

# 2015

## Senior Nutrition: Consumer Survey Results



Figure 1: Tater Mouse from Northwest Dane Senior Services

A special thank you is extended to the senior dining center sites and photographers who granted permission to use their photos throughout this document.

# Introduction

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Cranberry Creek Café  
Photos by Tiffany Scully



## Background

Through contracts with purchase of service (POS) agencies, Dane County Department of Human Services provides senior dining centers and home-delivered meals to seniors in Dane County with the goal of maintaining older adults in their own homes and communities.

Senior dining center services are available to any person age 60 and older on a donation basis. There are 25 sites throughout Dane County where a Noon meal is served one or more days per week; one site has a Monday evening meal each week, as well as, a Saturday evening meal one time per month. Twenty-two (22) of these sites require a reservation one day in advance.

Through a State “Revitalization” grant from the Bureau of Aging and Disability Resources, Dane County developed, piloted, and implemented a new model for senior dining in 2014-2015 called, “My Meal, My Way” at two restaurant locations: Cranberry Creek and Fink’s. The vision for the “My Meal, My Way” model is grounded in the mission of the Revitalization Task Force at the State level. Choice in meals and dining hours in a popular community location allows seniors to dine out without the need to make a reservation in advance. New partnerships are developed with popular local restaurants to serve older adults freshly prepared food in a setting that does not separate them from the community, but instead promotes inclusion within the community as they dine with others. Consistent with the Older Americans Act intent for the Senior Nutrition Program, the new model promotes good nutrition and an opportunity for decreasing isolation, encourages meaningful engagement and investment in the program by senior volunteers and through increased senior donations, and preserves seniors’ autonomy by providing choices. Attendance at these two sites is nearly double that of any other site in Dane County. Due to the success of these sites, an additional site will open in DeForest in late 2015 and the model is now being replicated across Wisconsin.



DeForest Area Senior Center

Home-delivered meals are available to frail, homebound Dane County adults age 60 and older who have no other source for their noon meal and who meet the requirements under the Wisconsin Aging Network Policy Manual - Chapter 8 Nutrition Program Operations. Meals are delivered from 16 different sites and are delivered five days per week in most areas. Home Health United Meals on Wheels delivers seven days per week.

The following are contracted caterers for the senior dining and home-delivered meal food preparation and delivery to the sites through which they are distributed: Blue Plate<sup>1</sup>, Colonial Club, Cranberry Creek, Dane County Consolidated Food Service, Fink's Café, Market Street Diner, Gaylord Catering Service, Jody's Cafe, and Waunakee Community School District.

Goodman Community Center has a licensed kitchen and meals are prepared on-site.

A listing of the sites and caterers may be found in Appendix A.

The goals of the program are to provide nutritious congregate meals coupled with socialization, education, or entertainment-oriented programming to older adults for site-based meals and to provide nutritious, home-delivered meals to homebound older adults so that they can remain living in their own homes and communities.

## I. Study Question

The study question was, "Are Dane County participants satisfied with the home-delivered and congregate meal programs?"

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<sup>1</sup> Café O was the caterer at the time of this study and will be referenced as such throughout this document. Blue Plate is the current caterer.



Middleton Senior Center –  
Ted and Volunteer

## II. Data Collection

### Background

The 2015 nutrition survey marks the third time that Dane County has conducted a comprehensive survey of participants in the senior nutrition programs.

In 2003 – 2004, a workgroup comprised of representatives of DCDHS, the State Bureau of Aging, the AAA Nutrition Committee, and senior nutrition program providers used a program logic model format to identify outcomes or potential benefits or changes for individuals as a result of participating in the nutrition programs. General outcomes focused on areas such as socialization; health – improved nutrition; financial – help with food budget, having a greater variety of food available; and food and nutrition. Indicators and potential data collection instruments were also identified.

The resulting consumer surveys were pilot tested with a random sample of 30 home-delivered meal consumers and 29 congregate meal participants from Colonial Club during the summer of 2004. The pilot test found that participants felt the survey form was:

- Easy to understand – 100% of home-delivered-meal participants; 93% of congregate meal participants.
- Asked about things in the meal program that were important to them – 93% of home-delivered meal participants; 86% of congregate meal participants
- Not too long – 90% of home-delivered meal participants; 83% of congregate meal participants
- Felt we should use this survey – 92% of home-delivered meal participants; 94% of congregate meal participants.

The full implementation beyond the pilot phase was delayed until 2006 due to turnover in key positions within the Dane County Department of Human Services – Area Agency on Aging and due to bringing the SAMST<sup>™</sup>2000 Social Assistance Management Systems on-line. SAMST<sup>™</sup> is a PC based senior adult client and services tracking system which aging agencies use to produce a federally required report on an annual basis. This system was considered instrumental in identifying adult nutrition program participants.

The survey was then administered in August/September 2006 and again in 2011.





Middleton Senior Center

### Measures

Nutrition programs are required to measure participant satisfaction annually for both food quality and service delivery. In Dane County, short questionnaires are distributed regularly at the meal sites. Every 4-5 years a more comprehensive survey is conducted.

The 2006 study used two survey instruments – one for congregate meal participants and one for home-delivered meal participants – that were based in part on the work of the Performance Outcome Measures Project (POMP) undertaken by the Administration on Aging in conjunction with Westat. Just the sections of the outcomes identified by the 2003-2004 County workgroup were used. In addition, the surveys included the Nutritional Risk Assessment adapted from the Nutrition Screening Initiative, a project of the American Academy of Family Physicians, The American Diabetic Association, and the National Council on the Aging, Inc.

The 2011 study modified the 2006 data collection instruments slightly to incorporate changes to the nutritional risk assessment, frequency of attendance at meal sites, and changing the wording on a response from community organization to other agency when asking how the individual first learned of the program.

In 2015, the State of Wisconsin moved to a standardized set of survey items that were to be included by all aging units on an annual basis. This was to allow the State to collect data that could be used in a variety of ways to illustrate the program's impact on the lives of older adults throughout the State. Aging units were given flexibility to include other questions of local interest and to modify the formatting of the survey form.

The 2015 survey included the questions and responses required by the State of Wisconsin along with updated revisions to the POMP and the Nutritional Risk Assessment. The survey instrument was shared with and modified based on input from Sara Koenig, Elder Nutrition Program Manager, WI Bureau of Aging and Disability Resources. The questions added to comply with the State requirements included:



Oregon Area Senior Center

#### Senior Dining Centers Surveys

- Which of the following best describes why you attend the dining center? (check all that apply). – Options were: to eat a balanced meal, to visit with friends, to help make ends meet, unable to prepare meals at home, for food and nutrition information.

#### Senior Dining Centers and Home-Delivered Meal Surveys

- Do you feel that the meals help you maintain or improve your health or conditions such as diabetes, heart disease, high blood pressure, etc.?
- Have the meals helped prevent or decrease the amount of time you would have spent in the clinic, hospital, or rehabilitation center?
- Have you noticed any recent changes in the quality of the food? If yes, better or worse?
- Are you satisfied with the service you receive from the meal program?

#### Home-Delivered Meal Surveys

- On most days, is the meal driver the only person you see?

Dane County was exempted from asking State questions related to participation in nutrition education opportunities at the senior dining centers and the types of nutrition and wellness topics/activities participants would like to see offered.

#### Translation

The survey was made available in English and Spanish.



The Colonial Club Senior Activity Center

### Survey Population

Angela Velasquez, Aging Program Specialist for Dane County, with the assistance of Karl Schlenker of the State of Wisconsin Department of Health Services, Bureau of Aging and Disability Resources, generated two reports, one for persons receiving home-delivered meals and one for individuals who participated in the senior dining program, who were registered in the SAMS™ database as receiving services between January 1, 2015 and April 30, 2015. The reports included the name and address of the participants.

### Senior Dining Population and Random Sampling Method

Of the original 2,148 rows of senior dining center participants recorded on the worksheet, 130 were cut with the reasons shown in Table 1.

**Table 1:** Reason Rows of Participants Were Excluded from Senior Dining Center Survey Mailing

Reason Excluded	Number	Percent
Deceased	12	9.2
Duplicate for Same Dining Site	9	6.9
Invalid or No Address	71	54.6
Moved out of County	33	25.4
Moved out of State	5	3.8
Total	130	99.9 <sup>2</sup>

The (RAND) function in Excel was used to generate a random number for each row in the spreadsheet. These were arranged from smallest to largest with the first 1,600 being included in the survey mailing. A mail merge with Word was created for the mailing labels.

### Home-Delivered Meal Population

There were 791 rows of participants in the home-delivered meals program. Of these, 93 were cut most frequently due to not having a valid address (65.6%). The reasons participants were excluded is shown in Table 2.

<sup>2</sup> Will not equal 100% due to rounding.





Sugar River Senior Center

**Table 2:** Reason Rows of Participants Were Excluded from Home-delivered Meals Survey Mailing

Reason Excluded	Number	Percent
Deceased	23	24.7
Duplicate	2	2.2
Invalid or No Address	61	65.6
Moved to Assisted Living	4	4.3
Moved to Nursing Home	1	1.1
Moved, not specified	1	1.1
Moved out of County	1	1.1
Total	93	100.1 <sup>3</sup>

Due to the small number of participants, all were included in the mailing.<sup>4</sup>

#### Survey Method

A total of 2,298 survey forms were mailed June 8-10, 2015. Envelopes were stuffed by Bonnie Wahrer, a limited term employee (LTE) brought in to assist with this mailing.

Survey forms were sent out in DCDHS Department envelopes. A postage-paid, self-addressed return envelope was included.

Surveys returned with bad addresses with forwarding addresses indicated were re-mailed until two weeks prior to the final due date of July 17, 2015. The exception was if a mailing address was outside of Dane County or indicated that the recipient was deceased, the survey form was not re-mailed.

<sup>3</sup> Will not equal 100% due to rounding.

<sup>4</sup> Using a confidence level of 95%, the desired sample size was 248. Assuming a 20% response rate, all participants needed to be surveyed.

**Table 3:** Senior Dining Center Surveys by Disposition by Nutrition Site

Nutrition Site	Total Rows	Rows Cut	Surveys Mailed (Sample)	Surveys Returned Not Re-mailed	Surveys to Clients
Colonial Club	103	3	79	2	77
DeForest Area Senior Ctr.	108	6	83	1	82
East Madison/Monona	197	11	144	4	140
Fitchburg Senior Center	123	14	90	7	83
McFarland Senior Outreach	40	2	30	1	29
Middleton Senior Center	77	9	49	5	44
NESCO	280	17	199	18	181
Northwest Dane	100	5	77	0	77
Oregon Area Senior Ctr.	124	1	92	0	92
South Madison	206	11	155	4	151
Southwest Dane	160	3	132	2	130
Stoughton Area Senior Ctr.	61	6	47	1	46
Sugar River Senior Center	55	12	35	2	33
Waukelee Senior Center	260	12	202	12	190
West Madison Senior Coal	254	18	186	5	181
Total	2,148	130	1,600	64	1,536

Among the nutrition sites associated with the senior dining centers, 124 surveys were returned with bad addresses of which 60 were re-mailed.

**Table 4:** Home-delivered Meal Surveys by Disposition by Nutrition Site

Nutrition Site	Total Rows	Rows Cut	Surveys Mailed	Survey Returned Not Re-mailed	Surveys to Clients
Colonial Club	69	6	63	1	62
DeForest Area Senior Ctr.	38	5	33	2	31
Fitchburg Senior Center	51	6	45	3	42
Home Health United	266	38	228	22	206
McFarland Senior Outreach	24	1	23	0	23
Middleton Senior Center	27	3	24	2	22
Northwest Dane	22	1	21	3	18
Oregon Area Senior Ctr.	35	3	32	0	32
South Madison	12	0	12	3	9
Southwest Dane	65	5	60	1	59
Stoughton Area Senior Ctr.	67	11	56	2	54
Sugar River Senior Ctr.	26	4	22	0	22
Waunakee Area Senior Ctr	89	10	79	1	78
Total	791	93	698	40	658

Among the home-delivered meal surveys, 76 were returned with bad addresses with 40 not re-mailed.

Client Confidentiality

Potential respondents were assured of confidentiality, but not anonymity, since by having their name and addresses, their identity was known for mailing purposes. Survey results were kept separate from any service records. Information from the surveys is being released in aggregate form.

