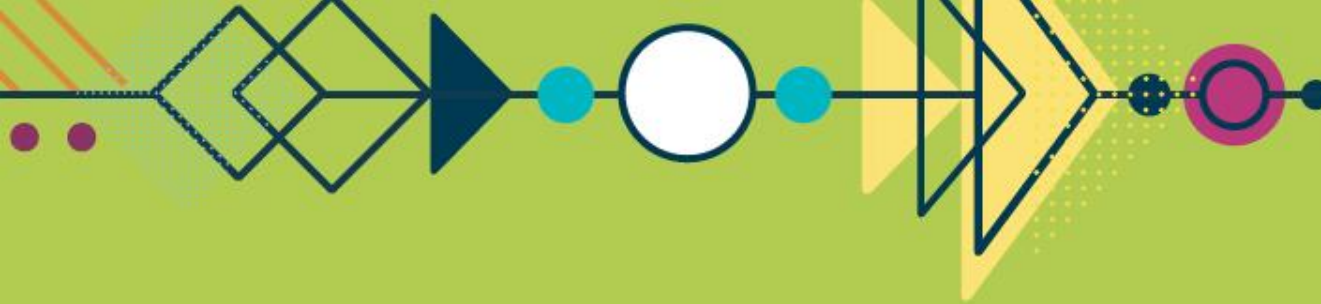# MEALS ON WHEELS

ANNUAL CONFERENCE AND EXPO

AUGUST 27-29, 2019

DALLAS, TX

Exploring Quality in Nutrition Programs and Why It Matters Part 2

Speakers:

- Ryan Gadzo

- James Stowe

Moderator:

- Uche Akobundu

Setting the Stage

What is a quality nutrition program?

- One that provides high quality opportunities to meet the nutrition, health, socialization and wellness needs of older adults – through attention to special dietary or social needs, and via the provision of an array of needed services.

"Quality will continue to be measured by performance, adherence to standards or process, evaluation of value and outcomes, but will need to evolve to meet future challenges."

Aspects of Nutrition Program Quality

1. Menu development and implementation
2. Meal production
3. Meal service, delivery
4. Participant satisfaction
5. Value (to participants and funders)
6. Other service implementation and coordination/collaborations, such as nutrition education, transportation, social activities, food assistance, etc.
7. Communication, marketing, branding
8. Administration, including funding and sustainability
9. Organizational structure, trust and reputation.

Go & Dine Restaurant Dining Program

Ryan Gadzo

Research Analyst, Erie County Department of Senior Services

Buffalo, NY

Ryan.Gadzo@erie.gov

Where is Erie County, NY?

Western New York

Located on the Eastern Shore of Lake Erie

Birthplace of Chicken (Buffalo) Wings

Where is Albany County, NY?

Eastern New York

The Capital of New York

Home of "The Egg" performing arts center

Erie County Background

211,509 people 60+ years old (23% of total population).

- That number that is expected to increase to 28% by 2020.

- Of these residents, 65,250 are living alone in their homes.

- People over 60 living at 100% or above the poverty level are at 91.3%.

Albany County Background

67,673 people 60+ years old (22% of total population).

- That number that is expected to increase to 25% by 2020.

- Of these residents, 19,217 are living alone in their homes.

- People over 60 living at 100% or above the poverty level are at 92.8%.

Quality nutrition program basics

- Menu Development & Implementation

- Meal Production

- Meal Service & Delivery

- Participant Satisfaction

- Value (to clients and funders)

- Collaboration & Coordination

- Communication & Marketing

- Administration (Funding & Sustainability)

- Reputation & Structure

Quality nutrition program basics

Administration for Community Living

2018 Innovation Grant Recipient

The Albany County Department for Aging (ACDFA) and Erie County Department of Senior Services (ECDSrS) selected to initiate a technology driven congregate dining program including a restaurant dining program to current service models.

Innovation One: Congregate Modernization Initiative

The first aim of this is initiative is to modernize the way that units from programs are being tracked within our dining sites and back within the county office.

By implementing scanners and key tags the hopes is to be able to track the clients and the programming they attend daily within our congregate and senior centers.

Phase 1 – Implementation Process

How did you do it?

