

MEMBER PULSE SURVEY FINDINGS

SPRING 2022

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ABOUT THE SURVEY

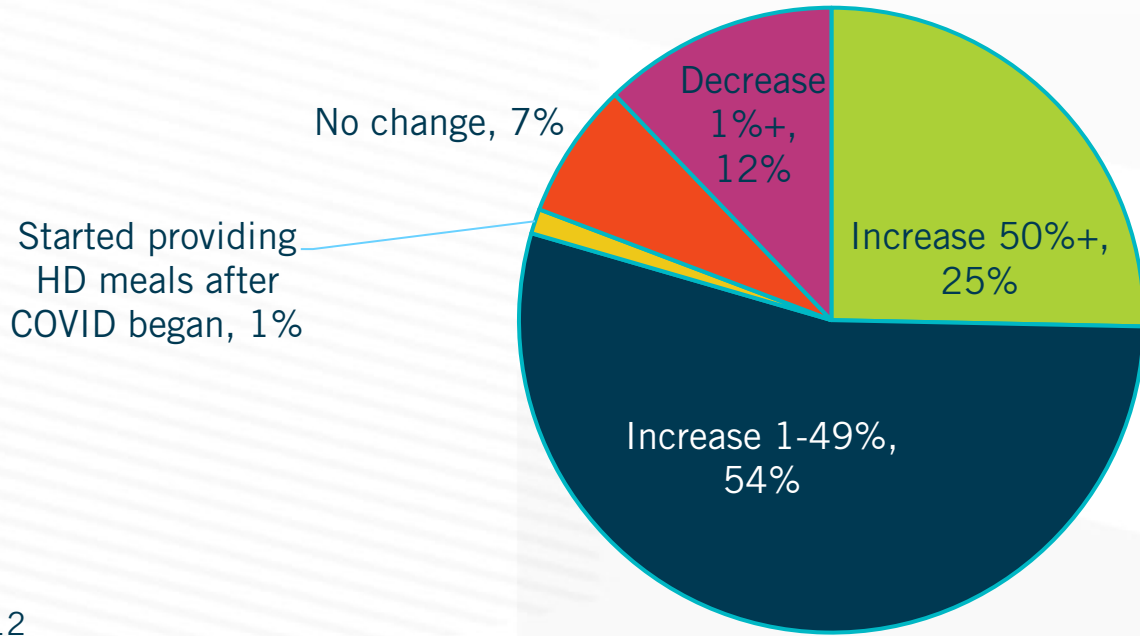
- **Purpose:** Update key data about Meals on Wheels America Member programs related to COVID-19
- In the field from April 7-21, 2022; administered via SurveyMonkey
- 35% (349 of 1,002) of Members participated
 - Not all respondents answered all questions

COVID-19 IMPACT FOR
MEALS ON WHEELS AMERICA
MEMBER PROGRAMS

TOGETHER,
WE CAN DELIVER®

81% OF MEMBERS ARE STILL PROVIDING MORE HOME-DELIVERED MEALS THAN BEFORE THE PANDEMIC

42% AVG. INCREASE IN MEALS PER REPORTING PERIOD*



*Respondents reported # of home-delivered meals by day, week, month or other time period that they use to track and report meals