Each of the home-delivered meal surveys had a three-digit tracking number associated with it that was linked with the nutrition site and caterer as it was expected that participants would not know which caterer was the source of their meal.

Data Entry

Data was entered by Frances Macaulay, a limited term employee (LTE).

Written Comments from Senior Dining Center Surveys That Were Excluded

*Do not attend the Senior Dining Center & am not sure what it is.*

*I do not eat meals at the Center - yet??*

*Hello-I've never gone to the Senior Center yet-but they just moved into Cross Plains and am considering on going-I hear my friends and they like it.*

*So far I take care of my own meals.*

*I have never used the senior center for lunch.*

*New to me, never used service before. Advertise it at the Stoughton Senior Ctr. Did not know about the program before this survey request.*

*I don't know where it is.*

*1 word awful Bad.*

*I am a teen volunteer.*

*My husband and I have only eaten 1 meal at the senior Dining Center so it is not possible to make any judgement regarding quality of food or service of it. Since I have only eaten one meal, I can't make any suggestions.*

*I don't usually go for activities just volunteer.*

Response Rate

The overall response rate was 38% with 836 useable surveys returned out of 2,195 that made it to potential respondents. A response rate of 20% is considered acceptable for a one-time mail survey.

**Table 5:** Senior Dining Center Response Rate by Focal Point

Focal Point/Nutrition Site	Surveys to Clients	Surveys Returned	Surveys Excluded	Useable Surveys	Response Rate (Percent)
<b>Belleville – Sugar River</b>	<b>33</b>	<b>16</b>	<b>0</b>	<b>16</b>	<b>48.5</b>
St. Mary of Lourdes		14			
Sugarwood Apart.		1			
More than 1 site		1			
<b>Colonial Club</b>	<b>77</b>	<b>31</b>	<b>1</b>	<b>30</b>	<b>39.0</b>
Colonial Club		29	1		
Marshall Youth Ctr.		2			
<b>DeForest Area Senior Ctr.</b>	<b>82</b>	<b>25</b>	<b>0</b>	<b>25</b>	<b>30.5</b>
<b>East Madison/Monona</b>	<b>140</b>	<b>52</b>	<b>1</b>	<b>51</b>	<b>36.4</b>
Cranberry Creek		35	1		
Messiah Lutheran		8			
Monona Meadows		9			
<b>Fitchburg Senior Center</b>	<b>83</b>	<b>28</b>	<b>0</b>	<b>28</b>	<b>33.7</b>
<b>McFarland Senior Outreac</b>	<b>29</b>	<b>11</b>	<b>0</b>	<b>11</b>	<b>37.9</b>
Cambridge Comm.		3			
McFarland Senior		8			
<b>Middleton Senior Center</b>	<b>44</b>	<b>16</b>	<b>1</b>	<b>15</b>	<b>34.0</b>
<b>NESCO</b>	<b>181</b>	<b>53</b>	<b>0</b>	<b>53</b>	<b>29.3</b>
Goodman Comm.		29			
Warner Park Comm.		24			
<b>Northwest Dane</b>	<b>77</b>	<b>29</b>	<b>0</b>	<b>29</b>	<b>37.7</b>
<b>Oregon Area Senior Ctr.</b>	<b>92</b>	<b>28</b>	<b>1</b>	<b>27</b>	<b>29.3</b>

**Table 5: Senior Dining Center Response Rate by Focal Point**

Focal Point/Nutrition Site	Surveys to Clients	Surveys Returned	Surveys Excluded	Useable Surveys	Response Rate
<b>South Madison</b>	<b>151</b>	<b>52</b>	<b>0</b>	<b>52</b>	<b>34.4</b>
Madison Senior Ctr		29			
Quaker Housing		8			
Romnes Apartments		15			
<b>Southwest Dane</b>	<b>130</b>	<b>56</b>	<b>2</b>	<b>54</b>	<b>41.5</b>
Fink's Café		12			
Mount Horeb Senior		40	2		
Fink's and Mount Ho		4			
<b>Stoughton Area Senior Ctr.</b>	<b>46</b>	<b>28</b>	<b>0</b>	<b>28</b>	<b>60.7</b>
<b>Waunakee Area Senior Ctr</b>	<b>190</b>	<b>91</b>	<b>0</b>	<b>91</b>	<b>47.9</b>
<b>West Madison Senior Coal</b>	<b>181</b>	<b>56</b>	<b>1</b>	<b>55</b>	<b>30.4</b>
Lussier Community		14			
Temple Beth El		17			
West Madison Sen.		25			
Multiple Sites		33	1	32	
Other Site (Verona, Wil-Mar)		2		2	
Not specified		31	16	15	
Total	1,536	638	24	614	40%

While the overall response rate among the Senior Dining Centers was 40%, it ranged from 29.3% to 60.7% among the focal points as seen in Table 5.

The 24 survey forms, shown in Table 5, were excluded for analysis when the individual did not participate in the senior dining program (16), indicated this was a duplicate survey and one survey was being returned (2), the survey form was blank (5), and the survey form had "Other" written in for each question (1).



Written Comments from Home-delivered Meal Surveys That Were Excluded

*Have not received meals this year.*

*We do not receive meals, we deliver them once a week.*

*I only received 1 meal which was ordered from a health professional. The meal was excellent, but I declined getting anymore- preferring to get back into my own schedule of doing my own cooking. So I cannot answer your survey.*

The overall response rate for the home-delivered meal survey was 33.7%. As seen in Table 6, the range was between 25.8% and 61.1% by meal delivery site.

**Table 6:** Home-delivered Meal Surveys Response Rate by Meal Delivery Site

Nutrition Site	Surveys to Clients	Surveys Returned	Surveys Excluded	Useable Surveys	Response Rate (Percent)
Belleville – Sugar River	22	8	0	8	36.4
Colonial Club	62	17	0	17	27.4
DeForest Area Senior	31	8	0	8	25.8
Fitchburg Senior Center	42	13	0	13	31.0
Home Health United	215	60	2	58	27.0
McFarland Senior Out.	23	7	0	7	30.4
Middleton Senior Center	22	6	0	6	27.3
Northwest Dane	18	12	1	11	61.1
Oregon Area Senior Ctr.	32	14	0	14	43.8
Southwest Dane	59	23	2	21	35.6
Stoughton Area Senior Ct	54	26	0	26	48.1
Waunakee Senior Center	78	34	1	33	42.3
Total	658	228	6	222	33.7

Home-delivered meal survey forms were excluded for analysis due to the person being deceased (2), not receiving home-delivered meals (3), and the participant feeling he/she could not answer the survey (1).

### III. Findings

Data were analyzed by the Senior Program Analyst in the Planning and Evaluation Unit of Dane County Department of Human Services.

Findings are presented in the following sections of the report:

- Demographics
- Learn of Program
- Attendance
- Satisfaction and Overall Rating
- Program Benefits
- Dining Experience
- Nutritional Risk
- Suggestions for Improvement

Briefly, the findings include:

- Participation in the Senior Dining Center program is not reflective of the estimated Dane County population age 60 and older. Persons who were considered Asian were under-represented in the Senior Dining Center program. Persons who were African-American or Hispanic/Latino participated in higher percentages than their numbers in the Dane County population.
- Food security or lack of it, seemed to be a significant factor in frequency of attendance at a senior dining center.
- Overall, the Senior Dining Center Program was rated favorably by 92% of the survey respondents with 36% rating the program as “Excellent,” 41% as “Very Good,” and 15% as “Good.”
- The home-delivered meals program was rated positively by 90% of the survey respondents with 28% rating it as “Excellent,” 36% as “Very Good,” and 26% as “Good.”
- Respondents to the home-delivered meals survey indicated that having meals delivered in person offered someone to talk to (48.8%), a sense of safety and security (45.0%), and a link to get more support if needed (34.9%).

- Survey respondents who attended a senior dining center once per week or more compared to those who attended less than once per week were significantly more likely to indicate they had skipped a meal during the past month because they had to use the money for other living expenses; that if they didn't receive these meals, they would not have at least one hot, freshly prepared meal daily; they didn't always have enough money to buy the food they need; and of all the food they eat in a day, over half is eaten at a senior dining center.
- Survey respondents rated the restaurant sites more favorably in terms of the way the food tastes, smells, looks, and with the way it was cooked than did survey respondents who attended a standard senior dining center site.
- Survey respondents who attended a restaurant site compared to those who attended another senior dining center were significantly more likely to be at Good (Low) nutritional risk, to be less likely to eat alone most of the time, and less likely to indicate that they don't always have enough money to buy the food they need.
- Respondents to the senior dining center who indicated a race/ethnicity other than White, were significantly less likely than their White counterparts to indicate that they attended a senior dining center to visit with friends.
- Baby Boomers, born between 1946 and 1964, comprised slightly over 30% of senior dining center participants during the study period. Respondents of this generation were significantly more likely to attend a senior dining center in order to make ends meet. There were other significant differences between this generation and others in that:
  - They do not attend a senior dining site more frequently due to financial concerns.
  - They are less satisfied with portion sizes and that the staff and volunteers at senior dining sites are friendly and respectful.
  - They are more likely to eat fewer than 2 meals per day and to not always have enough money to buy the food they need.
  - They were more likely to suggest having more fresh foods as a means to make the nutrition program better.

#### **IV. Limitations**

There are a number of limitations that are inherent in a study of this nature:

- The study was conducted by staff from the Planning and Evaluation Unit with the Dane County Department of Human Services rather than an independent third party.
- All useable surveys returned by September 21, 2015 were included in the data analysis rather than a sampling of surveys based on the percent of clients served.
- The number of questions that were missed by respondents either by being skipped or by omitting a page, led to the decision to analyze data based on the number of respondents for each question rather than using the total number of survey respondents, which is the usual methodology.

#### **V. Future Studies**

In future studies it would be useful to:

- Code the senior dining survey to pick up the demographics of respondents due to the large number who did not indicate their gender, race/ethnic status, nor the year they were born. This will assist with determining whether the respondents were representative of the survey population.
- Separate the question regarding whether the meals helped prevent or decrease the amount of time the participant would have spent in the clinic, hospital, or rehabilitation center into two questions, one asking if they spent time in the hospital, rehabilitation center, or inpatient facility, then if yes, asking if the meals helped to reduce the amount of time in that facility. This may help reduce the number of non-respondents and those indicating “Don’t know” for this item.
- Add the question, “If the meals were not available, would there be days you do not get enough to eat?” to the senior dining center survey.
- Add a question to the senior dining center survey to ascertain if the person responding is a volunteer or staff at the center.

## VI. Next Steps

The results of this study will be shared with:

- Nutrition Committee of the Area Agency on Aging (AAA) Board
- Area Agency on Aging Board of Directors
- Bureau of Aging and Disability Resources (BADR)
- Nutrition Site Managers and Focal Point Directors
- Health and Human Needs Committee (HHNC) of the County Board
- General public via posting on the AAA web site.

All interested stakeholders may view this report on-line at:

<https://danecountyhumanservices.org/reports.aspx>.

Additionally,

- A synopsis of the report will be developed.
- The County Executive's Office will be encouraged to develop a press release coinciding with the release of the report to increase awareness of this valuable Dane County service.



# Demographics

During the study period of January 1, 2015 through April 30, 2015, 2,148 unduplicated persons participated in the Senior Dining Center program.

There were inconsistencies in the data from SAMS™ for the race/ethnicity of program participants. Race and ethnicity codes were recoded so that the ethnicity and primary race coincided. Persons with an ethnicity of “Hispanic or Latino” were coded as such even if the race was listed as “Non-Minority (White, non-Hispanic).”

The majority of senior dining center participants were female (68%), White (88%), and age 65-69 (18%). Respondents were more likely to be female (66%), White (88%), and age 80-84 (18%).

Generationally, over half (51%) of the senior dining center participants were part of the Silent Generation born between 1928 and 1945. Baby Boomers, born between 1946 and 1964, who began turning 60 years of age in 2006, comprised slightly over 30% of the senior dining center participants during the study period.

