



MEMBER PULSE SURVEY FINDINGS

FALL 2022



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1. ABOUT THE SURVEY

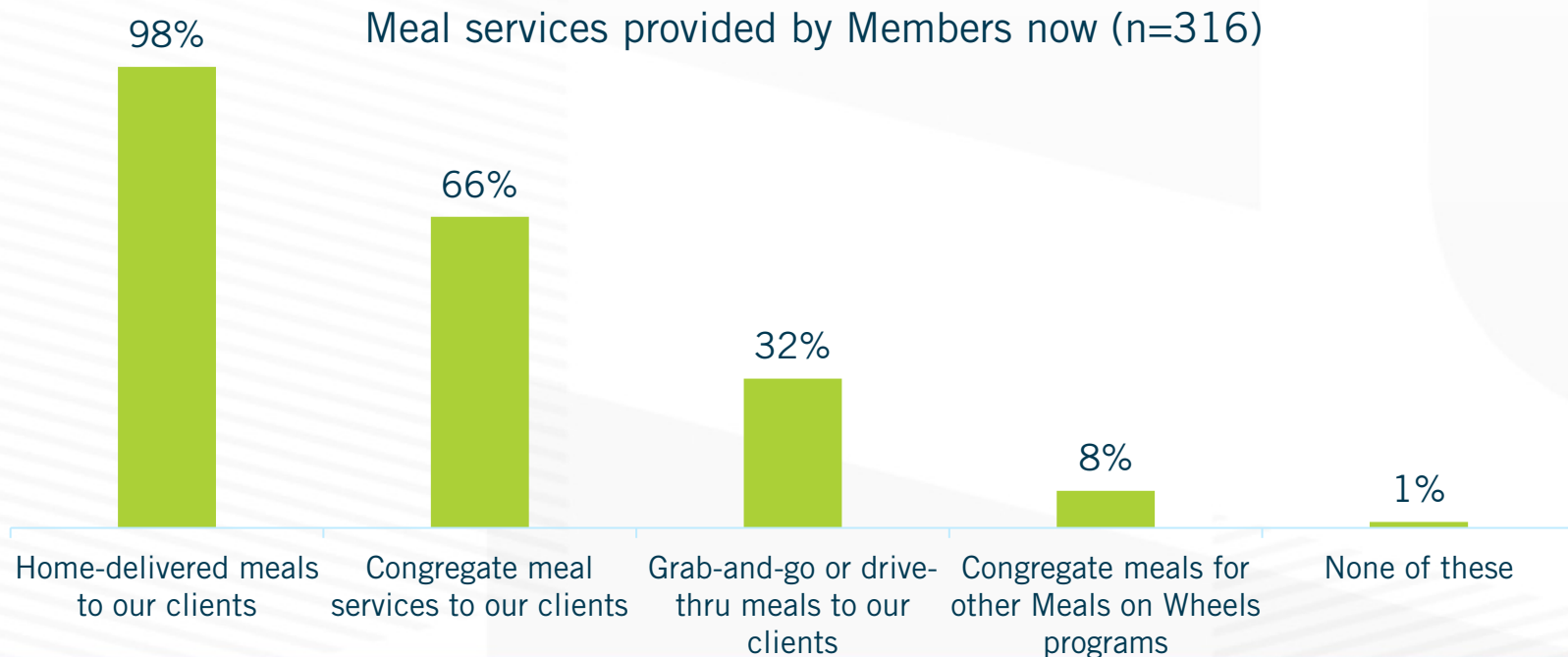


ABOUT THE SURVEY

- **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

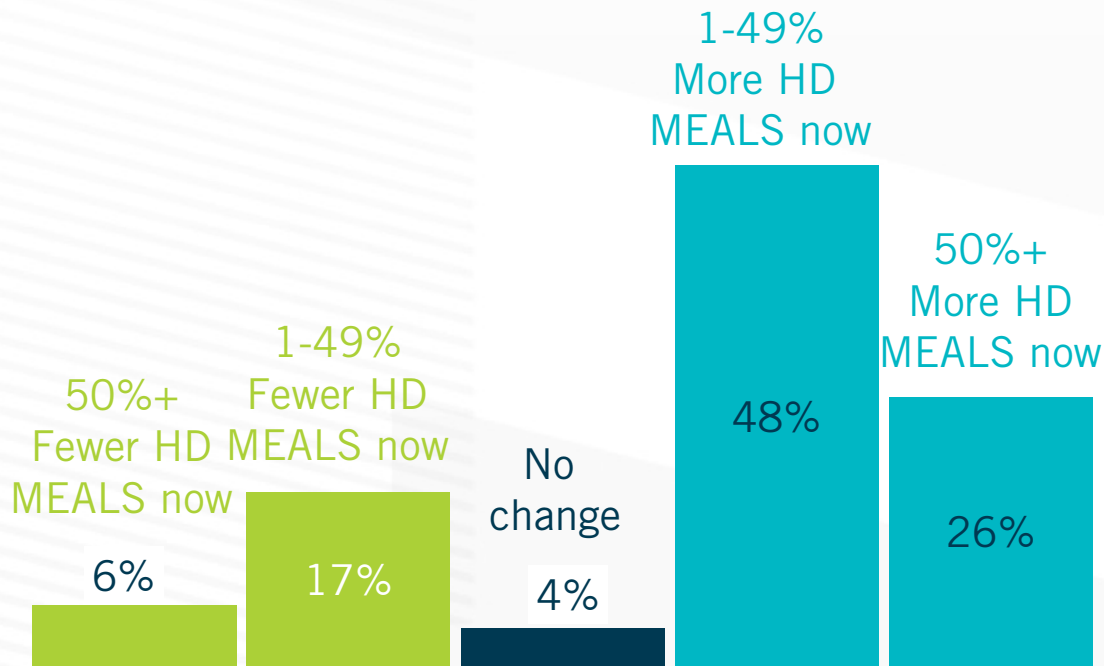


2. CHANGES IN SERVICE VOLUMES (PRE-COVID-19 TO NOW)



