



MEALS ON WHEELS

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EXPLORING QUALITY IN NUTRITION PROGRAMS: WHY IT MATTERS



RENAE BROWN, MS, RD, LD

Chief Dietitian/Nutritionist, Division of Aging Services
Atlanta, GA

renae.brown1@dhs.ga.gov



LEARNING OBJECTIVES

- Define Quality
- Assess Client Quality Measures
- Implement Quality: A State Perspective
- State-Specific Quality: Georgia's Current Challenges and Goals
- Applying Quality Initiatives: Where do we go from here?

DEFINE QUALITY



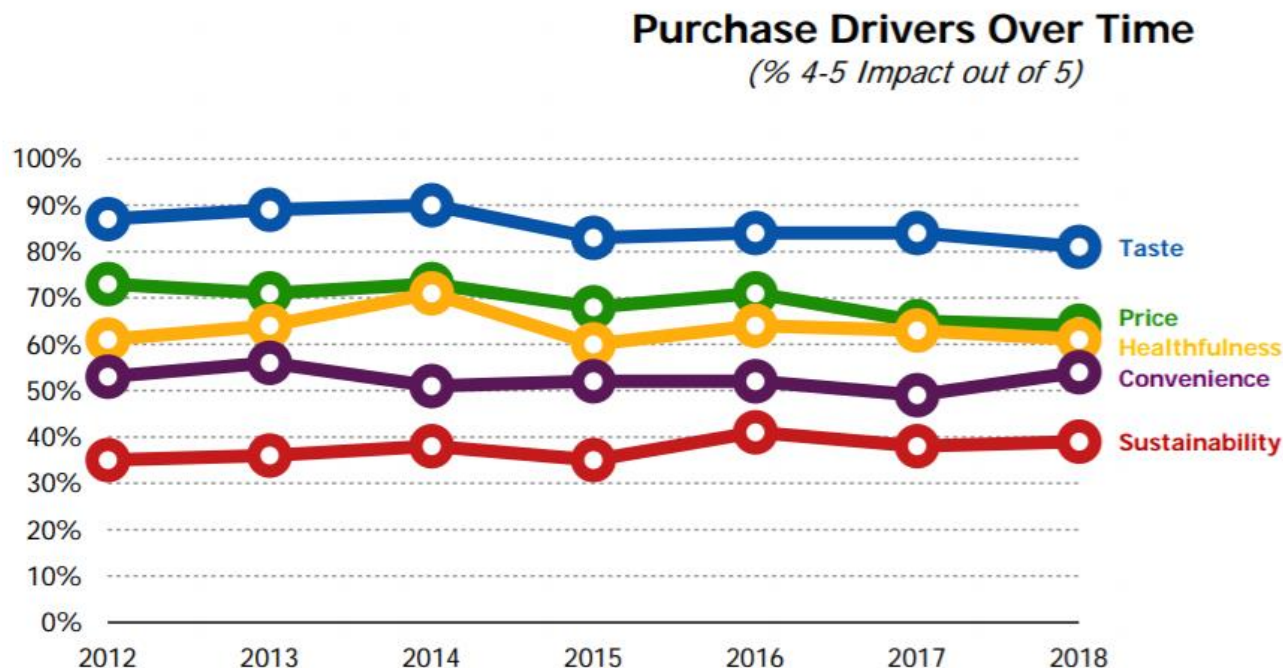
DEFINE QUALITY



HOW AMERICANS DEFINE QUALITY MEALS

Taste and Price Remain Top Drivers

Although price is a top driver, it again comes in at a lower level than was seen before 2017



Q13: How much of an impact do the following have on your decision to buy foods and beverages? (n=1,009)

