



2013 ANNUAL REPORT

# Wesley Community Services

# Message from the CEO



*Dear Friend,*

Wesley continues to grow! We delivered our 3,000,000th meal in January of 2014 to a lovely lady who has been a customer since 1999. What a thrilling moment when you think of how humbly we started. When we owned and operated Wesley Hall Nursing Home volunteers delivered meals to folks on the waiting list.

Now we have 130 employees at our 24,500 square foot Radcliff property which houses our commercial kitchen as well as our Transportation and Home Care departments. From here we cared for more than 2,300 older adults isolated at home through no fault of their own. These dear people are dependent on our services.

So, 2013 kept the Board of Trustees busy updating our strategic plan. Our primary Stakeholders participated for a half day update to offer feedback on our initial goals. This process helped us reaffirm our mission: *to deliver essential services that promote the independence of seniors so they may remain in the comfort of their own homes.* Our motto: *We Care for Seniors* remains strong.

## **2013 Services to the Community**

Thanks to YOUR support, nearly 456,400 nutritious meals were delivered through our **Meals on Wheels** program compared to 330,100 in 2012, a 28% increase. In addition, 30,600 **Medical Transports** to physician, dentist and hospital appointments, and 29,330 hours of **Home Care/Personal Care Services** were provided. For our four-legged friends, **Pet Portions** and **PetKare** programs continue to provide clients' pets with free nutritious pet food and veterinarian care to ensure comfort and safety for all. YOUR gifts have had a HUGE IMPACT!

## **Continuous Growth**

We formed a collaboration with Christ United Methodist Church, Middletown where we recently dedicated our **Meals on Wheels Distribution Center**. Christ Church donated three parking spaces for our walk-in-freezer and space for drivers to organize meal delivery. Not only are we pleased to deliver our meals to qualified seniors in this county, but it also affords us the opportunity to hire drivers in the Butler County area.

I hope you enjoy reading our annual report prepared especially for you, our valued donors. We are excited about the lives we touch, the lives YOU touch. Take good care, and God bless.

Cordially,

A blue ink handwritten signature that reads "Stephanie Tunison". The signature is fluid and cursive, with a long horizontal stroke at the end.

Rev. Stephanie Tunison, MA, PCC  
Chief Executive Officer

# Volunteer Spirit

Wesley Community Services' Meals on Wheels program requires 10,000 bakery-size boxes to be folded each month to carry items such as fresh fruit, juice, cookies, crackers, granola bars and cereal for local seniors. Many, many, thanks to our spirited volunteers throughout the community including:

- Awaken the City associated with the Hyde Park Community United Methodist Church
- Goodwill Industries Clients
- Macy's Employees
- Northern Kentucky University Students
- Oak Hills High School Students
- Procter & Gamble Employees
- Seton High School Students
- Starfire Council of Greater Cincinnati
- Western Hills University High School Keys Club
- Westwood Cheviot Kiwanis Club



Marge Thomas, volunteer, folds bakery-sized boxes for MOW's side items.

## Moments Shared with Our Spirited Volunteers



Volunteers from Western Hills University High School Keys Club Associated with Westwood Cheviot Kiwanis Club.

**Western Hills University High School students and staff** partnered with Wesley Community Services to create 1,200 holiday cards for the organization's Meals on Wheels recipients to bring a little extra cheer during the Christmas holiday season.

### **Elected Officials Take Part in "March for Meals" Campaign**

Wesley Community Services and six local and state elected officials delivered Wesleys' Meals on Wheels to their constituents and declared the week of March 18 2013, "March for Meals Week" by official proclamation. On a national basis, hundreds of elected officials delivered meals to seniors to demonstrate their support for their local Meals on Wheels program in coordination with Meals on Wheels Association of America.





Dennis Coombs, MOW's driver; City of Cincinnati Vice Mayor Roxanne Qualls; Stephen Smookler, Chief Operations Officer, Wesley Community Services, and Joyce Murphy, MOW's client.

Hamilton County Commissioner Todd Portune stated, "It's very important to take advantage of programs like Meals on Wheels because it helps keep seniors in their homes and in our community."

"It was my privilege to deliver meals on wheels to some of my constituents. This program allows folks to stay in their homes and in doing so is a wonderful asset to the community," stated Representative Denise Driehaus.

### WesleyLinks Helps Seniors at Partner Churches

WesleyLinks, an ecumenical network of 80 churches in Greater Cincinnati and Northern Kentucky provides information on aging services to seniors in their congregations. Information is made available to older adults who need support so they may stay in their own home for as long as possible.

