



# 2020 ANNUAL REPORT



**Meals on Wheels**  
Greater Spokane County

## A Message from the Executive Director



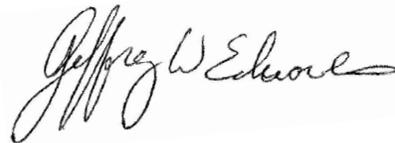
Jeff Edwards

To say that 2020 was a year without precedent would be an understatement. COVID-19 posed challenges for all sectors of society and Greater Spokane County Meals on Wheels was no exception. However, what the sum of this annual report represents is the discernible truth that GSCMOW has exited 2020 stronger than it went in. As such, senior nutrition throughout Spokane County is more secure and our organization stands ready to meet the challenges of the next decade.

Prior to COVID-19, we were already gearing up for what we knew to be a demographic boom in the senior population in Spokane County set to take place over the next decade. The pandemic served as an early stress test of this infrastructure. We discovered strengths over the past year as well as weaknesses we needed to shore up. The presence of emergency funding allowed us to meet the increased need during the pandemic as well as shore up vital infrastructure for the future. Our board was very intentional in pursuing short-term spending that would have a long-term impact.

COVID-19 also made it abundantly clear that there is no backup plan in Spokane County to the service that GSCMOW provides. If our volunteers, staff, and donors did not rise up to meet this need there was no one else to do it in our stead. I've always said that it is true that our seniors find themselves in a season of life where they need a little help. However, we must never forget that this is only after a generation and lifetime of them helping everyone else. The seniors we serve built this community, educated us, and provided for us. They very much deserve to know the joy of a meal each day and because of the improvements and support we experienced during this tumultuous year, Greater Spokane County Meals on Wheels will be there to ensure that this is so in the years and decades to come.

I want to invite each and every one of you to survey the impact of 2020 and partner with us in pursuing a future without precedent for Spokane County's senior community.



## Our Mission

Our Mission is to prolong the ability of elderly in Spokane County to remain living independently in their own homes by providing nutritious meals, daily health checks and companionship.

### Vision Statement

To allow every senior to live their life with dignity and respect without the fear of hunger or loneliness.

### U.S.A.



1 IN 5 AMERICANS  
is 60 or older



WITH 12,000 MORE  
turning 60 each day

79  
YEARS

Average life  
expectancy today

This population is set to  
NEARLY DOUBLE BY 2060

58 MILLION

114 MILLION

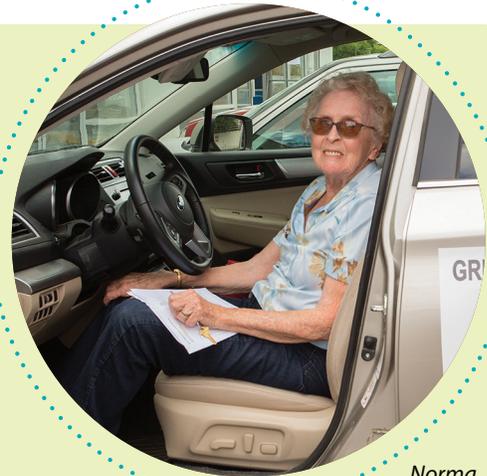
## History

In 1973, a youth group at a local church were concerned about their grandparents and elderly neighbors getting enough to eat. That act of kindness was the start of the Greater Spokane County Meals on Wheels. Parents ended up taking over for the kids as time wore on and with the help of a local attorney, Jim Frank, the group filed the paperwork to become a nonprofit charity on October 11, 1979. **Norma Trefry** was a parent of one of those giving teenagers and for the last forty years she has remained a part of the organization as a driver and a champion.

Norma has seen GSC Meals on Wheels grow from a valley-based group of volunteers into a countywide resource with a commercial kitchen and over 1,800 square miles to cover each day.

At the heart of the organization is still the desire to make sure seniors in our community have a nutritious meal and someone to check on their welfare and well-being.

In 2020, Norma officially “retired” from volunteering at GSC Meals on Wheels. We owe a huge debt of gratitude to her and the other founding members of the group, including the members of the youth group, who saw a need and became the solution. Their dedication to the seniors in their neighborhood is still at the heart of what we do at GSC Meals on Wheels and we are so glad to be able to continue their mission.