FOODINSIGHT.ORG

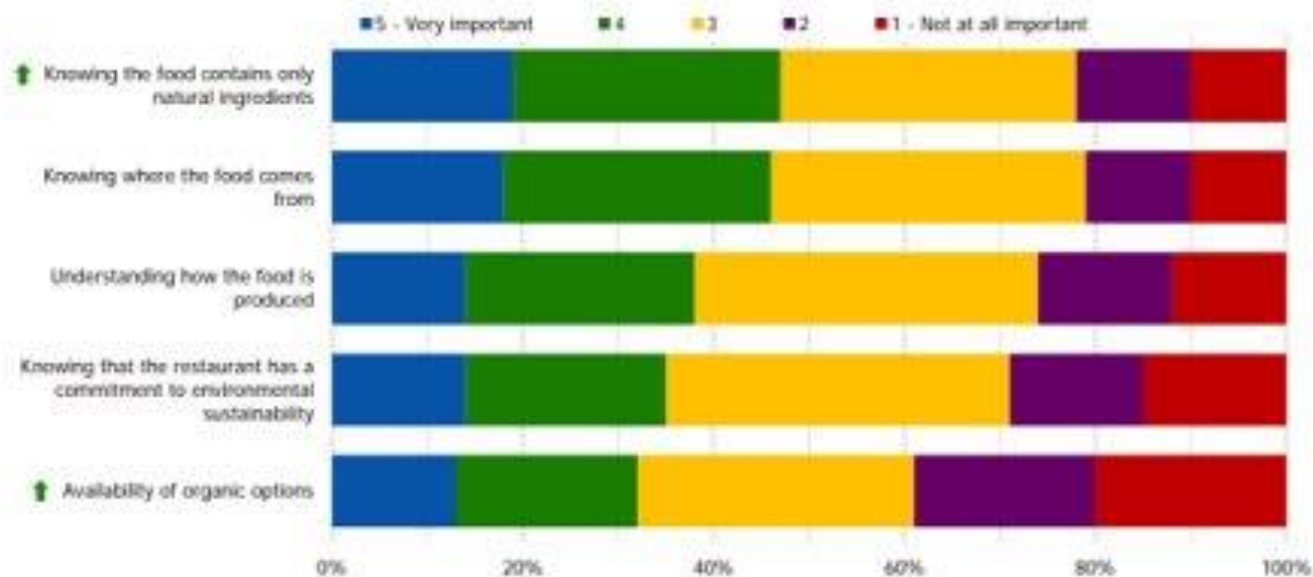
International Food Information Council Foundation. 2018 Food and Health Survey. Jan 2018.
Retrieved from <https://foodinsight.org/2018-food-and-health-survey/>

AGE AND CULTURE AFFECT QUALITY RATINGS

Knowing Food Sources Key to Restaurant Choice

Food sources and production are top 2 important factors when selecting a restaurant

Important Factors When Choosing a Restaurant or Cafeteria



19%

Of those 65+ rank availability of organic food options as a 4/5 on a 5 point scale

66%

Of Hispanics rank knowing food contains only natural ingredients as very important/important

Q16: How important are the following factors when it comes to choosing a restaurant or cafeteria? (Split Sample N = 1,100)

FOODINSIGHT.ORG

45

International Food Information Council Foundation. 2018 Food and Health Survey. Jan 2018.

Retrieved from <https://foodinsight.org/2018-food-and-health-survey/>

STATE UNIT ON AGING

Goal: Provide services which allow seniors to age independently in the place of their choosing.



TRANSLATE QUALITY TO STATE NUTRITION PROGRAMS

- Current Programs:
 - Congregate Meals (CM)
 - Home Delivered Meals (HDM)
- Program Goals:
 - Prevent malnutrition
 - Promote socialization
 - Offer education and counseling



DETERMINE CLIENT QUALITY MEASURES

How do we determine the needs/opinions of CM and HDM clients?