**Table 7:** Demographics of Senior Dining Center Survey Respondents to Clients Served During the Study Period and Surveys Mailed (All Unduplicated)

Characteristic	Participants		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
<b>Gender</b>						
Female	1,449	67.5	1,082	67.7	402	65.5
Male	693	32.3	514	32.2	173	28.2
Other/Missing	6	0.3	2	0.1	39	6.4
Total	2,148	100.0	1,598	100.0	614	100.1 <sup>5</sup>
<b>Race/Ethnicity</b>						
Asian	19	0.9	14	0.9	7	1.1
African Amer./Black	85	4.0	70	4.4	12	2.0
Bi or Multi-Racial	0	0.0	0	0.0	6	1.0
Hispanic/Latino	73	3.4	52	3.3	4	0.7
Native American	6	0.3	4	0.3	4	0.7
Other	8	0.4	6	0.4	1	0.2
Pacific Islander	1	<0.1	1	0.1	0	0
White	1,898	88.4	1,421	88.9	537	87.5
Unknown	58	2.7	37	2.3	43	7.0
Total	2,148	100.2 <sup>6</sup>	1,598	100.2 <sup>7</sup>	614	100.1 <sup>8</sup>
<b>Age Group in 2015</b>						
< 30	21	1.0	15	0.9	2	0.3
30-34	12	0.6	6	0.4	0	0.0
35-39	9	0.4	5	0.3	1	0.2
40-44	14	0.7	8	0.6	1	0.2
45-49	27	1.3	18	1.1	0	0.0
50-54	39	1.8	27	1.7	4	0.7

<sup>5</sup> Does not equal 100% due to rounding.

<sup>6</sup> Does not equal 100% due to rounding.

<sup>7</sup> Does not equal 100% due to rounding.

<sup>8</sup> Does not equal 100% due to rounding.

Due to the large number of persons who did not respond to the survey questions regarding their gender, race/ethnicity, or year of birth, it is not possible to determine if the respondents to the Senior Dining Center survey were representative of the program participants.

Demographics were examined for survey respondents who attended a restaurant site compared to those who attended a more standard senior dining center. Among those for whom the demographic data was available, there was no significant difference between respondents in terms of gender or race. Persons who attended a restaurant site were younger averaging 76.2 years of age compared to 77.5 for those attending a standard senior dining center. Persons age 65-69 comprised the largest group of survey respondents for a restaurant site (35.6%).

A small number of respondents took exception to the demographic questions as noted in the following comments:

*We are all American, stop creating racism.*

*This question should not be allowed.  
Everyone should be equal.*

**Table 7:** Demographics of Senior Dining Center Survey Respondents to Clients Served During the Study Period and Surveys Mailed (All Unduplicated)

Characteristic	Participants		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
55-59	57	2.7	44	2.8	14	2.3
60-64	215	10.0	156	9.8	31	5.1
65-69	381	17.7	278	17.4	97	15.9
70-74	322	15.0	238	14.9	89	14.4
75-79	296	13.8	241	15.1	81	13.3
80-84	326	15.2	244	15.3	111	18.0
85-89	248	11.5	187	11.7	81	13.3
90-94	140	6.5	101	6.3	37	6.1
95-99	27	1.3	19	1.2	9	1.5
100-104	7	0.3	6	0.4	1	0.2
105-109	1	<0.1	1	<0.1	0	0.0
Unknown	6	0.3	4	0.3	55	8.8
Total	2,148	100.1 <sup>9</sup>	1,598	100.2 <sup>10</sup>	614	100.3 <sup>11</sup>
<b>Generation (Years Born)<sup>12</sup></b>						
Generation Z (1998+)	3	0.1	0	0.0	0	0.0
Millennial (1981-1997)	29	1.4	17	1.1	2	0.3
Generation X (1965-1980)	54	2.5	34	2.1	2	0.3
Baby Boom (1946-1964)	657	30.6	502	31.4	146	23.8
Silent (1929-1945)	1,102	51.4	838	52.4	334	54.4
Greatest (1900-1928)	292	13.6	199	12.5	75	12.2
Unknown	11	0.5	8	0.5	55	9.0
Total	2,148	100.1 <sup>13</sup>	1,598	100.0	614	100.0

<sup>9</sup> Will not equal 100% due to rounding.

<sup>10</sup> Will not equal 100% due to rounding.

<sup>11</sup> Will not equal 100% due to rounding.

<sup>12</sup> Scholars and the literature differ as to the exact dates for each generation. The sources for these categories include the Pew Research Centers and Michael T. Robinson's "What Generation Are You?" found on Career Planner.

<sup>13</sup> Will not equal 100% due to rounding.

One of the questions with the Senior Dining population has been whether participants mirror the aging population in Dane County with respect to race, ethnicity, income, living alone, and rural status.

As shown in Table 8, there is a significant difference in terms of race and ethnicity for participants in the Senior Dining Center program compared with the Dane County population age 60 and older.<sup>14</sup> Persons who were considered Asian were under-represented in the Senior Dining Center program. Persons who were African-American or Hispanic/Latino participated in higher percentages than their numbers in the Dane County population.

**Table 8:** Race/Ethnicity of Senior Dining Center Participants Age 60 and Older in 2015 Compared with Estimate of the Dane County Population Age 60 and Older

Race/Ethnicity	Participants		County Population Estimate	
	No.	Percent	No.	Percent
Asian	14	0.7	1,488	1.9
African Amer./Black	65	3.3	1,534	1.9
Native American	5	0.3	132	0.2
Other	8	0.4	283	0.4
Pacific Islander	1	0.0	9	0.0
White	1,823	92.9	75,912	95.3
2 or More Races	0	0.0	269	0.3
Unknown	47	2.4	0	0.0
Total	1,963	100.0	79,627	100.0
Hispanic/Latino	57	2.9	1,065	1.3

Source: Population Estimate provided by Ariel Barak, Program Analyst, Dane County Department of Human Services. The population estimate uses 2010 Census data by Racial/ethnic groups. This computes the percentage of the population that was age 60-64 in 2010 and multiplies the percent by the 2009-2013 ACS estimate. Data was retrieved on 9/17/2015 from <http://factfinder.census.gov/faces/nav/jsf/pages/searchresults.xhtml?refresh=t>.

<sup>14</sup>  $\chi^2 = 14.15579, df=1, p<.05$ .

As the home-delivered meals surveys were coded, demographics were picked up for the respondents using that code.

There were no significant differences between participants and survey respondents in terms of gender.

Survey respondents were not representative of the population served during the study period in terms of race<sup>15</sup> and age<sup>16</sup>. Respondents, as shown in Table 9, were more likely to be White (95%) versus (81%) of participants. The average age of respondents in 2015 was 81.6 compared with 76.4 for program participants during the study period.

**Table 9:** Demographics of Home-delivered Meal Survey Respondents Compared with Clients Served During the Study Period (All Unduplicated)

Characteristic	Participants		Respondents	
	No.	Percent	No.	Percent
<b>Gender</b>				
Female	460	65.9	158	71.2
Male	238	34.1	64	28.8
Total	698	100.0	222	100.0
<b>Race/Ethnicity</b>				
Asian	5	0.7	3	1.4
African Amer./Black	32	4.6	4	1.8
Bi or Multi-Racial	0	0.0	2	1.0
Hispanic/Latino	27	3.9	1	0.5
Native American	2	0.3	0	0.0
Other	2	0.3	0	0.0
Pacific Islander	1	0.1	2	1.0
White	564	80.8	210	94.6
Unknown	65	9.3	0	0.0
Total	698	100.0	222	100.3 <sup>17</sup>
<b>Age Group in 2015</b>				
< 50	3	0.4	0	0.0
50-54	6	0.9	3	1.4
55-59	2	0.3	1	0.5
60-64	56	8.0	10	4.5
65-69	104	14.9	21	9.6
70-74	70	10.0	19	8.6
75-79	94	13.5	25	11.3
80-84	108	15.5	38	17.1
85-89	133	19.1	49	22.1
90-94	93	13.3	43	19.4
95-99	19	2.7	7	3.2
100-104	9	1.3	5	2.3
Unknown	1	0.1	1	0.5
Total	698	100.0	222	100.5 <sup>18</sup>

<sup>15</sup>  $\chi^2 = 6.606729$ ,  $df = 1$ ,  $p < .05$ .

<sup>16</sup>  $\chi^2 = 16.26942$ ,  $df = 6$ ,  $p < .05$ .

<sup>17</sup> Does not equal 100% due to rounding.

<sup>18</sup> Does not equal 100% due to rounding.

# Learn of Program

Friends (31.6%), family (12.4%), and other sources (19.5%) were the primary ways in which respondents to the Senior Dining Center survey learned of the meals program. The category of other included persons who drove by the site, volunteered, had a meal site in their building, and other sources.

Baby Boomers were less likely to learn of the senior dining centers from friends (25%) than prior generations but more likely to hear through family (14%), other agencies (8%), and the ADRC (4%).

Respondents to the home-delivered meal survey indicated they first learned of the program through a social worker/case manager (24.8%), family (20.3%), and friends (11.7%).

## Sample of Survey Comments

*Accidentally drove by senior center.*

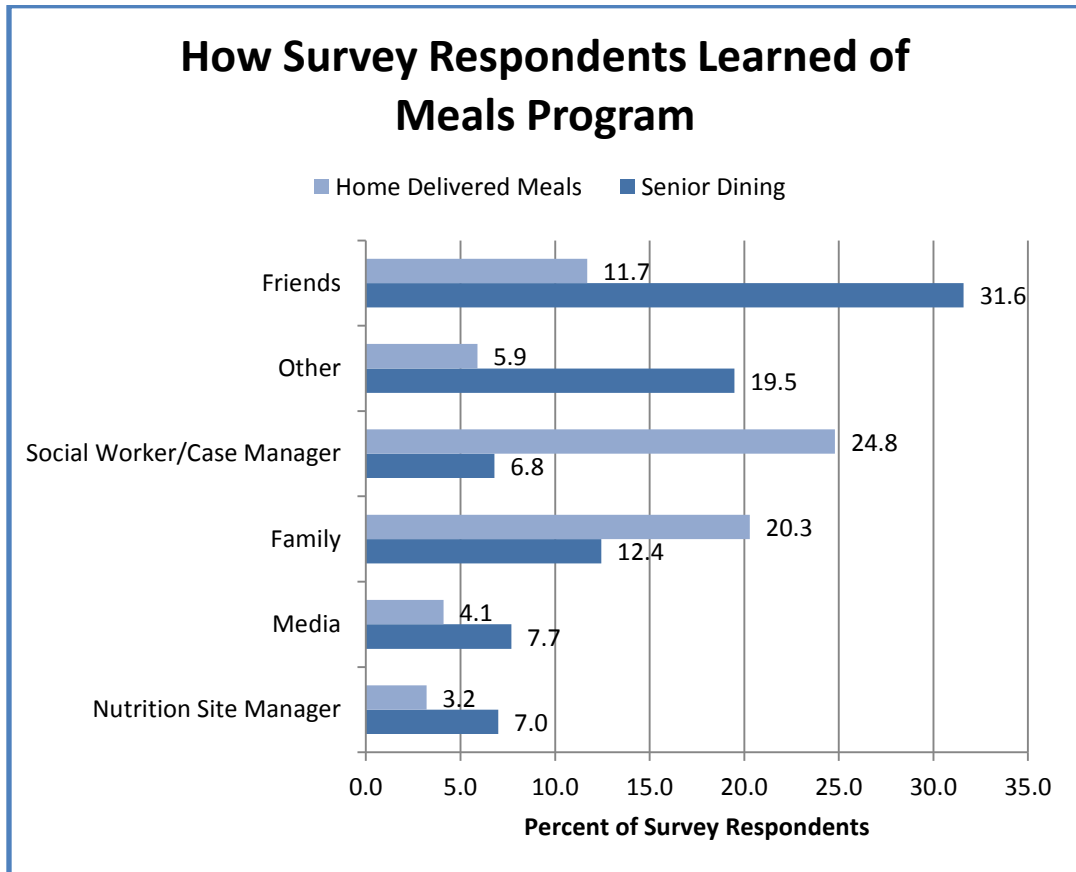
*While attending food pantry.*

*Ad asking for volunteers.*

*I delivered home meals.*

*I'm 87, so I heard about it a long time ago somewhere.*

**Graph 1:** Top Responses by Percent to Question "Where did you first hear of the Senior Dining Center/Home-delivered Meals Program?"



N = 614 for senior dining centers and 222 for home-delivered meals.



# Attendance

The Senior Dining Center survey included a question required by the State: "Which of the following best describes why you attend the dining center? (Check all that apply.)" There was a list of set responses.

