Friends and supporters,

Last year was challenging to say the least. WellMed had to rethink medical care to older adults urged to stay safe at home from COVID-19. Likewise, the WellMed Charitable Foundation had to think creatively as the way we once served our communities had suddenly changed.

We started 2020 in earnest with a goal to focus on food insecurity for the year. Little did we know how the issue would be thrust into the forefront of every community we serve. By March grocery stores were out of inventory, food banks were assisting record numbers of people, and our Meals on Wheels partners saw their waitlists grow at an alarming rate.

Despite all its challenges, 2020 also brought us a tremendous opportunity to grow and innovate; and the WellMed Charitable Foundation team did not disappoint. I’m so proud to share our accomplishments through a tumultuous year. Through our donations to charities in every WellMed market, we delivered 2 million meals to the community. The WellMed Delivers Program took groceries to the doorsteps of older adults. Senior center and caregiver programming went completely virtual. WellMed employees contributed over half a million dollars to the WCF and completed 23,000 hours of volunteer community service.

I think the team would agree that there were a lot of lessons learned; and at the end of it all, we are stronger for it. We are not through the pandemic yet, but we will continue our work to meet the needs of older adults across Texas and Florida.

Sincerely,

GEORGE M. RAPIER III, M.D.
Chairman, WellMed Charitable Foundation

Friends of the Foundation,

In 2020, we started the year with a focus on food insecurity. A significant investment from our founder and Board Chair, Dr. George Rapier, allowed us to work to eliminate the waitlist for Meals on Wheels programs across Texas and Florida for the month of January.

In March 2020, we all were hit with the COVID-19 pandemic. For the WCF, the pandemic brought on unique and urgent challenges that forced us to rethink how we could best serve the community. The crucial needs of the older adult population were thrust into the spotlight like never before. As our oldest and most vulnerable citizens were asked to stay home for protection against the spread of COVID-19, food insecurity and medical assistance needs skyrocketed. I am so proud of our Foundation team and volunteers for their innovation, resilience, and dedication in 2020.

Our senior centers closed to the public, but immediately started regular phone calls to all members. They converted the noon meal program in the centers to curbside pickup – serving 352,361 drive-by meals in the heat, the rain, and the cold. They never missed a beat. This was quickly followed by our “virtual senior center” – online classes on Facebook for physical activity, arts and crafts, and nutrition/cooking demonstrations. We’ve had Zoom bingo and yoga. Our online and telephone interaction allows us to try to stay connected to each other.

To address overwhelming food insecurity, we created WellMed Delivers in a matter of weeks – a program that delivers groceries to the doorsteps of those in urgent need of food using local volunteers and online grocery delivery. In our first 3 months, we had more than 3,000 referrals. The program is a labor of love that is funded through the generosity of WellMed employees in every WellMed market in Texas and Florida, Dr. Rapier, and other partners who care. By the end of 2020, we were averaging 10 deliveries a day across the country.

Our Caregiver SOS team worked tirelessly to comfort and support our caregivers. Self-care became imperative, and we created a virtual environment and online classes to meet their unique needs. The Caregiver Teleconnection offered many sessions focused on the pandemic to help provide reliable information. Our Stress-busting Program moved online with an increased number of support groups.

Most importantly, our WellMed employees stepped up like never before to assist older adults in need. The WCF COVID Emergency Fund raised $1.6 million to provide relief to older adults and the non-profits in our WellMed communities who serve them. While our battle with COVID-19 is not over, our 2020 annual report is full of victories. I want to acknowledge our hard-working staff, our generous employees, our courageous Board of Directors and visionary leader for their amazing support last year. Thank you!

With our eyes on the future, there is plenty of work that needs to be done. With your help, I know that we can accomplish it together.

Best Wishes,

CAROL ZERNIAL
Executive Director, WellMed Charitable Foundation
$48.7 million
WellMed Charitable Foundation 14-year impact

2020 BY THE NUMBERS

SENIOR CENTERS
10,155 older adults served
11 senior centers
45,995 total members

SOCIAL RESPONSIBILITY
$2.47 million in contributions
23,000 hours volunteered
$584,000 value to the community

CAREGIVER PROGRAMS
1,013 caregivers served
107 Caregiver Teleconnection Sessions
18 states offering Stress-Busting for caregivers
SENIOR CENTERS

ZAVALA

“We appreciate the help you have given us. We had never asked for any help before but we really needed to do so this year. Everyone has been very nice & the meals are very good.”