- Option 1: Direct consumer survey
- Option 2: Reports from senior centers/Area Agencies on Aging

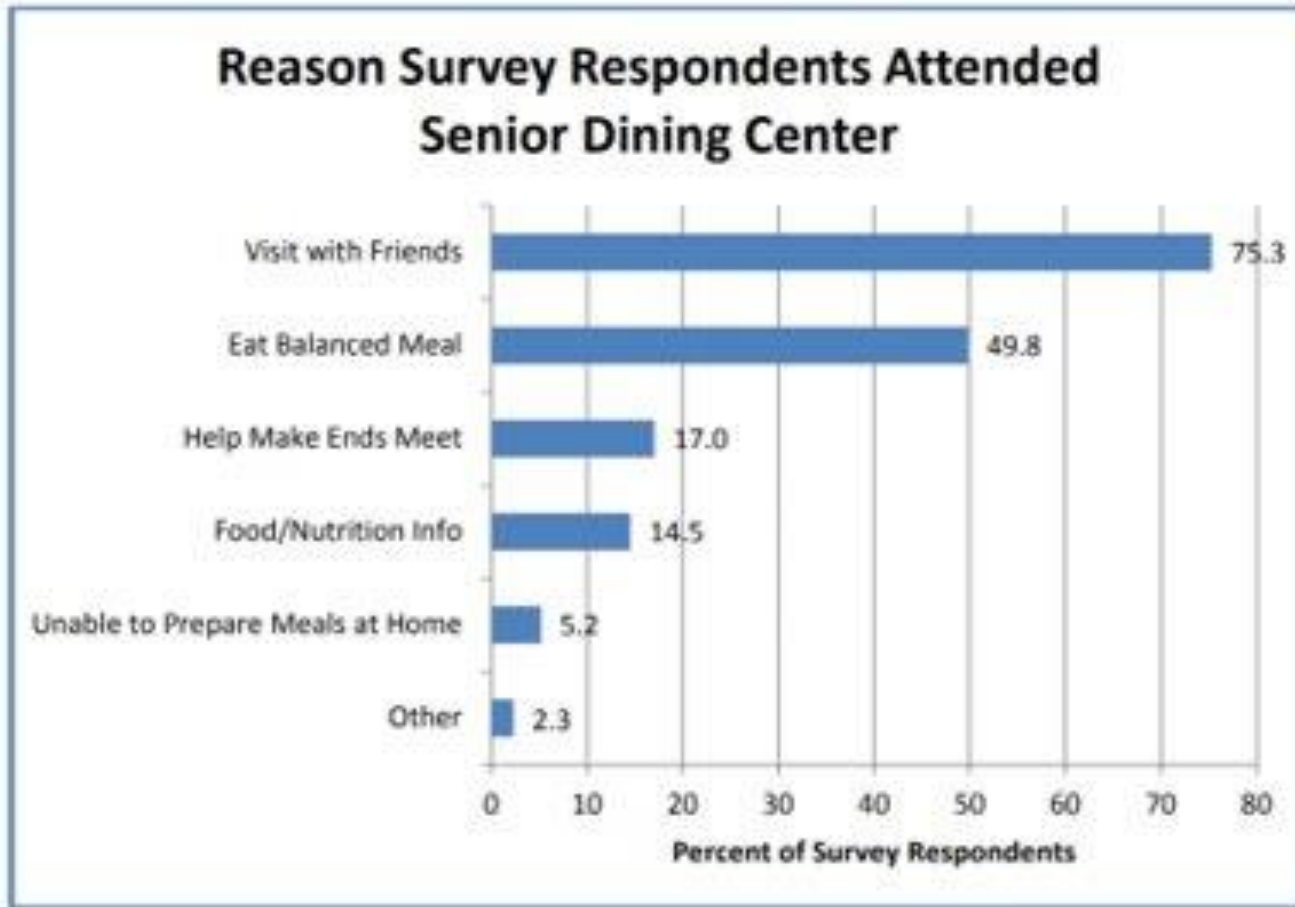
OPTION 1: CONSUMER SURVEY

- **Source:** Dane County Department of Human Services, Wisconsin
- **Project:** 2015 Senior Nutrition: Consumer Survey Results
- **Study Question:** “Are Dane County participants satisfied with the home delivered and congregate meal programs?”
- **Study population:** Individuals 60+ receiving state HDM or CM services

