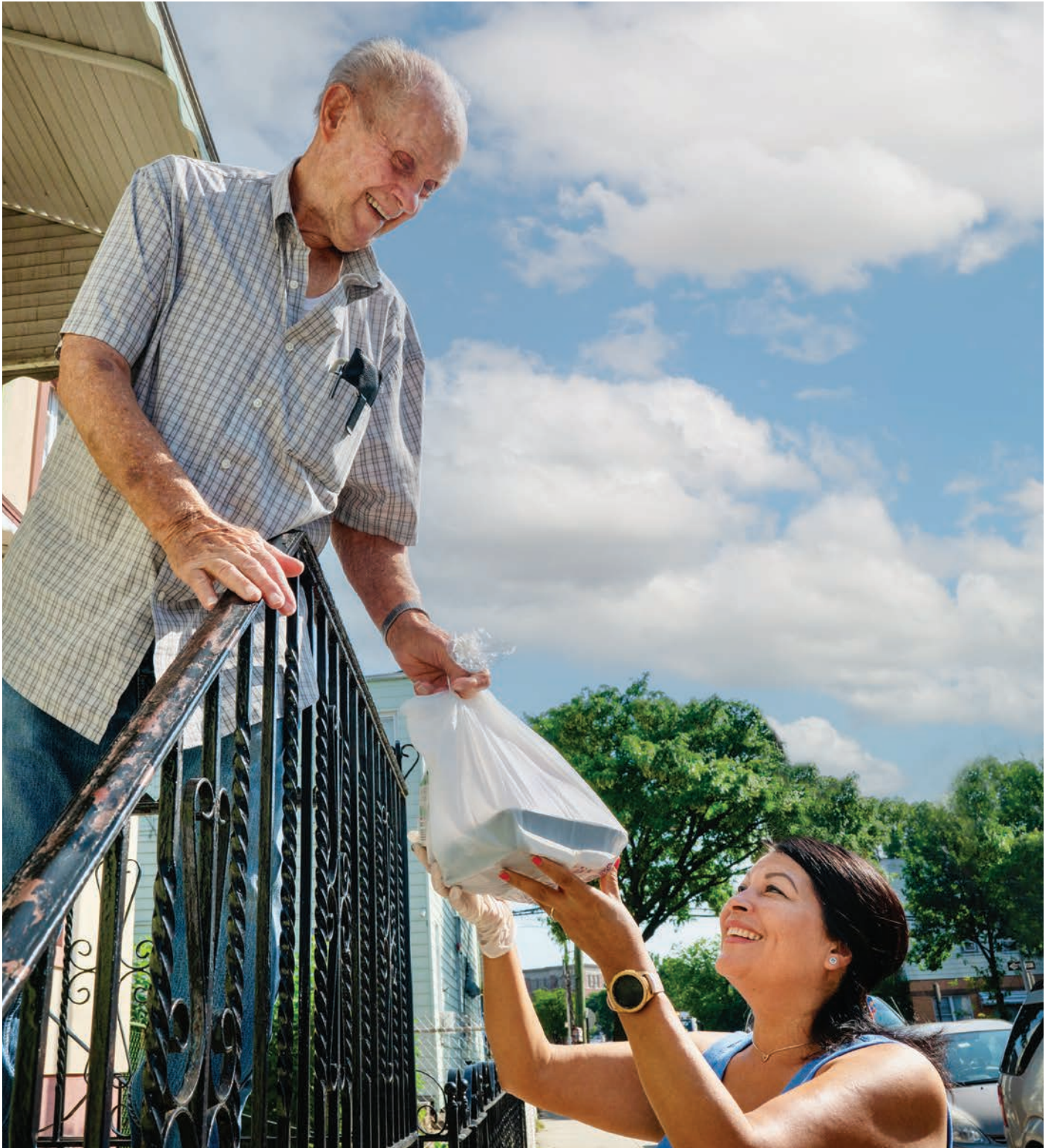




# ANNUAL REPORT 2023



# DEAR FRIENDS,

Last fall, still reeling from the Covid-19 pandemic and the changes left in its wake, we lost our beloved founder and Chair, Gael Greene. When Citymeals on Wheels first began over four decades ago, it was to fill a need Gael saw — the city’s most vulnerable population, the homebound elderly, did not receive meal deliveries on weekends and holidays. It was Gael’s dream to bridge that gap. And, as we look ahead, we’ll honor her memory by keeping that dream alive in the face of new challenges.