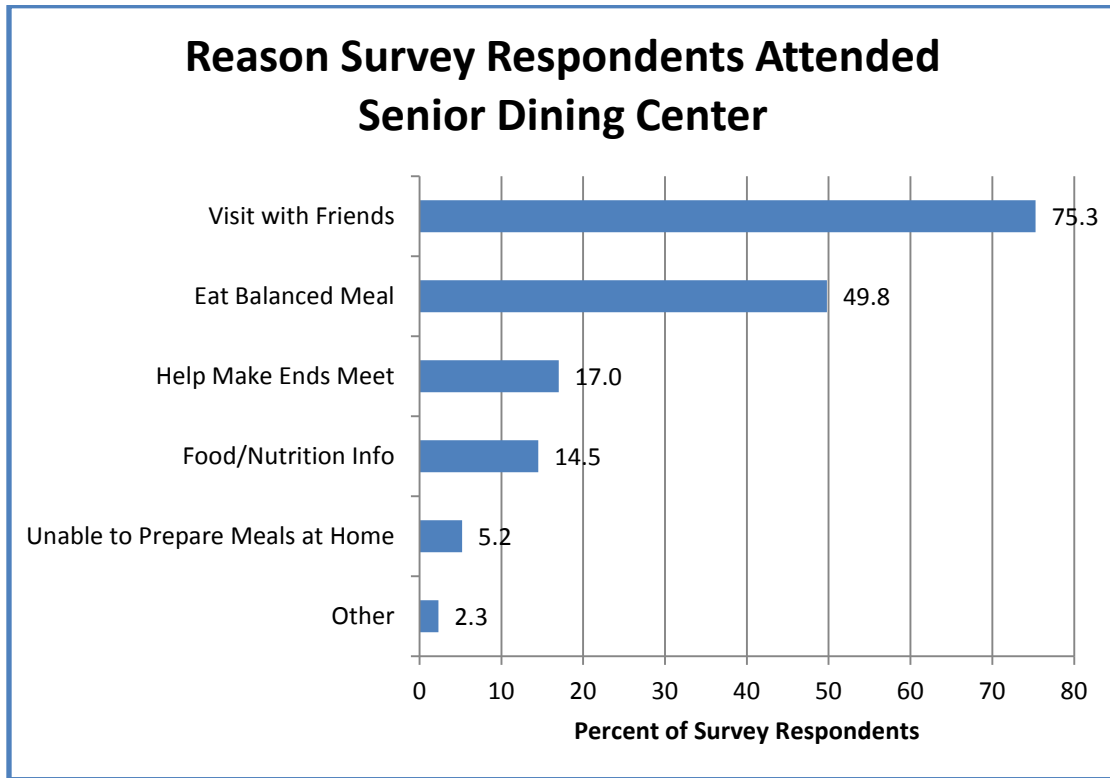
To visit with friends was the reason that best described why survey respondents attended a senior dining center (75.3%).

Eating a balanced meal was important to nearly half of the persons who responded to the survey and 17% indicated that the meal program helped make ends meet.

There were significant differences across generations as to the reasons why persons attended a senior dining center. Baby Boomers (1946-1964) were more likely than other generations to attend in order to make ends meet<sup>19</sup> while the Greatest Generation (1900-1927) participants were more likely to attend to eat a balanced meal.<sup>20</sup>

Respondents who were non-white, were significantly less likely to indicate they attended to visit with friends (55%) compared with Whites (72%).<sup>21</sup>

**Graph 2:** Percent of Respondents' Answers by Category to Question on Senior Dining Survey of "Which of the following best describes why you attend the dining center? (Check all that apply.)\*"



N = 572. Respondents could select more than one answer. Asterisk (\*) indicates this question was required by the State.

<sup>19</sup>  $\chi^2 = 11.34641, df = 2, p < .05.$

<sup>20</sup>  $\chi^2 = 7.760665, df = 2, p < .05.$

<sup>21</sup>  $\chi^2 = 4.640565, df = 1, p < .05.$

The Senior Dining Center survey inquired as to how often the individual attended a Senior Dining Center.

As seen in Graph 3, while 30.5% of the respondents attended a site once a month or less, 46.7% attended once a week or more with 21.7% attending 1-2 times per week, 11.2% attending 3-4 times per week, 5.7% attending 5 times per week, and 2.9% attending every day the center was open.

Sample of Survey Comments

*Too inexperienced to prepare meals at home.*

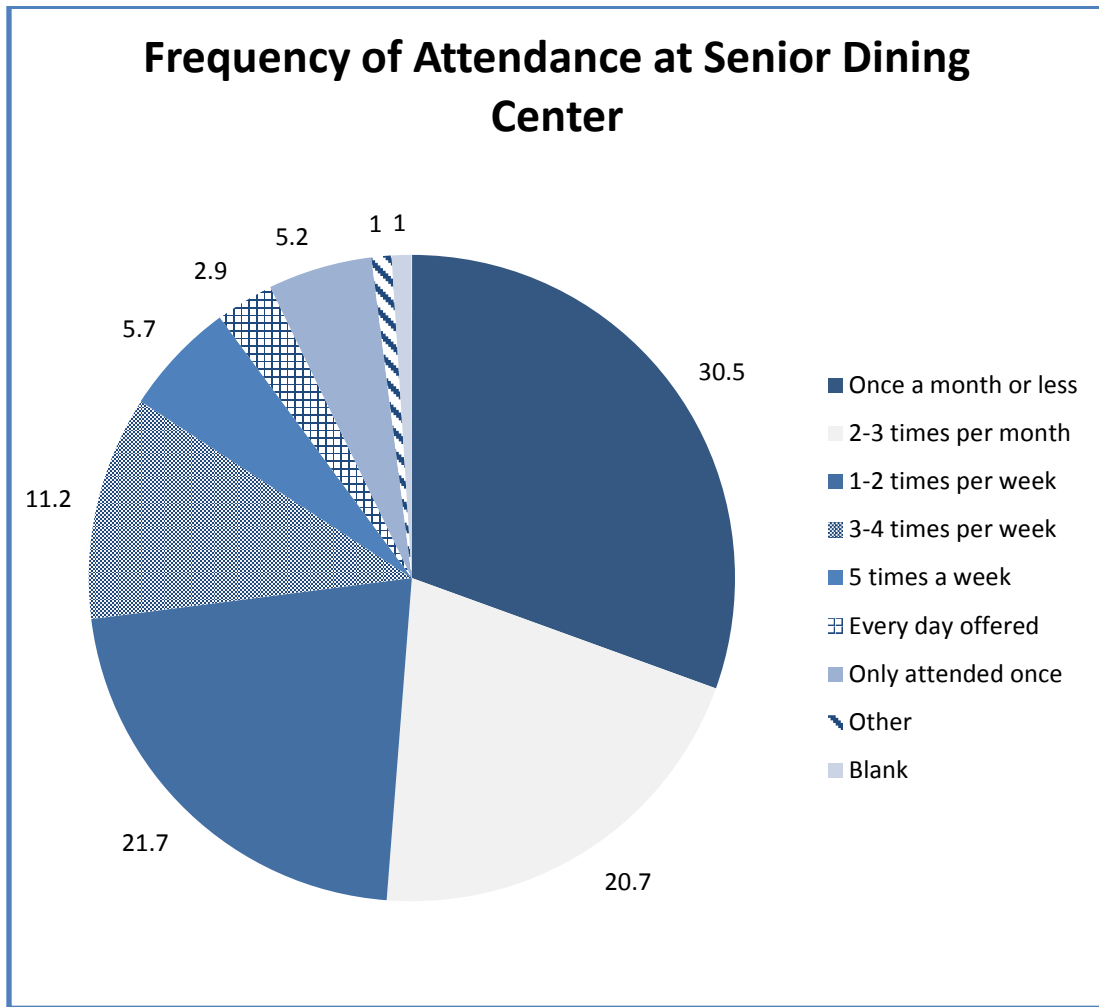
*Saves time and energy.*

*The food is not good. Only eat when necessary.*

*When the senior center has events, I may eat that day instead of going to a restaurant before the scheduled program.*

*It's a lot of help for me, balanced meal, eating with a group.*

**Graph 3:** Frequency of Attendance Senior Dining Center



N = 614.

**Food Security**

Food security or lack of it, seems to be a significant factor in frequency of attendance at a senior dining center.

Among survey respondents who attended a senior dining site once a week or more, 17% skipped a meal during the past month because they had to use the money for other living expenses. This compares with 8% of those who attended a dining site less than once per week or more.<sup>22</sup>

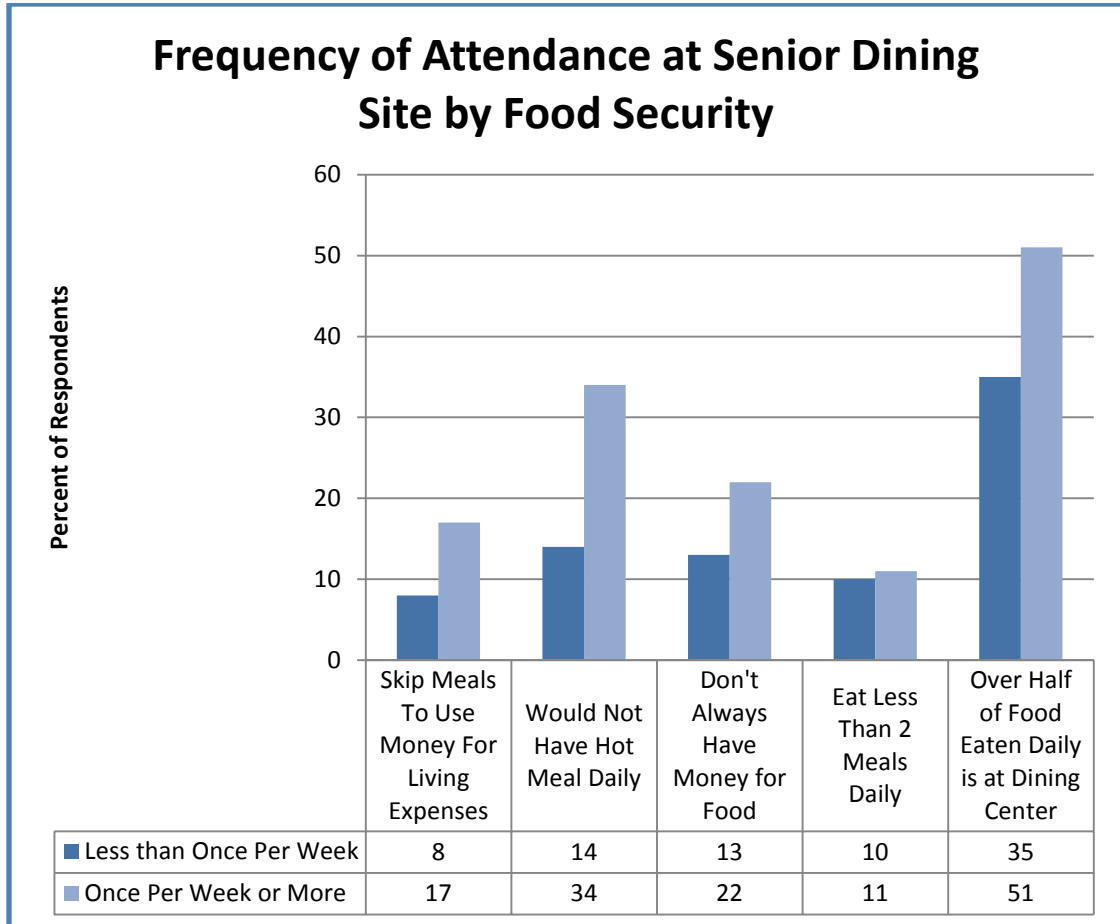
If they didn't receive these meals, 34% of survey respondents who attended a senior dining site once per week or more compared with 14% who attended less than once per week would not have at least one hot, freshly prepared, well-balance meal to eat daily.<sup>23</sup>

While 22% of survey respondents who attended a dining site once per week or more indicated they don't always have enough money to buy the food they need, this was true for 13% of those who attended a site less than once per week.<sup>24</sup>

For 51% of those who attended a senior dining center once per week or more, of all the food they eat in a day, about half or more was eaten at the site. This is true for 35% of those who attended less than once per week.<sup>25</sup>

<sup>22</sup>  $\chi^2 = 9.207259, df = 1, p < .05.$   
<sup>23</sup>  $\chi^2 = 30.11409, df = 1, p < .05.$   
<sup>24</sup>  $\chi^2 = 7.730916, df = 1, p < .05$   
<sup>25</sup>  $\chi^2 = 12.6449, df = 1, p < .05.$

**Graph 4:** Frequency of Attendance at a Senior Dining Site by Percent of Respondents to Food Security Questions



N = 314 for survey respondents who attended monthly but less than once per week. N = 259 for survey respondents who attend once per week or more.