ECDSrS worked with their local congregate site directors to install software onto the computers to facilitate the daily upload. The software is an extension of the client database for New York State which is called Peer Place.

What is a daily unit upload?

The daily upload of units is done through an upload utility. Once downloaded, the site manager open the utility software on their desktop, connect the handheld scanner using the USB cord to tower or laptop usb port, then click upload to have the units imported into the Peer Place client database.

Phase One: Congregate Modernization Initiative

With daily unit uploads, we hope to not only alleviate the burden of keeping monthly attendance sheets, but entering the units by office staff.

Scope:
- Erie County = 50 congregate dining sites
- Albany County = 19 congregate dining sites.
- Some have as many as 300 registered clients

Old Process = site and office staff have to go over printed reports to see who had units of service each month.

New Process = site manager takes reservations from clients the week before. Every day site staff or volunteers scan in the clients who are dining for the day, and send units into county through upload utility.

Summary of Go & Dine Program

A restaurant model congregate dining program that will allow eligible older adults the option of dining out at a participating food establishment with whomever they choose to dine with and select from a menu of pre-fixe meal options that are made to order.

Both counties identified locally run establishments that could serve nutritious meal that met the 1/3 daily nutrient requirements.

Go & Dine: Innovation in Nutrition Services

Problem the Go and Dine program is solving:

- Seniors of today are interested in new, choice-driven opportunities rather than the more structured nature of traditional congregate dining programs.

    - Choice in menu, choice in meal, choice in time of day

- Older adults may wish to utilize their benefit in conjunction with others such as friends, family, and neighbors, thereby helping to minimize the prevalence of social isolation.

- Increases opportunity to serve hard-to-reach clients.

Go & Dine: Program Design

- Restaurants participating in this pilot program will meet all ADA requirements and will provide a menu based on the USDA Older Americans Act ("OAA") nutritional requirement standards.

- Menus will be specifically tailored to this program, but will include various options and combinations that are not currently available.

- Breakfast, lunch and dinner options will be made available.

- Registered individuals will be able to present a key tag and voucher to claim their meal options.

- Restaurants will be reimbursed for those meals.

Go & Dine: Partners

Partners restaurants in each county were selected in a variety of ways:

Each county approached vendors based on ethnic cuisines being offered on their menu. As it is hard to serve all ethnic needs within the congregate setting, ACDFA and ECDSrS believed getting these restaurants would help build the relationship between these communities and the local AAA, but would also help us gather support for the need for a permanent congregate site in future.

Some vendors answered partnership advertisements in local newspapers. These vendors worked with local AAA in order to formulate menu, prices and service hours.

Some were located in areas that were deemed hard to reach and had menus that offered both time and menu flexibility. These vendors worked with local AAA in order to formulate menu, prices and service hours

Go & Dine: Partners

Sanitation/HAACP Training - Partners

- NYS Sanitary Code 14-1

- Handwashing and Proper Glove Use

- Food Service Worker Personal Hygiene Requirements

- Three Compartment Sink Wash Sequence

- Sanitizer Solution Policy

- Understanding the "Danger Zone" Time & Temperature Range

- Time & Temperature Records For Food Production:

  Hot Hold: 140°F↑   Cold Foods: 45°F↓

  Cooling: 140°F to 70°F in 2Hours,

  And From 70°F to 45°F In An Additional 4 Hours

- Corrective Actions

Who is eligible?

1. Older adults must be 60 years or older, and a resident of Erie or Albany County.

2. A registration form must be FULLY COMPLETED by the participant in order to start be a part of the Restaurant Dining program.

3. The costs of the meals are covered by Erie and Albany County, but all gratuities and costs of items not pre-approved by Erie or Albany County are expected to be paid by participant.

4. The meals for participants are to be eaten at the establishment they were ordered from. No take out is allowed, however, you may take home any portion of the meal you were unable to finish.

Who is eligible? Continued.

5. The meal is for the participant of the Restaurant Dining Program only. We expect participants not to use their meals to cover any person's meal other than their own. Participants who are caught to be doing so will be removed from the program.

6. Participants will be required to present both their key tag and voucher at beginning of dining experience. This will ensure the fidelity of the program.

