



Stephanie Archer-Smith receives a Citation of Excellence from Baltimore's Mayor, Stephanie Rawlings-Blake in front of our lobby's service area display.

Mayor Stephanie Rawlings-Blake Visits Meals on Wheels, Pitches In



Baltimore Mayor Stephanie Rawlings-Blake made a morning visit to our Highlandtown Central Office on December 8, touring our Central Kitchen Facility and participating in meal-packing activities.

Mayor SRB and our Executive Director, Stephanie Archer-Smith, had a great deal to discuss, including a Mayor's Citation for the good work that we do throughout the Baltimore Metropolitan region. Thanks, Madam Mayor, for taking the time to visit Meals on Wheels of Central Maryland, Inc.

Above: The Mayor gets some direction from kitchen staff member, Randy Luttrell, on the food packing line.

Right: The kitchen staff pose with the Mayor after completing a food production shift. Left to right: George Parks, Nicole Lathe, volunteer, Jillian Carter, Mayor Stephanie Rawlings-Blake, Amber Jones, Randy Luttrell, kitchen manager, Kathleen Malstrom.



Volunteers: Receiving More Than We Give

by Emily Trotter, Volunteer Resources Manager

For many of our homebound clients, the most important part of their meal delivery is the volunteer knocking on their door, making sure they are safe in their home. However, the reverse is also true for our 1,300 active volunteers, who are motivated to come to Meals on Wheels every morning just to see the homebound individuals that rely on them. So often we hear, "this is the best part of my day" from both the client and the volunteer!

Committing to the Connection

Amber G. is a Grocery Shopping volunteer in Northwest Baltimore City. When asked what motivates her to volunteer, she replied that the client she shops for lives alone and does not have family locally. Usually their visits are short, but she visits him every week and takes pride in being a connection for him. Over time, her client has opened up to her, and she always leaves his home happier than when she arrived.

Doug R. in Columbia began delivering meals because he wanted to help the community and help others remain independent in their homes. After delivering for six years, Doug became ill and could no longer drive, but that did not stop him. He recruited five friends to become volunteers, and now they all take turns delivering with him so he can continue visiting his clients.

Story continued on page 5

IN THIS ISSUE

2/ Letter from Stephanie Archer-Smith, Executive Director

3/ Harbour School Students Rewarded with Ravens Tickets

5/ HUBS Update

OUR MISSION

To enable people to live independently at home through the provision of nutritious meals, personal contact and related services.



Dear Friends,

By the time you read this newsletter, Winter Storm Jonas will be a fairly distant memory. As I prepare to write this letter, however, I can't help but contemplate the impact Storm Jonas has had on me. "I am fortunate" was my first thought. With my nicely plowed street and reliable car, dug out by two able-bodied adults, Storm Jonas was a mere inconvenience.



As I made my way to work the Monday after the storm, through narrow passes and slick roadways, my second thought shifted to our less fortunate clients. "What will our clients do?", I thought. As I arrived at Meals on Wheels that morning to assume what felt like an impossible task—clearing the snow from our parking lot, loading dock and 25 delivery vans—my thoughts again shifted to our clients. My revised question was now, "What will we do for our clients?" Our Meals on Wheels team sprang into action. As we plowed, shoveled, and strategized, the plan quickly emerged. Meals on Wheels would deliver cold and frozen meals and, mindful of our volunteers' safety, use our staff to deliver meals, rotating jurisdictions, so that people in every region would be served during the aftermath of this historic storm.

After three days of working on the dock, delivering meals, and yes, getting stuck in the snow several times, thought number three came to me—"We have an amazing team of dedicated staff!"

The compassion and commitment of our staff, especially our drivers, is unparalleled. Arriving at 7:30am, they worked every day, delivered double and triple routes, shoveled snow, walked blocks to reach some clients, pushed vans, and laughed and smiled all the while. It was because of them that meals were delivered the week after the storm and all clients were served.

It was quite a logistical production—more than 3,000 meals delivered each day, over 14,000 in all, using only staff (and later in the week, a few hearty volunteers). By the end of the week, we were exhausted!

Then thought number four came to me: "What would we do without our volunteers?"

