

FY 2020 ANNUAL REPORT

Serving Jefferson and Hardin Counties in Texas



 *Nutrition
&
Services
For Seniors*

DELIVERING THE DIFFERENCE
Nutrition & Services for Seniors

4590 Concord Rd, Beaumont, TX 77703 | 409-892-4455 | www.seniormeals.org



LETTER FROM OUR LEADERSHIP



Janci Kimball
President & CEO



Kerry Moncla
Chair, Board of Directors

Dear Friends,

As the dawn of 2020 broke, no one could have imagined what was to come. It seemed our day-to-day lives became more of a sci-fi movie. The COVID-19 pandemic was like nothing we had ever seen and, unlike many disasters that exclusively affect our area, this was GLOBAL! Nutrition & Services for Seniors always bravely stands on the frontlines of any challenge – hurricanes, floods, ice – we take pride in our ability to mobilize quickly to meet the essential needs of our community. COVID-19 presented a very different kind of danger as the lives and health of our clients and staff were at risk. We understood that the most vulnerable population were those we serve and if we did not continue to operate, our clients would not eat or have access to life-sustaining transportation. Thus began our pivot.

Our first move was to suspend the volunteer meal delivery program and move all routes to our staff drivers. Volunteers are truly the heartbeat of all we do and are a huge reason we have such a wide reach. However, many are seniors themselves and we could not put them at risk. Another step we took was to close all fifteen of our Congregate Dining sites across Jefferson and Hardin Counties and moved to a “pick up and go” service where seniors could drive-through and a masked employee would place the meal on the passenger side of the vehicle.

The meal delivery and transportation programs went through an adaptation as well. Our service is unique because we take an “eyes on” approach. The safety checks we provide throughout the week give peace of mind to family members who might live away and comfort for our clients knowing that we are here for them. We knew this had to continue. Meals were placed in bags and hung on the door. Our drivers would back up a safe distance and wait for clients to answer the door to

make sure they were okay. In transportation, we moved to larger vehicles, prioritized essential medical transportation and limited the number of clients transported. Vehicles were fogged regularly.

Through it all, NSS continued as a vital lifeline to those we serve, and you will be pleased to know that we had NO disruption in service since this outbreak began! We are so proud of our brave staff! They remained on the frontlines every day, shouldered the extra load and maintained a positive attitude - ready to serve in any way they could. Their commitment to our mission is incredibly inspiring. Our clients had access to the life-sustaining meals and transportation required to remain living independently, even amidst a health crisis of this magnitude. And, even though our case load increased as more seniors found themselves homebound and in need of our services, we were able to answer that call because of a great staff and the support of our community!

We are proud to be an organization our aging and disabled community can rely on through any uncertain time. I wish you could have heard the voices of our clients when they would call to thank us for the services we continued to provide. I wish you could read the letters from the frail elderly and individuals with disabilities we serve who refer to us as heroes because we remained out on the battlefield for them. I wish you could have seen the tears of gratitude when they saw our drivers waving at them from a safe distance, making sure they were okay. They knew they were not alone!

It is an honor for all of us to serve our area seniors, who are true community treasures! They are the shoulders upon which we stand and they deserve the best of us. We are forever grateful to each and every single person in our community who believes in our mission and supported our efforts through this trying year. Together, we can *deliver the difference!*

Gratefully,

Janci Kimball
President & CEO

Kerry Moncla
Chair, Board of Directors

COVID-19 RESPONSE

The first quarter of FY2020 began with an outbreak of the COVID-19 Pandemic, which largely impacted the population we serve. Although this situation was unprecedented, we knew that we had to forge on because without us, our clients would not eat so when the country shut down, Nutrition & Services for Seniors kept going. With a suspension of all volunteer services, which account for more than 70% of our meal delivery routes, our team was tasked with delivering thousands of daily meals all while maintaining social distancing, implementing new safety and sanitization protocols and still offering our clients the comfort and support they so desperately needed during this very scary time. We utilized shelf stable meals, frozen meals and breakfast bags, we reduced transportation services to life-sustaining medical appointments and we incorporated well-check calls to clients. We were faced with the difficult decision to cancel our 2020 Deliver the Difference Luncheon, which is our largest Meals on Wheels fundraiser of the year and in the Fall, we hosted our Spooky Spuds BBQ Baked Potato Fundraiser with a curbside option, to limit contact with supporters of the event. Through it all, our commitment to serving the homebound in our community never waived and we remained steadfast, ensuring that each of the clients we serve know we are here to help them in maintaining their independence at home.