7. Participants will be asked periodically to answer short surveys about the program, and Erie and Albany County expect full participation in these surveys.

Success! | How Do We Know?

Client engagement

- The management of the West Side Bazaar in Erie County has seen an increase in older adults coming into the location since the start of the program. The trend has had clients making a trip into the City of Buffalo to try the ethnic cuisines. Bob Doyle stated, "We have seen a lot of new faces coming into the Bazaar through the Go & Dine program. It is great to see this partnership help local residents and businesses prosper."

- Needs assessment in new populations – since the start of the Go & Dine program, we have had more exposure to refugee and immigrant residents. This has helped us build a rapport with local agencies to help get feedback for the needs of these residents through paper surveys.

Success! | How Do We Know?

County staff

- Time and labor saving- Roughly 45 hours per month for creating rosters, mailing rosters, and adding total units and inputting into Peer Place System.

- Paperwork reduction- No longer printing rosters for 50 dining sites on legal paper.

- Low tech issues- Daily upload has allowed for more timely depiction of service units and more accurate forecasting of service levels.

- Interest in expanding scanner use to other programs- ACDFA and ECDSrS aim to expand the use of scanners to other programs in order to better track client service units and clean up data collection.

- Cleaner Data = Better Data = Better Accuracy =Better Depiction of Service= More $$$

Questions? | Contact Information

Ryan Gadzo

Research Analyst

Erie County Senior Services

Rya.Gadzo@erie.gov

Quality Aligned Innovations in Missouri Nutrition

Partners

Dr. Catherine Edwards PhD, MA4 Executive Director, Missouri Association of Area Agencies on Aging

Kayla Hower, Mid-America Regional Council (MARC) Project Coordinator
Jean Sotomayor, Aging Ahead, Site Director
Lydia Kaume, PhD, RDN, Project Director

Presenter:

James D. Stowe PhD, Director, MARC Aging & Adult Services, jstowe@marc.org

Food Insecurity

10+ Million
Number of adults 50 and older at risk of hunger every day

$130.5 Billion
Estimated annual health care costs resulting from food insecurity

60%
Percentage of seniors more likely to experience depression because of food insecurity

AARP 2018

Inspiration

Choice Counts: Improve service, delivery, and cost- effectiveness of congregate nutrition programming for older people at high risk of malnutrition.

MARC: Use Amazon Echo, through Show Me Pantry, to connect clients to extant community resources, improve delivery, and cost-effectiveness of in-home nutrition for older people at high risk of malnutrition.

ACL
Administration for Community Living

ma4 | Missouri Association of Area Agencies on Aging

Project Progress

45 of 60 HDM clients - piloted Echo "KC Pantry" skill

Self-reported improvements in health outcomes & isolation

68 food pantry deliveries made

Developed Alexa Skill ordering system

6 contracts, New processes, Pantry, AAA, CBO

Staff training for emergent technologies

698 enrolled & 7788 congregate meals served
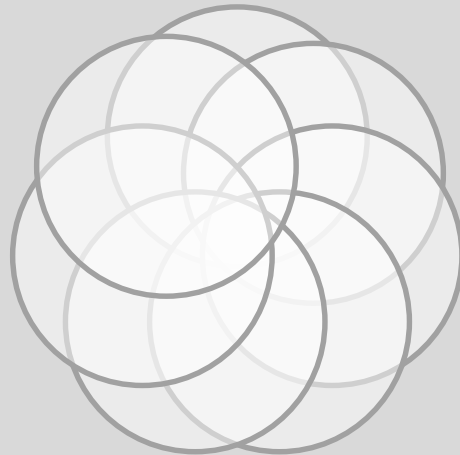
Choice Counts