It is because of the sustained commitment of our volunteers that we are able to go beyond meal delivery and provide the services that make us so much more than a meal. In this issue we celebrate that spirit of volunteerism and give our readers a glimpse into some of the other work that our volunteers and staff perform in their service to our clients and Meals on Wheels of Central Maryland.

April is National Volunteer Appreciation Month. Let me be the first to offer my appreciation and to say "Thank You!" to all of our dedicated volunteers without whom, as we experienced from Winter Storm Jonas, our mission would be much more challenging.

And I also want to thank all of our dedicated staff who make me proud every day to be a part of Meals on Wheels of Central Maryland.

With much gratitude and admiration,

Stephanie Archer-Smith

Stephanie Archer-Smith
Executive Director



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Meals on Wheels of Central Maryland, Inc. is a 501(c)(3) nonprofit organization—donations to which are tax deductible to the fullest extent allowed by law.

A copy of our current financial statement is available upon request by contacting Meals on Wheels of Central Maryland, Inc., 515 South Haven Street, Baltimore, MD 21224, (410) 558-0932. Documents and information submitted to the State of Maryland under the Maryland Charitable Solicitations Act are available from the Office of the Secretary of State for the cost of copying and postage.

Meal Times is the official Newsletter for the Friends of Meals on Wheels of Central Maryland.

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Harbour School Students Rewarded with Ravens Tickets

Go Harbour School! On Sunday, November 22, 2015, 50 students and chaperones from the Harbour School attended a Ravens game against the St. Louis Rams. The tickets were awarded by the Governor's Office on Service and Volunteerism for their participation in the Lead2Feed Leadership Challenge. Harbour School won this challenge two years in a row.

The students went down to the field before game time and watched warm up exercises and met some of the players. The Ravens trounced the St. Louis Rams 16-13 on that brisk fall day.

Upper right: A Raven's Eye view was the order of the day for The Harbour School students selected to sit in the Governor's Honor Row.

Lower left: Harbour School students and teachers got a chance to watch pre-game warm up exercises from the sidelines.

Lower right: Outside of the stadium students and teachers gathered to be briefed by Ravens' representatives for their special tour of the facilities.



For more information, Call Emily Trotter about group volunteer efforts and programs at 443-573-0925.



New Young Professionals Group Named

Meals on Wheels of Central Maryland is starting a young professionals group called PLATE (Professional Leaders Assisting the Elderly). We are looking for young professionals ages 25 to 39 to serve on our PLATE committee to help plan our first outreach event for spring.

The purpose of the PLATE group is to engage and involve young

professionals in our work through action and volunteerism in order to inspire and grow long-time supports and future service leaders.

If you or someone you know is interested please contact Ellen at 443-573-0926 or email her at falk@mowcm.org.

“If I had to try to encourage someone to do ‘Meals,’ all I would say is—Try it once, you’ll get hooked”

— Catherine Max



See how far your heart can reach this year!



Join a community of your neighbors to enrich and share! Volunteer with Meals on Wheels of Central Maryland. Call Emily Trotter at: **443 573-0925**



www.mealsonwheelsmd.org

2015 Volunteer Services Highlights

- About 1,300 active volunteers each quarter
- 310 new volunteers
- 67 different groups packed meals in the kitchen
- 14 students earned their student service learning hours in the Main Office kitchen over the summer
- 52 special projects were donated from various companies, community groups/clubs, and schools (A partial list: The Calvert School, Walter S. Mills Parole Dolphin School, Bryn Mawr, Patterson Park Charter School, Notre Dame of Maryland University, Liberty’s Promise, a Program for High School Immigrants, Cambridge School)
- 872 handmade scarves were delivered to homebound clients in December
- 53 volunteers actively serve as grocery shoppers
- 16 routes currently delivered through the Kibble Connection pet food program
- New volunteer Ambassadors training program was established to recruit potential clients.

