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1. ABOUT THE SURVEY
ABOUT THE SURVEY

• **Purpose:** Update key data about Meals on Wheels America Member programs related to COVID-19, so we can use that information to advocate for the network

• Surveys completed online via Qualtrics, Oct 18 – Nov 7, 2022

• 316 Member programs completed the survey (30% response rate)
  • Not all respondents answered all questions
Nearly all members that completed the survey (98%) provide home-delivered meals. About a third also provide grab-and-go/drive-thru meals.
2. CHANGES IN SERVICE VOLUMES (PRE-COVID-19 TO NOW)
3 OUT OF 4 MEMBERS (74%) ARE SERVING MORE HOME DELIVERED MEALS THAN BEFORE COVID-19

LITTLE CHANGE FROM SPRING 2022, 81% OF MEMBERS

26% of Members are serving 50%+ more home delivered MEALS than they were before the pandemic (about the same as in spring 2022, 25% of Members)
8 OUT OF 10 MEMBERS (79%) ARE SERVING MORE HOME DELIVERY CLIENTS THAN BEFORE COVID-19

ABOUT THE SAME AS AT SPRING 2022 PULSE SURVEY, 82%

26% of Members are serving 50%+ more home delivery CLIENTS than they were before COVID-19 (about the same as in spring 2022, 23%)

N=304
4. HOME-DELIVERED MEAL COSTS
### Change in all-in meal cost during 2022 (N=250)

<table>
<thead>
<tr>
<th>Costs Decreased</th>
<th>No change</th>
<th>Costs Increased &lt;10%</th>
<th>Costs Increased 10%-19%</th>
<th>Costs Increased 20% or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>12%</td>
<td>12%</td>
<td>24%</td>
<td>26%</td>
<td>28%</td>
</tr>
</tbody>
</table>

Change in meal costs calculated based on responses to questions, "Q8_4All-in (fully allocated) cost of delivering a single home-delivered meal - Cost NOW (please enter a dollar amount)" and "Q8_6All-in (fully allocated) cost of delivering a single home-delivered meal - Cost AT START OF 2022 (please enter a dollar amount)."
4. PROGRAM CAPACITY, CHALLENGES AND ACCOMPLISHMENTS
64% OF MEMBERS ARE CONFIDENT THEY COULD START SERVING 10% MORE CLIENTS IN THE NEAR TERM, IF THE CLIENTS CAME WITH MORE FUNDING ABOUT THE SAME AS IN DEC 2021, 69% OF PROGRAMS

How easy would it be to start serving HD meals to 10% more clients in the next 60-90 days, assuming they came with meal funding (N=299)

<table>
<thead>
<tr>
<th>Scale</th>
<th>Extremely difficult if not impossible</th>
<th>Extremely easy</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>3</td>
<td>12%</td>
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</tr>
<tr>
<td>4</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>5</td>
<td>18%</td>
<td>27%</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Nearly all members (98%) reported one or more challenges to serving meals to all seniors in their community who need them.

- Funding to pay for the meals: 63%
- Recruiting and retaining enough volunteers: 55%
- Food prices: 54%
- Hiring and retaining enough staff: 47%
- Gas prices: 46%
- Supply chain issues (e.g., procuring food, equipment, vehicles): 40%
- Seniors who need the meals not coming to us: 31%
- Funding restrictions (inflexibility in how funds can be used): 22%
- Limited information on federal and state funding allocations: 13%
- Other challenge (please specify): 13%
- Issues with being reimbursed or paid for contracted meals delivered: 11%
- Retaining participants: 7%

N=304
9 out of 10 members (88%) reported taking one or more actions due to funding challenges, or that they may need to in next 3 months.

- Used organizational funds to subsidize clients who are not funded and unable to pay: 46%
- Tapped into our reserves to cover increased costs: 37%
- Added seniors to a waiting list for home-delivered meals: 23%
- Have not done any of these yet, but may need to in next few months: 14%
- None of these, funding for home-delivered meals hasn’t been a challenge for us: 12%
- Delivered less frequently (e.g., fewer deliveries per week): 11%
- Cut back on services to Meals on Wheels participants (e.g., delivered fewer meals): 8%
- Discontinued services to some participants for funding reasons: 7%
- Some other action: 6%

N=295
EXAMPLE PROGRAM ACCOMPLISHMENTS

VERBATIM QUOTES FROM SURVEY RESPONDENTS

• “…We opened the grab & go program to anyone in need and have worked with our local hospital to offer a weeks' worth of meals to anyone being discharged to help them get back on their feet.”

• “In March we began serving Diabetic and Renal Diet meals (we make all meals in our own kitchen). The response has been significantly positive.”

• “…We have recently started a Saturday meal program for clients who live alone and live in low-income neighborhoods, live in motel rooms, etc. Currently serving just under 200 clients. Have plans to slowly grow the program.”
QUESTIONS?

- Email Research@MealsOnWheelsAmerica.org