We're More Than A Meal

St. Joseph Community Services, Inc.

Annual Report 2017

Meghan Brady, President

"Alone we can do so little, together we can do so much;"

-Helen Keller

John Getts, Board Chairman

Dear Friends,

Thank you for your contributions to SJCS Meals on Wheels in 2017. Throughout the pages of this annual report, the impact of your gifts are illustrated. Your support helped to ensure the delivery of meals, five days a week to the most vulnerable population of older and disabled adults in Hillsborough County, NH.

A nutritious meal, a safety check, and a friendly visit can reduce hunger and loneliness for many in our community. Here in New Hampshire, 10% of older adults are food insecure, and 5% are living in poverty.* From our annual client survey, 56% tell us that they are less hungry during the day because of the meals they receive and 61% report that these services help them to stay in their own home.

As our state ages, resources to age independently will be of paramount importance and the need for Meals on Wheels services will increase.

It is your generosity that feeds the hungry and provides them with the ability to age with dignity.

Your continued engagement is most appreciated.

Sincerely,

Meghan Brady
President

John Getts
Board Chairman

*National Foundation to End Senior Hunger, The State of Senior Hunger in America

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Our Mission

St. Joseph Community Services fosters independence and life enrichment for seniors and other qualified adults through nutrition, social engagement and community services.

Your humanity nourishes those who have cared for others throughout their lifetime.

Your Gifts

reduces hunger and restores hope in our community!

By the numbers: on average we serve 1,450 meals daily.

Annual surveys are distributed to every client and measure impact, program satisfaction, and additional need.

61% tell us that Meals on Wheels helps them to stay in their own homes.

68% feel safer with someone checking on them.

56% are less hungry thanks to food delivery.

74% eat a healthier variety of foods.

19% have no other weekly visitor.

The cost of 1 year of Meals = 1 Day in a hospital.

Thank you!

Thank You Donors

The following individuals made donations in 2017 from Jan. 1, 2017 to Dec. 31, 2017

"We cannot live only for ourselves. A thousand fibers connect us with our fellow men."
– Herman Melville

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"The human body has limitations.
The human spirit is boundless."
-Dean Kamazes

"A Matter of Balance is an excellent program. Its structure provides a platform for participants to talk about the shared fear of falling, and problem solve as a group to come up with practical solutions. It has been a pleasure helping to instruct classes, and it is truly inspiring to witness the progress in tackling the fear of falling and ultimately confidence building that unfolds throughout the sessions."

- Elida Gagne, Master Trainer

There's Something New in Programs... It's A Matter of Balance

In partnership with Dartmouth Centers for Health and Aging (DCHA), SJCS proudly offered a new program, *A Matter of Balance.* This an award winning program designed to reduce the fear of falling and increase activity levels. Participants learn to view falls as controllable, set goals for increasing activity, make changes to reduce falls risks at home, and exercise to increase strength and balance. *A Matter of Balance* is led by either a trained Master Trainer or two coaches. Both Master Trainers and Coaches teach the curriculum and navigate through each of the eight informative sessions. SJCS has three Master Trainers: Program Outreach Manager, Elida Gagne, Greenville Site Coordinator, Cathy Merra and Merrimack Site Coordinator, Patty Rocca. In addition to the team are two coaches: Lillian Goes and Susie Sayers. SJCS has offered classes in Peterborough and Merrimack and is energized to expand program offerings.

People of SJCS Meals on Wheels

Dianne's Story

Dianne was born in West Point, Georgia in 1942. Although she has lived in Manchester since she was 14, she is still a southern lady at heart and longs to return to Georgia. After she and her parents moved to Manchester in 1957, her father got a job at the A.W. Therrien roofing company and worked there until he died some 20 years later.

Dianne's parents, Margie and Carl, worked in cotton mills in Georgia prior to moving to New Hampshire. Dianne pointed out a studio picture of her parents in which her father was wearing overalls. She said that her father did not want to have his picture taken, but agreed to do it for her, as long as he did not have to wear a suit and tie.