The end of pandemic-era food programs — like increased SNAP benefits for seniors — along with inflation, rising food costs and housing insecurity have hit older New Yorkers especially hard. But as the need has increased, so has Citymeals’ efforts to work nimbly and leverage our longstanding strengths to continue to deliver nourishing meals to our elderly neighbors.

Over the past year, we did a deep dive into logistics at the Citymeals Distribution Center. Our goal was to optimize our extensive capacity and use the know-how of our experienced staff to increase the number of meals delivered and meal recipients served. This has enabled us to expand our ready-to-eat meal program. Taste-tested and packed at our warehouse, these meals can be left on the counter or stored in the pantry until it’s time for lunch or dinner. This flexibility allows our recipients to eat when it suits them best, rather than having to schedule their days around meal deliveries. We expect to triple the number of these meals delivered from our Distribution Center next year.

The lack of real data on food insecurity among older people has long been a problem. We only deliver one meal a day, so how are recipients getting the necessary three meals a day? We know that 14 percent of Citymeals recipients, in fact, live on the one meal a day we deliver. How can they manage their chronic



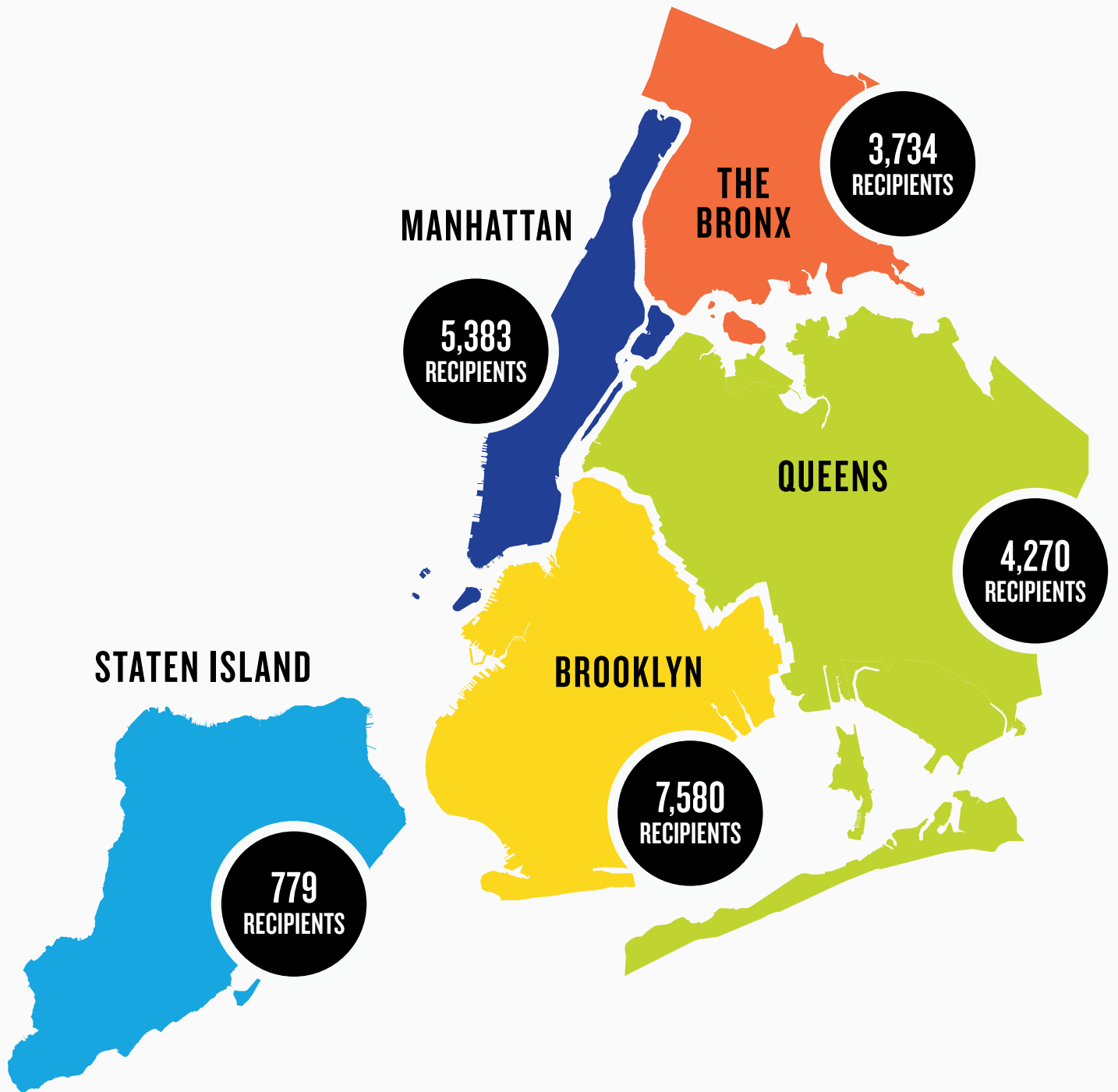
conditions, when they don’t have adequate nutrition to take with their medications?

