



# *Where There's a Wheel, There's a Way*

## Hawai'i Meals on Wheels 2010 Annual Report



## Our Mission

Hawai'i Meals on Wheels is dedicated to helping O`ahu's elders and individuals with disabilities preserve their independence at home. We do this primarily by providing hot, nutritious meals and regular personal interaction with those we serve.

## Our Values

### Opportunity

We strive for the comfort and well being of our clients by offering them an opportunity to receive a hot meal delivered personally to their home.

### Respect & Dignity

We believe in treating all our clients, volunteers, and staff with the utmost honor, caring, respect, and dignity.

### Volunteers

We encourage volunteers to serve as we expand our outreach to meet a growing demand.

### Independent

We are committed to ensuring our own financial independence in order to help our clients preserve their independence.

### Quality

We are dedicated to the highest quality in our services, our meals, our staff, and our organization.

### Community

We seek to be a part of a community ohana, fostered by teamwork and collaboration with like-minded organizations.

### Communication

We actively promote our mission in order to increase awareness among community leaders, organizations, volunteers, and families.

## 2009 -2010 Board of Directors

Andrew T. Nomura, *President*

Lot T. Lau, *Vice President*

Joanne H. Kealoha, *Secretary*

Anna Derby Blackwell

Edward R. Cruickshank

Lella E. Migita

Myrna Murdoch

Donna C. Ojiri

Lori Yamane

Irmgard Hörmann, *Emerita and Founder*

## 2009 -2010 Advisory Council

Emi Anamizu

Andy Bumatai

Sherilyn M. Fukuji-Kimura

Nathan K. Hokama

John J. Ida, AIA

Michael H. Sakai

Carla Nip-Sakamoto, M.D.

Cheryl Seto

Jed Sueoka

Stephen Watanabe

## Hawai'i Meals on Wheels Staff

Claire Shimabukuro, *Executive Director*

Deena Ahakuelo, *Program Coordinator*

Christine Ho, *Development Coordinator*

Belinda Quach, *Program Assistant*

Marcie Nakamae, *Program Assistant*  
(*part-time*)

Tami Hess, *Delivery Driver (casual)*  
*and Special Projects Clerk*

Mike Lundy, *Delivery Driver (part-time)*

Kyle Tokushige, *Delivery Driver and*  
*Volunteer Coordinator (part-time)*

## A Year of Growth in the Midst of a Tight Economy



**W**hen the going gets tough, the tough get going. That was the battle cry of Hawai'i Meals on Wheels throughout 2010. There was a 9% increase in requests for meal deliveries due to Hawaii's fast-growing senior population and the ongoing effects of the recession. Yet the Hawai'i Meals on Wheels staff and volunteers welcomed these new challenges with optimism and confidence. As a result, we ended 2010 on a high note, setting new records for our 31-year-old organization.

Thanks to the support of our donors and volunteers, we were able to continue our mission of delivering meals without interruption despite the increase in demand and strain on our resources. After all, how could we turn our back on Mr. Takahashi in Mō'ili'ili or Mrs. Baysa in Kalihi who count on us to deliver them hot meals on the week days? And how would Mrs. Botello in 'Aiea feel if we suddenly stopped coming to visit her when we know the smiling faces of our volunteers are the highlight of her day and satisfy her in a deeper way than even the meals we deliver?

### ***We take our role very seriously***

As a safety net organization in the community, Hawai'i Meals on Wheels takes its role very seriously. As the economy struggles and tax revenue is reduced, government officials are having to make difficult decisions to curtail vital services or cut them altogether. Hawai'i Meals on Wheels has made a conscious decision to rely very little on government funding to ensure continuity of service for our clients. In fact, in 2010 we did not receive any local government funding and federal support remained a relatively small percentage of our overall revenue.

**U**nlike some other organizations in which labor makes up the majority of their operating costs, Hawai'i Meals on Wheels' primary costs are the meals we purchase. We buy the meals, which are prepared to meet specific health requirements, from kitchen partners in the community, so that we can in turn deliver them to the homes of seniors and those who are disabled.

In 2010, we spent more than \$865,000 for program services, the majority of which was used to purchase hot, nutritious meals. This was slightly more than \$140,000 over 2009 meal costs. Although we ask for contributions from our clients, their contributions do not cover the total costs of these meals.

### ***Mission-driven, fiscally responsible***

To add to these challenges, client contributions dropped by nearly 9% in 2010; we are grateful that our donations correspondingly increased by about 9% to successfully make up the shortfall. Federal support and revenue from special events, including our annual gala, also increased to meet the needs of our growing client base.