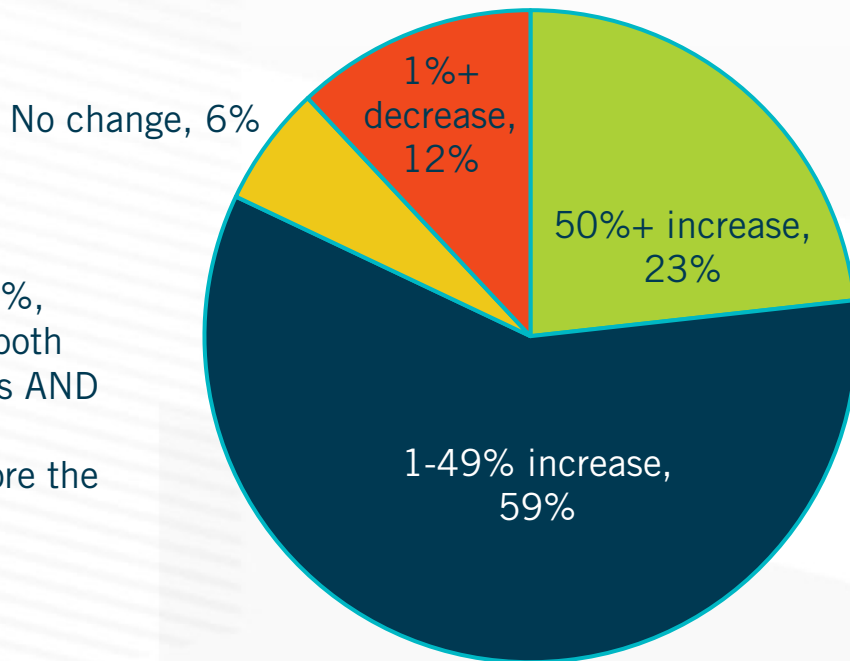
N=312

82% OF MEMBERS ARE STILL SERVING MORE HOME-DELIVERED CLIENTS THAN BEFORE THE PANDEMIC

AVERAGE OF 37% MORE HOME-DELIVERED CLIENTS PER REPORTING PERIOD*

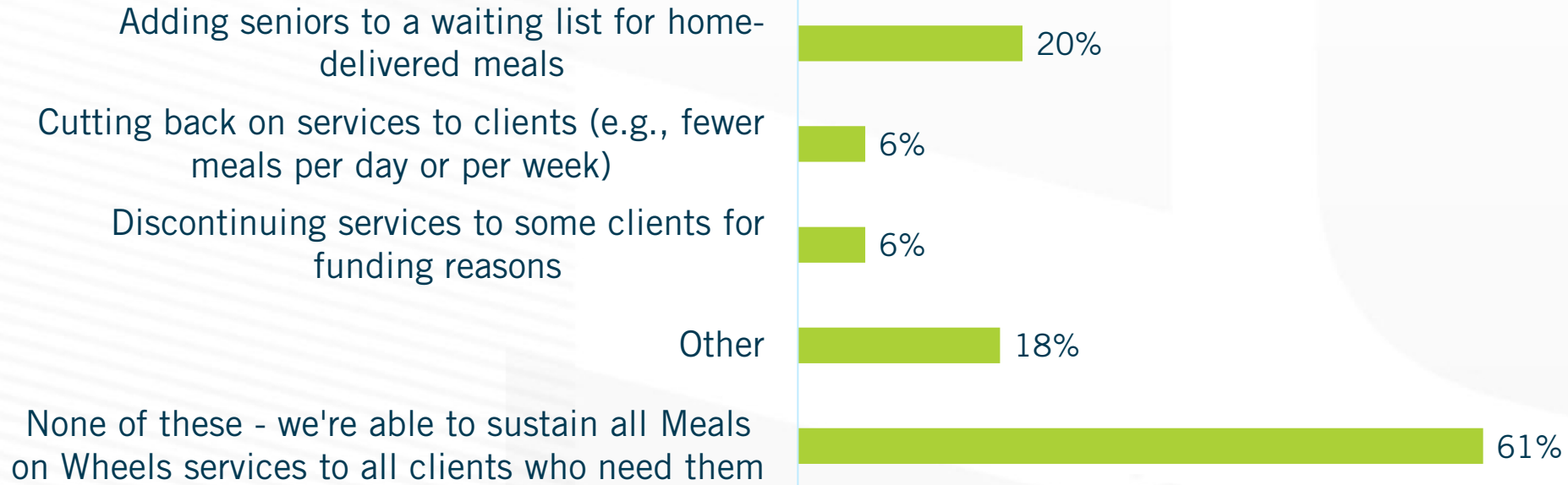
8 out of 10 Members (79%, 223 of 284) were serving both more home-delivered meals AND more home-delivered meal clients than they were before the pandemic.