This year's participants included: Lincoln Heights Police Chief, Kevin Corey; Ohio House Representative 31st District, The Honorable Denise Driehaus; Hamilton County Commissioner, Greg Hartmann; Hamilton County Commissioner, President, Chris Monzel; Hamilton County Commissioner, Todd Portune; and City of Cincinnati Vice Mayor, Roxanne Qualls.

Commissioner Hartmann stated, "Wesley does a great service to seniors in Hamilton County." He delivered meals to Mrs. Joyce Campbell who said, "The food is good, I get what I like." In addition, he delivered meals to Mrs. Bernice Appleton who said, "I think the meals are very good and I am very happy I am getting the special diabetic meals that I need. Wesley even takes care of my dog with food too."

"I've participated in the Meals on Wheels program over the past couple of years and my enthusiasm for the program grows with each experience," said Hamilton County Commission President Chris Monzel. "Recipients benefit from access to nutrition and a connection to caring neighbors in their community. I would encourage anyone who has some spare time to consider participating in the program."



WesleyLinks volunteers giving back to the community.

### A WESLEYLINKS PARTICIPANT HAD THIS TO SAY:

*"I have enjoyed participating in the WesleyLinks luncheons. Valuable information has been shared which has proven valuable to my ministry to seniors and others. The desire of Wesley Community Services to humbly serve others is most honoring to Christ," stated The Reverend Eric Snider, Minister of the Lord's Church.*

Volunteers enjoyed informative luncheons with pizza and salad hosted by guest speakers including:

#### CINCINNATI:

- Kerry Caito, M.S.S.W., L.I.S.W.-S, Cincinnati Association for the Blind and Visually Impaired, presented “How to Live with Impaired Vision.”
- William C. Hambley, Staff Attorney, Pro Seniors, Inc. presented “Making Sense of Medicare.”
- Dennison Keller, Attorney-at-Law, specializing in Elder Law, Life Care Planning, and Medicaid to help family members through the complexities of senior care.”
- Janet Montgomery, BSN, MBA, Chief Marketing Officer for Hospice of Cincinnati, presented “Hospice benefit that is available to most of us through Medicare, Medicaid, and most private insurances.”
- Carol Roberts, founder of Luv Fur Mutts Animal Rescue, a nonprofit Senior for Senior rescue center that has been brought together by common goals to help both the dogs and the seniors in the community.

#### NORTHERN KENTUCKY:

- Patsy Baughn, Development Specialist, Cincinnati Association for the Blind and Visually Impaired, presented “How to Live with Impaired Vision.”
- Starlette Fowler-Preidt, RN, CHPN, Provider Liaison, Hospice of the Bluegrass, presented “Progressive Hospice and Palliative Care.”
- Stephanie Langguth, Esq., from Bluegrass Legal Aide, presented “Wills, Living Wills, and Power of Attorney.”
- Janet Milne, Education Director, Alzheimer’s Association of Great Cincinnati, presented “Understanding Alzheimer’s Disease.”
- Naomi Miller, Lead Resource Counselor with Northern Kentucky Area Development District (NKADD), presented “Services and eligibility requirements for senior services.”

To learn more about WesleyLinks call Ja’Lah Willingham, Volunteer Coordinator, Wesley Community Services, 513/661-2777 ext. 5428, or email [jwillingham@wesleycs.org](mailto:jwillingham@wesleycs.org).

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## Achievements and Endeavors

### Wesley Community Services Receives Grant for Project Independence

In June, Wesley Community Services made available an Independent Living Program, Project Independence, provided by a grant from Butler County United Way. The primary goal of the \$8,500 grant was to provide assistance to seniors with budgeting, bill paying, banking, and applying for government programs such as Medicaid, subsidized housing, or food bank applications.

These essential tasks can be very difficult and time consuming for seniors requiring them. In addition, when a senior is not able to manage their finances or access government programs their quality of life is impacted. This grant served as an additional resource to 30 seniors receiving services through the Council on Aging of Southwestern Ohio and helped them stay in their homes.

*“Our home care assistant looks out after us, we don’t want to lose him!” – SC*

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## AARP “Spread Some Good” Collects Donations to Benefit Wesley Community Services Clients

During the first two weeks of September, 2013 every Walgreens store in Ohio accepted donations of \$1 or more at checkout registers. A total of \$13,322.26 was donated by Walgreens customers of which \$2,071.65 was donated in the Greater Cincinnati area to benefit Wesley Community Services Meals on Wheels clients.

