

Proper Preparation Prevents Poor Programmatic Performance



Kevin M. Ressler, M.Div. Executive Director Meals on Wheels of Lancaster kevin@lancastermow.org

Systems Aren't Too Sexy, **For This Work**

UPS isn't the only company doing logistics

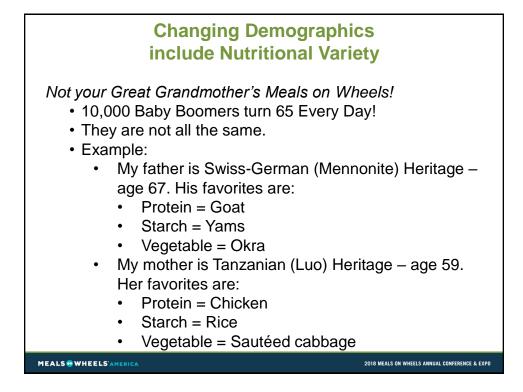
- When people ask what our job is we obviously say home delivered meals but we also say logistics.
- What do you get done?
 - Avg. 330 hot meal trays •
 - Avg. 330 cold meal bags •
 - Avg. 75 clients receiving catered lunch
 - Avg. 350 miles driven daily
 - Avg. 70 volunteers
 - Avg. 1.5 hours per delivery volunteer
 - Meals arriving before 12:15pm every day? Priceless.

MEALS . WHEELS AMERICA

Let's Get Digital, Digital. I wanna get Digital. The Case for Custom Software Applications Software applications exist with different strengths Size of Organization vs. Specificity of need There are estimated to be 5,000+ programs • In Lancaster County programs range from serving 30 unique clients a year to 1,000 clients a year. The smallest program serves approx. 15 a day

2018 MEALS ON WHEELS ANNUAL CONFERENCE & EXPO

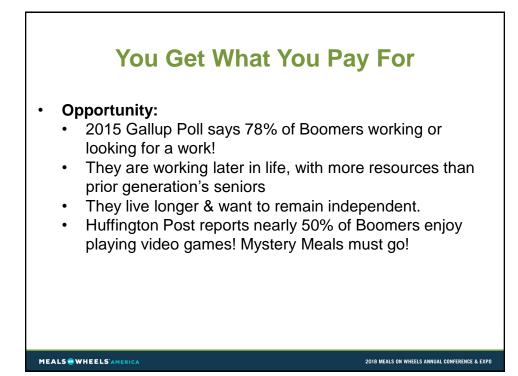


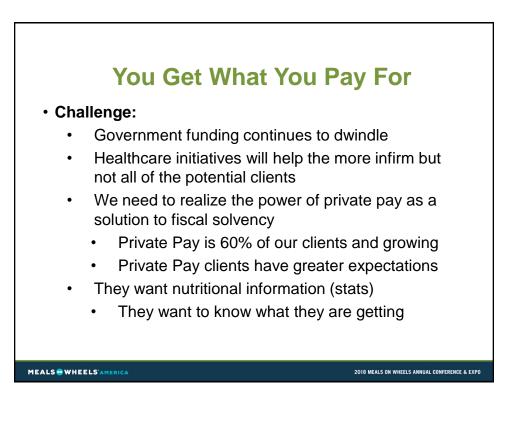


Changing Demographics include Nutritional Variety Neither of their cuisine desires are traditionally regional and neither of them is three distinct "meat and potatoes" options. • How do we serve both them and my 90 year old clients?

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imple o	f 6 week rotati	on					
Week 1	Week 2	Week 3	Week 4	Week 5	Week 6		
	Day 1		Day 2		Day 3	Day 4	Day 5
	Hot Meal:		Hot Meal:		Hot Meal:	Hot Meal:	Hot Meal:
Meatballs w/ Mushroom Gravy Egg Noodles Italian Vegetable Blend Cold Bag:		avy	Hamloaf Scalloped Potatoes Snap Peas Cold Bag: Hummus Garden Salad		Unstuffed Cabbage Roll Pork Sausage Asparagus Cold Bag:	Curried Chicken & Mixed Veggies Basmati Rice	Parmesan Crusted Cod
							Baby Bakes
						Lentils	Broccoli
						Cold Bag:	Cold Bag:
Tuna Salad Sand	н	Bologna			Egg Salad (Plain)		
	Potato Salad		Watermelon		Macaroni Salad		Pepperslaw
	Pineapples		Oatmeal Cookies	3	Bananas	Fruit Salad	Honeydew & Cantaloupe
1	Rice Pudding		Milk, Juice		Vanilla Cake	Jello	Brownies
Milk, Juice, B&B			B&B		Milk, Juice	Milk, Juice	Milk, Juice
					B&B	B&B	B&B



- Whether you are focused on healthcare initiatives, private pay, or program growth you must be consistent.
 - Face it, our competition isn't Mom's Meals. Our competition is well-funded start ups like Blue Apron and Graze and Plated and Hello Fresh.
 - These programs are going to see our consumers as targets and develop higher end programs of ready made meals