For more information please visit our website at www.mealsonwheelsmd.org/volunteer

HUBS Update

by Kimberly Street, Assistant Director, Support Services

With only six months of operation under our belts, the HUBS (Housing Upgrades to Benefit Seniors) initiative has had a significant impact on the lives of our clients and community members around the city. This initiative is exclusive for the senior population living in Baltimore City. Participants in this program are seniors who are in need of housing repairs, upgrades, and modifications to continue living safely in their current dwellings. Funded by the Leonard & Helen R. Stulman Charitable Foundation and the Hoffberger Foundation, and inspired by research from the Johns Hopkins CAPABLE study, which documented that physical improvements to the home resulted in fewer falls and reduced emergency room visits and hospitalizations, the HUBS project joins service providers with government programs to reach more seniors in need and more effectively utilize community resources.



Making home improvements that matter

The Meals on Wheels HUBS case manager has completed over 100 home visits as part of our participation in this initiative. These visits have resulted in the installation of a new furnace, weatherization and modifications to a home that included grab safety bars and additional linkages to resources to improve the quality of life for our senior population, with many more projects in process. This unique partnership of the HUBS agencies strengthens the network of providers for our senior population, and keeps our most vulnerable Baltimore citizens, like Mrs. CF, safe and healthy in their homes.

For eligibility, contact the HUBS coordinator, Chelsea Hayman, at Civic Works to determine your service area: **443 470-9871**.

HUBS Success Story

by Kimberly Street, Assistant Director, Support Services

Ms. CF will have the modifications listed below completed in her home. She is a client of MOWCM who receives additional support through Case Management services. These important modifications will allow her to live independently in a safe home. The following repairs have been approved and are in progress:

- Install grab bar near toilet
- Secure bathroom sink
- Repair kitchen floor and subfloor
- Replace kitchen counter
- Repair outlet in dining room
- Install doorbell at front entrance
- Install bedrail in client’s bedroom
- Add a fire extinguisher and a non-slip bath mat



For more information visit the HUBS page on our website at: www.mealsonwheelsmd.org/pages/services--hubs

“Volunteers: Receiving More Than We Give” from page 1

Going the Extra Mile

For many of our volunteers, delivering with Meals on Wheels is an integral part of their lives, borne out of their personal value system. **Stephen R.**, who delivers in Reisterstown once a week, said we all have to make it our business to help each other even if it means going the extra mile. **Shirlene H.**, a Phone Pal who calls her client at least once a week if not two or three times a week, said it is her ambition to make a positive difference in the lives of others, one step at a time.

Many of our volunteers agree that meal delivery means as much to them as it does to those they serve. Whether it is to remain active, add purpose to your day, or living your faith and values, being able to connect with people who are isolated makes the time, energy and commitment worthwhile.

For more information call Emily Trotter at: **443.573.0925** or e-mail trotter@mowcm.org



Client Success Story

by Kimberly Street, Assistant Director, Support Services

Life changing connections!

Mr. DT has had a difficult life. As one would expect, he has had a tremendous amount of difficulty navigating the social service system. Fortunately, his case manager at Meals on Wheels of Central MD was able to make a real difference in his life.

This gentleman is:

- Wheelchair bound
- Unable to properly care for personal hygiene
- Estranged from his family
- Unable to read

She was able to:

- **Reopen** his case at the Department of Social Services (DSS). It was closed because he did not respond. (Unable to read the notices)
- **Advocate** for an extension at his apartment building
- **Reconnect** with an attorney at Elder Legal Services for assistance
- **Connect** and arrange a joint visit with the social worker from the DSS. The client was able to complete the intake process for DSS and has been assigned a social worker aware of his special needs.

Great job, Case Management Services...it indeed takes a village.

For more information, call 410.558.0932 and ask for Jackie.



The Daily Record Announces Maryland's Top 100 Women for 2016

Baltimore, Md., February 26, 2016—*The Daily Record* named Stephanie Archer-Smith, Executive Director, Meals on Wheels of Central Maryland, Inc. to its 2016 listing of Maryland's Top 100 Women.

"Maryland's Top 100 Women honorees are exemplary citizens, committed to their communities, creating change and growing the next generation of leaders through mentoring," said Suzanne Fischer-Huettner, publisher of *The Daily Record*. "This year's honorees also share an amazing talent for balancing the many facets of their lives while also serving as outstanding leaders. *The Daily Record* is proud to honor them."

