



## Scaling What Works – Learnings from the More Than A Meal Body of Research

### SPEAKERS

1. **Andrea Morris**, Principal Investigator, West Health Institute
2. **Debbie Case**, President & CEO, Meals on Wheels San Diego County
3. **Shon Gress**, Executive Director, Guernsey County Senior Citizens Center, Inc.

# Scaling What Works – Learnings from the More Than a Meal Body of Research



**DEBBIE CASE**

President & CEO

Meals on Wheels San Diego County

[dcase@meals-on-wheels.org](mailto:dcase@meals-on-wheels.org)

## HOW DO YOU CLIMB A MOUNTAIN?

**One well placed step at a time!**

- Build your team
  - Do you have the right people in leadership?
  - Work to everyone's strengths
- Have a plan
  - Be agile enough to make changes along the way
  - Learn from the missteps
- Overcome the rock slides
  - Listen, stay positive and motivate
- Communicate, Communicate, Communicate!



5 Routes during the study; 17 currently; 111 goal

# MEET MEALS ON WHEELS SAN DIEGO COUNTY

## A VOLUNTEER DRIVEN PROGRAM

By the numbers

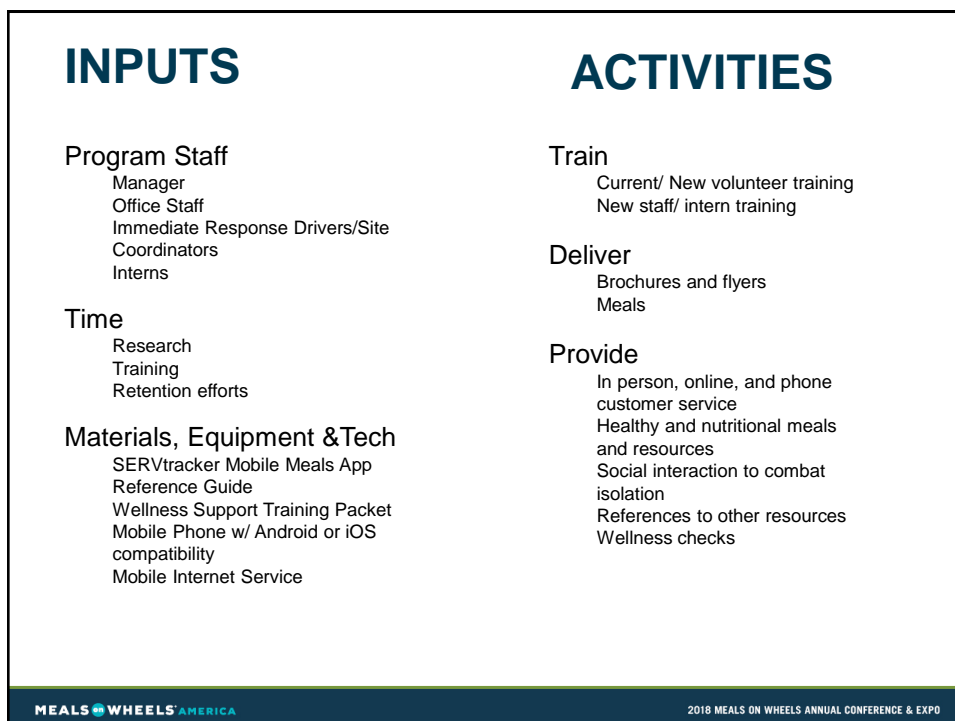
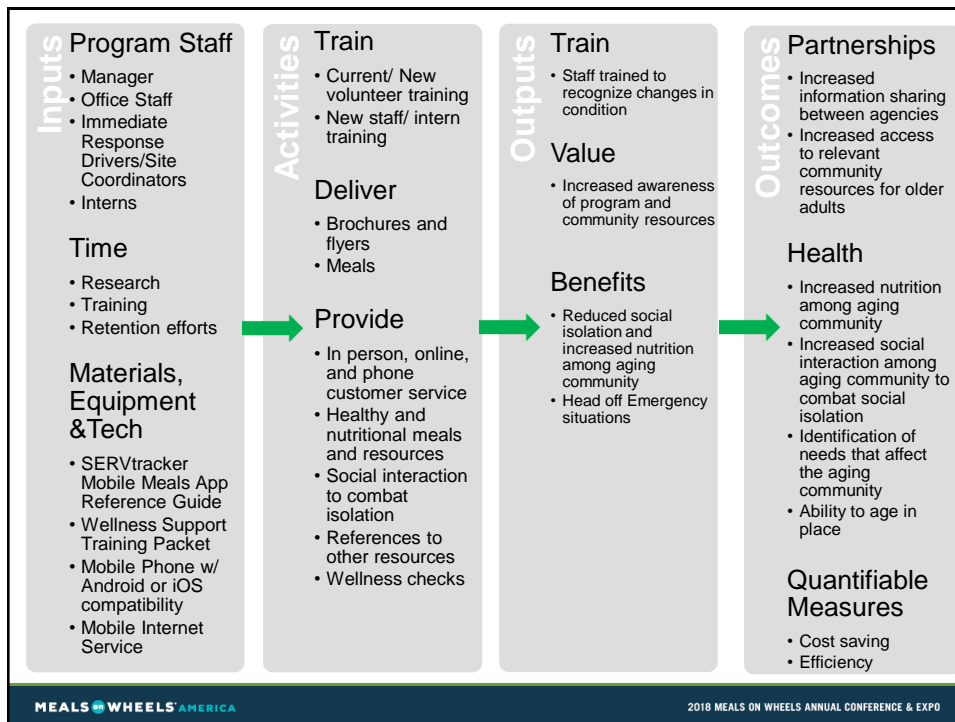
- 58 years of delivering service to seniors
- Over 3,200 seniors served Home Delivered Meals per year
- Over 3,200 volunteers delivering meals per year saving over \$2.8M in expenses
- 111 Routes covering entire county-over 4500 sq. miles
  - Urban-Suburban-Rural
- 42 full time employees; 32 part time employees