There was no significant difference in frequency of attendance among persons who ate fewer than two meals per day.

The Senior Dining Center survey inquired if the individual would like to attend a senior dining center more frequently, and if so, asked the reason for not participating more.

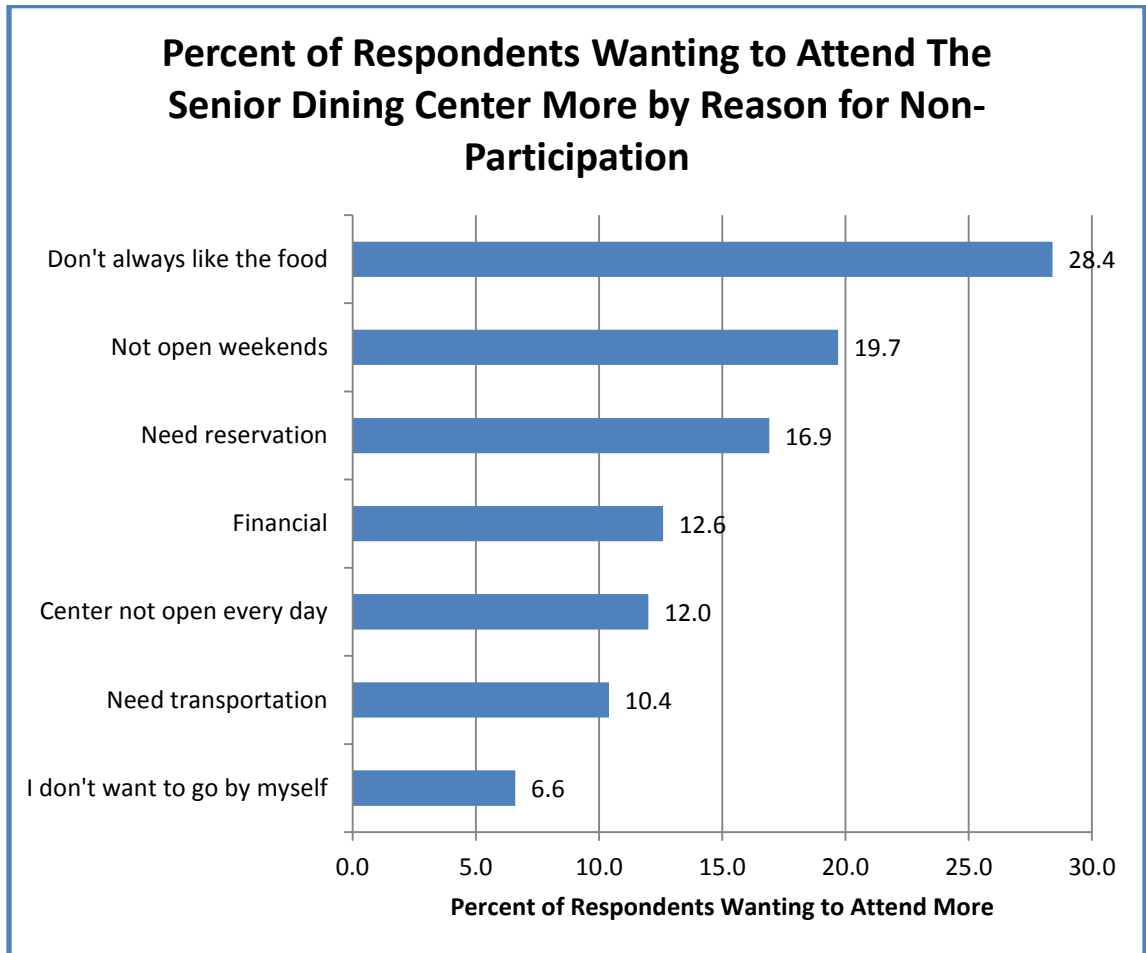
Of the 38% of the respondents to the survey who wanted to participate more, the primary reasons for not doing so were:

- I don't always like the food they serve (28.4%)
- The Senior Dining Center is not open on weekends (19.7%)
- I need a reservation to go to the Senior Dining Center (16.9%)
- Financial (12.6%)
- The Senior Dining Center is not open every day (12.0%)
- I need transportation to get to the Senior Dining Center (10.4%)
- I don't want to go by myself (6.6%).
- Other (28.4%).

Respondents who were Baby Boomers were significantly more likely than other generations to indicate that the reason they did not attend more frequently was due to financial issues (22%).<sup>26</sup>

<sup>26</sup>  $\chi^2 = 8.690449$ ,  $df = 2$ ,  $p < .05$ .

**Graph 5:** Reason for Not Participating More Frequently in the Senior Dining Center by Those Indicating They Would Like to Attend More



N = 478. Respondents could select more than one reason.

Respondents who were White were significantly more likely to indicate that the reason they did not participate more was they don't always like the food served (30%)<sup>27</sup>.

Sample of Survey Comments of Other Reasons for Not Attending More

*Busy volunteering.*

*All the food is "American." Difficult to sign up; no Spanish speakers.*

*If you have few teeth or dentures, it's hard to eat fast enough. One is not allowed to take leftovers from dining room!*

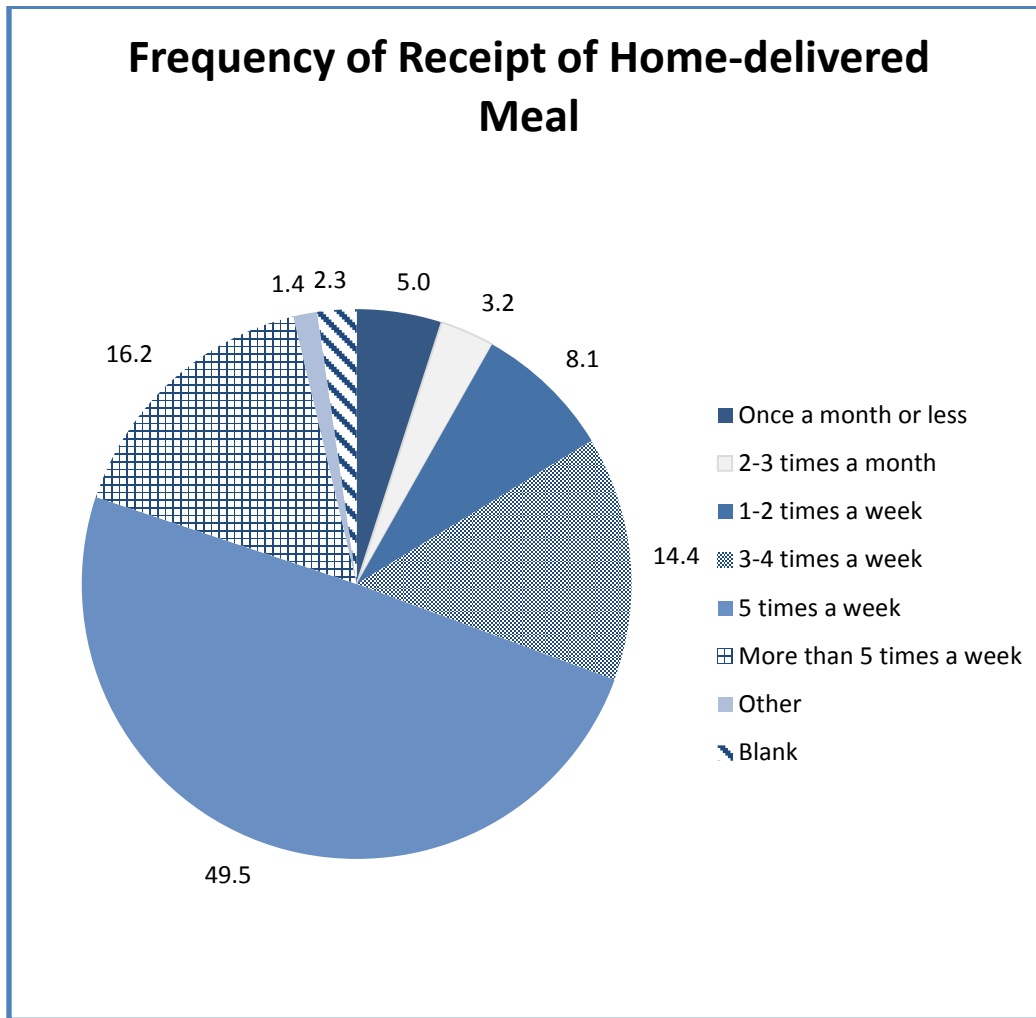
The majority of the respondents to the home-delivered meal survey indicated they received a meal 5 times a week (49.5%) with another 16.2% indicating they received meals more than five times per week.

Of the 15% of the survey respondents who would like to participate more in the home-delivered meals program, 42.9% do not do so because the meals are not offered more often, 14.3% due to financial issues, 10.7% can't get their special diet, and 3.6% don't want neighbors to know they are receiving home-delivered meals. Another 17.9% listed other reasons, as seen in this sample of comments:

- *I pick the meals I like.*
- *I would like to but not home, have appointments.*

<sup>27</sup>  $\chi^2 = 3.993716$ ,  $df = 1$ ,  $p < .05$

**Graph 6:** Frequency of Receipt of Home-delivered Meal



N = 222

# Satisfaction and Overall Rating

The Wisconsin Bureau of Aging and Disability Resources survey included questions regarding satisfaction with the service received from the meal program:

- Are you satisfied with the service you receive from the dining program?
- Are you satisfied with the service you receive from Meals on Wheels?

Response options were: Always, Usually, Sometimes, Seldom, and Never.

Survey respondents rated their satisfaction with the service from the meals program highly with 97.8% of those receiving a home-delivered meal being “Always” or “Usually” satisfied and 96.5% of those participating in the Senior Dining Center indicating so as well.

**Table 10:** Responses to Question, “How often are you satisfied with the service you receive from the dining program?”\* by Survey Type

Survey Type	Always	Usually	Sometimes	Seldom	Never	N
Home-delivered Meals <sup>28</sup>	69.5	28.3	1.1	0.5	0.5	187
Senior Dining Center <sup>29</sup>	76.6	19.9	2.7	0.5	0.2	563

Asterisk (\*) indicates this is a State required question. N = Total number of respondents to each item.

<sup>28</sup> Row total will not equal 100% due to rounding.

<sup>29</sup> Row total will not equal 100% as one survey rated this, “Usually” and “Sometimes.”

Overall, the Senior Dining Center Program was rated favorably by 92% of the survey respondents with 36% rating the program as “Excellent,” 41% as “Very Good,” and 15% as “Good.”

Just five percent (5%) of respondents rated the program as fair and one percent (1%) as poor.

This is similar to the results from the 2011 survey where 94% of respondents rated the overall program as “Excellent,” “Very Good,” or “Good.”

