



**Vivalon**  
connection works wonders

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# Vivalon

connection works wonders

RIDES MEALS CLASSES CARE ADVICE

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Dennis Ryan, Vivalon Board President (left); Joe O'Hehir, Vivalon CEO (right)

## LETTER FROM LEADERSHIP

This year, we encountered unprecedented obstacles. However, as a community, we united to overcome these challenges. When confronted with growing isolation, food insecurity, and calls for help, our family of supporters helped adapt and expand services, create new avenues of connection, and respond with unparalleled compassion. We are humbled to have witnessed this community come together to support our neighbors and honored to have been a part of it. **Thank you.**

We began 2019 with a mission to strengthen our foundation for older adults, people living with disabilities, and those with chronic conditions. To fulfill this mission, we broadened the scope of our services; increased access to information; and fostered intergenerational collaboration. By 2020, the COVID-19 outbreak introduced a new set of risks and barriers. Fortunately, those challenges did not intimidate supporters like you who continued to provide our vulnerable neighbors with critical meals, rides, and social connection.

As 2020 comes to a close, we look toward the future. We are proud to announce that the new Healthy Aging Campus project has been approved. Because this project was developed for and by the community, we are excited to roll out upcoming campaigns that provide opportunities for all of our supporters to get involved. Encouraged by an overwhelming amount of support, we will continue this growth with our new name, which carries an energy and vibrancy that more closely reflects who and how we serve. Thank you for making this mission possible.

**Joe O'Hehir**  
Vivalon Chief Executive Officer

**Dennis Ryan**  
Vivalon President

# CREATING A HOME AND SUPPORTING OUR COMMUNITY

## HEALTHY AGING CAMPUS

After nearly 11 years of perseverance, thousands of hours of hard work, over a dozen public hearings, and the dedication and generosity of our caring group of supporters, Marin's older adults and their families will officially have a new home at the Healthy Aging Campus. On March 23, 2020, the San Rafael City Council unanimously approved entitlements for the 999 Third Street development project, which includes the new Campus.

This eagerly anticipated approval is the result of a community-wide effort involving Vivalon's participants and members, staff and volunteers, Capital Campaign donors and supporters, affordable housing partner Eden Housing, property partner BioMarin, the City of San Rafael Planning staff, elected officials, the San Rafael Chamber of Commerce, the Marin County League of Women Voters, and several other community-based advocacy organizations. As the saying goes, it truly takes a village. Our work for the next two years transitions to finalizing the project and preparing for the growth of critical programs and

services for older adults in the new building. Thank you for your continued generosity and support. You have helped achieve a remarkable milestone for our community.

## HOW YOUR SUPPORT IMPACTED OUR COMMUNITY

From July 2019 to June 2020, you helped ensure that 17,947 people, 98% of whom are over the age of 60, receive critical rides, meals, classes, care and advice. **Thank you.**

### RIDES

Disabilities, mobility, language, and fixed incomes should not be barriers to quality care and resources. For this reason, older adults and people with disabilities receive rides to medical appointments, grocery stores, and social activities through our fleet of trained drivers and specialized vehicles.

This year, older adults and people with disabilities who are unable to drive received **240,037 rides**.

Vivalon ensures that our neighbors will always have access to free rides through CarePool, reliable transportation through

our new Non-Emergency Medical Transport program, and accessible options through Paratransit and other critical transportation services.

### MEALS

At Vivalon, we believe food is healthcare, and should be part of any program dedicated to overall health and wellness. At Vivalon, we work to meet the individual nutrition needs of older adults and people living with disabilities.

Whether one of our neighbors is simply looking for a delicious, affordable lunch or suffering from a chronic illness and unable to shop or cook on their own, because of your support, our community receives the food that meets their needs.

This year, older adults and people living with disabilities or chronic illnesses received **210,681 meals**. This is **over 100,000 more meals** than last year. From Meals on Wheels and Nourish by Vivalon, to our on-site food pantry, to the Jackson Café, our community members will not face hunger.

## CLASSES, CARE, AND ADVICE

Over the years, studies on the healing effects of human connection have grown tremendously. We now know for a fact that people who have more social support tend to have better mental and physical health and live longer and happier lives. Today, human connection is more important than ever as we battle COVID-19.

At Vivalon, we fuse social connection with wellness support and access to information so that members can continue to stay connected and healthy, even while sheltering in place.

This year, through our call center, we made **109,918 connections** with people in need of rides, care, and advice; and older adults participated in **23,132 events, classes, referrals, volunteer opportunities and more**.