Stewardship of the resources entrusted to us by our donors is extremely important to Hawai'i Meals on Wheels. We strive to make every dollar we receive multiply in value for the community. We monitor the numbers on our balance sheet constantly, but as a mission-driven organization, we are also careful not to let the numbers put a damper on our compassion for others. If we are budgeted to deliver a certain number of meals in a year, we do not stop after we reach that number, but explore ways to stretch ourselves so that we can exceed that number, while being fiscally responsible.

## ***2010 at a Glance***

**75,170 meals delivered**

**623 total clients served**

**293 new clients**

**508 volunteers**

**103 new volunteers in 2010**

**44 delivery routes**

## ***Criteria for Service***

**For a complete list of criteria to receive meal deliveries from Hawai'i Meals on Wheels, visit our website at [hmow.org](http://hmow.org).**

## ***Our History***

**To find out how Hawai'i Meals on Wheels got its start, see our story on our website at [hmow.org](http://hmow.org).**



## *We welcomed 290 new clients in 2010*

**T**hrough the hard work of our staff and volunteers -- and by justifiably investing about 2% more in our fundraising efforts over the previous year -- Hawai'i Meals on Wheels was able to welcome more than 290 new clients.

At the end of 2010, we were up to 623 clients. It also meant recruiting more than 100 volunteers in 2010 to deliver the meals and start a new route in Kaimuki to accommodate the increasing demand for meal deliveries. About 90% of the meals are delivered by volunteers of all ages.

At the end of the year, the final tally of meal deliveries exceeded our expectations. The Hawai'i Meals on Wheels team delivered 75,170 meals, exceeding our budgeted target of 71,500. The Hawai'i Meals

on Wheels team has delivered once again and proved that where there's a will -- and a wheel -- there's a definitely a way!

We are indeed proud to be able to deliver meals to those in need in our community, and equally proud that as a nonprofit organization we are also able to provide a source of revenue for our kitchen partners in the community, including our newest partner, Kahala Nui. It is truly a mutually beneficial relationship as the Kahala Nui team also volunteers to deliver meals in the community.

The current economic climate has shown us that, more than ever, we are all connected to each other and that we all need to pull together to help each other. Mahalo to our board, staff, volunteers, and donors!