3 OUT OF 4 MEMBERS (74%) ARE SERVING MORE HOME DELIVERED MEALS THAN BEFORE COVID-19

LITTLE CHANGE FROM SPRING 2022, 81% OF MEMBERS

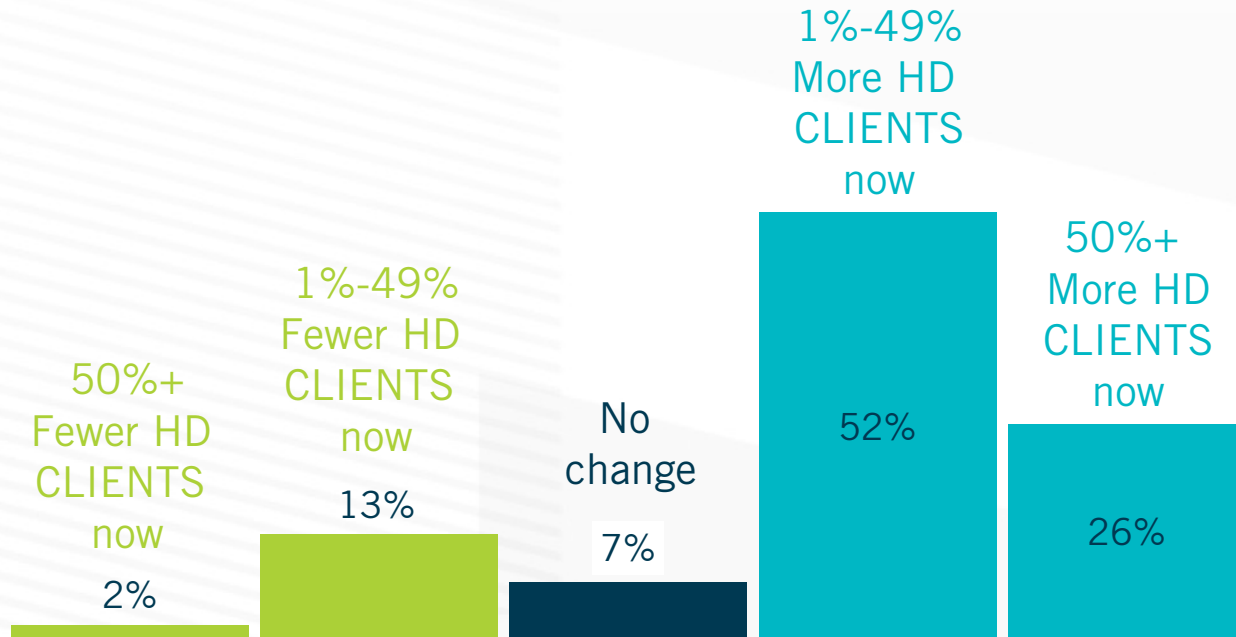


26% of Members are serving 50%+ more home delivered MEALS than they were before the pandemic (about the same as in spring 2022, 25% of Members)

N=306

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