To fill this critical gap in knowledge and better understand the hardship that hunger poses for the oldest New Yorkers, this past year, Citymeals began our own research study, looking at the food needs, programs and resources used by older New Yorkers. With this new data — available in the fiscal year ahead — we’ll be able to identify new ways we can nourish our older neighbors and work concretely to curb hunger in all five boroughs. And, in that spirit, we launched our new Social Calls program, which pairs older New Yorkers with volunteers for weekly chats. Because loneliness and isolation can be just as detrimental to our health as the lack of access to proper nutrition.

Of course, none of this would be possible without your support. Thank you for your continued dedication, generosity and kindness as we continue to learn and grow.

With deepest gratitude,

Beth Shapiro  
Chief Executive Officer



Citymeals delivered over 2 million meals to 22,000 older New Yorkers last year



## A NOURISHING CONNECTION

# GUARANTEED 365 DAYS A YEAR

Citymeals serves 22,000 older New Yorkers across all five boroughs, delivering nutritious meals on weekends, holidays and during emergencies — building and maintaining connections within our community.

Deliveries from our dedicated team of staff and volunteers, which allow for face-to-face check-ins, are sometimes the only personal interaction many of our meal recipients have.

## WEEKEND MEALS

No one should have to go a day without food — never mind two. Through partnerships with community-based organizations and older adult centers, Citymeals bridges the gap left by government-funded programs, which only provide meals during the week. On Saturdays and Sundays, Citymeals ensures that our homebound neighbors have nourishing meals. In 2023, Citymeals delivered 1,594,321 weekend meals.

## EMERGENCY MEALS

In cases of extreme weather and localized emergencies, like the intense heat waves the city experienced this past summer, Citymeals is ready. The Joan & Bob Tisch Meal Distribution Center in the Bronx maintains a stockpile of thousands of meals, ready to be delivered at a moment's notice. Our warehouse staff works tirelessly to pack and deliver ready-to-eat meals, so no Citymeals recipient goes hungry in times of crisis. Last fiscal year, we delivered 34,515 emergency meals to those in need.



## EMERGENCY FOOD PACKAGES

It's important to be prepared. When dangerous heatwaves or icy conditions set in, the cupboards of our meal recipients are already stocked. Delivered twice a year in advance of extreme weather, our emergency food packages contain ready-to-eat meals and other nutritious essentials like salmon, organic brown rice, vegetables and treats like low-sugar cookies and hot cocoa. Through these packages, Citymeals delivered 160,087 of these meals.

## HOLIDAY BOXES

Over long weekends, when most meal centers are closed, our recipients have nourishing food delivered ahead of time. Before Martin Luther King, Jr. Day, Presidents Day, Passover, Memorial Day, Independence Day, Labor Day and Indigenous Peoples' Day, Citymeals delivers boxes packed with nonperishable food. Each holiday box includes three meals, but our Passover boxes are filled with Kosher foods — like gefilte fish, beef brisket, stuffed cabbage and matzo — and contain the equivalent of eight meals. Last year, Citymeals distributed 155,883 meals via these boxes.