AARP Ohio initiated Spread Some Good because 1 in 11 older Ohioans are among the 9 million Americans age 50+ who are at risk for hunger every day – a staggering 79% increase in just 10 years. Poor nutrition puts the health and independence of older Americans at risk, especially for those with conditions such as diabetes.

With an additional gift of \$515.35 from our friends at Walgreens we were able to purchase 1,250 - 18 ounce jars of healthy nutritious peanut butter compared to 940 jars in 2012.

*“I eat peanut butter 2 times every day. I thank you very much for the peanut butter. Doing nice things for others seems to come so naturally to you.” - SR*



Getting ready to shop for peanut butter. Sanford Holmes, Regional Volunteer Leader Southwest Region, AARP Ohio, and Stephen Smookler, Chief Operations Officer, Wesley Community Services.



# Major Donor Spotlight

Thanks to our friends at the O.P. & W.E. Edwards Foundation we were able to purchase major capital items for our Meals on Wheels and Specialized Transportation programs including: 4 Ford C-Max Hybrid vehicles used for delivering meals and transporting seniors, 20 Hewlett Packard computers and operating software to allow for improved internal efficiencies, an inline label printer for our plating machine so that meal ingredients are listed on the cellophane cover, matching funds to purchase two wheelchair equipped vans to meet the needs of all passengers, and a double convection steamer. Thanks a million!

## FROM A MEALS ON WHEELS CLIENT

*“I want to thank you and Meals on Wheels for all your help. I’m getting stronger every day. Our heavenly Father has blessed me so many ways. Thanks to all of you again.” – KM*



Improved quality control. Inline label printer for plating machine so that meal ingredients are listed on the cellophane cover from the generosity of the O.P. & W.E. Edwards Foundation

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513-661-2777 ext. 5423.

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#### FROM PERSONAL CARE/HOME MAKER SERVICES:

*“I am very, very, very satisfied with my home care assistant...she arrives like clockwork... she’s a wonderful person.” - SM*

*“I am more than satisfied with my home care assistant...I don’t need to tell her what to do, she knows.” - FA*

# By the Numbers

## Consolidated Balance Sheet

### ASSETS:

Current Assets	\$1,874,987
Property, Plant and Equipment (net of depreciation)	3,497,353
Operating and Replacement Reserves	5,252,256
<b>TOTAL ASSETS:</b>	<b>\$10,624,596</b>

### LIABILITIES:

Current Liabilities	\$1,058,471
Fund Balance	\$9,566,125
<b>TOTAL LIABILITIES AND EQUITY:</b>	<b>\$10,624,596</b>

#### FROM MEALS ON WHEELS CLIENT:

*“Thank you all for sticking with the transition for a most needed change in residence. I really appreciate your kindness and remembering my meal schedule date, thanks.” - AT*

#### FROM SPECIALIZED TRANSPORTATION CLIENT:

*“I want to thank all of you for your many kindnesses to me. Everyone there and all the drivers were absolutely the best and very special people. You have all been so kind, courteous, helpful, patient and as I said – you are very special people. I thank you all, sincerely.” - SM*

## Operating Statement

### REVENUE:

Community Services	\$4,724,510
Senior Housing	44,303
Contributions & Investment Income	425,813
<b>TOTAL REVENUE:</b>	<b>\$5,194,626</b>

### EXPENSES:

Community Services	\$4,178,604
Wesley Services Organization	182,280
Senior Housing	33,753
Fund Raising	89,396
Management & General	979,805
<b>TOTAL EXPENSES</b>	<b>\$5,463,838</b>

<b>TOTAL BENEVOLENT NEED:</b>	<b>(\$269,212)</b>
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Unrealized gain on investments & Pension Plan Adjustment	\$577,728
<b>Change in Net Assets</b>	<b>\$308,516</b>

<b>Capital Needs for 2014</b>	<b>\$653,425</b>
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#### FROM PERSONAL CARE/HOME MAKER SERVICES CLIENT:

*“I appreciate everyone that helped me when my husband was alive. A lady came and helped me bathe him, thank you. Even after he died you all brought me dinners and nice bread, fruit, and butter. I feel if later on I need you all you will be there again, thank you.” - MA*



# Wesley

## COMMUNITY SERVICES

*We Care for Seniors*



### Our Vision

All seniors in the communities we serve have dignity, independence and enjoy a comfortable life at home.

### Our Mission

To deliver essential services that promote the independence of seniors so they may remain in the comfort of their own homes.



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