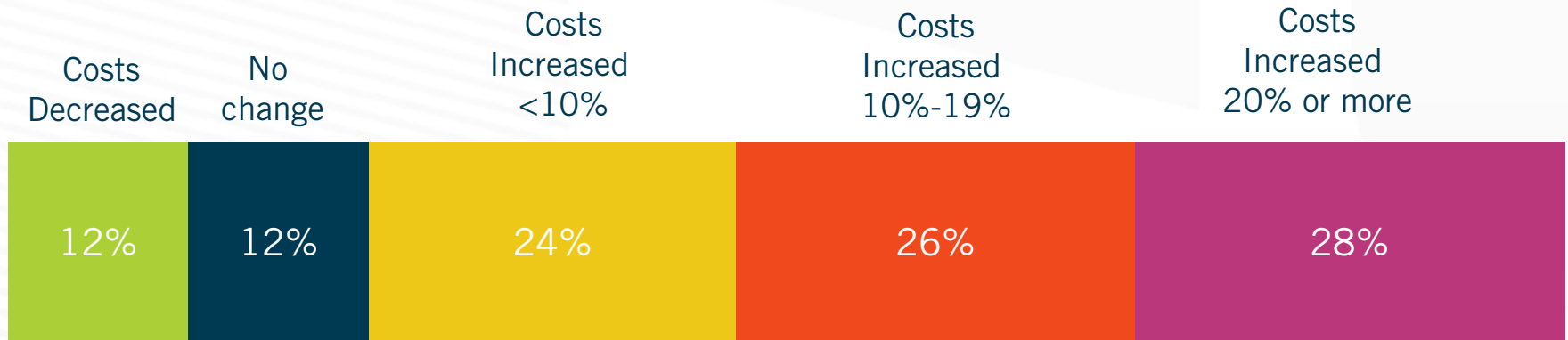
4. HOME-DELIVERED MEAL COSTS



3 OUT OF 4 MEMBERS (77%) EXPERIENCED ALL-IN HOME-DELIVERED MEAL COST INCREASES IN 2022

OVER HALF EXPERIENCED MEAL COSTS INCREASES OF 10%+

Change in all-in meal cost during 2022 (N=250)



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)..”