# EXPANDED SERVICES

## COMMUNITY RESPONSES FOR COMMUNITY CHALLENGES

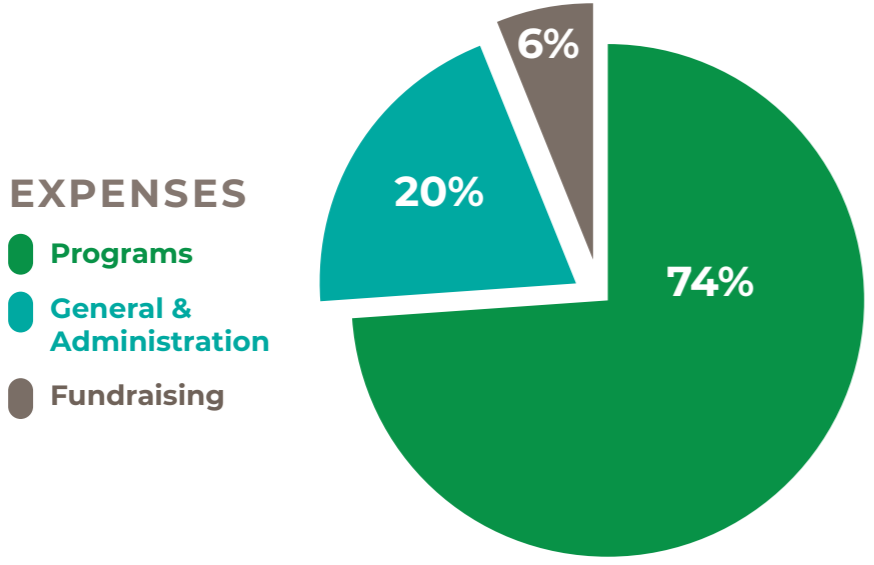
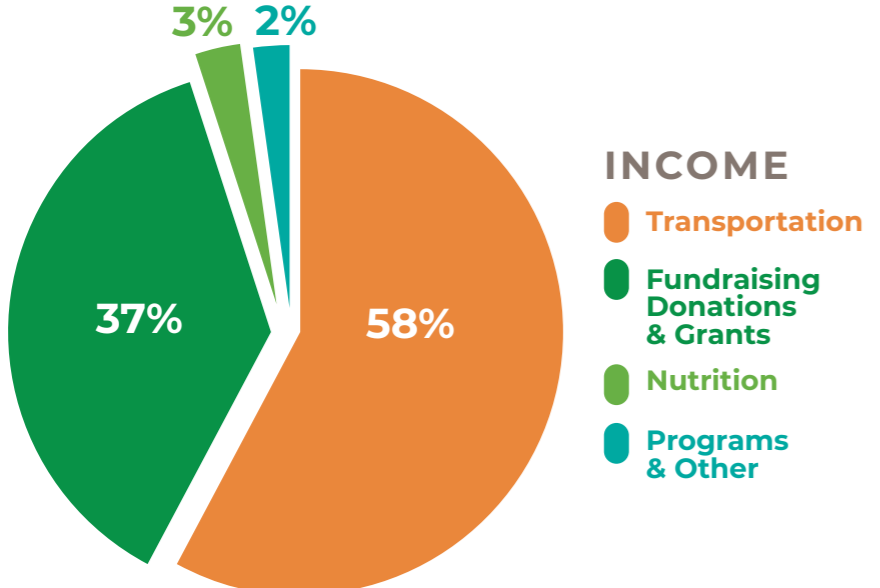
Faced with increased food insecurity and isolation caused by the COVID-19 outbreak, we immediately implemented a rapid-response, emergency relief plan to ensure our neighbors would have access to the services they rely on during this time. From March to June 2020, our neighbors received thousands of meals, rides, and opportunities for social connection thanks to our supporters, partners, volunteers, and staff.

**“THANK YOU SO MUCH FOR CARING ABOUT US.”** – Nourish by Vivalon Client

- **5,500+ masks** made by volunteers to distribute throughout our lifelong learning, healthy aging, and nutrition services.
- **11,000+ meals delivered** to people who are homebound and living with life-threatening illnesses through Nourish by Vivalon
- **300+ free rides** provided to older adults and people living with disabilities to medical appointments and grocery stores through CarePool.
- **1,700+ bags of groceries** delivered to older adults sheltering in place.
- **2,800+ check-in and social calls** made to isolated older adults.
- **31,000+ meals delivered and check-ins** provided to homebound older adults through Meals on Wheels.
- **1,300+ bags of groceries** provided to low-income older adults and Marin residents newly facing food insecurity through Brown Bag Pantry.



# FINANCIALS



# DONOR LIST

Vivalon is proud to recognize the people that supported our community at a leadership level from July 1, 2019, to June 30, 2020. Every gift, no matter its size, makes a difference.

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 Maureen Block & Tommy Castro  
 The Hahn Family Wines  
 Kistler Vineyards

Lagunitas Brewing Company  
 Lost Coast Brewery  
 Marin Sanitary Service  
 Eva M. Morrison

Price Family Vineyards  
 Southwest Airlines  
 Steve Spirn



# CLIENT STORY

Because of the pandemic, we saw food insecurity skyrocket this year, leaving people searching for alternative food sources. With uncertainty and the needs of our neighbors mounting, supporters like you, along with our dedicated volunteers and staff, went above and beyond to help people at risk of hunger in our neighborhoods.

Since March, 2020, we delivered over 400 additional meals each week through Meals on Wheels and Nourish by Vivalon to those newly facing food insecurity.

For Mike, these meals allow him to eat healthfully without having to jeopardize his safety. “I, myself, am petrified to go to the store,” says Mike, who is blind. He’s also the primary guardian of his ten-year-old grandson. “We’re just working hard on our diet and getting vegetables and a well-rounded meal. Cooking is a little challenging with a disability.”

For people living with a chronic condition like Mike, daily activities like grocery shopping or preparing meals can be near impossible tasks. However, thanks to the outpouring of support for services like Nourish, hundreds in our community are receiving the nutrition they rely on.

**“I’M REALLY GRATEFUL TO HAVE THIS PROGRAM AND HAVE GREAT FOOD AND HAVE THE PEOPLE THAT ARE INVOLVED. ERIKA AND THE OTHER VOLUNTEERS REALLY FEEL LIKE THEY’RE PART OF A FAMILY.”**

**THE  
NOURISH  
PROGRAM  
IS REALLY  
HELPING  
PEOPLE  
WHERE  
THEY LIVE.**



# VOLUNTEERS

THANK YOU TO OUR VOLUNTEERS!

Over the past year, 436 volunteers gave 19,093 hours of time and service to Vivalon’s programs. Their support has provided vital lifelong learning, healthy aging, and nutrition services to Marin’s older adults and people living with disabilities — a contribution with an estimated value of \$552,286.

**Thank you all for your ongoing support!**

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