Norma

## Who We Are

### We provide:

- **Long-term preventative services**, including nutrition, socialization, safety checks and connections to community services.
- **Short-term post-discharge services**, including nutrition, socialization and safety checks. Customizable depending on the needs of the provider.

**1,800 Miles** GSC Meals on Wheels volunteers deliver to all of Spokane County including the City of Spokane, Spokane Valley, Airway Heights, Deer Park, Cheney, Fairfield and Rockford as well as the unincorporated part of the county.

**253,856** Total meals served in 2020.

**252** Number of volunteers.

**54** Number of hot meal home delivered routes.

**91%** Clients that receive home delivered meals and say it allows them to have enough food to eat.

**81%** Clients that say receiving home delivered meals helps them to remain living in their own homes.

**20,600** Volunteer hours donated yearly. (Equates to 515 forty hour weeks).

**90%** Clients who feel that receiving Meals on Wheels has improved their overall health.

**43%** Increase in meals requested in 2020.

**4,379** Liquid Supplements delivered in 2020.

**201,623** Home meals delivered in 2020.

**6,252** Individual Seniors served in 2020.

**47,854** Diner's Choice Meals provided.

## Rural Outreach

### “More Than a Meal” Initiative

In 2020, **Kaiser Permanente** began a project that focused on reaching seniors in rural areas across the state of Washington. “More Than a Meal” is an initiative that allows organizations to build infrastructure in rural areas that are typically underserved.

Greater Spokane County Meals on Wheels was one of five agencies in the state selected to receive funding and the only agency from Eastern Washington asked to take part.

The partnership has provided resources to reach isolated seniors on the West Plains and in the North and South unincorporated parts of the county to ensure that they do not need to make the perilous choice between staying home and safe from the virus and eating a meal on any given day.

Kaiser Permanente’s commitment to pursuing a social outcome has allowed GSC Meals on Wheels the chance to expand our efforts in a measurable way to serve the farming communities and small towns that make up a large portion of Spokane County.



### “More Than a Meal” Social Impact on the Rural Community

- In June of 2020 before the campaign started, we were serving 448 rural seniors.
- At the height of the pandemic in November of 2020, 1,028 rural seniors were signed up for the GSC Meals on Wheels Program. An 130% increase.
- Currently there are 780 rural seniors - a 75% increase from June of 2020.

### New Vehicles



*Dodge Vans: Our thanks to Meals on Wheels America, Dishman Dodge, ALTCEW, Rhino Floor Liner*

*Subaru Forrester: Our thanks to Auto Nation Subaru and ALTCEW*

- 43% of our clients in 2020 were seeking meals from us for the first time.
- 90% of our recipients report having 3+ health conditions.
- 58% of our clients live alone and many only see our volunteers on a given day.

## Our Clients

In 2020, Greater Spokane County Meals on Wheels served 6,252 clients through various programs. While most everyone knows we deliver fresh, hot meals to seniors in Spokane County, people are often surprised at what our real purpose is.

The mission of GSC Meals on Wheels is to make sure seniors can stay in the home they love surrounded by the people and things they love. Included in each delivery is a friendly smile and a quick wellness check. Blankets, pet food, personal items like toilet paper and shelf-stable meals may also be included in that day's delivery.

We also bring with us information about other agencies that can help shovel a walk, install a smoke detector and provide transportation.

While we are giving, we are also receiving. Clients like **Lillie** shared a milestone event with us – her 100th birthday. Due to COVID, it was not a traditional party but it was still wonderful to share a special moment with her. GSC Meals on Wheels is about connecting our clients with the resources they need to remain in their home.

Our mission is to prolong the ability of the elderly in Spokane County to remain living independently in their own homes by providing nutritious meals, daily health checks and companionship.



Lillie

- **The visit from our delivery driver can mean the difference between independent living at home and an unwelcome transfer to a costly long-term care facility.**
- **One in four of today's seniors lives alone, increasing their chances of high blood pressure, diabetes and heart disease.**
- **GSC Meals on Wheels deliveries help to avoid unnecessary hospitalizations, reduce hospital readmissions and helps meet post-discharge needs through daily nutrition.**

## Volunteers

Greater Spokane County Meals on Wheels has always relied on volunteers. They are the connection between our kitchen and the clients who need our help. Hot meals are delivered each day with a warm smile along with a quick eyes-on wellness check.

