



Massachusetts Elderly Nutrition Program Fiscal Year 2017 Satisfaction & Outcomes

Over 11,000 seniors participating in the Massachusetts Elderly Nutrition Program responded to a statewide survey which assessed the impact and quality of these services. The majority of responders receive 3 or more meals each week through the program. Meals are provided to seniors aged 60 and over at meal sites or are delivered to homebound seniors. Over 9 million meals were provided to approximately 75,000 seniors in order to improve nutrition, reduce hunger, and promote socialization. Over 7,000 volunteers, who serve as drivers and servers to the program, contribute approximately 450,000 hours yearly.

OCES Satisfaction Survey Results

Meals help participants live independently in the community.

- **86%** of Meals on Wheels respondents and **76%** of Community Dining respondents reported that the meals help them **to live independently**.
- Approximately **86%** of Meals on Wheels respondents receive **5 or more meals per week**.
- **Thirty-five** of the participants who completed surveys were **90 years old or older**, and 9 of these attend meals at Community Dining sites.

The program helps with food security.

- Over **1/3 (36%)** of Meals on Wheels respondents reported that they would have a **shortage of food** in the house if it weren't for the program and **71%** reported that this is their main meal of the day. Approximately **86%** of Community Dining respondents said that the meal helps them to **save money on food**. This demonstrates that program participants recognize the value of the meals.

Participants report satisfaction with meals.

- Approximately **82%** of those surveyed rated the meals as **excellent or good**.
- **96%** would **recommend the nutrition program** to a friend.

The program provides significant nutrition, health, and wellness benefits.

- Meals on Wheels respondents report that the meals help them to:
 - **Live independently (86%)**
 - **Eat healthier (94%)**
 - **Feel better (92%)**
 - **Maintain weight (81%)**

The program provides significant nutrition, health, and wellness benefits.

- Community Dining respondents report that the meals help them to:
 - **Live independently (76%)**
 - **Eat healthier (89%)**
 - **Feel better (86%)**
 - **Maintain weight (80%)**
 - **Socialize with others (97%)**
- While meals are only required to contain 1/3 of the Dietary Reference Intake (DRI) for older adults*, **78%** of respondents said that meals contribute to **more than 1/3 of total daily intake**.
- **89%** of respondents indicated that the **nutrition analysis** on the menu has been helpful to them.

*Statewide nutrition analyses demonstrated that meals provide on average approximately 40% of estimated daily needs for calories, 100% of protein, 800 mg of sodium, and 100% of the DRI for 16 other nutrients including fiber, vitamins and minerals.

Meals on Wheels provides a safety check and reduces isolation.

- Approximately **1/3 (34%)** of Meals on Wheels respondents **live alone with no one to check on them but their drivers**.
- **83%** of Meals on Wheels respondents **feel less lonely** because of their driver.
- **99%** of Meals on Wheels respondents rate their **overall experience with their drivers** as excellent (**85%**) or good (**14%**).

Community Dining provides opportunities for socialization.

- **90%** of Community Dining respondents **feel less lonely** because they attend the meal site.
- **96%** of Community Dining respondents describe their **overall experience with the meal site staff** as excellent (**71%**) or good (**26%**).