Dane County Department of Human Services. 2015 Senior Nutrition: Consumer Survey Report. 2015. Accessed via https://danecountyhumanservices.org/dox/reports/consumer_survey_nutrition_results_2015.pdf

OPTION 1: CONSUMER SURVEY

2015: Senior Nutrition: Consumer Survey Results - CM



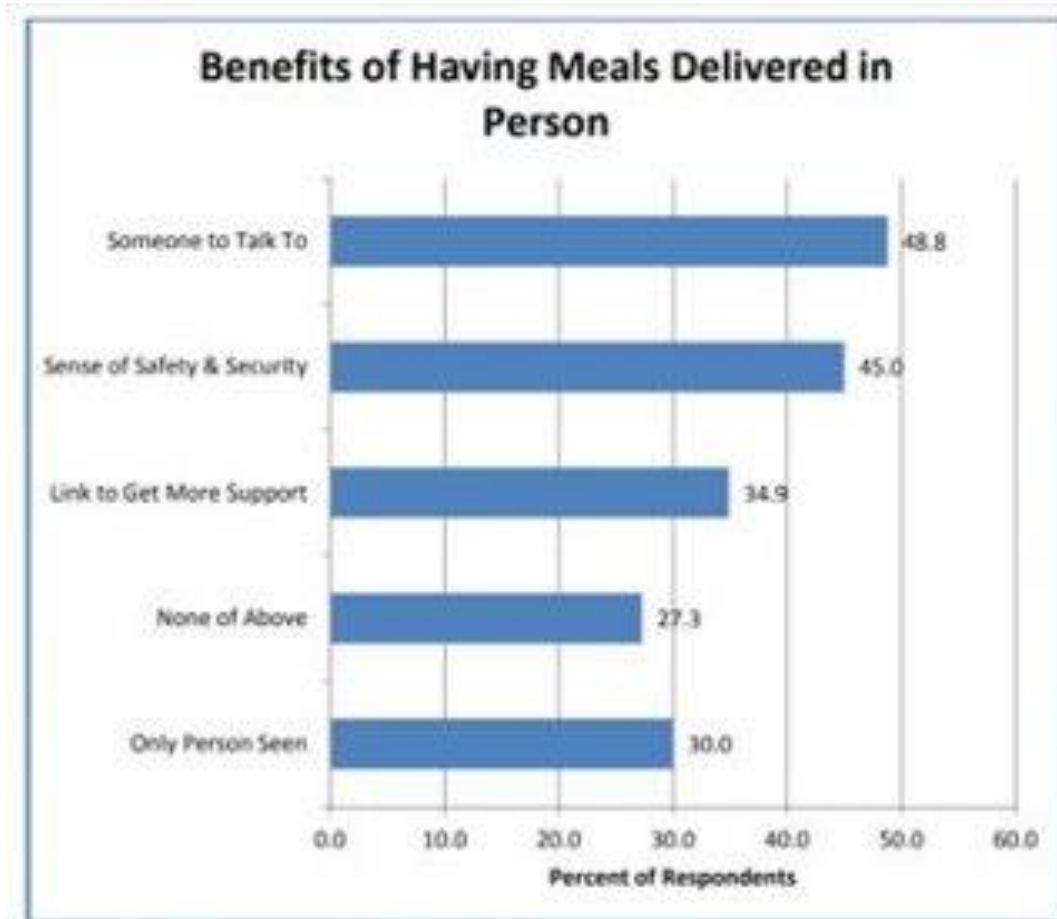
N = 572. Respondents could select more than one answer.

Asterisk (*) indicates this question was required by the State.

