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COMPLETE

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Q1 Name of your organization.

Mizell Senior Center of Palm Springs

Q2 Grant #

20150640

Q3 Grant Period

9/1/2015 - 8/31/2016

Q4 Location of your organization

City	480 S. Sunrise Way, Palm Springs
State	CA

Q5 Name and Title of person completing evaluation.

Jack Newby, Director of Development

Q6 Phone Number:

760-323-5689 x118

Q7 Email address.

jackn@mizell.org

Page 2: Key Outcomes and Results

Q8 Total number of clients served through this grant funding:

1068

Q9 Describe the project's key outcomes and results based on the goals and objectives. Use the following format: State the Goal: State Objective 1: Describe the Activities, Results and Outcomes for Objective 1: State Objective 2 (if applicable): Describe the Activities, Results and Outcomes for Objective 2: State Objective 3 (if applicable): Describe the Activities, Results and Outcomes for Objective 3:

Mizell Senior Center Meals on Wheels continued expanding Meals on Wheels services throughout the Eastern Coachella Valley through outreach at area senior centers, hospitals, and medical facilities. As new clients were referred, our outreach team visited each individual to determine their eligibility for the program. Eligible clients were enrolled into the program and every client in the program is reassessed three times per year to determine continued eligibility. Last year, our program served 303 unduplicated Meals on Wheels clients in the Eastern Coachella Valley. During this grant period, we served 331 unduplicated Meals on Wheels clients in the Eastern Coachella Valley which represents a nearly 10% increase. We served 30,733 meals which also represented a 10% increase over the prior year.

All of our Meals on Wheels drivers are CPR certified and perform wellness checks during their visit. This includes an assessment of the clients health status, changes in behavior and any additional needs. Through our network of resources, we are able to refer additional services to those clients most in need.

Congregate meal service continued at sites in Mecca, Thermal, Coachella, and expanded in Indio. 17,393 meals were served to 737 unduplicated clients in this area. This is a major increase in service to these areas in just three years. Prior to Mizell Senior Center undertaking this project, the only congregated meal site was in Thermal, serving just a few people each day. The congregated meal program provides vital nutrition services as well as socialization to a very low income population that is at severe risk for food insecurity. Without this program, many seniors in the poorest areas of the Coachella Valley would not have the nutrition they need. In addition, the congregated meals are served at local senior centers so the individuals increase access to other services that may be available to them.

Q10 Please describe any challenges/obstacles the organization encountered (if any) in attaining goals & objectives.

The biggest challenge is reaching the frail, homebound seniors that are most in need of the Meals on Wheels program. Because the Eastern Coachella Valley is very rural and has few services for seniors, our outreach must take place in existing senior centers as well as low income health services that are available in that community. Our outreach workers visit senior centers, health providers, and other community organizations in order to promote the Meals on Wheels program. In addition, we receive referrals from other social service providers and the County of Riverside Office on Aging.

There are additional challenges relating to the rural nature of the Eastern Coachella Valley. There is a great distance to travel in order to make the daily deliveries and the need to replace aging vehicles in order to insure uninterrupted service. The farthest route to the North Shore Salton Sea requires approximately 150 miles round trip five (5) days per week. This puts a strain on the vehicle as well as on the driver making the deliveries, especially during our hot summers. We have addressed this issue by putting the newer vehicles on this route and rotating drivers so they are not overwhelmed by the distance and adverse weather conditions. We were fortunate to be able to raise funds and purchase a new vehicle to rotate into this route in order to continue to maintain our vehicle fleet in optimum condition.

Q11 How did you overcome and/or address the challenges and obstacles?

We have been able to communicate the importance of this program to our donors and supporters. It is through their generosity that we were able to raise the additional funds to purchase a new vehicle. In addition, we provide safety training to our drivers as well as rotate drivers through the most difficult routes so they are not overwhelmed. During this grant period, our safety training for drivers has increased in order to make sure they remain healthy, especially during the hottest summer months.

Q12 Describe any unintended positive outcomes as a result of the efforts supported by this grant.

As a result of our successful efforts in expanding and maintaining Meals on Wheels and Congregate meals in the very low income areas of the Eastern Coachella Valley, we were encouraged to apply to provide services to Desert Hot Springs, 1000 Palms, and Sky Valley, also very low income areas of the Coachella Valley. We are now providing daily congregate meal service to the Desert Hot Springs Senior Center and in our first two months have increased participation by 20%. Additionally, there was a large waiting list of Meals on Wheels clients in these underserved, impoverished areas. In just two months, we have increased Meals on Wheels service by 50% in these areas and are working our way through the waiting list in order to make sure to eligible senior remains on a waiting list for food.