MEALS ON WHEELS

The home delivered meals program aka Meals on Wheels, delivered upwards of 370,000 meals to more than 2,200 homebound elderly and disabled adults who reside in Jefferson and Hardin counties during FY2020.



ANIMEALS



Cody (pictured) is just one of the many pets who is receiving pet food each month because of our AniMeals program. AniMeals, founded because drivers noticed clients would share meals with their pets, ensures that both the client and their furry friends receive the nutrition they require to maintain healthy lifestyles. Our AniMeals program is 100% community funded and supported. We rely on community pet food drives, donations and grants to keep this program going strong. Cody's mom, Ms. Rubye, is so thankful for her and Cody's daily meals. Not only is she grateful for the meals, but she and Cody look forward to the daily visit from her Meals on Wheels friends, proving that this program is truly so much *more than just a meal*.

PROGRAM IMPACTS



100 pets of our homebound clients received pet food through our **AniMeals** program.



588 clients received nearly **50,000 meals** at one of our **Congregate Dining Centers**.



73 clients had access to life-saving emergency response with our **CareNet System**.



4,000+ servings of fresh fruits and vegetables were delivered to the homebound from our '**Grow to Share**' donation garden.



75 clients received monthly grocery bags through our **Grocery Bag Program**.



Thousands of our homebound seniors and disabled neighbors received Christmas gifts thanks to our **Be A Santa To A Senior Project**, a partnership with **Home Instead Senior Care**.

TRANSPORTATION



Transportation is one of our largest departments and is responsible for ensuring our transit-reliant community has access to life-sustaining healthcare, grocery shopping, employment and more. In FY2020, our Transportation Department provided more than 50,000 one-way passenger trips to clients, like Mr. Mason (pictured), who rely on this service for access to life-sustaining medical appointments, such as dialysis. Mr. Mason boasts about the service he receives through our Transportation program, stating we “always get him to his destination on time and truly care about our patients.”

HOME REPAIR PROGRAM



Following Harvey's floodwaters in 2017, many of our homebound clients were left with nowhere to turn for help. With grant funds from the American Red Cross, Nutrition & Services for Seniors began a short-term home repair program to help our elderly and homebound disabled clients in their recovery efforts. We then received additional grant funds from the United Way of Beaumont & North Jefferson County, TSHAC's H.E.A.R.T. program and Enterprise Community Partners, Inc. that allowed us to expand our reach and help even more of our elderly neighbors who were struggling to rebuild. Despite a pandemic and several other natural disasters, in FY2020, we completed the program and are proud to announce that disaster-related home repairs and accessibility modifications were provided to fifty-eight of our clients' homes throughout Jefferson and Hardin counties. This would not have been possible without the support of our funders, community partners and team of staff who worked around the clock to meet deadlines, jumped unprecedented hurdles and showed our clients the utmost care and concern for their individual situation. Thank you to SETX Home Inspections for partnering with us to ensure our clients received quality home repairs. Finally, thank you our incredible home repair team, Bruce White,

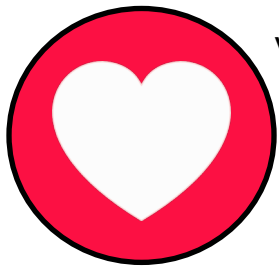


Nyna Nichols and Kayla White for all of your hard work and dedication. A natural disaster can leave the elderly feeling very hopeless and alone, but the Home Repair Program helped ensure them that although they are at home, they are not alone.

VOLUNTEER SPOTLIGHT



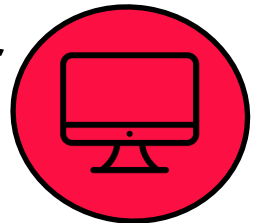
As a former member of the NSS staff, Barbara Warren knows how this agency works from the inside out. In addition to the twelve people on her Meals on Wheels volunteer route, she has visited with many other clients and takes great pride in being part of an organization that helps them handle this phase of their lives with independence and pride. Today's clients are the parents that ran the PTA carnival, cheered for their kids at the ballpark, cooked church suppers and helped their neighbors. Years go by, bodies weaken and families scatter and now they *just need a little help*. "My clients to whom I deliver on Fridays were strangers a short time ago and today they are my family," says Barbara. "They fill a very special place in my life. If I have to miss a delivery day, it leaves a hole and I look forward to returning and embracing them again. How could I have a bad day after Ms. Jones greets me with, "Hello my darling. You be careful - I love you." Barbara not only delivers meals, but as you can see in the photo, spends her time working on the landscaping around the entry to our building. "Like our clients, the area *just needed a little help* in being an inviting entrance for guests. It's my way of telling the staff how much I appreciate all they do", she says. And we appreciate you Barbara - thank you so much for your countless hours and dedication towards helping us deliver the difference in the lives of our homebound neighbors.