That personal connection and social interaction is the hallmark of what we do and one of the hardest things we had to give up once the pandemic hit. We immediately began to work at keeping our seniors healthy by reworking our delivery protocol to include social distancing, a firm policy of not entering the home, mask wearing and hand sanitizing.

COVID-19 also meant that a portion of our volunteers needed to step back. Their age or medical history meant they also needed to shelter-in-place. This created a desperate need for volunteers and nearly 100 caring and compassionate supporters like you answered the call—neighbors helping neighbors. Volunteer opportunities still exist! Check out our website at [GSCMealsonWheels.org/Take-Action](https://GSCMealsonWheels.org/Take-Action) for more information.

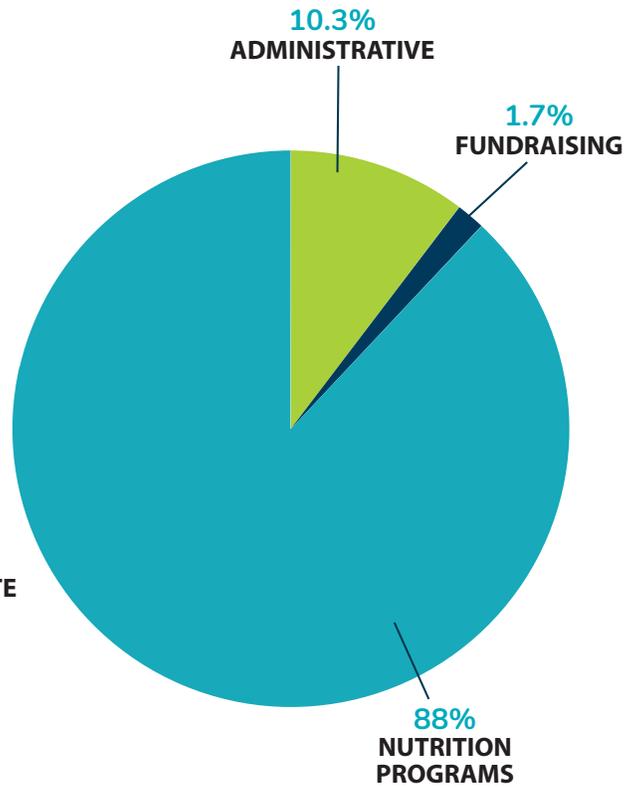
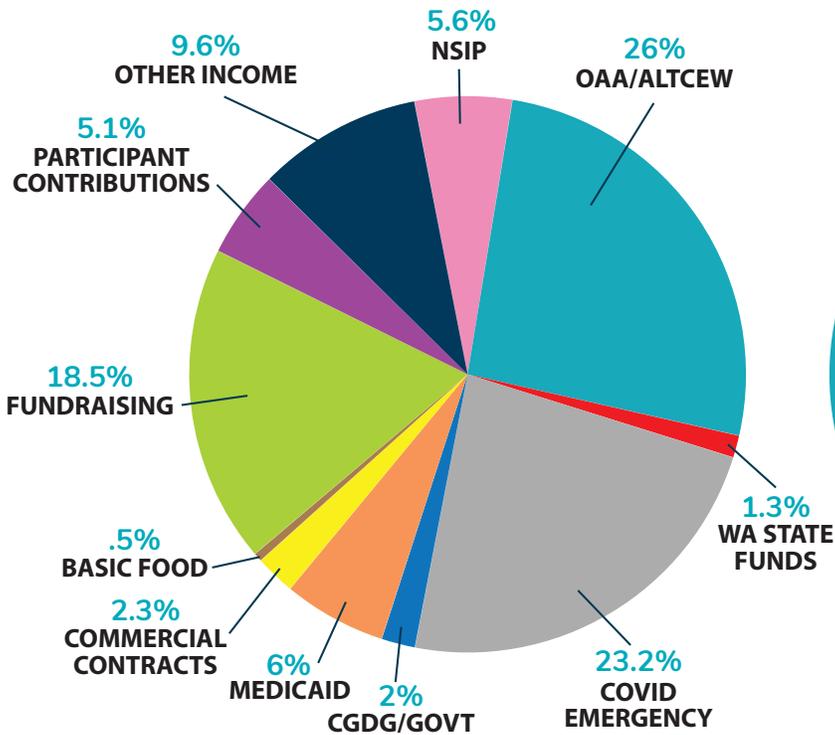
**Bryan** sells real estate. He also “sells” Greater Spokane County Meals on Wheels. Bryan has only been driving with GSC MOW for a year but he has brought a lifetime of relationships and connections to our agency that have helped us expand our reach and effectiveness in many ways.