## HOLIDAY MEALS

The holidays can be an especially lonely time for Citymeals recipients — the majority of whom live alone. But Citymeals is there to deliver festive meals on Independence Day, Thanksgiving, Hanukkah, Christmas, New Year's Day, Lunar New Year and other special occasions. Citymeals provided 39,403 holiday meals last year.

## MOBILE FOOD PANTRY

Due to rising foods costs, more New Yorkers than ever are relying on local food pantries for their groceries. Citymeals has identified some of the most food-insecure neighborhoods in the city, where older people face high rates of hunger, and we bring the pantry to them. For these recipients, we supplement our regular deliveries with a monthly package of additional food, including soups, stews and whole-grain breakfast cereal. We delivered 44,982 mobile food pantry meals in the last fiscal year.

## FRESH PRODUCE

Going to the local farmers' markets isn't an option for the older New Yorkers we serve. And while our home-delivered meals always include fruits and vegetables, seasonal local produce is a special treat. Our partnership with GrowNYC — along with support from the New York City Councilman Francisco Moya, who represents the 21st Council District in Queens — helps Citymeals provide our recipients with fresh produce like berries, apples, peaches and more. Last year, we made 19,410 deliveries of fresh produce.

*“I am a disabled person with MS who is housebound. Receiving these meals is a blessing to myself and my husband. There are not enough thank yous to express how we feel.” — Vicki, meal recipient*





# MEET YOUR NEIGHBOR

## VICENTA, CITYMEALS RECIPIENT



Vicenta has lived in the same apartment in a high-rise building alongside the East River for the past four decades — and she’s not going anywhere. The 85-year-old considers herself a true New Yorker, though her life began on the other side of the Atlantic.

Born in southern Spain, Vicenta was raised by her grandparents. She admits she was a rebellious teenager, headstrong and fiercely independent. When she was 15 years old, she was sent to a convent in Germany for schooling, in hopes the discipline would improve her behavior. It didn’t. Instead, Vicenta terrorized the nuns, often ending up in detention.

It was in church one Sunday that she met her future husband. He was a good man, Vicenta says. Most importantly, he respected her independent spirit. It was one of the things he loved about her. The couple had three weddings — one in the church where they met, one for their friends in Germany and one for Vicenta’s family in Spain. Soon they had two children, a boy and a girl, and the young family had the opportunity to immigrate to the United States, eventually settling in New York City.

As a mother and homemaker, Vicenta once raced after her children. Now she struggles to navigate her tidy apartment. Asthma and arthritis make for slow going, so Vicenta uses a cane and wheeling walker to get around. After an emergency trip to the hospital, she got a pacemaker to stabilize her heart. Her condition leaves her dizzy and light-headed, so she often retreats to the couch.

On days when Vicenta has to venture out for a doctor’s appointment, it’s a relief to know she has a nourishing meal waiting for her at home. Citymeals has been delivering to Vicenta for three years now and she raves about the weekend meals and holiday boxes she receives. No longer able to grocery shop without assistance, she relies on home-delivered meals to continue living on her own.

*“I was a very bad, rebellious teenager.”*

It’s been more than 25 years since Vicenta’s husband passed away. Her daughter moved down south, but Vicenta has no plans to join her. And while her son lives nearby, he and his wife work long hours.

But Vicenta isn’t entirely alone. Three days a week, soon after school lets out, she gets a knock on the door from Jenna, her 8-year-old granddaughter. The little girl is a spitfire and loves to tease Vicenta about the wrinkly skin on her arms. Vicenta musters the energy to fix a snack, listen to Jenna’s stories from the day and unwind by playing Barbies.

Without Vicenta, Jenna would have no place to go. For a hard-working family raising the next generation, a grandmother’s care can make all the difference. Vicenta is happy she’s still able to do her part and grateful she’s been able to keep her independence. She wouldn’t be herself without it.