N=284



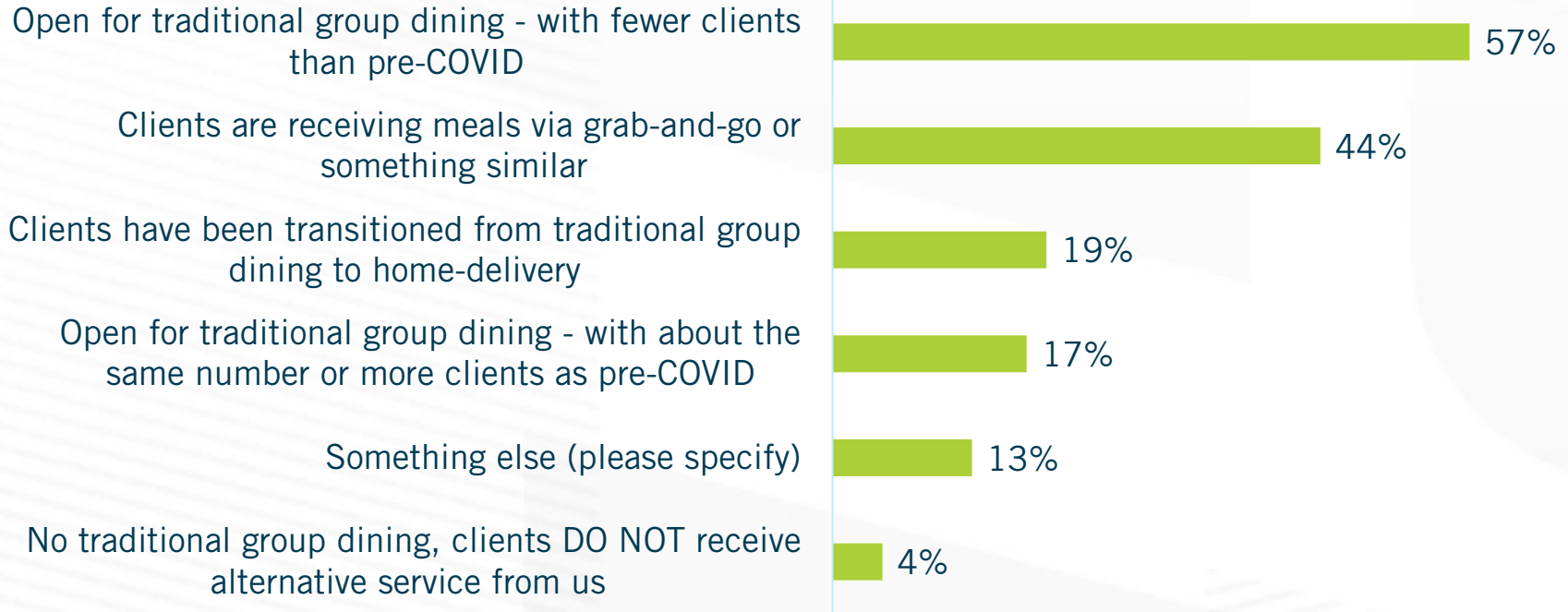
*Respondents reported # of home-delivered meal clients by day, week, month or other time period that they use to track and report clients