His reason for volunteering was when he saw his grandmother decline after she was moved into a facility. Whatever reason someone has to volunteer at GSC Meals on Wheels, they will discover an incredible opportunity to meet their senior neighbors and experience first-hand how sharing their time is changing a life.



Bryan

# Financials



## INCOME

NSIP	\$166,783
OAA/ALTCEW	767,103
WA State Funds	38,522
COVID Emergency	685,525
CGDG/Govt	57,969
Medicaid	177,269
Commercial Contracts	69,290
Basic Food	14,373
Fundraising	546,671
Participant Contributions	149,444
Other Income	282,601

## EXPENSES

Administrative	\$241,800
Fundraising	39,200
Programs	2,057,000

## WASHINGTON STATE

### WASHINGTON'S SENIOR POPULATION STRUGGLES WITH HUNGER AND ISOLATION



**21%** of WA population are seniors  
**10%** of those seniors are at risk of malnutrition



**1 IN 4 SENIORS LIVES ALONE**



**MEALS ON WHEELS CAN SERVE A SENIOR FOR AN ENTIRE YEAR FOR THE SAME COST AS JUST ONE DAY IN A HOSPITAL OR 10 DAYS IN A NURSING HOME**

## Corporate and Community Support

Each week our neighbor around the corner, **Spokane Valley Grocery Outlet**, arrives with a forklift that is loaded down with cases of bananas. Like clockwork, the delivery shows up and we send them out with our drivers to clients. Fresh fruits and vegetables are a rare commodity for someone who has difficulty making it to the grocery store.



Spokane Valley Grocery Outlet is just one of the long-time friends who have helped us in good times and bad. Through event sponsorships, corporate giving and community partnerships, we rely on the businesses and civic organizations across Spokane County to help us face the challenges of an uncertain economic time, and to keep on delivering.

### Corporate Donors

Acme Concrete Paving Inc.  
Aging and Long Term Care of Eastern Washington  
Ambacher Insurance  
AutoNation Subaru in Spokane Valley  
Banner Bank  
Banner Fuel  
Blue Sky Distributors Inc.  
Bulldog Rooter  
Burton Construction  
Bright Fund  
Caruso's Sandwiches and Artisan Pizza  
Cheney School District #360  
Christian Men's Golf League  
ControlFreek Inc  
Core Transport LLC  
Dishman Dodge  
Divine Corporation  
Empire Cycle & Powersports  
Eric Etzel - Choice Realty  
Express Employment Professionals A.I.S. Inc.  
Fairwoods Retirement Village  
Fireweed Professional Services  
Greater Spokane Elks 228  
Greenstone  
Grocery Outlet Downtown  
Grocery Outlet Spokane Valley  
Gus Johnson  
Haakon Industries  
Holistic Physical Therapy

Horizon Credit Union  
Hospice of Spokane  
Huskybilt Model Trucks, Inc  
Inland Empire Paper Company  
Inland Imaging  
Institutional Processing Services LLC  
Itron  
Kindred at Home  
Kroger  
Lilac Residents Assembly  
Meals on Wheels of America  
Movher  
Mt. Zion Holiness Church  
Nate's Seal Smart  
Neptune Society  
New Earth Group of Companies Inc  
Northtown Mall  
Nina Cherie Couture  
NW Farm Credit  
Opportunity Management Co. Inc.  
Orchard Crest Retirement  
Otis Orchard Women's Club  
Papa Murphy's  
Peaks and Plains Medical  
Pegasus Senior Living (South and North)  
Pepsico  
Primesource Credit Union  
Progressions Credit Union  
Randall & Hurley  
Rastro Graphics

