

# Meals on Wheels Pulse Check

November 2021

## BACKGROUND



In response to COVID-19, the **Meals on Wheels (MOW)** program modified its delivery process from a volunteer-delivered model at varying intervals per week to a weekly vendor-delivered model. The new model proved to build sustainable, effective, efficient, and equitable practices. It began in March 2020 and was implemented on a permanent basis beginning Aug. 2, 2021.

## SURVEY

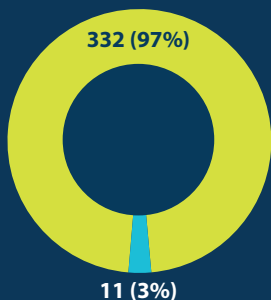


**The MOW Team conducted a client survey in November 2021, three months after permanent implementation. The goal was to do a “pulse check” on client satisfaction in response to the weekly vendor-delivered model. The survey assessed:**

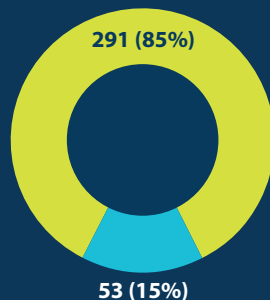
- ✓ Client satisfaction with meals
- ✓ Whether the model provides flexibility for clients to schedule appointments without missing meal delivery
- ✓ Satisfaction with the check-in by the MOW delivery driver
- ✓ Interest in participating in volunteer connections to address social isolation

## RESULTS

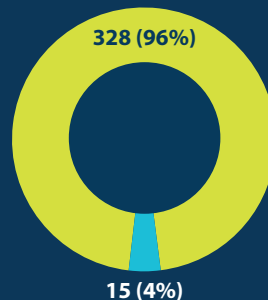
Vendor Delivery Driver Check-Ins



Overall Meal Satisfaction



Weekly Delivery Provides Flexibility



344 out of 541 responded to the November 2021 survey. (65% response rate)

■ satisfied  
■ not satisfied

59 clients opted to connect with programming such as social visiting, phone call check-ins, and mealtime visits that address social isolation.

For clients who opted NOT to connect with additional opportunities, top reasons included:

- ▶ Desire for privacy
- ▶ COVID-19 restrictions
- ▶ Too busy with medical appointments
- ▶ Family/friends/church members are already providing social support
- ▶ Uninterested and/or felt that it was unnecessary.