Aim: To use *Choice Counts* advanced data card technology to improve service, delivery, and cost- effectiveness of congregate nutrition programming for older people at high risk of malnutrition
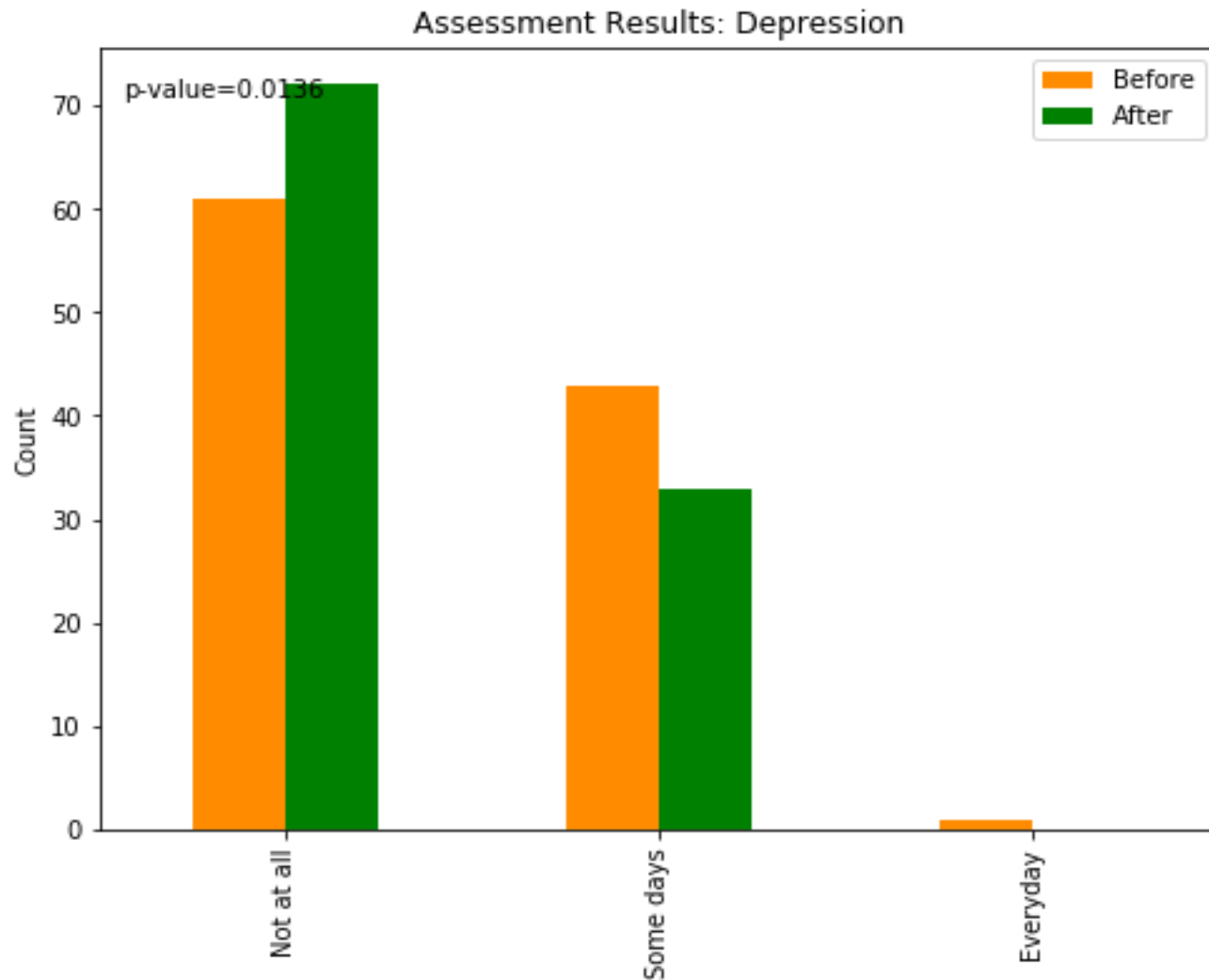
ACL
Administration for Community Living

ma4 | Missouri Association of Area Agencies on Aging

Enhancing Program Quality

- Participant satisfaction and choice
- Value to participants
    - Place matches desires
- Administration
- Trust & Reputation

Choice Counts, Preliminary Results

Assessment Results: Depression

p-value=0.0136

Paired –t-test Assessment Results for Choice Counts Participants N =107, Male were 38 and Female 69; Age range 60 y – 98 y; Average age 72 y