Retired Public Employees Council Chapter 13  
Rhino Floor Liner  
Rockwood Retirement Communities  
Ron's Drive-In  
Rotary District 5080  
Senior Action Network of Eastern Washington  
Senior Helpers  
Sorooptimist International of Spokane  
Spokane County United Way  
Spokane Packaging  
Spokane Regional Labor Council  
Spokane Transit Authority  
Spokane Valley Grocery Outlet  
Spokane Valley Mall  
Spokane Valley Newcomers Club  
Spokane Valley United Methodist Church  
State Farm - Jamie Bowman  
STCU  
St. John Vianney Catholic Parish  
Sturm Heating, Inc  
Sun City Church  
Target Corporation  
The Spokesman Review  
Tom Engdahl Video Productions  
United Healthcare Services  
Urban Settlements  
Vertical Options Elevator Services  
Wagstaff  
WA Federal Credit Union  
Wheatland Bank



**Aging &  
LONG  
TERM  
Care**  
OF EASTERN WASHINGTON

Greater Spokane County Meals on Wheels operates on a unique private-public partnership that is a cornerstone of Meals on Wheels organizations across the country. For more than 50 years, the Older Americans Act (OAA) has been the primary piece of federal legislation supporting the social and nutritional needs of our country's most at-risk seniors. Fifty percent of our budget comes through the act that is administered by **Aging and Long-Term Care of Eastern Washington**. This partnership allowed us to quickly restructure our daily operations and give us the capacity to meet a surge in demand for our services due to COVID-19.

# Foundations

Every morning as the sun rises, our kitchen crew arrives at our commercial kitchen on Crestline to make the day's meals. The hard work of creating and packaging up thousands of meals each week tells of their dedication.

In 2007, we purchased our commercial kitchen from the previous company that created our meals. Included in the purchase was the equipment, and as we doubled the number of seniors who needed these fresh cooked meals, the wear and tear on our equipment started to show. Our slicer stopped slicing, and our industrial mixer stopped mixing. While many foundations focused on the immediate need of supplying food, many also helped us update crucial pieces of equipment and infrastructure that will allow us to head into the next decade of being Spokane County's senior meal maker.



- Anderson/Perry Charitable Fund
- Avista Foundation
- City of Spokane Valley
- Colley Living Trust
- Gilchrist Living Trust
- Inland Power Foundation
- Innovia Foundation
- I.S. & Emily Fetterman Foundation
- Kaiser Permanente Foundation

- Liberty Mutual Insurance Foundation
- Miller Living Trust
- Rhode Island Foundation
- Safeway and Albertsons Foundation
- Spokane Valley Chamber of Commerce
- Stanley and Martha Livingston Fund
- Warga Living Trust
- Washington Federal Credit Union Foundation

# Meals

## Timeline



**5 AM**  
Kitchen opens.

**9 AM**  
Meals are ready to be sealed in containers.

**10:30 AM**  
Meals are delivered to drop off points around the county.

**11 AM**  
Volunteer drivers pick up meals and begin deliveries to clients.

- Our in-home meal participants are provided with one hot meal per day, 5 days per week with frozen meals for weekends and liquid nutrition as needed.
- These meals meet the dietary guidelines set by the Older Americans Act Nutrition Program and are often tailored to meet dietary needs of a client.

## Donors

There are people that make an impact in our communities through their kindness and generosity. You may not know them. They choose to make their contributions quietly, but they are a pivotal part of GSC Meals on Wheels' mission all the same. One of our anonymous donors has helped our organization move forward over the last three decades. Recently, we were made aware that we will be a beneficiary when the time comes. While it's simple to do, this gift makes a powerful impact on our ability to serve seniors for years to come.



As we move away from 2020, we can see more clearly the resiliency of people here in Spokane County as they faced an unprecedented crisis. The uncertainty of the first few months gave way to a united, supportive and kind community of people wanting to help those who needed a hand.

It is our honor and privilege to serve the seniors that made Spokane County, our schools, our businesses and our neighborhoods great. It is only through the support of individuals that we were able to shift our daily routines to meet a constantly changing business model and continue to deliver daily meals.