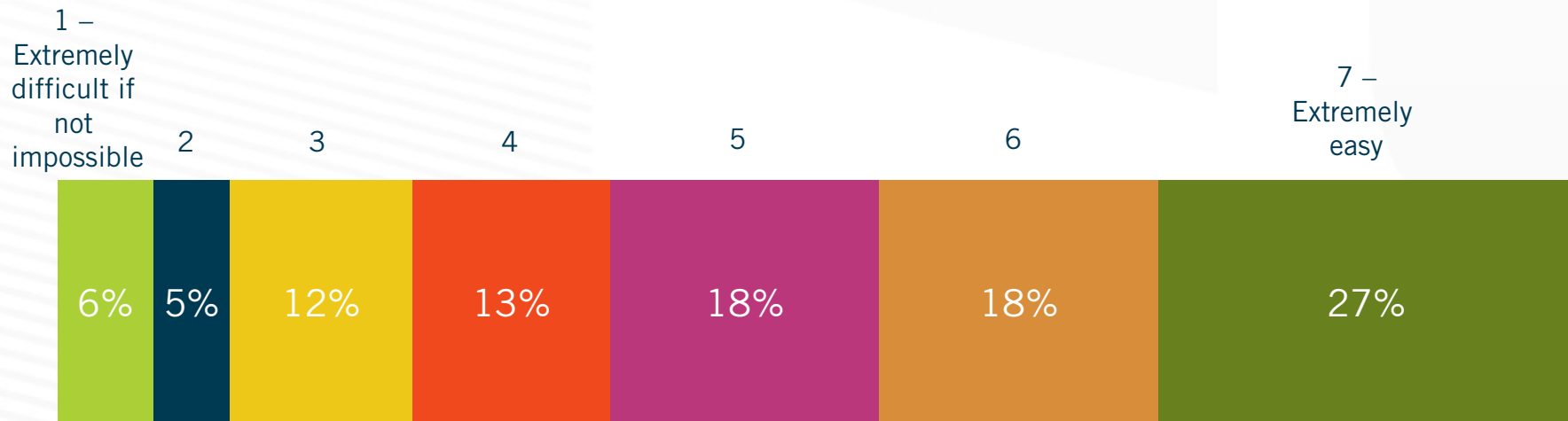
4. PROGRAM CAPACITY, CHALLENGES AND ACCOMPLISHMENTS



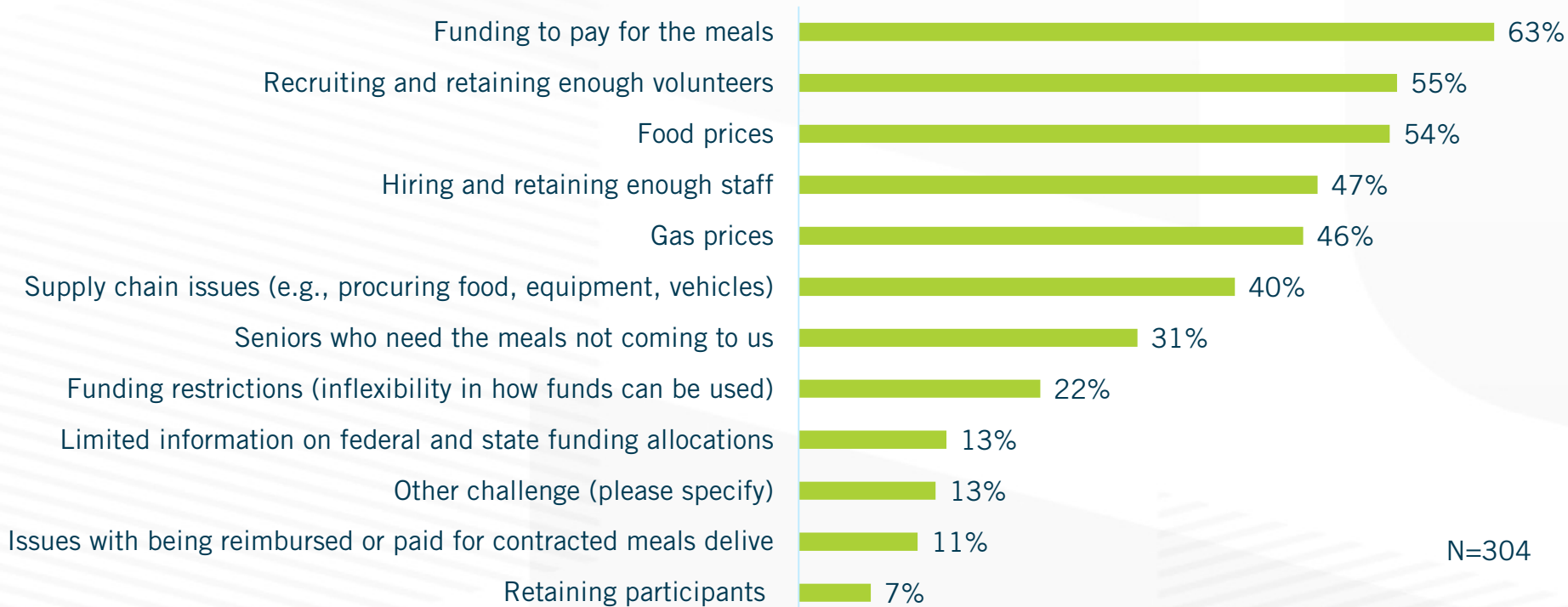
64% OF MEMBERS ARE CONFIDENT THEY COULD START SERVING 10% MORE CLIENTS IN THE NEAR TERM, IF THE CLIENTS CAME WITH MORE FUNDING