# VOLUNTEERS IN ACTION

## PACKING MEALS, KNOCKING ON DOORS AND BUILDING CONNECTIONS

Over the last fiscal year, Citymeals connected 14,000 volunteers with their homebound elderly neighbors across the city. They are individuals, families, corporate and community groups of all ages and from all walks of life — all working to end elder hunger and isolation in their communities. In Fiscal Year 2023, our volunteers gave almost 50,000 hours of their time to support Citymeals' mission.



14,000 volunteers  
gave 50,000 hours  
of their time this  
past year

## STANDARD INDUSTRIES, A CORPORATE PARTNER CREATING SUSTAINABLE COMMUNITIES

Standard Industries' Annual Impact Day is always a big draw for its employees. Nearly a hundred of them gather at the Joan & Bob Tisch Meal Distribution Center to spend the day sorting, packaging and sealing emergency and holiday meal boxes. Each year, Standard employees work to pack around 10,000 meals.

"It's one of my favorite days of the year," says Tracy MacKenzie, Vice President of Philanthropy, CSR and Events. "It's really amazing to get our employees together outside of an office to do something for the benefit of the community."

Standard Industries has worked with Citymeals for the past five years, sponsoring fundraising events like the annual Power Lunch and encouraging their employees to volunteer. For many, like Tracy, Citymeals' cause is one near and dear to their hearts. "I was very close with my grandmother who lived into her late 90s," says Tracy. "She is someone I think of often when I think of the important work Citymeals does."

*"I could be on the other side of the door one day  
and I hope somebody would be there to help me too."  
—Ruby, volunteer*





## RUBY, A NATIVE NEW YORKER DELIVERING MEALS

For Ruby, Citymeals is about more than just a meal. It's about neighbors helping neighbors. "I could be on the other side of the door one day," says Ruby, "and I hope somebody would be there to help me too."

Ruby has been volunteering with Citymeals on Wheels for nearly two decades. As a lifelong resident of the Upper East Side, she likes feeling connected to her neighbors. It's also how she honors her father's memory.

As he got older, Ruby's father struggled to leave his apartment on 62nd Street — a fifth-floor walk-up — and go to the store. The home-delivered meals he received allowed him to maintain his dignity and independence, without feeling like a burden. And the volunteers who brought them provided much-needed company when Ruby and her siblings couldn't be there themselves.

After his death, Ruby was inspired to do for others what kind strangers had done for her father. Soon, she was out delivering meals, meeting neighbors who had previously been hidden behind closed doors. As she continued to volunteer, they became familiar faces. Some didn't say much, just a simple "thank you," but others would invite her inside for a cup of coffee and a chat. In each of them, she saw her dad.

## AHRC NYC, A COMMUNITY GROUP PULLING TOGETHER

AHRC NYC is a community-based organization in New York City that supports people with disabilities, providing opportunities for them to connect and make a difference in their own neighborhoods. "Everyone has gifts to share with others. People supported at AHRC NYC have the passion, motivation and compassion to contribute to their neighbors in need," says Darinka Vlahek, Director of Program Services. "Everybody can do something."

For over a decade, Citymeals and AHRC NYC have worked together to meet its members where they are when it comes to volunteering. Some deliver meals to their older neighbors with the support of AHRC NYC staff, others pack meal boxes. Many make handmade cards to brighten the day of our recipients.



*"Everyone can do something."  
—Darinka, community partner*

Partnerships with organizations like AHRC NYC help us build stronger bonds within our communities. Importantly, they help Citymeals fulfill our mission to deliver more than just a meal to those in need.

# PARTNERS & SUPPORTERS

Citymeals is a people-powered organization, ensuring a nourishing lifeline for older New Yorkers in need. Thank you to our individual and foundation — donors, as well as our corporate partners who have given their time and resources to our cause. We couldn't fulfill our mission without our many dedicated supporters and providers.