STEPS MEMBERS ARE TAKING DUE TO FUNDING CHALLENGES FOR THEIR HOME-DELIVERED MEALS PROGRAMS



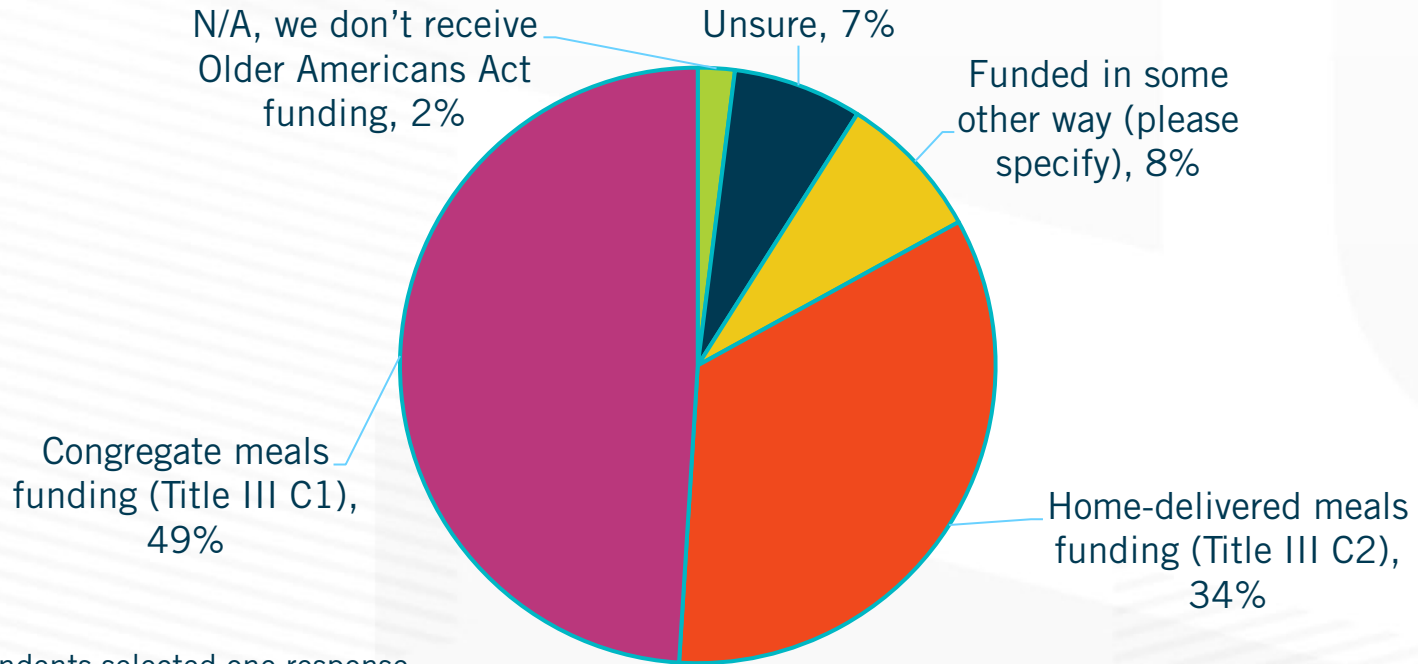
N=295; Respondents selected all that apply