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We have to beat restaurant, not cafeteria, quality

MEALS . WHEELS'AMERICA



Orchard Stack Clients		Accounting Reports A	Administration 💄 Kevin Res	sler Search Client	Submit
	gement				
MEAL CALENDAR					
	Monday	Tuesday	Wednesday	Thursday	Friday
Week 6	13	14	15	16	17 Edit Report
	Sub: Hamburger, Baked Beans, Peas & Carrots	GF: Pork & Sauerkraut w/ Mashed Potatoes, Green Beans	GF: Sal&Ched Sand // SW Stuffed Pepp	Sub: Mediterranean Salad // Chix Parm	CGF: Chix Salad Sand // Krabbie Cakes
	Reg: Hamburger, Baked Beans, Peas &	Sub: Pork & Sauerkraut w/ Mashed Potatoes,	Soft: Sal&Ched Sand // SW Stuffed Pepp Reg: Sal&Ched Sand //	Soft: Mediterranean Salad // Chix Parm Reg: Mediterranean	CMS: Chix Salad Sand // Krabbie Cakes CREG: Chix Salad
	Carrots CREG: Egg Salad Sandwich, Pepperslaw,	Green Beans Soft: Pork & Sauerkraut w/ Mashed Potatoes.	SW Stuffed Pepp Sub: Sal&Ched Sand //	Salad // Chix Parm GF: Mediterranean	Sand // Krabbie Cakes
	Pineapples, Banana Bread	Green Beans Reg: Pork & Sauerkraut	SW Stuffed Pepp Veg: Sal&Ched Sand //	Salad // Chix Parm Veg: Mediterranean	Krabbie Cakes Reg: Chix Salad Sand //
	CMS: Egg Salad Sandwich, Pepperslaw, Pineapples, Banana Bread	w/ Mashed Potatoes, Green Beans CMS: Garden Salad.	SW Stuffed Pepp CGF: Sal&Ched Sand // SW Stuffed Pepp	Salad // Chix Parm CMS: Mediterranean Salad // Chix Parm	Krabble Cakes Soft: Chix Salad Sand // Krabble Cakes
	Bread	Fruit Salad, Peanut Butter Cookies	CREG: Sal&Ched Sand // SW Stuffed Pepp	CREG: Mediterranean Salad // Chix Parm	Sub: Chix Salad Sand // Krabbie Cakes
		CREG: Garden Salad, Fruit Salad, Peanut Butter Cookies	CMS: Sal&Ched Sand // SW Stuffed Pepp	CGF: Mediterranean Salad // Chix Parm	
		CVEG: Garden Salad, Fruit Salad, Peanut Butter Cookies	CVEG: Sal&Ched Sand // SW Stuffed Pepp	CVEG: Mediterranean Salad // Chix Parm	
			1	1	

Communication between Kitchen and Administration

Menu Detail: August 17, 2018

MEALS			
Category	Product	Meal	Quantity
Cold Meal	Cold Meal – Dietary Special		0
Cold Meal	Cold Meal – Gluten Free	Chix Salad Sand // Krabbie Cakes	0
Cold Meal	Cold Meal – Meal Substitution	Chix Salad Sand // Krabbie Cakes	0
Cold Meal	Cold Meal – Regular	Chix Salad Sand // Krabbie Cakes	0
Cold Meal	Cold Meal – Vegetarian		0
Hot Meal	Dietary Special		46
Hot Meal	Gluten Free	Chix Salad Sand // Krabbie Cakes	2
Hot Meal	Meal Substitution	Chix Salad Sand // Krabbie Cakes	44
Hot Meal	Mechanical Soft	Chix Salad Sand // Krabbie Cakes	3
Hot Meal	Regular	Chix Salad Sand // Krabbie Cakes	212
Hot Meal	Vegetarian		2

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Proper Planning Prevents Poor Program Performance

Meal Calendar: Week 6 - Friday

Product	Meal	
Gluten Free	Chix Salad Sand // Krabble Cakes	
Meal Substitution	Chix Salad Sand // Krabble Cakes	•
Mechanical Soft	Chix Salad Sand // Krabble Cakes	¥
Regular	Chix Salad Sand // Krabble Cakes	*
Dietary Special		Ŧ
Vegetarian		*
Cold Meal – Gluten Free	Chix Salad Sand // Krabble Cakes	*
Cold Meal – Meal Substitution	Chix Salad Sand // Krabble Cakes	*
Cold Meal – Regular	Chix Salad Sand // Krabble Cakes	*
Cold Meal – Dietary Special		*
Cold Meal – Vegetarian		Ŧ
Cancel All Meals Delete Override Save		
MEALS - WHEELS'AMERICA	2018 MEALS ON WHEELS ANNUAL	CONFERENCE & EXPO