# METRO SERVICE CENTER

## Logic Model

EXTERNAL FACTORS:

- DIGITAL DIVIDE
  - Technology literacy
  - Device ownership
  - Apprehensiveness towards change
- ASSUMPTIONS:
  - Volunteers will push back
  - Some staff will push back
  - Technology is a limitation
  - Loss of volunteers



## OUTPUTS

### Train

Staff trained to recognize changes in condition

### Value

Increased awareness of program and community resources

### Benefits

Reduced social isolation and increased nutrition among aging community  
Head off Emergency situations

## OUTCOMES

### Partnerships

Increased information sharing between agencies  
Increased access to relevant community resources for older adults

### Health

Increased nutrition among aging community  
Increased social interaction among aging community to combat social isolation  
Identification of needs that affect the aging community  
Ability to age in place

### Quantifiable Measures

Cost saving  
Efficiency

## VOLUNTEER MOBILE ROLLOUT

### Phase 1 Prior to Launch

Data collection from volunteers using emailed surveys to understand volunteer pool technology capabilities and attitudes towards change

Identification of volunteers on routes that would help champion the mobile rollout

Create training packet and materials with step by step instructions about the new mobile application

Inform volunteers on perspective mobile routes of change of procedure by utilization of mobile application

- Phone call & email 2 weeks prior to implementation

### Phase 2 Launch Date

Assigned office personnel to meet volunteers at drop site with training materials

Ensure access to mobile application

Mini-training and demonstration at the drop site

Address concerns and apprehension regarding change

Maintain volunteer retention

- Daily follow up phone calls to volunteers using mobile application to gain feedback about the mobile app and address any questions they may have

### Phase 3 Post Launch

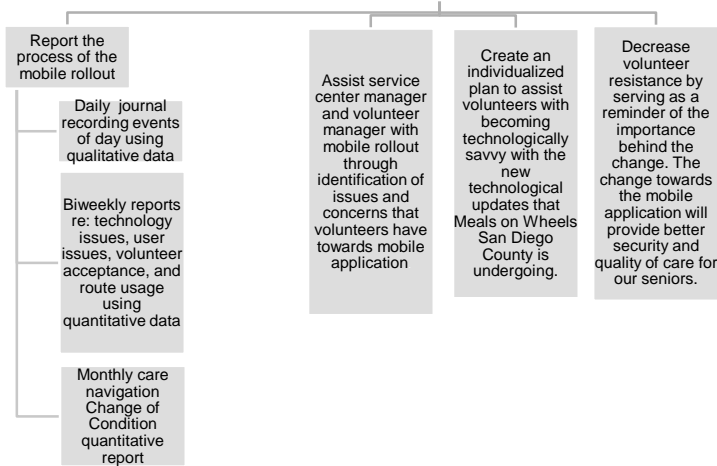
Continue best practices of phases 1 and 2

Development and distribution of new volunteer training includes mobile app, delivering meals, and change of condition presentation