Be an Advocate for the Power of SNAP (Food Stamps)

by Barbara Levin, Director, Client Services

SNAP (Supplemental Nutrition Assistance Program), one of the other 'related services'

Many seniors are short of funds, they are forced to choose between food, medicine, and heating their homes. The majority who qualify, never apply for Maryland's Food Supplement Program. (Also known as SNAP or Food Stamps.)

Spread the news—help is available...

SNAP can be used to pay for food at the supermarket, or for home delivered meals here at Meals on Wheels of Central Maryland.

Know someone who's struggling? Have them call us.

We don't want people to skip meals to make ends meet, or forego medicine or heating their home to pay for food!

Apply for SNAP at <https://mydhrbenefits.dhr.state.md.us> or call us for assistance: 410.558.0932

The Board of Directors of Meals on Wheels of Central Maryland Presents the 24th Annual Culinary Extravaganza



H O R S E S

SAVE THIS DATE—MONDAY, MAY 23, 2016

Join us for an evening at the races—fine food and high fashion combine to create an unforgettable culinary extravaganza.

MONDAY, MAY 23, 2016 | GRAND LODGE • 5:30–9:00 P.M.
304 INTERNATIONAL CIRCLE, COCKEYSVILLE, MD 21030

To learn more and to purchase your tickets, please visit mealsonwheelsmd.org/culinary

GIVE BACK TO THE COMMUNITY—GET A GREAT MEAL IN THE PROCESS!

by Courtney Trusty, Assistant Director, Events & Communications

The Board of Directors of Meals on Wheels of Central Maryland is proud to announce our 24th annual fundraising gala—**Hats and Horses: An Evening at the Races**. The gala will be held on Monday, May 23, at the Grand Lodge in Cockeysville, MD.

Come taste some amazing dishes from skilled local chefs; participate in raffles and auctions; and learn more about Meals on Wheels' vision for the future!

Meals on Wheels is proud to promote nutrition and wellness throughout the Central Maryland community—delivering a million meals each year to homebound seniors, and also partnering with local hospitals, senior centers, and more.

This fundraiser is our signature event, and a great way for you to join our mission.

Get your tickets today, and become a part of what we are doing in Central Maryland!



Thanks to Our Grantors

- The Marion I. and Henry J. Knott Foundation
- T. Rowe Price Foundation
- Community Foundation of Howard County
- W. R. Grace Foundation
- United Way of Central Maryland
- Nancy Glazer Dickman Family Foundation, Inc.
- Lois and Philip Macht Family Philanthropic Fund
- Leonard & Helen R. Stulman Charitable Foundation
- David and Barbara B. Hirschhorn Foundation
- Kahlert Foundation, Inc.
- Joseph & Harvey Meyerhoff Charitable Funds
- Maryland Branch of the Shut-In Society of Baltimore City, Inc.
- Meals on Wheels America
- BJ's Charitable Foundation
- Maryland State Department of Human Resources



The Care Coordination Demonstration Project

by Toni Gianforti, Director, Institutional Giving

Charting New Territory

As highlighted in our 2015 Annual Report, Meals on Wheels of Central Maryland (MOWCM) has established over the past several years a number of client-focused strategic collaborations with social service organizations, foundations, community volunteer groups, and event entrepreneurs that have been highly effective in helping us meet our charitable mission. Our most recent collaboration—with *The Center for Successful Aging (CSA) at Medstar Good Samaritan Hospital*—launches MOWCM for the first time into the clinical health care arena.

Good Health Through Nutrition and Coordinated Care

The partnership—the *Care Coordination Demonstration Project (CCDP)*—funded by a two-year grant from the *Leonard & Helen R. Stulman Charitable Foundation*, will help improve the prevention,

treatment, and management of chronic illness among 100 low-income, disadvantaged seniors in Baltimore City and Baltimore County through patient health care coordination facilitated by a MOWCM Care Coordinator. Our Care Coordinator will attend weekly “huddles” with other members of CSA’s team (a physician, a nurse practitioner, a social worker, two physical therapists, and a “life coach”) to discuss each CSA patient’s status from their own professional perspective.