Volunteers are the pulse of our organization and deliver approximately 70% of our meal routes. WE DESPERATELY NEED VOLUNTEERS for daily meal deliveries and various in-house projects!

JOIN OUR TEAM OF VOLUNTEERS TODAY!!

Call **409.892.4455** or visit
www.seniormeals.org/volunteer



MS. MARY'S STORY **VOLUNTEERS DELIVER THE DIFFERENCE**

To be a volunteer is a true calling and when people sign up to deliver meals, they often grow extremely close to the clients. Ms. Mary was a client on a volunteer delivery route this is covered by area refinery workers at Valero in Port Arthur. During the COVID-19 pandemic, the volunteers at Valero did not want Ms. Mary's birthday to pass without a celebration, so they arranged a drive-by parade in front of Ms. Mary's home where they honked horns, held up custom-made signs and shouted well-wishes! Ms. Mary was in tears, as were many of the volunteers. She called us crying to tell us just how much that meant to her. Shortly after, Ms. Mary's health began to decline at rate that she felt it necessary to move in with her family permanently, but the volunteers from Valero would not let that stop them from continuing to serve Ms. Mary. No matter how far she is from them, they insist on continuing to leave a lasting impact in her life, just as she has left a lasting impact in theirs.



FUNDRAISING EFFORTS



BAKED POTATO SALES

Baked potatoes with BBQ chip beef, butter, cheese, sour cream and a dessert are sold for \$10.00 each in the Spring and again in the Fall to raise funds for our *Meals on Wheels* program. Through a combination of sponsorships and potato sales, this event has become one of our most successful and popular fundraisers to date.

FY2020 FUNDS RAISED: \$39,243

DELIVER THE DIFFERENCE

Our annual luncheon raises awareness and funds that support our life-sustaining *Meals on Wheels* program. The 2020 event was set to honor Elaine Shellenberger for her 35 years of service to Nutrition & Services for Seniors. As a result of COVID-19, the 2020 event was cancelled, but our community continued to support our mission through extremely generous donations!

FY2020 FUNDS RAISED: \$88,867

DIRECT MAIL CAMPAIGNS

Direct mail campaigns are held annually and help raise funds in support of our *Meals on Wheels* and *Emergency Food Package* programs. The dollars raised through our Direct Mail Campaigns truly bridge our gap in funding and ensure that no senior in our community has to go without vital food and friendship.

FY2020 FUNDS RAISED: \$175,261



BLANKET & FAN DRIVES

Once again, our community showed us tremendous support through our annual blanket and fan drives for the homebound clients we serve!

Each Summer, our Fan Drive provides much-needed relief to our elderly clients during the SETX heat and each winter, our blanket drive, in partnership with JK Subaru, offers clients warmth and comfort during the cooler months.



THANK YOU TO OUR MAJOR DONORS!

Thank you to our generous donors for supporting our mission during a challenging year. Your gifts are used to support our critical programs that ensure the homebound in Jefferson and Hardin counties can remain living independently *at home, but not alone!*

\$100,000 +

Estate of Bobbye Collins
H.E.A.R.T. & Enterprise
Meals on Wheels America
United Way of BMT & N. Jeff Co

\$50,000 - 99,999

Beaumont Foundation of America
City of Port Arthur CDBG
Jefferson County
Reaud Charitable Foundation
United Way of Mid & S Jeff Co

\$20,000 - 49,999

Hancock Whitney
Hardin County
Becky & Charles Mason
Laurie & John Mathews
Valero Port Arthur Refinery

\$5,000 - 19,999

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Bank of America
Blue Cross Blue Shield of Texas
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OUR MISSION

Nutrition & Services for Seniors is a non-profit agency dedicated to providing innovative, effective programs that assist older adults in leading quality lives while maintaining dignity and independence.

OUR HISTORY

In 1983, a group of civic-minded residents, concerned for the well being of seniors in our community, set upon a path to expand services to local seniors. By providing home delivered meals, congregate meals, transportation, nutrition education and information and referrals we give seniors the opportunity to remain independent in their own homes. We believe that Senior Dining Sites and Nutrition Programs such as ours can be much more than the first step in providing long term care for the seniors in Jefferson and Hardin counties. In addition to providing meals, a network of volunteers and staff monitor the well being of our recipients during a daily visit. That visit provides comfort and company to the seniors and peace of mind to their family and caregivers.

www.seniormeals.org