# CARE NAVIGATOR ROLE

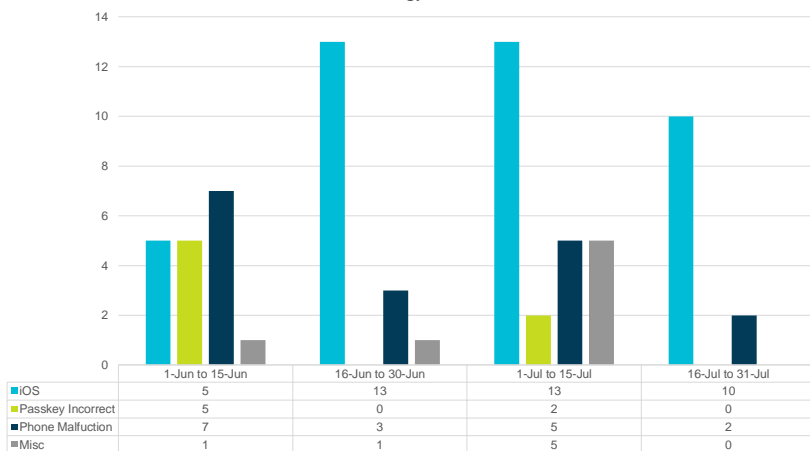
## Primary role:

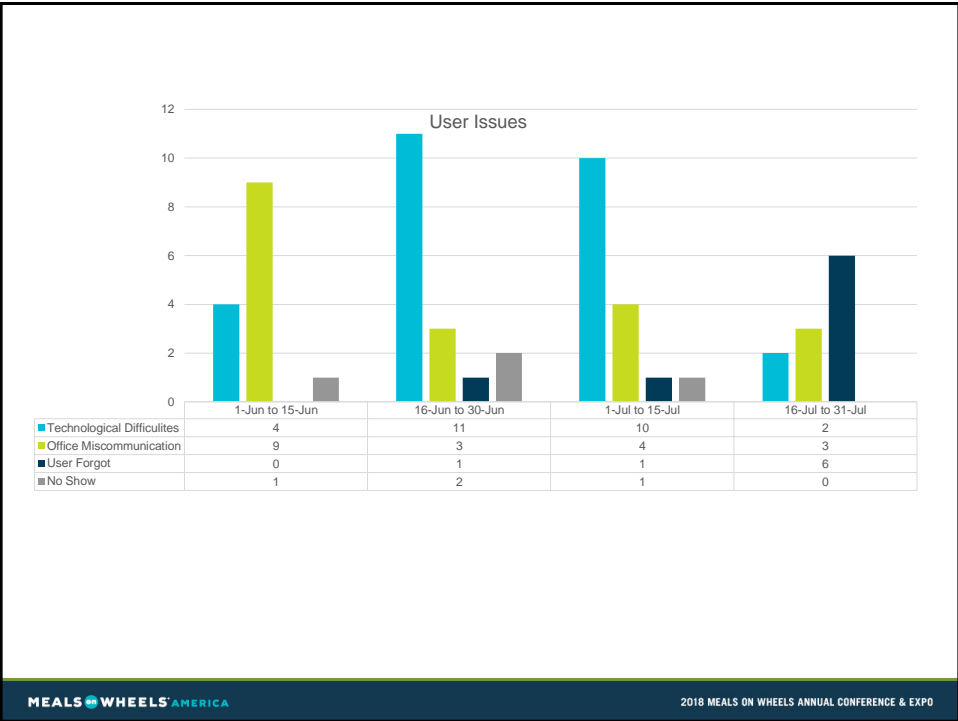
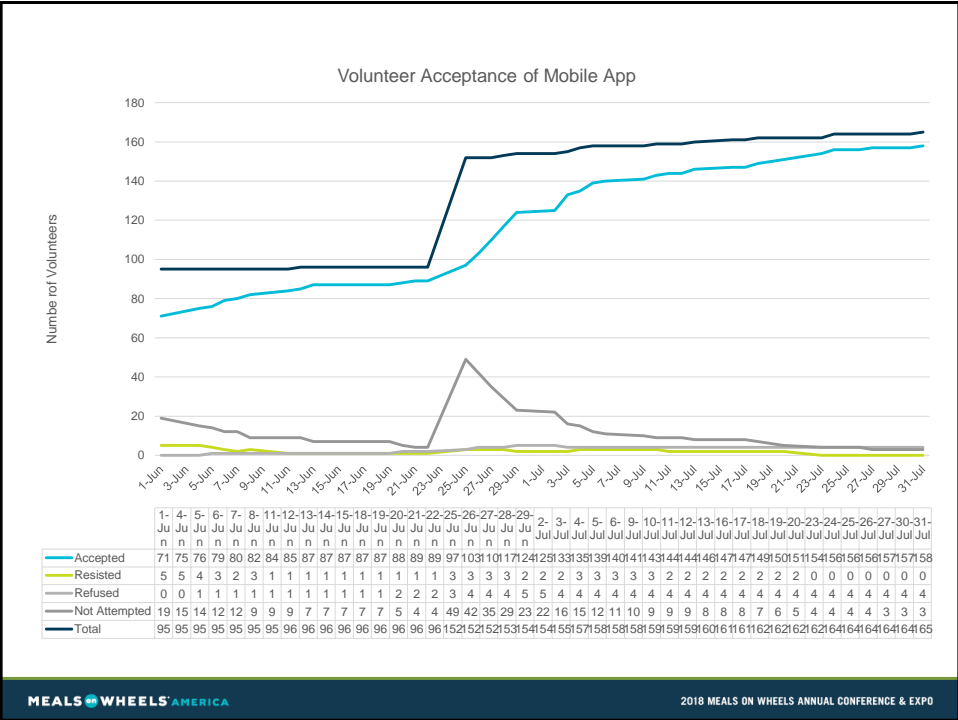
Interact with seniors, volunteers, and service center staff to assess seniors' needs that are reported through the mobile app. The main function is to assist clients in navigating the care system to provide them with the best quality of care to stay independent and live with safety and dignity.