Sample of Comments from Survey Respondents

*Awesome program - I volunteered there at WP for most of 2014 and was very impressed!*

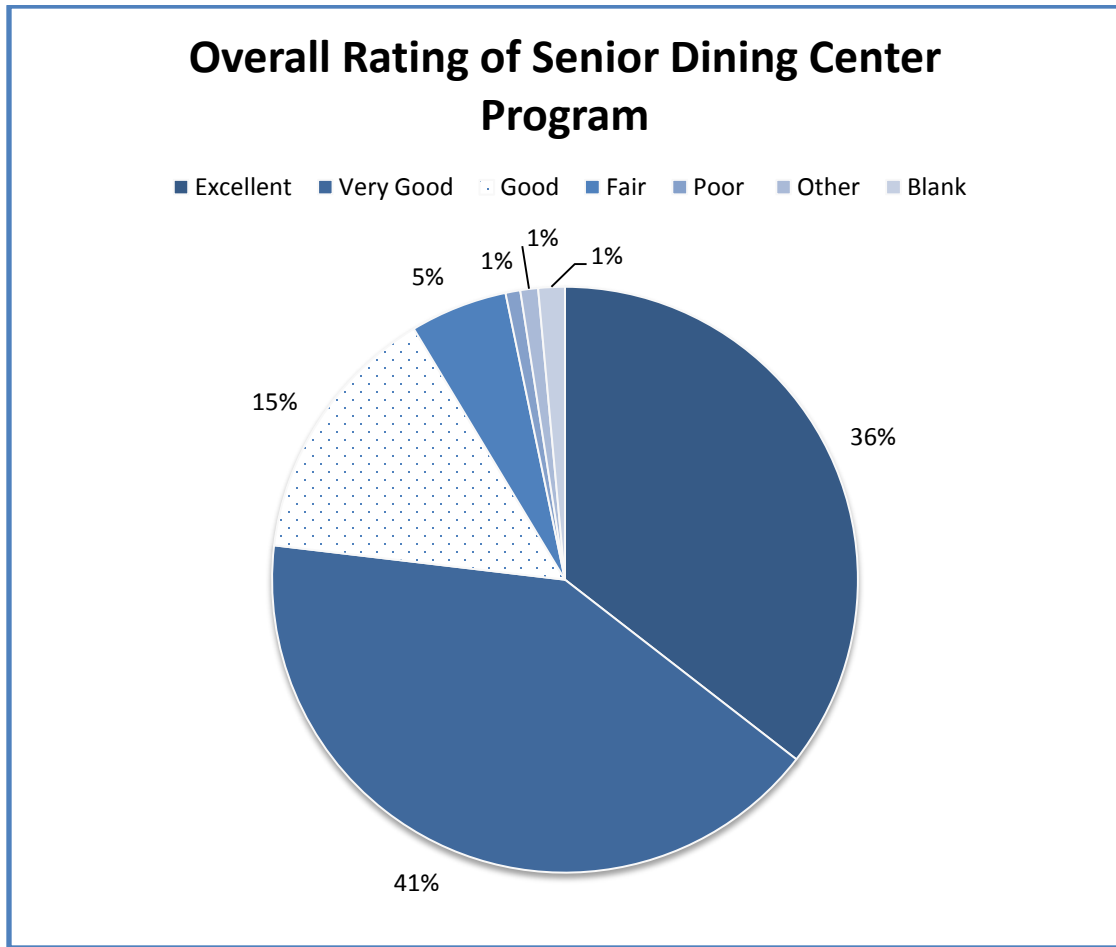
*Thank you for such a wonderful program!*

*This is an excellent place for a shared meal with new friends and to get out of my apartment. The food is delicious!*

*I love going to Cranberry Creek!!*

*Love the program! Thank-you for all of your efforts.*

**Graph 7:** Overall Rating of the Senior Dining Center Program (Percent)



N = 614

Overall, the home-delivered meals program was rated positively by 90% of the survey respondents with 28% rating it as "Excellent," 36% as "Very Good," and 26% as "Good."

This is slightly higher than the 86% of the respondents to the 2011 survey who rated the program as Excellent, Very Good, or Good.

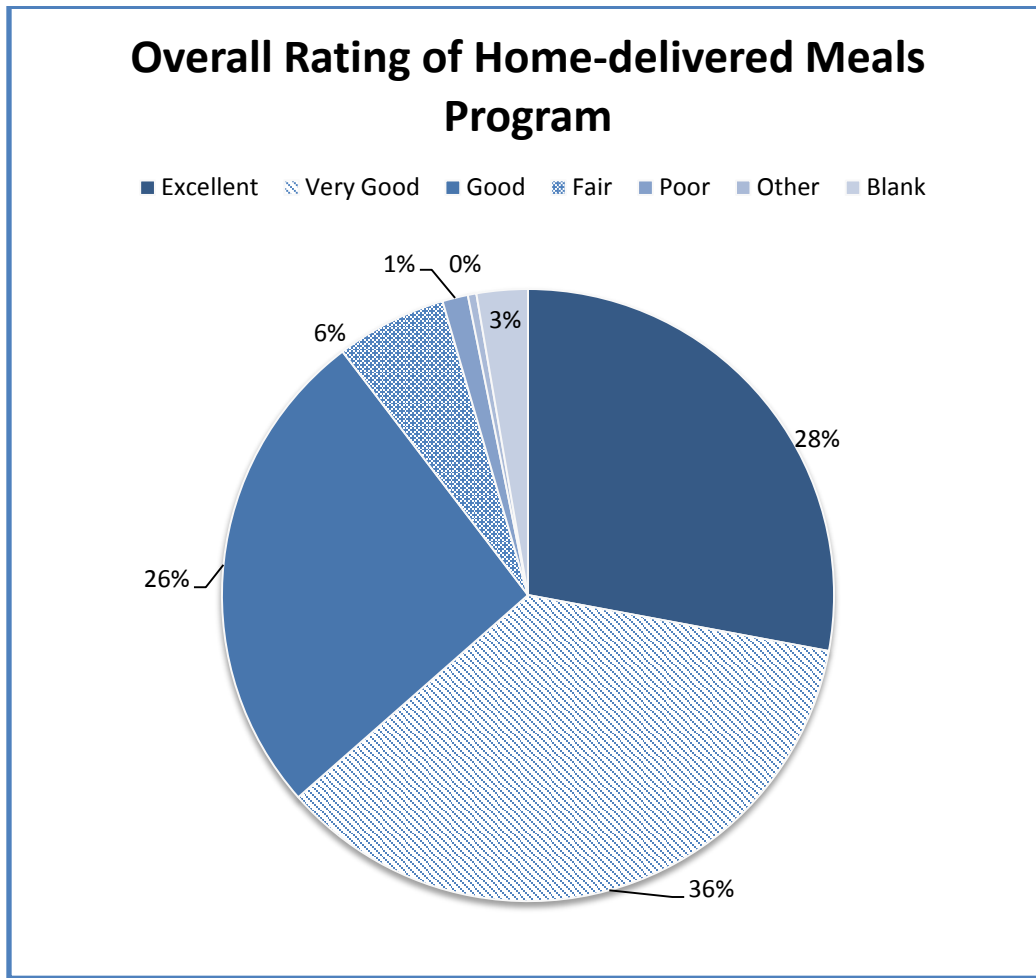
Sample of Comments from Survey Respondents

*It's great the way it is, good food!*

*Meals were fine/satisfactory-used them for a short time when I came home from hospital.*

*I no longer receive the meals. I feel I don't need the help and I don't want to deprive someone else of the benefit. While it was provided it was a godsend! Thanks!*

**Graph 8:** Overall Rating of the Home-delivered Meals Program



N = 222



One of the ways to gauge satisfaction is whether the individual would recommend the program to a friend. This question was part of the Administration for Community Living Performance Outcome Measures Program (POMP) survey and included on the Dane County surveys.

As seen in Graph 9, overall, 96% of survey respondents would recommend the meal program to a friend. This was true for 96.1% of the persons responding to the senior dining center survey and 95.7% of those responding to the home-delivered meals survey.

#### Sample of Survey Comments

*I have and keep doing so.*

*I have recommended it to my brother and one of his friends.*

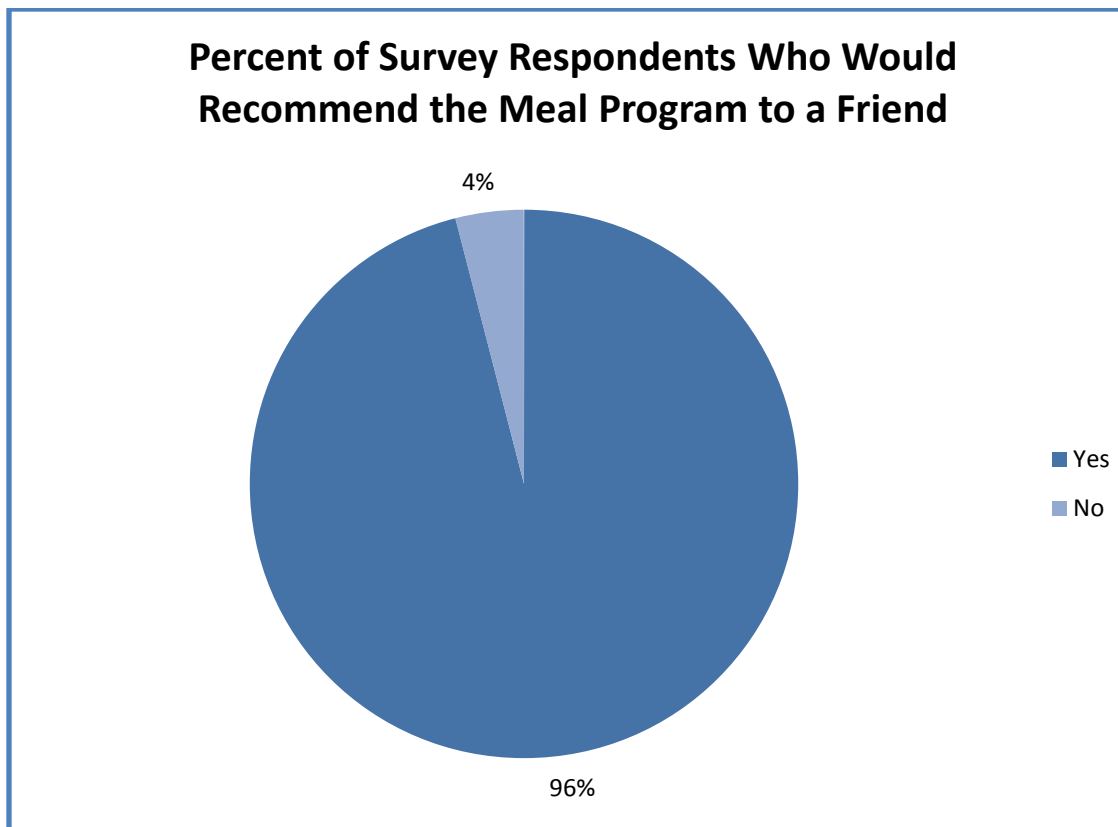
*Because [of] excellent programming and chance to eat with others.*

*Yes, but only if they were poor, disabled, etc.*

*The meals are not consistently "good" - in taste and/or appearance.*

*I try to encourage friends who live alone to eat at center.*

**Graph 9:** Percent of Survey Respondents Who Would Recommend the Meal Program to a Friend



N = 769

# Program Benefits

The Administration for Community Living Performance Outcome Measures Program (POMP) survey included questions on the benefits of the home-delivered and congregate meals program to the participant. Both surveys contained five questions that asked whether the services received from the home-delivered meals or senior dining center programs helped the individual to:

- Eat healthier foods
- Achieve or maintain a healthy weight
- Improve your health
- Feel better
- Continue to live at home.

One additional item was included for the congregate meals program that asked if the services received at the meal program helped the individual to:

- See your friends more often.

The State survey revised the question regarding whether the services helped the individual continue to live at home to whether the service helps you to “Continue to live freely where you choose?” It also added in the question on the senior dining center survey, “Overall, do you feel the dining program has improved your quality of life?”

**Table 11:** Percent of Respondents Who Indicated “Yes” that the “Services received at the meal program help you to...” for each cited Benefit

Benefit	Home-delivered Meals		Senior Dining Centers	
	Percent	Resp,	Percent	Resp.
Eat healthier foods*	90.3	195	81.8	488
Achieve or maintain a healthy weight	83.1	177	70.0	446
Improve your health	80.9	183	71.3	443
Feel better	84.7	183	78.1	457
See your friends more often			89.6	510
Continue to live freely where you choose*	95.3	192	82.8	465
Improve your quality of life*			84.4	462

Asterisk (\*) indicates State required question. Resp = Total number of respondents to each item. This is out of 222 total respondents to the home-delivered meals survey and 614 to the senior dining center survey. This section had a large number of persons who did not respond to each item.