MAJORITY OF CONGREGATE MEAL PROGRAMS ARE OPEN, USUALLY WITH FEWER CLIENTS – MANY PROVIDE GRAB+GO



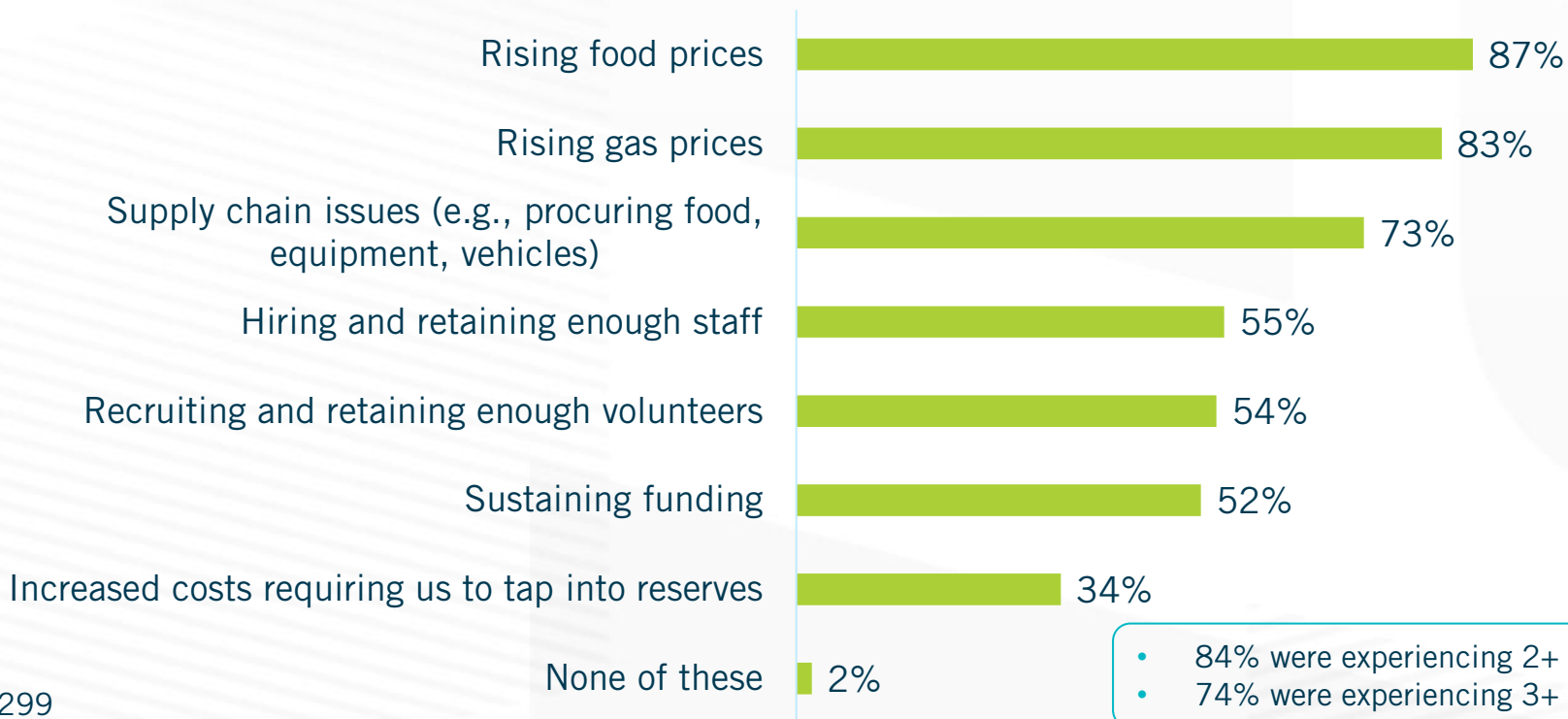
N=223; Respondents selected all that apply

PROGRAMS VARY IN TYPE OF REIMBURSEMENT/PAYMENT THEY RECEIVE UNDER THE OLDER AMERICANS ACT FOR GRAB+GO



N=100; Respondents selected one response

98% OF MEMBERS ARE CURRENTLY FACING AT LEAST ONE OF THESE CHALLENGES



N=299

- 84% were experiencing 2+ challenges
- 74% were experiencing 3+ challenges

OTHER INPUT FROM MEMBERS



CONCERNS ABOUT FUNDING CHALLENGES

Mentioned in 30 of 75 comments, such as:

- **Funding keeping pace with costs and need:** “Congress needs to increase funding because costs are spiraling, and we will have to serve fewer people with flat funding. We estimate we will serve 100,000+ fewer meals due to inflation compared to a year ago.”
- **Funds reaching local programs:** “Emergency relief funding does not make it consistently through to all meal providers. There should be more equity and transparency in what goes to providers...”
- **Funding reflecting costs in rural areas:** “Funding allocations based on population/census only does not account for rural delivery systems. This is a huge challenge to our delivery costs...”
- **Knowing how to get government funding:** “We have not been able to get government funding and want to know how to achieve that. Does Meals on Wheels America help programs access federal/state funding?”
- **Funding for services beyond meals:** “Seniors that aren't strictly confined to their homes also need transportation to go and purchase meals from the grocery stores. Therefore, an increase in transportation funding needs to be reviewed for this type of service.”
- **Funding for staffing:** “We are allocated enough funding for meals, but not enough for staffing. Additional funds are needed for case managers.”

OTHER INPUT FROM MEMBERS

Challenges:

- Cost/price increases (10)
- Staffing related challenges/costs (7)
- Volunteer recruitment/gas mileage reimbursement (5)
- Grant limitations/need more grant opportunities (3)
- Supply issues/food shortages (3)

Successes:

- Meeting community needs/sustaining services; have not passed on costs to consumers; secured funding/volunteers (6)



THANK YOU!