## PROVIDER PARTNERS

ARC XVI Fort Washington  
Bay Ridge Older Adult  
Senior Center  
Carter Burden Network  
Community Agency for  
Senior Citizens  
Catholic Charities  
Neighborhood Services  
Benson Ridge  
Catholic Charities  
Neighborhood Services  
Northeast Queens  
Catholic Charities  
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DOROT  
East Side House Settlement  
Encore Community Services  
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GrowNYC  
Heights and Hills  
Henry Street Settlement  
Hudson Guild  
JASA Brookdale

JASA Brooklyn  
JASA East Bronx  
JASA Rockaway  
Jewish Community Council  
of Greater Coney Island  
Korean Community Services  
Krakus Senior Center  
Lenox Hill  
Neighborhood House  
Meals on Wheels of  
Staten Island  
MJHS  
Moriah Older Adult  
Luncheon Club  
Neighborhood SHOPP  
New York Foundation for  
Senior Citizens  
New York Common Pantry  
Open Door Senior Center  
Peter Cardella Senior  
Citizen Center  
Queens Community House  
RAIN Multi Services  
RiseBoro Community  
Partnership  
Selfhelp Community  
Services  
Services Now for Adult  
Persons (SNAP)  
Special Services for  
Senior Citizens  
Sunnyside Community  
Services

The Stanley M. Isaacs  
Neighborhood Center  
(Isaacs Center)  
Union Settlement  
United Jewish Council of  
the East Side  
University Settlement  
West Side Campaign  
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## PRO-BONO SUPPORT

Debevoise & Plimpton LLP  
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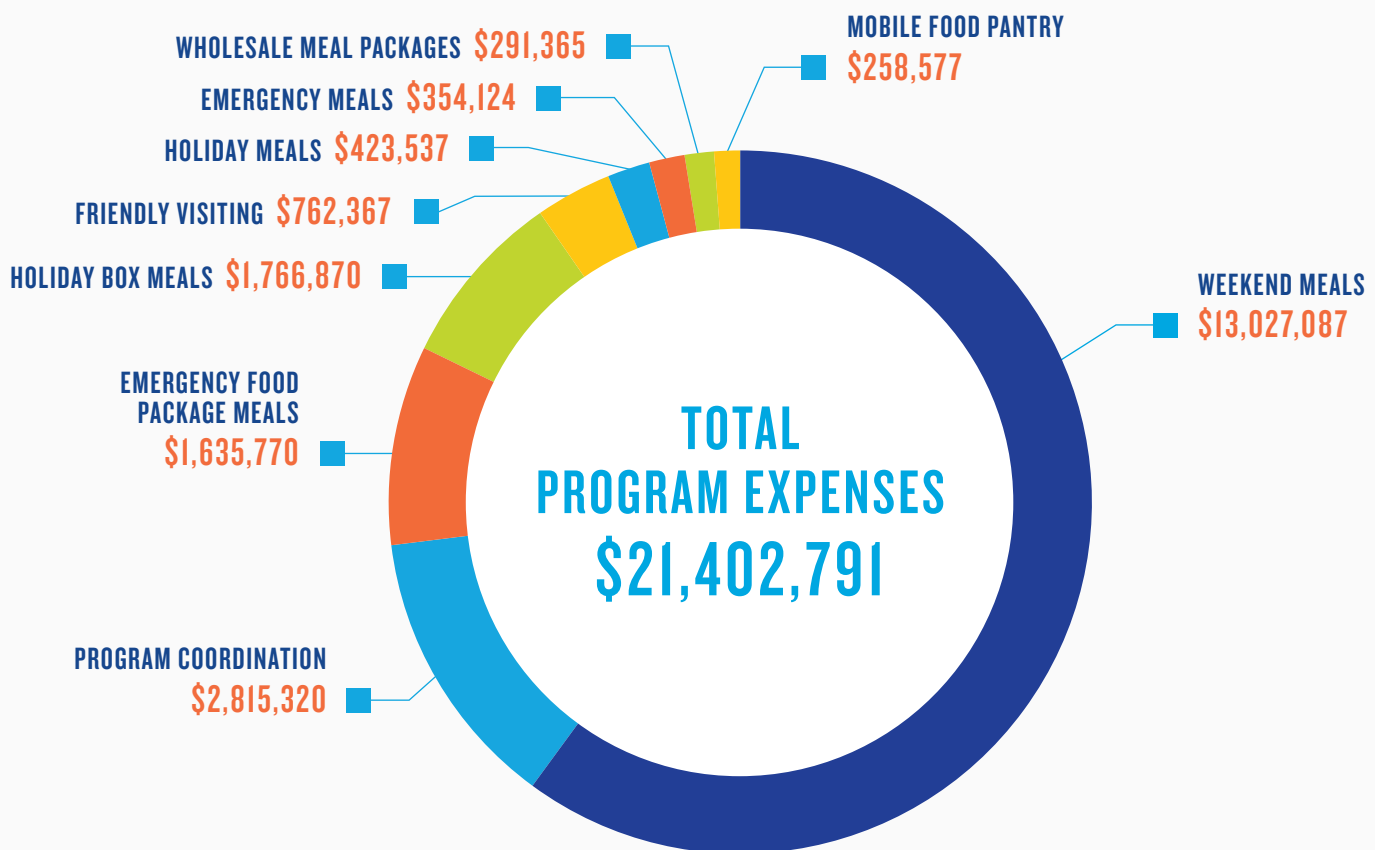