### Sample of Survey Comments

*... died [2015]. Meals on wheels was on of the BEST things in his life! Without it, his nutrition would have been very poor. It was a life saver and a god send for him. I don't know how he could've have lived at home without it. Without meals on wheels he would have had to move into a nursing home years ago, so you had an enormous impact on his quality of life. I've been his caregiver for years and am so very grateful to you. He hated the idea of having to leave his home but he would have had to if it weren't for you. Not only did you provide the nutrition he needed, he never once complained about the food, he always thought it was good. THANK YOU for making it possible for him to live out his days independently. I cannot overstate how much you improved the quality of his life. Thank you all!*

Respondents to the home-delivered meals survey indicated that as a result of the program, they ate healthier foods (90.3%), were able to achieve or maintain a healthy weight (83.1%), felt better (84.7%), and were able to continue to live freely where they chose (95.3%).

Persons attending a senior dining center reported eating healthier foods (81.8%), seeing their friends more often (89.6%), continuing to live freely where they chose (82.8%), and improved quality of life (84.4%) as a result of the services received at the meal program.

The surveys also included two additional questions required by the State: “Do you feel that the meals help you maintain or improve your health or conditions, such as diabetes, heart disease, high blood pressure, etc.?” and “Have the meals helped prevent or decrease the amount of time you would have spent in the clinic, hospital, or rehabilitation center?” In addition to the yes, no, and not applicable response categories, Dane County included one called “Don’t know.” The results for these questions excluded surveys which indicated that the question was not applicable.

Among respondents who did not indicate the question was not applicable, the majority felt the meals helped to maintain or improve their health or conditions – 66.9% among persons participating in the home-delivered meals and 54.4% who participated in the senior dining center program.

**Table 12:** Percent of Respondents to Home-delivered Meals Survey by Survey Question

Question	Percent of Respondents				N	Not Applicable
	Yes	No	Don't know	Other		
Do you feel the meals help you to maintain or improve your health or conditions, such as diabetes, heart disease, high blood pressure, etc.? <sup>*</sup>	66.9	6.7	26.4	0.0	178	17% of 214 surveys that responded
Have the meals helped prevent or decrease the amount of time you would have spent in the clinic, hospital, or rehabilitation center? <sup>*</sup>	36.5	19.5	44.0	0.0	159	25% of 212 surveys that responded

Asterisks (\*) indicate a State required question. Response category of “Don’t Know” was added by Dane County.

**Table 13:** Percent of Respondents to Senior Dining Center Survey by Survey Question

Question	Percent of Respondents				N	Not Applicable
	Yes	No	Don't know	Other		
Do you feel the meals help you to maintain or improve your health or conditions, such as diabetes, heart disease, high blood pressure, etc.? <sup>*</sup>	54.4	14.9	29.3	1.4	423	26% of 574 surveys that responded
Have the meals helped prevent or decrease the amount of time you would have spent in the clinic, hospital, or rehabilitation center? <sup>*</sup>	23.4	29.7	45.7	1.3	394	32% of 579 surveys that responded

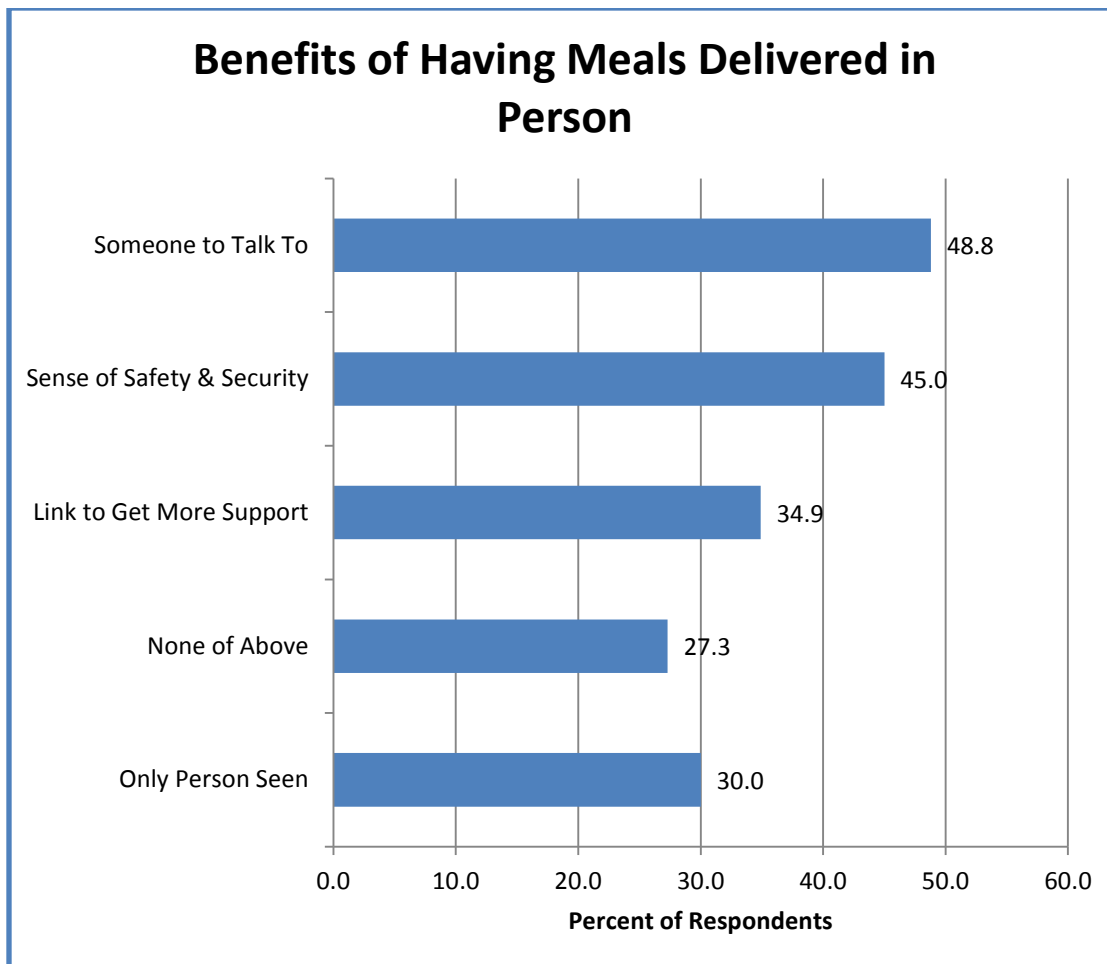
The question regarding whether the meals helped prevent or decrease the amount of time the individual would have spent in the clinic, hospital, or rehabilitation center proved problematic for respondents with 44.0% of those returning home-delivered meals surveys and 45.7% of those responding to the senior dining survey indicating, “Don’t know.” It is unclear if the use of the word “clinic” was problematic as of the three items in the list it is not necessarily an inpatient facility and persons may have regular wellness related appointments at clinics. This question is also speculative which could have made responding difficult.

Approximately, 37% of the respondents to the home-delivered meals survey and 23% of those responding to the senior dining center survey felt that the meals helped prevent or decrease the amount of time they would have spent in the clinic, hospital, or rehabilitation center.

Sample of Survey Comments  
*They aren't related at all.*

For three out of every ten respondents to the home-delivered meals survey, on most days, the home-delivered meal driver was the only person they saw. Persons who responded to the home-delivered meals survey also reported that having meals delivered in person offered someone to talk to (48.8%), a sense of safety and security (45.0%), and a link to get more support if needed (34.9%).

**Graph 10:** Percent of Home-delivered Meal Respondents Citing Benefits Based on Questions, “On most days, is the Meals on Wheels driver the only person you see?”\* and “Having meals delivered in person offers”\* with the options of: someone to talk to, a sense of safety and security, a link to get more support if I need it, and none of the above. (Check all that apply).”



N = 209. Respondents were directed to check all that apply. Asterisks (\*) indicate a State required question.

The POMP survey included questions regarding food security which looked at whether individuals had enough money or food assistance to buy the food they need, and for the past month, whether they had to choose between buying food or buying medication, buying food or paying their rent or utility bills, and whether they skipped any meals because they did not have enough food or food assistance, including food stamps to buy food.

The State required three questions on the home-delivered meals survey and two on the senior dining center survey that examined food security:

- If you didn't receive these meals, would you still have at least one hot, freshly prepared, well-balanced meal to eat daily?
- During the past month, did you skip any meals because you had to use money for other living expenses?
- If you didn't receive these meals, would there be days you don't get enough to eat? (Home-delivered Meals only).

As seen in Table 14, without these meals, 48.8% of those who received home-delivered meals and 22.6% of those who participated in the senior dining centers would not have at least one hot, freshly prepared, well-balanced meal to eat daily. For 34.1% of respondents to the home-delivered meals survey, without these meals, there would be days when they don't get enough to eat.

**Table 14:** Percent of Respondents to Food Security Questions by Survey Type

Benefit	Home-delivered Meals			Senior Dining Centers		
	Yes	No	N	Yes	No	N
If you didn't receive these meals, would you still have at least one hot, freshly prepared, well-balanced meal to eat daily?*	50.1	48.8	207 <sup>30</sup>	76.8	22.6	557 <sup>31</sup>
During the past month, did you skip any meals because you had to use money for other living expenses?*	12.8	87.2	211	12.0	87.8	565 <sup>32</sup>
If you didn't receive these meals, would there be days you don't get enough to eat?*	34.1	65.9	208			

Asterisk (\*) indicates State required question. N = Total number of respondents to each item. This is out of 222 total respondents to the home-delivered meals survey and 614 to the senior dining center survey.

<sup>30</sup> One survey respondent marked both Yes and No. Combined percent will not equal 100% as a result.

<sup>31</sup> One survey respondent wrote in "3 – I don't know" and two respondents marked both Yes and No. Percent will not equal 100% as a result.

<sup>32</sup> One survey respondent marked both Yes and No. Combined percent will not equal 100% as a result.

Two of the questions related to food security were also examined to compare the experiences of survey respondents who indicated they attended a restaurant site with those who attended a more traditional senior dining center.

As seen in Table 15, there was a significant difference in the percentage of survey respondents who indicated that if they didn't receive these meals, they would still have at least one hot, freshly prepared, well-balanced meal to eat daily with 95.5% of those attending a restaurant site responding affirmatively compared with 75.7% of those who attended a more traditional senior dining center.<sup>33</sup>

While 2.3% of survey respondents who attended a restaurant site compared with 10.4% of those who attended a traditional senior dining center indicated during the past month, they had skipped meals because they had to use money for other living expenses, this was not a significant difference.

Respondents from the Silent Generation (8%) and those who were White (10%) were significantly less likely than Baby Boomers (23%), the Greatest Generation (40%), and people who were non-white (41%) to indicate they had skipped meals in the past month because they had to use money for other living expenses.

<sup>33</sup>  $\chi^2 = 8.946, df=1, p<.05.$

**Table 15:** Percent of Respondents to Food Security Questions by Survey Type

Benefit	Restaurant Site			Other Senior Dining Centers		
	Yes	No	N	Yes	No	N
If you didn't receive these meals, would you still have at least one hot, freshly prepared, well-balanced meal to eat daily?*	95.5	4.5	44	75.7	24.2	491
During the past month, did you skip any meals because you had to use money for other living expenses?*	2.3	97.7	43	10.4	89.6	491

Asterisk (\*) indicates State required question.

# Dining Experience

Senior Dining Center survey respondents were “Always” or “Usually” satisfied with the way the food: tastes (84.8%), smells (87.4%), looks (83.6%), that hot foods were hot and cold foods cold (87.1%), and portion sizes (88.8%). They tended to be slightly less satisfied with the way the food was cooked (80.6%) and with the variety of foods (80.3%).

Staff and volunteers were given high marks with 96.3% of respondents indicating they were “Always” or “Usually” friendly and respectful.

No other portion of the survey had more comments than that dealing with the food itself.

## Sample of Survey Comments

*Pickled beets are not a vegetable! Good as a side only.*

*Pay attention to looks of food!!! Color, flavor, texture. You need to use garnishes! Get real meat, not unknown! Listen to clients and staff. Way less salt and MSG!!!*

*You're doing a good job! I have been at the lunch and they are balanced but some are too salty at times.*

**Table 16:** Percent of Senior Dining Surveys Indicating How Often the Respondent is Satisfied with each Item

Item	Always	Usually	Sometimes	Seldom	Never	N
With the way the food tastes <sup>34</sup>	31.0	53.8	12.4	1.8	0.7	571
With the way the food smells? <sup>35</sup>	36.9	50.5	9.3	2.2	0.7	558
With the way the food looks <sup>36</sup>	35.9	47.7	14.1	1.6	0.5	559
With the variety of foods? <sup>37</sup>	38.0	42.3	15.0	3.5	0.9	568
That the hot foods are hot and the cold foods are cold? <sup>38</sup>	45.6	41.5	10.2	1.9	0.5	568
With the way the food is cooked? <sup>39</sup>	34.0	46.6	15.4	3.0	0.5	564
With the portion sizes? <sup>40</sup>	46.3	42.5	7.3	3.2	0.5	560
That the staff and volunteers at the Senior Dining Center are friendly and respectful? <sup>41</sup>	82.9	13.4	2.1	0.2	0.3	574

N = Total number of respondents to each question.