Claire Shimabukuro  
Executive Director

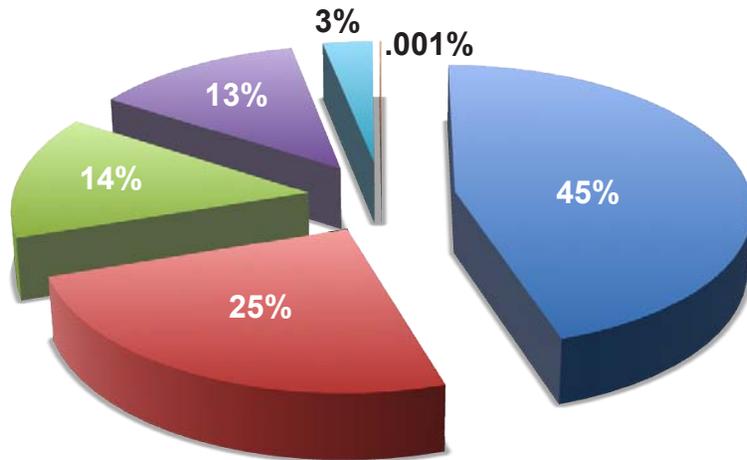
# Our Year-End Financial Report

*Independent Auditor: G. Ushijima, CPA LLC*

## 2010

### Support and Revenue

Total: \$1,079,844

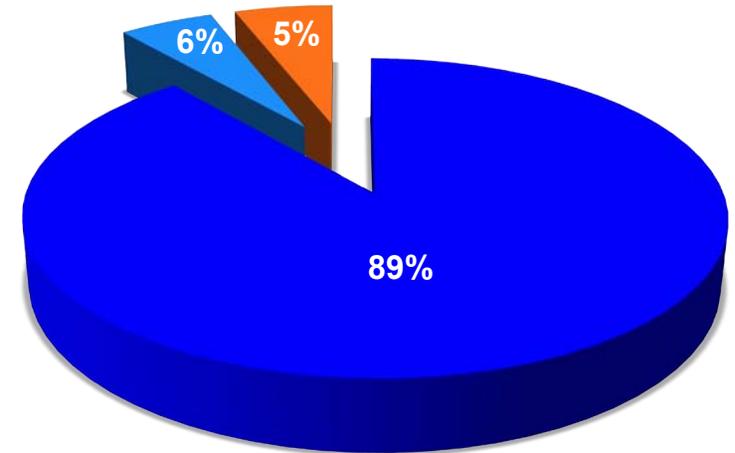


	<b>Donations*</b>	\$486,974	<b>45%</b>
	<b>Client Contributions</b>	\$268,061	<b>25%</b>
	<b>Federal Support</b>	\$152,775	<b>14%</b>
	<b>Special Events</b>	\$137,669	<b>13%</b>
	<b>Other Income</b>	\$32,955	<b>3%</b>
	<b>Weinberg Endowment Interest</b>	\$1,410	<b>&lt;1%</b>

\* Includes Foundation Grants

### Expenses

Total: \$971,113



	<b>Program Services</b>	\$865,177	<b>89%</b>
	<b>Fundraising</b>	\$54,126	<b>6%</b>
	<b>Management &amp; General</b>	\$51,810	<b>5%</b>

<b>Net Assets, Beginning of Year</b>	\$1,177,176
<b>Net Assets, End of Year</b>	\$1,285,907
<b>Increase in Net Assets</b>	\$108,731

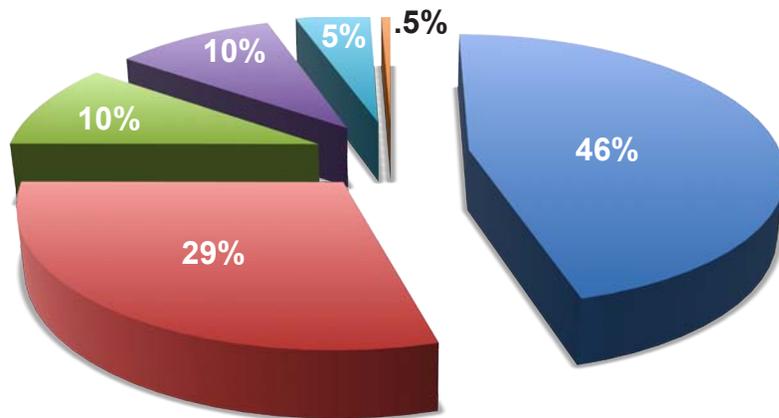
# Our Year-End Financial Report

*Independent Auditor: G. Ushijima, CPA LLC*

## 2009

### Support and Revenue

Total: \$964,424

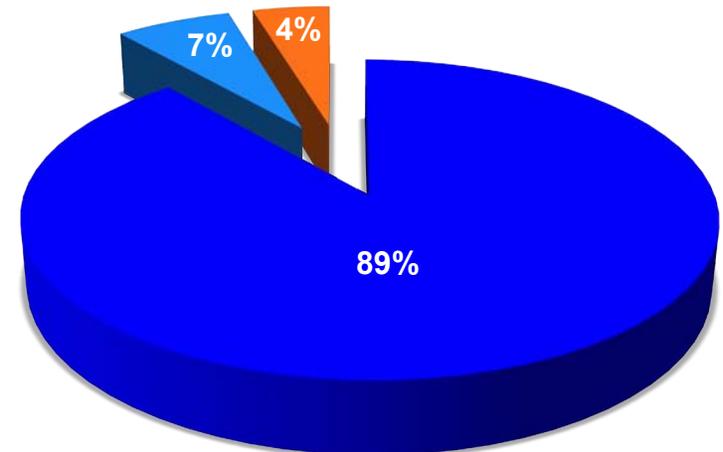


	<b>Donations*</b>	\$439,344	<b>45.5%</b>
	<b>Client Contributions</b>	\$284,403	<b>30.0%</b>
	<b>Federal Support</b>	\$97,408	<b>10.0%</b>
	<b>Special Events</b>	\$93,465	<b>9.5%</b>
	<b>Other Income</b>	\$44,128	<b>4.5%</b>
	<b>Weinberg Endowment Interest</b>	\$5,676	<b>.5%</b>

\* Includes Foundation Grants

### Expenses

Total: \$814,074



	<b>Program Services</b>	\$724,290	<b>89%</b>
	<b>Management &amp; General</b>	\$53,731	<b>7%</b>
	<b>Fundraising</b>	\$36,053	<b>4%</b>

<b>Net Assets, Beginning of Year</b>	\$1,026,826
<b>Net Assets, End of Year</b>	\$1,177,176
<b>Increase in Net Assets</b>	\$150,350



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