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)

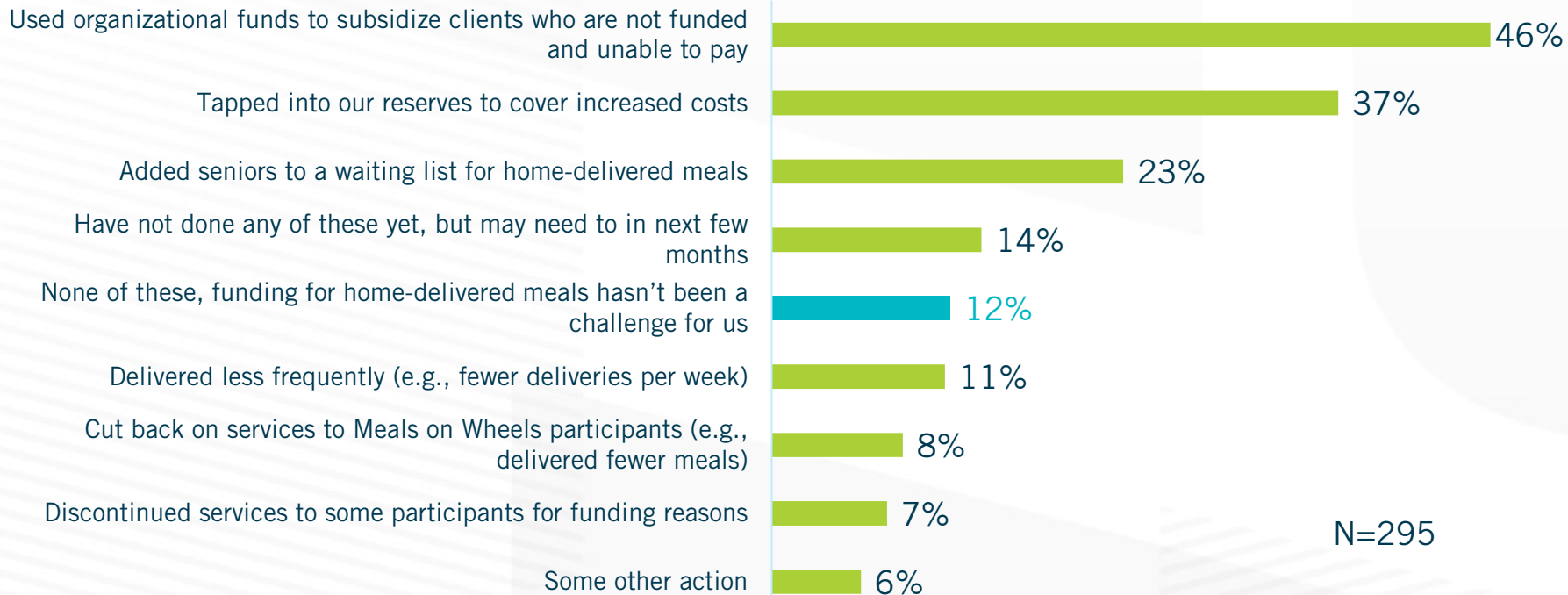


NEARLY ALL MEMBERS (98%) REPORTED ONE OR MORE CHALLENGES TO SERVING MEALS TO ALL SENIORS IN THEIR COMMUNITY WHO NEED THEM



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



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



TOGETHER, WE CAN DELIVER.®