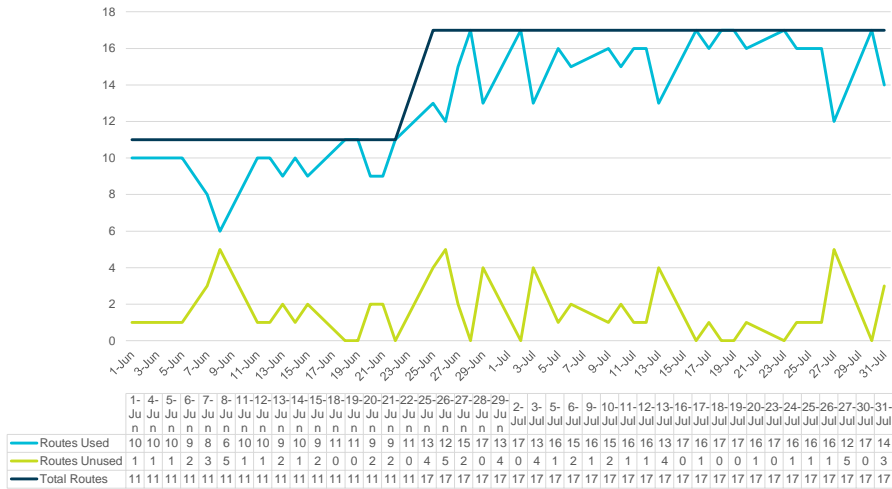
# QUANTITATIVE MEASURES

Technology Issues



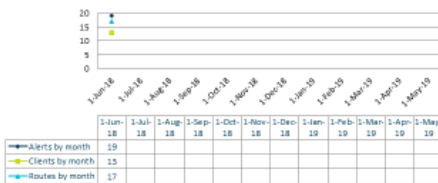


### Mobile Route Usage

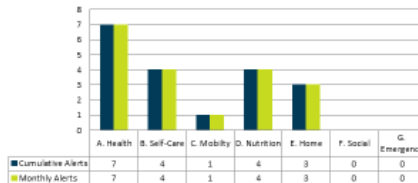


### JUNE 2018

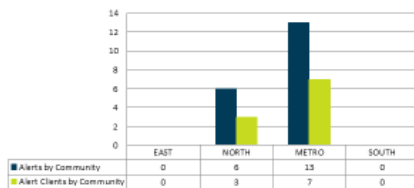
#### Rolling 12 Months of Alerts/Clients by Month



#### Total Number of Alerts by Category



#### Alerts/Clients by Community



Alerts/Clients Cumulative: 17 routes/206 clients\*

Alerts: 19 alerts/13 clients (8% total)\*

Resolved: 19 alerts/13 clients; Pending: 0 alerts/0 clients

#### Client Referrals - Category Breakdown by # of Clients

Care Management (0); Caregiver Support (0); Civic Engagement (0); Client Declined Service (0); Deceased (0); Elder Abuse/Neglect (0); Emergency/911 (0); Food Assistance (0); Healthcare Services (non-emergency) (5); Homemaker Assistance (0); Housing (0); Legal Assistance (0); Medical Equipment & Supplies (0); No Referral Needed (10); Other-Please Specify (1); Personal Care (0); Primary Care Physician (0); Safety/Welfare Check (1); Transportation (0); Utility Assistance (1); Veterans Services (0)

\*Unduplicated



# HANDOUTS AND INFORMATION

Volunteer Survey through Survey Monkey  
Wellness Support Volunteer Training Packet  
Downloading and using Mobile Application Instructions  
Cheat Sheet  
Mobile Meals Walk Through  
Mobile Meals Location Services (IOS Changes)

## YOU MADE IT!



## OUR TEAM