A complete list of our 848 individual donors is available on our web site at [GSCmealsonwheels.org](https://www.GSCmealsonwheels.org)

## Ways to Support

Greater Spokane County Meals on Wheels operates off of a public/private partnership with Aging and Long Term Care of Eastern Washington. As the local stewards of funds from the Older Americans Act, we strive to reach every hungry senior throughout Spokane County. Because of that public/private partnership with ALTCEW, we can take \$0.91 cents of every private donor dollar and put it right to the mission and the meals as opposed to overhead.

### Financial Gifts

Donate in honor of someone as a memorial at [GSCMealsonWheels.org](https://www.GSCMealsonWheels.org).

### Estate Planning

Talk to your attorney about how to include a gift to our organization in your estate planning.

### Volunteering

It takes approximately 1.5 to 2 hours, one day a week, to forever impact the lives of our most vulnerable seniors. If you are interested in volunteering as an individual, family, or business, you can start the process with this online application or email {volunteer email} for more information.

### Corporate and Business Partnerships

Greater Spokane County Meals on Wheels works with Spokane County's generous business community to achieve our mission and assist organizations looking to make a sustained and measurable impact in our region through a variety of opportunities including Business Supported Team of Drivers, Cause-Related Marketing, Corporate and In-Kind Donations, and Employee Giving Campaigns.

### AmazonSmile

Go to [Smile.Amazon.com](https://www.Smile.amazon.com) and select "GSCMealsonWheels" to help us receive a donation from Amazon after each order you place.

### Stock Donations

Contact us to learn how to donate stocks to help fund our work.

### Giving Tuesday

Support us on Giving Tuesday, one of the biggest days of the year for American charities. Donate at [GSCMealsonWheels.org](https://www.GSCMealsonWheels.org) and announce your support on your favorite social media networks.

Contact Janet in our Development Department at (509) 418-2186 for more ways you can help deliver nutrition, compassion and dignity to seniors in Spokane County.

## Additional Programs

GSCMOW is a resource for those who have little or no support system. Your generosity has enabled us to implement a variety of ways to adapt and grow our programs to give seniors options for using our services that are meaningful and impactful.

### Grab and Go

These are drive-thru food distribution centers that allow mobile seniors to stay in their car and social distanced.

### Basic Food

One of the connections we provide our community with is assisting in applying for the Basic Food Program., formerly known as Food Stamps. One of the connections we provide assisting in applying for the Basic Food Program., formerly known as Food Stamps. Less than half of seniors (60+) who qualify for the Washington Basic Food Program use their available benefits and many seniors don't realize that income is not the only criteria that determines Basic Food eligibility. For example, some of your medical expenses can help you qualify for the program. GSC meals on Wheels has a dedicated staff member who helps anyone, not just people 60 and over, apply for the program, which offers monetary assistance in purchasing food. Blizzard Boxes, our emergency food kits, are pre-packed food boxes filled with shelf-stable food along with a card from an area student.

### Special Deliveries

Bea called us when she found out we had toilet paper. The concern for the pandemic caused a shortage and as a homebound senior she was worried about how she was going to be able to get the basics. Once she signed up, she realized that we provided so much more than a meal.

Seniors on the GSC Meals on Wheels program can request delivery of items including sanitizers, masks, hygiene products, shelf stable foods, pillows, blankets, fans and anything else they need to make sure they can continue to stay in the home they love with our assistance.

Our deliveries provide not just for the body, but also the mind and heart. We deliver books and puzzles to keep our seniors mind's engaged along with birthday cards, notes from kids and Thanksgiving and Christmas gifts. This spring, we've provided plants to help bring a little sunshine indoors and a wonderful donation from Amazon has allowed us to send out cleaning supplies.

### AniMeals

This donation-driven program makes sure seniors can provide nutritious food to their pets without sacrificing their own health. Every Wednesday our volunteers bring pet owners not only pet food, but litter, beds, treats and other supplies seniors request. We even offer certificates for pet boarding for clients who need a short hospital stay.

### Diner's Choice Program

After our senior congregate sites or Silver Cafes were closed for precautionary measures, we worked to sign them up for an innovative program called the Diner's Choice, which is funded by ALTCEW. Seniors in our rural areas can get 14 meal coupons every two weeks, and each coupon entitles them to a free senior takeout meal at participating restaurants. The program is designed for seniors who are mobile enough to leave their homes and enables us to make sure they are still getting the nutrition they need. An added benefit of the program was being able to financially assist local restaurants stay open in this difficult time.