Choice Counts, Preliminary Results
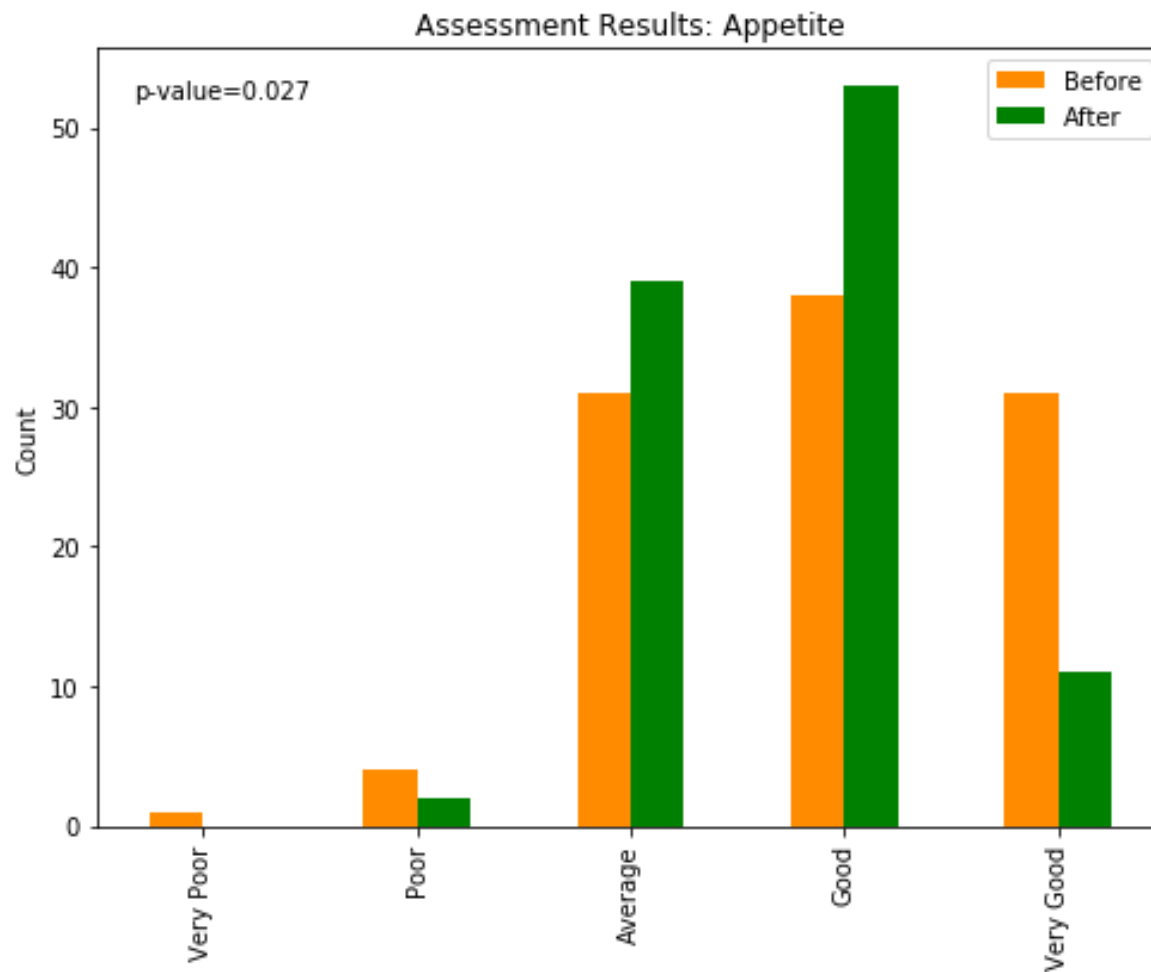
Paired –t-test Assessment Results for Choice Counts Participants N =107, Male were 38 and Female 69; Age range 60 y – 98 y; Average age 72 y
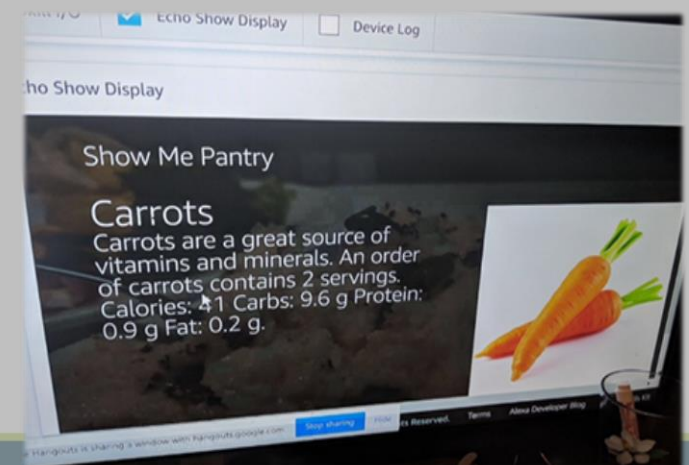
Choice Counts - Sustainability