ELISA

CROSSROADS

“Thank you so much for all your kindness. The ones who prepare the meals, who give out the meals, for the activity books, for such dedication to this project. Thank you so much.”

NORMA

DORIS GRIFFIN

“Thank you for taking care of our health with the meals and all the activities you offer. We know we are special to the activity center!”

JIMMY & DIANA

The WellMed Charitable Foundation is proud to operate 11 state-of-the-art senior centers throughout Texas and Florida. The centers provide no cost services and activities to adults 60 and older, and most are located next door to a WellMed or Optum clinic for easy access to health care. Due to the COVID-19 pandemic, the centers closed their doors but immediately shifted gears to provide virtual programs. Fitness, cooking, art and other classes were conducted online and seniors were able to participate from the safety of their own homes. Most importantly, staff addressed food insecurity by changing to curbside meals. Over 387,000 meals were distributed enterprise wide in the heat, rain and cold – with some sites doubling or tripling the number of meals served from March 2020 to the end of the year.

DORIS GRIFFIN SENIOR CENTER: Doris Griffin poses with Beverly Gagliardi for the 2020 Community Senior Awards.
Senior center stats
Serving 10,000+ active members at 11 locations
San Antonio
Austin
Corpus Christi
McAllen
Harlingen
Dallas
Miami

After closing the senior centers, staff supported members by distributing curbside and home-delivered meals throughout the week along with special event kits, activity books and more.

387,570 Total Curbside Meals Delivered

Stay active virtually!
Like us on Facebook at facebook.com/activeseniorsWCF
Visit the virtual senior center at www.wellmedcharitablefoundation.org/virtualseniorcenter

MCALLEN SENIOR CENTER:
Members were gifted goodie bags for their December birthday’s during meal distribution.

ZAVALA SENIOR CENTER MEMBERS:
Seniors celebrated Halloween with a socially-distanced Trunk or Treat.

LOPEZ SENIOR CENTER:
Staff delivered holiday cheer to members, treating them to holiday music, treats and holiday meals. The members were visited by Pancho Clause, Mrs. Claus, Blue Santa and their elves.

HARLINGEN SENIOR CENTER: “Build a Turkey Craft “ contest winner poses with Thanksgiving prize.
Serving more than 1,000 caregivers in 2020, the Caregiver SOS team quickly transitioned their services to reach caregivers by phone or virtual platforms through the COVID-19 pandemic. The WellMed Charitable Foundation has three signature programs provided at no charge to caregivers: Caregiver SOS, Stress-Busting Program™ and Caregiver Teleconnection.

The team recognized early on, the additional stress the pandemic placed on family caregivers and strove to provide the additional support needed to assist during this trying time. The program increased the number of support groups available, added Caregiver Teleconnection sessions dealing directly with how to provide care during the COVID-19 pandemic and provided the Stress-Busting Program online. Caregiver Specialists reached out by phone to caregivers, making over 6,000 contacts.

CAREGIVER SOS

Caregiver SOS provides consultation in person or over the telephone in San Antonio, Corpus Christi, the Rio Grande Valley and Dallas. Connecting with caregivers where they are, it is important to provide the tools they need to manage their caregiving responsibilities. The SOS team also organizes Caregiver Summits to give caregivers access to professionals in the field and connect with each other.

Caregiver SOS Results

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<td>Summit attendees</td>
<td>379</td>
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<tr>
<td>New caregivers served</td>
<td>1,013</td>
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<td>Support group attendees</td>
<td>1,473</td>
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Caregiver SOS: On Air’ radio show continues to bring experts in the field to a universally accessible podcast aimed at reaching caregivers wherever they might be. Nationally recognized caregiving professionals, authors and leaders stop by to share their insight into the caregiver journey.

Thank you to our caregiver partners!

VITAS®
Healthcare
Dr. Nestor Praderio and Santa Morris photographed with a caregiver for the Caregiver SOS Luncheon spreading happiness for the holidays.

Stress-Busting Program
For Family Caregivers™

This 9-week course introduces stress management techniques to prevent burnout among caregivers.