Dianne's first job was at Forest Hills Department Store in Manchester. It was there that she met her husband, Norman. Dianne said that he was a good, kind man. They were married in 1963 and had seven children: David, Karen, Brenay, Keith, Steven, John, and Shannon. Diane shared that Steven died at age 14 from an accident. When Shannon was born, she was rushed to Boston Children's Hospital for emergency surgery. When the surgeon asked for permission to perform the operation, Dianne said she would give it on one condition – that everyone in the operating room ask for God's guidance beforehand. Dianne says it must have worked because Shannon is now 35 and the mother of a two year old girl, one of 14 grandchildren for Dianne, who also has 12 great-grandchildren.

Dianne worked for several years as a Nurses' Aide at what was then called Notre Dame Hospital, now Catholic Medical Center. She also worked as an Aide at Hanover Nursing Home. Dianne is a caregiver, which helped when Norman was diagnosed with multiple sclerosis. She helped take care of him until he passed away 23 years ago. During this time, Dianne also worked two jobs to support their family.

Dianne lives on Manchester's west side and is proud of how well she is able to maintain her independence. Her monthly income is $755 a month. From that she pays her rent, gas, and electricity. The Meals on Wheels she receives stretches $144 in food stamps each month. The nutritious meals also help her to manage her diabetes. When asked what she would like people to know about her, Dianne replies, "I want people to know I am very proud of my family, my southern roots, and I love animals."

Bill's Story

Meet Bill Stashluk, who has been volunteering in multiple ways over the last year, and he's been part of a unique business partnership with Intel.

Bill is a Vietnam-era veteran who flew missions over Vietnam from Thailand and Okinawa. After his service in the Air Force, Bill settled in New Hampshire where he parlayed his technical expertise into a life-long career in the tech field. Working for the GCA Company, Digital Equipment, and at Intel until his retirement.

Intel, Bill's former employer, has a special *Encore Fellowship Program* designed for their retiring employees. This one-year program supports volunteerism and staying connected in the community following retirement. Bill started out at Habitat for Humanity, where he helped launch a boiler plate for a repair program, and he worked on the Nottingham house for a veteran.

When that stint ended, Bill started volunteering on his own for SJCS Meals on Wheels at the Senior Activity Center in Nashua. He broached the idea of the *Encore Program* with Steve Ayotte, the Nashua Site Coordinator, and Maria Boren, then Director of Programs. Bill credits them with thinking outside the box and giving him an opportunity to work at SJCS Meals on Wheels.

Bill rolled up his sleeves and became involved in kitchen prep and meal delivery, spending time at all sites, and got a sense of the geography and breadth of operations. He recalls one day when serving at the SJCS Milford site, one of the driver's had a flat tire. Bill and another volunteer drove out to the stranded driver.

They switched all the meals to Bill's car, Bill changed the tire, and the other volunteer drove the temporarily drivable car back to Milford for repair.

Bill and the driver then finished the route…on schedule. "That was a rewarding day!" chuckles Bill.

As specific projects unfolded, SJCS reaped the benefits of Bill's technical background. He began working in the administrative offices, where he helped with a variety of computer-based projects, including mapping Meals on Wheels workflow to understand operations, check efficiency, and discover potential changes to enhance services. He participated in the beta testing of a smart phone app for drivers, which would allow changes to meal orders or issues on a delivery route to be reported electronically to site coordinators.

In September the administrative offices in Merrimack went through a renovation to better configure space to accommodate staff. Donated cubicles, desks, and chairs needed to be disassembled, moved, cleaned, reassembled, reconfigured, and installed. Bill was at the center of the project and worked tirelessly with staff to ensure the project was completed.

As Bill reflected on his time at Meals on Wheels, he shared what mattered most to him. "I have been particularly touched by the selflessness of all the volunteers, particularly the drivers who go above and beyond expectations in keeping clients safe and well fed."

Where there's hunger,
we deliver!

Call us for more Information about our services at (603) 424-9967.
Visit us on the web at www.mealsonwheelsnh.org

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