Dane County Department of Human Services. 2015 Senior Nutrition: Consumer Survey Report. 2015. Accessed via https://danecountyhumanservices.org/dox/reports/consumer_survey_nutrition_results_2015.pdf

OPTION 1: CONSUMER SURVEY

2015: Senior Nutrition: Consumer Survey Results - HDM



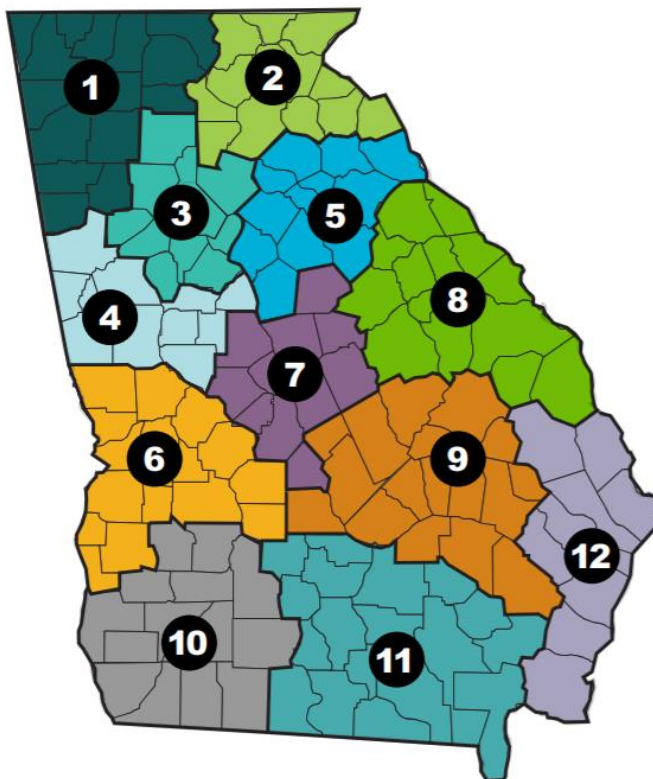
N = 209. Respondents were directed to check all that apply.
Asterisks (*) indicate a State required question.

Dane County Department of Human Services. 2015 Senior Nutrition: Consumer Survey Report. 2015. Accessed via https://danecountyhumanservices.org/dox/reports/consumer_survey_nutrition_results_2015.pdf

OPTION 2: REPORTS FROM AAAs

- **Source:** Georgia Division of Aging Services
- **Project:** Annual Area Plans
- **Question:** What gaps in services currently exist?
- **Population:** 12 Area Agencies on Aging (AAAs) in Georgia serving clients 60+, their families, and those with disabilities