Food is Medicine

The starting point for Meals on Wheels as we initiated this project was our sense—supported by a growing body of research—that nutrition is the foundation to achieving and maintaining good health (www.mealsonwheelsamerica.org/mtam). In terms of this project, therefore, the first

service provided to a CSA client will be an in-home meal delivery option selected by the client (i.e., regular home-delivered meals, one hot/one cold, frozen meals, and/or the option of becoming a grocery shopping program client).

Follow-up Monitoring is Crucial

Once on-board with a meal delivery plan, our Care Coordinator will conduct an in-home visit (24 to 48 hours after CSA referral), using the shared survey and data collection systems of Care at Hand, a healthcare analytics company, to determine whether the client is transitioning well from hospital

care to living back home in the community. Client responses to the Care at Hand survey questions will trigger subsequent questions to determine whether the client requires immediate CSA clinical care intervention in order to prevent a visit to the hospital emergency room and/or re-hospitalization.

The Goal is to Improve Outcomes

We are very excited about the Care Coordination Demonstration Project

and working with the team at *The Center for Successful Aging, at Good Samaritan Hospital*. Through seamless client communication and coordination, we look forward to achieving together over the grant period reduced rates of hospital admissions/readmissions and emergency room usage, improved client adherence to medication regimens, and improved satisfaction on the part of both clients and the CCDP team with client outcomes and the efficacy of the CCDP process.

For more information regarding this new initiative, call Kim Street at 443.573.0951 or e-mail her at street@mowcm.org

BE A LIFE IMPACTING LIVES...HERE'S HOW!

Create your own personal fundraising page to raise money for Meals on Wheels of Central Maryland! It's easy to get started and to share with friends and family.

- Have a birthday coming up? Have friends and family donate to Meals on Wheels of Central Maryland on your behalf instead of receiving gifts.
- Celebrating a Wedding? A bar/bat mitzvah? An Anniversary? Have your guests, friends, and loved ones donate to Meals on Wheels of Central Maryland in lieu of gifts.
- Participating in a race or training for an event? Dedicate your efforts to Meals on Wheels and have others support you through donations.
- Or be creative! Organize a yard sale, a jeans-to-work day, a bowl-a-thon or a scavenger hunt — anything you can think of!



IT'S EASY TO GET STARTED AND TO SHARE WITH FRIENDS AND FAMILY.

Set up your personal fundraiser today!

www.mealsonwheelsmd.org/personal-fundraising
Call Beverly Day-Robinson at 443.573.0930 or e-mail day-robinson@mowcm.org



Below is a list of Memorial and Honor Gifts received September 1, 2015 - January 31, 2016



Your special gift is the perfect way to help people who are homebound due to age or disability, while also paying tribute to the memory of a friend or loved one. When you make a special memorial or honor gift to Meals on Wheels of Central Maryland, a tasteful card "In Memory of" or "In Honor of" is handwritten and sent to the person you indicate. See the back of this newsletter for a form to make your special gift easier.

IN MEMORY OF

Table listing names of individuals and families who received memorial or honor gifts, organized in columns.

IN HONOR OF

Table listing names of individuals and families who received gifts in honor of someone, organized in columns.



515 South Haven Street
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... enabling people to live independently at home through the provision of nutritious meals, personal contact and related services.



<http://www.facebook.com/mealsonwheelsmd>



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Donation Form: In Honor Of/In Memory Of

ENCLOSED IS MY GIFT OF: _____

IN MEMORY OF: _____

IN HONOR OF: _____

PLEASE SEND CARD TO (NAME): _____

ADDRESS: _____

MY NAME: _____

MY PHONE NUMBER: _____

MY ADDRESS: _____

**Please send your check with the form to:
Development Office
Meals on Wheels of Central Maryland
515 South Haven Street
Baltimore, Maryland 21224**

While the amount of the gift is never mentioned on the acknowledgement card, we do suggest a minimum of \$10.00.

You can also call 443 573-0930 to charge gifts to your credit card or log on to www.mealsonwheelsmd.org, then click "Donations."