**The program provided more than 47,854 meals to over 1,500 seniors in 2020.**

Bar (509)  
Bene's  
Biggies Restaurant  
Bob Mart  
Bruichi's - Division  
Bruichi's  
Caruso's Sandwiches & Artisan Pizza  
- Spokane Valley  
Caruso's Sandwiches & Artisan Pizza  
Catered For You, Inc.  
Dave's Bar & Grill  
Fizzie Mulligans  
Fredneck's Saloon & Beanery  
Hallett's Market & Cafe, Inc.  
Harvest Moon

Harvester  
IHOP  
Italian Express - South Hill  
Italian Express  
Jenny's Cafe  
Kalico Kitchen  
KC's Take N Bake  
Logan Tavern  
Lost Boys' Garage Bar & Grill  
Mamma Mia's Italian Restaurant & Catering  
Master's BrewHouse  
Park Inn  
Pauline's Place  
Pita Pit  
Pita Pit - South Hill

Pizza Factory  
Pryor's  
Sala Thai  
Salty Dog Eatery  
Senor Froggy  
Senor Froggy South Hill  
Senor Froggy - Spokane Valley  
Sportsman Cafe & Lounge  
The Garden Coffee & Local Eats  
The High Nooner - Downtown  
The High Nooner  
The High Nooner - Spokane Valley  
The Mason Jar  
The Otis Grill  
Waffles Plus

## Community Response

Despite the crisis, GSC Meals on Wheels never missed delivering a meal in 2020. Our volunteers adapted to new methods of bringing a meal to seniors including no-contact, masking up and standing 6 feet apart.

In March, we worked with STA to deliver frozen meals before we felt confident in adopting our new delivery standards. Staff worked remotely and we turned to remote meetings to continue our work.

Events in 2020 were also altered to adhere to COVID restrictions. Our March for Meals in 2020 was the last event before global sanctions were issued and our other events including our volunteer appreciation dinner and the Cooking For a Cause gala with SANEWA were cancelled.

In their place, we had an online "Retail Therapy" auction and a GSC Meals on Wheels Birthday event that replaced a scheduled kitchen "Open House." Our thanks to everyone who joined these events remotely and allowed us to continue serving Spokane County seniors. We look forward to seeing you in person again.



## 2020 Community Partners

### Community Driver



### Meal Maker



## GREATER SPOKANE COUNTY

GREATER SPOKANE COUNTY MEALS ON WHEELS IS THE AREA'S LARGEST MEALS ON WHEELS PROVIDER



Meals on Wheels  
Greater Spokane County



### Greater Spokane County Meals on Wheels

- Serves appx. **20,000 meals per month** to seniors and persons with disabilities
- Delivers meals across all **1800 square miles of Spokane County**
- **47** Routes
- **250** Drivers



# Leadership

## Board of Directors

**Chris Thosath** – Wheatland Bank  
GSCMOW Board President

**Jamie Albertini** – Banner Bank  
GSCMOW Board Vice President

**Stacey Spohr** – Itron, Inc.  
GSCMOW Board Treasurer

**Joan Kilian** – Retired  
GSCMOW Board Secretary

**Bruce Andre** – Advertising &  
Marketing Photographer

**Alan Curryer** – CEO, Rockwood Retirement

**Mark Henry** – Retired

**Tyler Lloyd** – McNeice Wheeler Attorneys

**Grant Person** – Commercial Real Estate  
Broker/Developer

**Dr. Helen Schmidt** – Eastern Washington University

**Mark Strahl** – Lifestage

**Ty Strahl** – Lifestage

**Rick Waldt** – Sodexo Management Services, Retired

## Administration

**Jeff Edwards**  
Executive Director

**Jerri Horton**  
Director of Food Services

**Janet Dixon**  
Director of Development  
and Communications

**Bruce Bowcut**  
Manager of Business and Finance



**Meals on Wheels**  
Greater Spokane County

12101 E. Sprague Ave.  
Spokane Valley, WA 99206  
509-924-6976  
gscmealsonwheels.org