Although this is a positive outcome and points to the efficiencies and quality of service provided by Mizell Senior Center, it does create an additional strain on resources because the area served is mostly very low income seniors, in economically disadvantaged areas. Therefore, donations and financial community support is a challenge. We are working with additional funders in order to raise sufficient funding to maintain the high quality of the program.

Q13 Briefly describe the impact this grant has had on the organization and community served.

This grant has been a vital piece to the tapestry of support that is required to provide these critical services throughout the Coachella Valley to the poorest seniors who are most at risk for food insecurity. This funding has helped provide thousands of meals to these most vulnerable populations. The grant is a necessary component of the contract for food services with the County of Riverside since we are obligated to show that we are raising "matching" funds in order to receive the primary funding from the County. Without this showing of community support, we would not be able to continue with this contract and continue serving the seniors throughout the Coachella Valley.

Page 3: Budget

Q14 Please provide a budget expenditure report of the approved line items. Include a brief narrative on how the funds were used to fulfill grant objectives.

Grant funds were expended to purchase food as well as meal supplies and delivery for both home delivered (Meals on Wheels) and Congregate meals. Because much of our "overhead" costs of labor and other supplies are covered through other sources, the funds are directed solely to food and supplies necessary for delivery. A detailed accounting of funds expended will be provided through email to The Community Foundation under separate cover.

Page 4: Success Stories

Q15 Please relate a success story:

One of the most important aspects of the Meals on Wheels program is the daily visit and health check by our driver. Because of this regular contact, the driver is alerted to any problems that may arise. On a Monday morning, our driver stopped to drop off a meal at a client's home in Coachella. She did not answer the door and had not notified the office that she would not be home to receive her meal. The driver contacted the management of the apartment complex who also attempted to contact the client by telephone. Upon hearing calls for help, the apartment manager opened the door and the client was found in her bathtub where she had been for an entire day after falling and injuring herself. Emergency services were called and the client was transported to the hospital where she was diagnosed with a broken arm and serious bruising and injuries to her back. This client was homebound and had very little contact with the outside world other than her Meals on Wheels Driver. Without the daily contact and meal delivery, no one knows how long this client would have been alone, injured, and without help. In addition to providing nutritious meals, the Meals on Wheels program saves lives.

Q16 Please relate a success story here:

Mizell Senior Center regularly receives notes and "thank you's" from clients. A few examples follow:

"Dear Mizell Senior Center. Thank you for the past year of delivering Meals on Wheels. It is very much appreciated and all are delicious." Karen

"Meals on Wheels. Thank you so much for adding me to your meal delivery. Your organization is excellent and delivers delicious food. So much better than in skilled nursing. Once again, thanks for your service and excellent food." William

During the Holiday Season, we gather and deliver gifts and personal necessities to clients so they are not forgotten during the holidays.

"Dear friends at Meals on Wheels. Thank you for the surprise package at Christmas. It was full of useful and needed things. I am very grateful to all of you for your time and effort to make my life easier." Lois

"Dear Meals on Wheels. At last, I have a new supply of cards, and I wanted to thank Meals on Wheels for the large bag of gifts you delivered to me. I feel very remembered this Holiday Season - surely not neglected, for certain. May you enjoy the Lord's blessings now and throughout the next year." Liz

Q17 Please relate a success story here:

The Congregate Meal Program at the Indio Senior Center proved to be quite popular. It was originally offered two days per week at that location. Because of this funding and other support from the community, we were able to expand the Congregate Meal Program at the Indio Senior Center to three days. This increased the number of meals and individuals served through this program and helped to increase attendance overall at the Indio Senior Center for other programs and services.

Page 5: Organizational Information

Q18 Which category best describes the organization.
Please choose only one.

**Senior Citizen
Support**

Q19 What is the organization's primary program area of interest?

**Health & Human
Services**

S.L. Gimbel Foundation Fund

Q20 Percentage of clients served through grant in each ethnic group category. Total must equal 100%	African American	5
	Asian/Pacific Islander	5
	Caucasian	15
	Hispanic Latino	75
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Q21 Approximate percentage of clients served from grant funds in each age category.	Senior Citizens	100
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Q22 Approximate percentage of clients served with disabilities from grant funds.	Physically Disabled	75
	Blind & Vision Impaired	15
	Other Disability	10
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Q23 Approximate percentage of clients served in each economic group.	At/Below Poverty Level	90
	Other	10
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Q24 Approximate percentage of clients served from grant funds in each population category.	Single Adults	70
	Disabled	100
	Ethnic Minority	85
	Immigrants	40
	Elderly	100
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