-Responding to high demand; technology must be streamlined

-Local business/grocer partnership must invest in the community – current cost too high

Mid-America Regional Council

Aim: Show Me Pantry will improve service, delivery, and cost-effectiveness of in-home nutrition for older people at high risk of malnutrition.

Echo Show Display   Device Log

cho Show Display

Show Me Pantry

Carrots
Carrots are a great source of vitamins and minerals. An order of carrots contains 2 servings. Calories: 41 Carbs: 9.6 g Protein: 0.9 g Fat: 0.2 g.

NUTRITION

Connecting Home-Delivered Meals Clients to Food Pantry Resources Using Smart Speaker Technology
Mid-America Regional Council

For homebound older adults, poor access to healthy foods drives food insecurity, increases the risk of malnutrition and is a known social determinant of health. Echo Show, Amazon's voice-controlled touch-screen smart speaker that uses Alexa artificial intelligence, can be used to connect home-delivered meals clients to food pantry resources through the Show Me KC Pantry app.

Through this pilot program, 60 homebound older adults participating in the Older Americans Act (OAA) Title III home-delivered meals program were provided with smart speakers equipped with the Show Me KC Pantry application. Participants received training on using Alexa in their everyday lives and specifically for ordering food. Orders, which are constrained based on Dietary Reference Intakes requirements, are sent automatically to the partner food pantry, which packages and delivers food boxes via volunteer home-delivered meals drivers.

Budget:
Program costs include annual personnel and fringe benefits to support project development ($11,649), Echo Show smart speakers ($5,400), administration and mileage for supporting partners ($1,400), 12-month Internet access for participants who do not have it ($7,300 through a low-cost federal program), development of the Show Me KC Pantry app ($5,000) and indirect costs ($4,287).

Accomplishments:
Twenty home-delivered meals clients are using the Alexa smart speaker to make orders through the Show Me KC Pantry app. Older adults participating in this project have reported decreased depression scores and improved health.

Replicability:
The smart speaker program was designed with replication and scaling in mind. OAA Title III dollars can support the core activities. Broadband Internet access can be procured for clients through collaborations with technology partners and a federal program.

CONTACT:
James D. Stowe, Director, Aging & Adult Services
Mid-America Regional Council
600 Broadway, Suite 200
Kansas City, MO 64105
816.701.8263
jstowe@marc.org

2019 AGING
Innovations & Achievement
n4a AWARDS supported by WellCare

National Association of Area Agencies on Aging

MEALS on WHEELS AMERICA

2019 MEALS ON WHEELS ANNUAL CONFERENCE AND EXPO

Enhancing Program Quality

————

- Participant satisfaction and choice
- Value to participants
  - Food
  - New Technology
- Staff capacity
  - Transferable Skills

Show Me Pantry Sustainability

-High-speed internet access

-Delivery logistics

-Devices help to integrate service lines

Questions? | Contact Information

James D. Stowe, PhD
Director, Aging and Adult Services
Lead, Managed Services Network
Mid-America Regional Council
jstowe@MARC.org

Group Discussion

- **What burning questions do you have?**

- **Do you envision adopting in part or wholesale these innovations for your organization? Why, why not?**

- **What barriers do you anticipate? How will you overcome them?**

- **What opportunities to do you see for these innovations?**

- **How can they assist in strengthening the quality of the nutrition services you offer?**

Thank You!

** This session has been submitted for CEU credits.

Don't forget to evaluate today's session in the Conference App!