVER
MEALS



VOLUNTEER SPOTLIGHT

WHAT CAN I SAY ABOUT VOLUNTEERING FOR MEALS ON WHEELS? A LOT! More than two years ago, my husband and I were actively looking to "give back" in some way since we were now retired. My parents had used Meals on Wheels in the past, and I thought it was a wonderful organization that stepped in to help them when they needed it. So we decided to give it a try, and what a wonderful experience it has been.

Bob is the driver and I bring the meals in to the clients – who are now more like friends. I spend a few minutes with my clients (OK, I confess, sometimes it's a lot longer than a few minutes with some of the folks!), and we chat and share the latest news about family, etc. It's always a very pleasant visit, and with a little hug and a wave goodbye, we're on to the next friend until the last meal is delivered. The time goes by so quickly, and I'm always amazed that up to 16 houses have been visited in such a short period of time.

I almost forgot: On many days, three of my granddaughters come along to help, and they are the best "medicine" for the seniors – how they love to see the children's smiling faces. My biggest problem is when I show up without them and have to reassure the clients that they will be back next week to cheer them up. It's a win/win situation in that the children learn how important it is to volunteer and to help the needy, plus the clients get to enjoy the young children and see their happy faces.

Volunteering for Meals on Wheels is one of the best things that Bob and I have done. It truly is a fantastic organization, and we are extremely proud to be a part of it.

— MOLLIE FREES



Mollie Frees enjoys volunteering with her granddaughters and her husband, Bob.

THANK YOU. YOUR GENEROUS DONATIONS PROVIDE MORE THAN JUST MEALS:

98% of our clients say that Meals on Wheels is helping them live independently in their own home. | **95%** say that, on a typical day, Meals on Wheels provides them with their main source of food. | For **48%**, the volunteer is the only visitor they have on a typical delivery day. | For **29%**, the volunteer is the only person they see in a typical week. | **51%** would have to skip meals if they did not have Meals on Wheels. | **91%** report their nutrition has improved. | **95%** say they are eating healthier foods. | **96%** like knowing someone is checking on them. | **89%** are able to achieve or maintain a healthy weight.

By naming Meals on Wheels in your will or other estate instruments, you will ensure that our community's homebound neighbors receive the nutritious meals they need to maintain their health and independence.

LEAVE A LEGACY

CALL MICHELE GRASSO, Director of Development and Communications, at **610.841.7023** for information.

THANK YOU.

HOW IS YOUR MONEY USED?

2016 EXPENSES

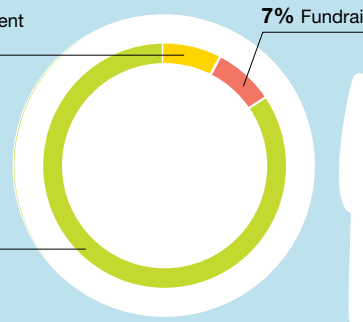
Management and General	\$139,380
Program Services	\$1,326,465
Fundraising	\$105,557

TOTAL \$1,571,402

9% Management and General

7% Fundraising

84% Program Services

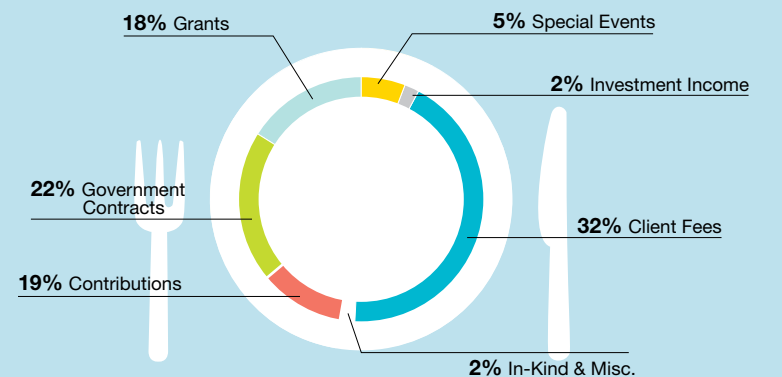


2016 INCOME*

Client Fees	\$483,426
In-Kind & Misc.	\$33,222
Government Contracts	\$330,596
Contributions	\$276,567
Grants	\$268,277
Special Events	\$75,357
Investment Income	\$28,138

TOTAL \$1,495,583

*Operating income excludes investment gains and losses.



Serving our community for more than
45 years...

WE HAVE DELIVERED MORE THAN

7 MILLION

MEALS SINCE OUR FOUNDING
ON FEBRUARY 1, 1971.

OUR MISSION

We enhance the wellness and independence of adults, who are primarily homebound, by providing nutritious meals and supportive services.

2016 BOARD OF DIRECTORS

Joel D. Cook (2014-19)

Dawn Davis (2016-21)

Elissa A. Graner (2014-19)

Robin Gray (2016-21)

Brooke A. Griffiths (2014-19)

Jamie Koch (2012-17)

Pamela Koons-Hartnett (2014-19)

Pamela Lackman (2013-18)

Rosemary Lamaestra (2016-21)

Kimberly Laurito (2015-20)

Michelle LaWall (2016-21)

Lisa A. Luciano (2014-19)

Cindy Merritt (2015-20)

Catherine Obando (2016-21)

Lisa M. Oldt (2012-17)

Julie Profilet-Saucier (2011-16)

Joy Buckley Reed (2012-17)

Justin Ryan (2016-21)

Michael A. Santanasto (2012-17)

Donna M. Zimmerman (2016-21)

Pamela S. Bechtel, *Executive Director*

THANK YOU MAJOR SPONSORS OF OUR EVENTS:

(\$500 AND UP)

Aesculap
Allentown Ear, Nose & Throat
American Bank
ASR Media Productions
BB&T
Pat & Sandy Beldon
Bradley Pulverizer Company
Buckno Lisicky & Co.
Burkholder's HVAC
Cross America Partners
Fellowship Community
The Hartford
HCSC Enterprises, Inc.

Health Network Laboratories
Doug & Mary Anne Johnson
Lehigh Valley Health Network
Liberty Property Trust
McTish Kunkel & Associates
The Morning Call
Olympus
Party Tents for Rent by Marty
People First FCU
Phoebe Ministries
The Pidcock Company
PPL
St. Luke's Physician Group

Santanasto Law
Spillman Farmer Architects
Stark Family
Talen Energy
TDS Technologies
Top Star
The Topper Family
Union United Church of Christ
Valley Extrusions
Wells Fargo Bank
Regional Office
Working Dog Press

2016 AT A GLANCE

Celebrated our 45th anniversary and delivered our
6.8 millionth meal on Feb. 1, 2016.

94% of our clients needed their meals subsidized. | **68%** were age 75 or over.
450 clients were served each weekday. | **125,183** visits were made.

66
volunteers
every day

848
total volunteers

42,891
hours
donated by volunteers

\$617,000
raised from
donations, fundraising
events and grants



Betty Duffy, volunteering for 45 years receiving a state award from Pa. Secretary of Aging, Teresa Osborne.

FOR MORE INFORMATION AND A LIST OF OUR DONORS, GO TO www.mealsonwheelslc.org.



CELEBRATING
45
YEARS
of service



MEALS ON WHEELS OF LEHIGH COUNTY 4234 Dorney Park Road, Allentown, PA 18104-5727

610.398.2563