# RESTRICTED FUNDS SPENT

100% of all contributions to Citymeals on Wheels from the general public are used exclusively for the preparation and delivery of meals. The graph on this page represents how these general donations were used in Fiscal Year 2023.

All funds needed to cover administrative and fundraising expenses are raised separately and specifically for those purposes. Administrative grants come from Citymeals on Wheels board members, foundations, corporate sponsors and the City of New York.



## FUNDED ITEMS <1%

- NON-MEAL ASSISTANCE PROGRAM \$27,395
- FRESH PRODUCE PROGRAM \$39,779



# NUMBER OF MEALS FUNDED

<b>WEEKEND MEALS</b>	<b>1,594,321</b>
<b>EMERGENCY MEALS</b>	<b>34,515</b>
<b>EMERGENCY FOOD PACKAGE MEALS</b>	<b>160,087</b>
<b>HOLIDAY BOX MEALS</b>	<b>155,883</b>
<b>HOLIDAY MEALS</b>	<b>39,403</b>
<b>MOBILE FOOD PANTRY</b>	<b>44,982</b>

**TOTAL MEALS SERVED**  
**2,029,191**

# STATEMENT OF ACTIVITIES

<b>TOTAL SUPPORT &amp; REVENUE</b>	<b>\$32,977,398</b>
<b>PROGRAM EXPENSES</b>	
Weekend Meals	\$13,027,087
Emergency Meals	\$354,124
Emergency Food Packages	\$1,635,770
Holiday Box Meals	\$1,766,870
Holiday Meals	\$423,537
Mobile Food Pantry	\$258,577
Program Coordination*	\$2,815,320
Friendly Visiting	\$762,367
Fresh Produce Program	\$39,779
Non-Meal Assistance Program	\$27,395
Wholesale Meal Packages	\$291,365
<b>TOTAL PROGRAM EXPENSES</b>	<b>\$21,402,791</b>
General & Administrative Expenses	\$3,104,305
Fundraising Expenses	\$3,686,828
<b>TOTAL EXPENSES</b>	<b>\$28,193,924</b>
Total Assets	\$85,502,641
Total Liabilities	\$8,763,120
<b>NET ASSET BALANCE</b>	<b>\$76,739,521</b>

\* Information extracted from the audited financial statement provided by RSM US, LLP, certified public accountants.

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JULY 1, 2022 – JUNE 30, 2023

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\*Founding Executive Director

\*\*Past Presidents





## REMEMBERING GAEL GREENE

Gael Greene, renowned restaurant critic, writer and founder of Citymeals on Wheels passed away on November 1, 2022 at the age of 88.

Gael founded Citymeals on Wheels in 1981. That November, she read a piece in *The New York Times* about the hardship of homebound elderly New Yorkers who went without food on holidays and weekends due to a lack of funding. Meals were provided from Monday through Friday, but homebound older people went without food through the weekend. Outraged, Gael phoned her friends in the city's restaurant

community — together raising \$35,000 dollars to deliver meals that Christmas.

Since then, Citymeals has delivered 70 million meals.

Gael's dedication to Citymeals remained steadfast throughout the last forty years. Her impact on New York City cannot be measured. Through Citymeals, Gael fulfilled a dream of nourishing the most overlooked people in New York City — older people, facing hunger. And through Citymeals, that legacy will live on.



# CITYMEALS

ON WHEELS



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