OPTION 2: REPORTS FROM AAAs



Demographic Snapshot

1. Northwest Georgia
9.94% | Percentage of Georgia's 65+ population

2. Georgia Mountains
8.27% | Percentage of Georgia's 65+ population

3. Atlanta Region
36.46% | Percentage of Georgia's 65+ population

4. Southern Crescent
5.54% | Percentage of Georgia's 65+ population

5. Northeast Georgia
6.28% | Percentage of Georgia's 65+ population

6. River Valley
4.03% | Percentage of Georgia's 65+ population

7. Middle Georgia
5.49% | Percentage of Georgia's 65+ population

8. Central Savannah River Area
5.18% | Percentage of Georgia's 65+ population

9. Heart of Georgia
3.52% | Percentage of Georgia's 65+ population

10. Southwest Georgia
4.11% | Percentage of Georgia's 65+ population

11. Southern Georgia
4.36% | Percentage of Georgia's 65+ population

12. Coastal Georgia
6.81% | Percentage of Georgia's 65+ population

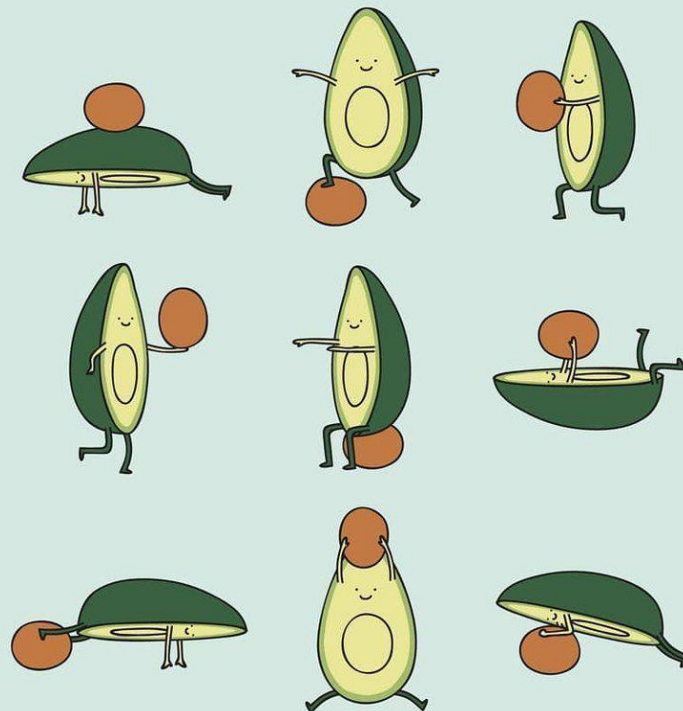
OPTION 2: REPORTS FROM AAAs

RESULTS

- Senior Hunger major issue
 - GA 9th in U.S for food insecurity (where #1 is the worst)
- Rural vs. Metro areas have different needs
- Clients desire greater meal choice
- Some clients not consuming meals
 - Dislike meal items (milk)
 - Feeding meal to pets or other family members
 - Unable to chew
- Social isolation remains prominent issue

BRAIN REST!

PLEASE ENJOY A 10-MINUTE BREAK



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Pinterest. Avocardio. 2019. Accessed
via <https://www.pinterest.com/pin/348043877448917800/>

COLLECTIVE BRAINSTORMING

HOW DO WE CREATE AN IDEAL NUTRITION PROGRAM?



GA INITIATIVE #1

SENIOR HUNGER MAJOR ISSUE

- GA first state to create State Plan to Address Senior Hunger (created in 2016)
- 12 Senior Hunger Coalitions across state
- Creating an Inter-agency council
 - Hope to work with DFACS to increase Senior SNAP enrollment

GA INITIATIVE #2

RURAL VS. METRO AREAS HAVE DIFFERENT NEEDS

- State launched "Innovation Grant" project
- Current projects include:
 - Refrigerated Van for grocery store trips from senior centers
 - Supplying pet food to clients

GA INITIATIVE #3

CLIENTS DESIRE GREATER MEAL CHOICE

- Allowed nutrient target waiver to Center for Pan Asian Community Services to offer culturally-appropriate meal options
- Made nutrient targets less restrictive
 - Increased permissible sodium levels
 - Removing Vitamin D requirement; instead requiring Vitamin D education



GA INITIATIVE #4

CLIENTS NOT CONSUMING MEALS

- National Foundation to End Senior Hunger: "What a Waste Program"
- Oral Health Initiatives:
 - Increased used of NSI-Appendix B to identify oral health issues
 - Working to connect clients to oral health services
- Expanding assistive technology services

GA INITIATIVE #5

SOCIAL ISOLATION REMAINS PROMINENT ISSUE

- Working to kickstart Retired Senior Volunteer Program (RSVP)
- Brainstorming: How to reach socially isolated individuals?
 - Partnership with mail-delivery services?

WHY IT MATTERS

Compare the average monthly cost:



- **The moral:** HCBS services accomplish many of the same goals at 5.5% of the cost of nursing homes. That's a 94.5% savings to taxpayers.
- **The reality:** In FY 2016, 428 people couldn't wait any longer and went into a nursing home, costing the state \$8.8 million instead of \$842,000.

THANK YOU!



Renae C. Brown, MS, RD, LD
Chief Dietitian/Nutritionist
DHS Division of Aging Services
renae.brown1@dhs.ga.gov

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