Utilizing a train-the-trainer model, the program expanded to Nebraska and Iowa in 2020, now serving a total of 18 states. The Stress-Busting Program also developed an online version in English and Spanish during the pandemic.

### 2020 Teleconnection Results

- **107** sessions offered
- **4,318** participants
- **2,000** listens on SoundCloud

### Statewide Implementation

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*Statewide implementation

The Caregiver Teleconnection allows a caregiver to hear from experts in the field through the telephone or online. Providing easily accessible learning sessions overcomes the challenges caregivers sometimes face to find respite care for their loved ones.

**CONNECT WITH US!**

You can find the monthly calendar of upcoming sessions and recordings of recent programs at www.caregiversos.org
The WellMed Charitable Foundation regularly contributes to charities that help us fulfill our mission to improve the lives of older persons and their caregivers.

$2,470,000

Donated to charities focusing on food insecurity:

FEEDING AMERICA

MEALS ON WHEELS AMERICA

2 Million Meals Delivered

14 Markets Served

MARCH 4, 2020: The WellMed Charitable Foundation donates $2,500 to Meals on Wheels of Houston.
WellMed Delivers

When food insecurity increased, the WCF created WellMed Delivers, a program that helped deliver groceries to older adults during the COVID-19 pandemic.

A WellMed Delivers volunteer delivers groceries to a client. Older adults receive groceries or frozen meals for two weeks.

WellMed Delivers is not only financially supported by WellMed employees; it is also operated by employee volunteers who order and deliver groceries to clients in Texas and Florida.

26,574 meals delivered

Compassion

The WellMed Charitable Foundation distributed $1,000,000 to demonstrate the compassion WellMed and its employees are putting back into our daily lives. 108 individuals were nominated to receive financial assistance for housing, debt, and other urgent care needs.

$1 million awarded

Nolan is a young boy diagnosed with Mandibuloacral Dysplasia Type B, a rare disease which only affects him and 5 others in the world. This disease causes arthritis in his joints which impede him from being as active as a boy his age; even holding a pencil. The family was awarded to assist with medical expenses for Nolan.

2020 GIVE IMPACT SUMMARY

23,000+ Hours of volunteerism

$584,000 Value to the community

$9.8 million Dollars invested in 2020

Do you want to be a part of the impact? Visit www.wellmedcharitablefoundation.org/donate
The WellMed Charitable Foundation is actively engaged in grant partnerships that inform the best care for older adults.

In 2020, the WCF continued the Dementia Capable grant program Community of Dementia Excellence: Successfully Aging and Living in San Antonio (CODE: SALSA) with grant partners: Morgan’s Wonderland, UT Health San Antonio and the Alzheimer’s Association. Due to the pandemic, all activities under the grant were transferred to a virtual format utilizing either video conferencing, or telehealth platforms.

**CODE: SALSA**

The CODE: SALSA initiative supported 211 caregivers and persons living with dementia in the San Antonio Area. These individuals were provided with intensive case management, educational opportunities, social engagement, and an evidence-based program to assist in managing difficult behaviors. The initiative also provided 26 professionals and students with education about dementia.

**Memory Matters**

Sessions allowed socially isolated individuals the opportunity to engage with others in educational and fun activities. The social worker and community health workers assigned to work with patients with dementia who are living alone were successful in supporting patients through weekly telephone visits to ensure that these individuals were getting the support they needed.

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Thank you to our research partners!
WCF Executive Director Carol Zernial was a co-recipient of the Robert Wood Johnson Foundation Award for Health Equity given by the National Recreation and Park Association. Carol shared the award with Daryl Quarles, Dallas Park and Recreation Department Manager for senior programs, whom she partnered with in 2018 to open the WellMed Charitable Foundation Senior Activity Center at Red Bird Square.

One Year Later: Remembering the victims of El Paso shooting

August 3, 2020 marked the one-year anniversary of the tragedy in El Paso that took the lives of 23 people, three of them WellMed patients. The WellMed Charitable Foundation participated in the groundbreaking ceremony of the El Paso County Community Healing Garden at Ascarate Park on August 5, 2020. Vice President of Operations Laurence Juarez and Medical Director Dr. Natalie Bornstein presented the victims’ families with a sunflower on behalf of Dr. George Rapier. The families also received zinnias, which represent remembrance, in honor of their lost loved ones.