<sup>34</sup> Row total will not equal 100% due to two other responses. One respondent rated the food always and seldom, another rated it usually and sometimes.

<sup>35</sup> Row total will not equal 100% due to two other responses. One respondent rated the food smells as always and seldom, another rated it usually and sometimes.

<sup>36</sup> Row total will not equal 100% due to one respondent rating it always and seldom.

<sup>37</sup> Row total will not equal 100% due to two other responses. One respondent rated the variety of food always and seldom, another rated it usually and sometimes.

<sup>38</sup> Row total will not equal 100% due to one respondent rating it sometimes and seldom.

<sup>39</sup> Row total will not equal 100% due to two other responses. One respondent rated the food always and seldom, another rated it sometimes and seldom.

<sup>40</sup> Row total will not equal 100% due to one respondent rating it always and seldom.

<sup>41</sup> Row total will not equal 100% due to other answers. Four respondents rated it always and usually, one rated it usually and sometimes, and one individual indicated, “I’m a volunteer and hopefully ‘I’ am friendly & respectful.”

The dining experience was examined based on the generation of survey respondents, as well as, the experience for persons who were non-white compared with those who were White.

Respondents from the Greatest Generation were significantly more “always” or “usually” satisfied with portion sizes (98%) than those from the Baby Boomer (86%) and Silent Generation (88%).<sup>42</sup>

While still “always” or “usually” satisfied that staff and volunteers at the Senior Dining Center were friendly and respectful, Baby Boomers (91%) were significantly less satisfied than respondents from the Greatest Generation (97%), and Silent Generations (99%).<sup>43</sup>

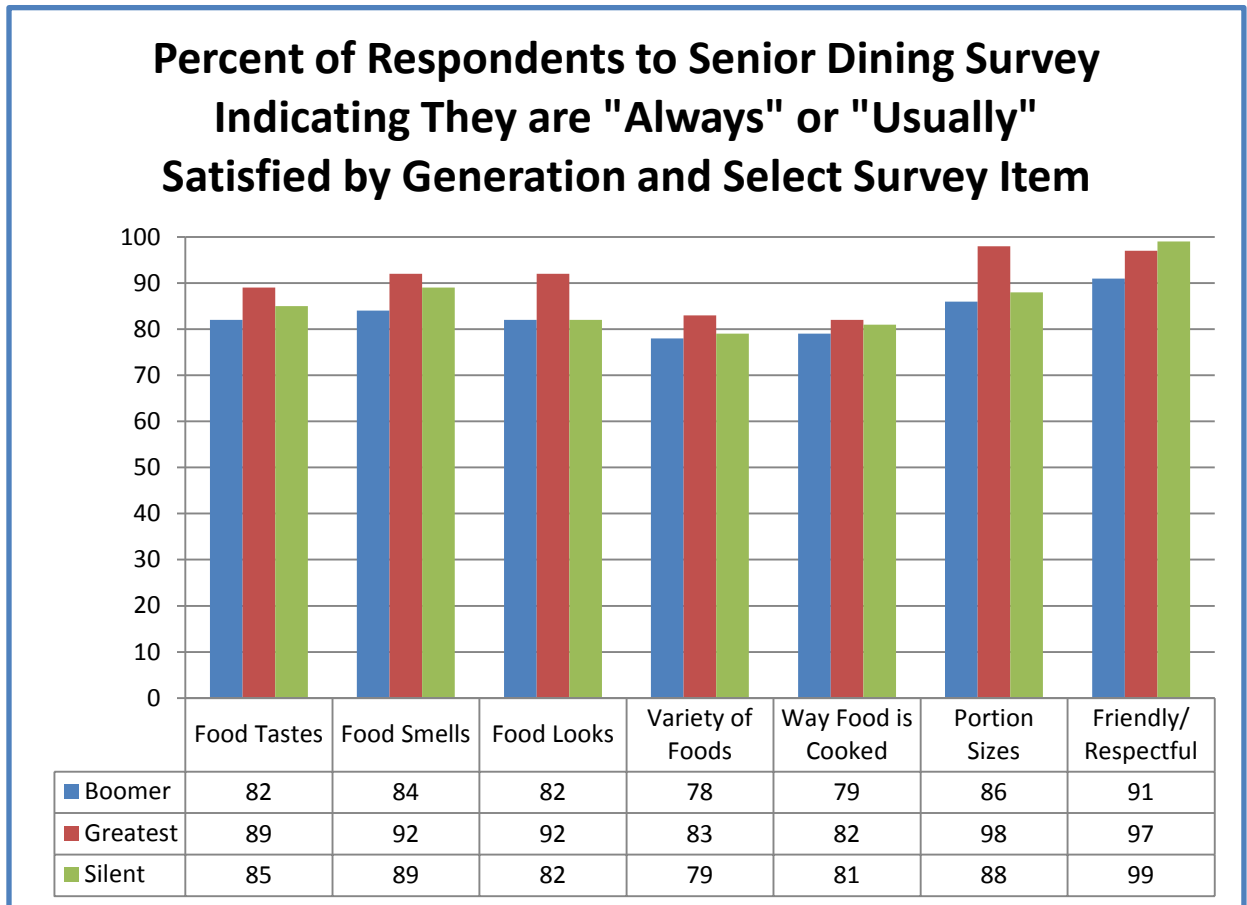
There was no significant difference between respondents who were non-white and those who were White in terms of the way the food tastes, smells, looks, variety, temperature, portion sizes, and the way the food was cooked. Respondents who were non-white were significantly more satisfied that staff and volunteers were friendly and respectful (100%) compared with persons who were White (94%).<sup>44</sup>

<sup>42</sup>  $\chi^2 = 19.32497$ ,  $df = 8$ ,  $p < .05$ .

<sup>43</sup>  $\chi^2 = 30.88414$ ,  $df = 8$ ,  $p < .05$ .

<sup>44</sup>  $\chi^2 = 16.8651$ ,  $df = 4$ ,  $p < .05$ .

**Graph 11:** Percent of Senior Dining Surveys Indicating How Often the Respondent is Satisfied by Generation for Select Survey Items



The N varied by question, but generally was 141 for Baby Boomers (born 1946-1964), 63 for the Greatest Generation (born 1900-1927), and 310 for the Silent Generation (born 1928-1945).



In 2014-2015, Dane County implemented the “My Meal, My Way” dining model at two restaurant locations – Cranberry Creek in the City of Monona and Fink’s Cafe in the Village of Mount Horeb. Slightly less than 10% of all survey respondents dined at one of these sites.

There was a significant difference in how satisfied survey respondents were with the restaurant sites compared with the other dining centers. Survey respondents rated the restaurant sites more favorably in terms of the way the food tastes,<sup>45</sup> smells,<sup>46</sup> looks,<sup>47</sup> and with the way it was cooked.<sup>48</sup>

While 88% of those who attended a restaurant site were “always” or “usually” satisfied with the variety of foods compared with 80% of those who attended one of the other dining sites, this was not a significant difference.

There was also no significant difference in the satisfaction between survey respondents who used one of the restaurant sites compared with those who used a traditional dining site in terms of the portion sizes, that hot foods were hot and the cold foods were cold, and that the staff and volunteers at the sites were friendly and respectful.

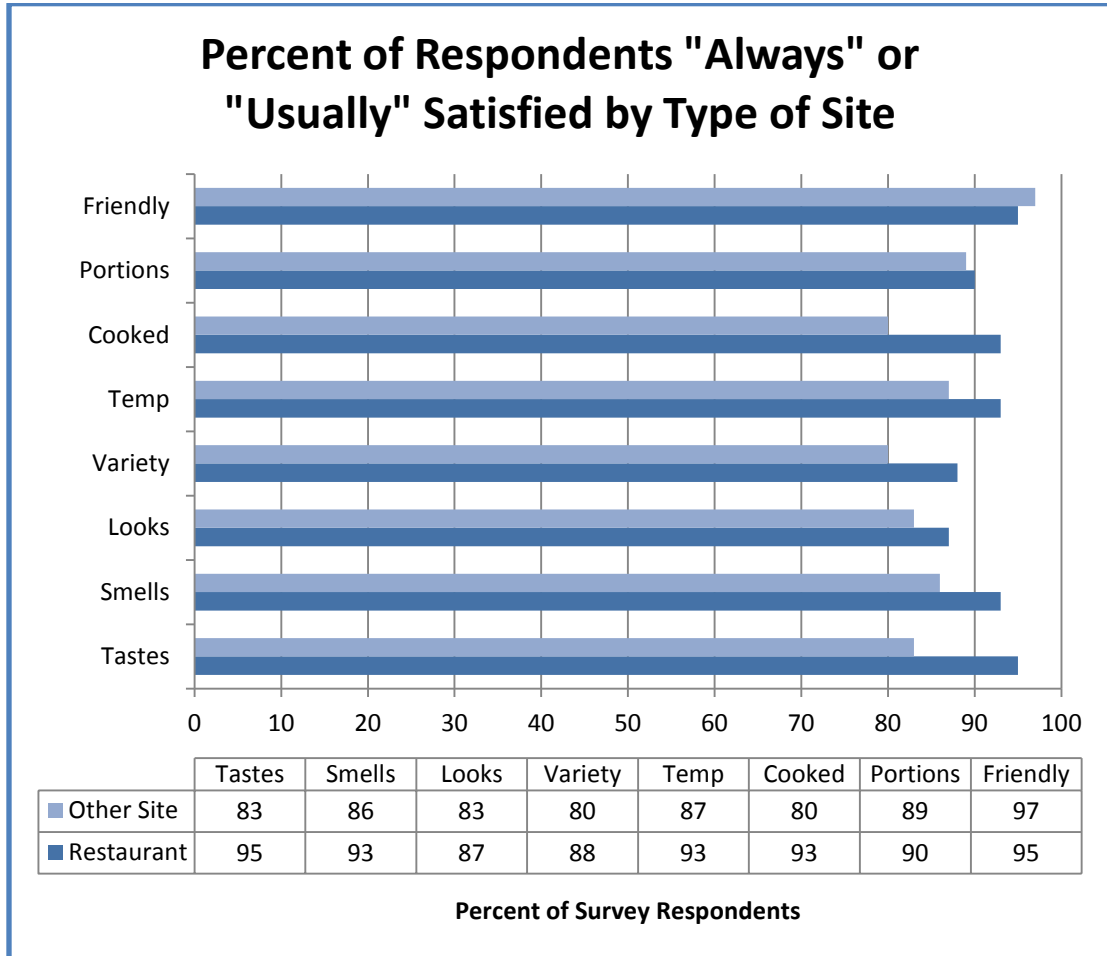
<sup>45</sup>  $\chi^2 = 18.38, df = 4, p < .05.$

<sup>46</sup>  $\chi^2 = 9.55, df = 4, p < .05.$

<sup>47</sup>  $\chi^2 = 13.789, df = 4, p < .05.$

<sup>48</sup>  $\chi^2 = 20.10408, df = 4, p < .05.$

**Graph 12:** Percent of Survey Respondents “Always” or “Usually” Satisfied with Each Survey Item by Type of Site – Restaurants Compared with Other Senior Dining Centers



In addition to the restaurant sites, there are seven caterers that prepare and deliver the food to the senior dining sites: Café O, Colonial Club, Consolidated Foods, Gaylord Catering Service, Goodman Community Center, Jody's Café, and Waunakee Community School District. The number of meals expected to be purchased from each varies considerably as shown below:

Caterer	Number of Title III Contracted Meals for 2015
Colonial Club	9,928
Consolidated Foods	36,907
Cranberry Creek	1,770
Fink's Cafe	1,106
Gaylord Catering Serv.	17,177
Goodman Comm.	6,250
Jody's Café	3,329
Waunakee Comm.	9,160

Jody's Café received the highest marks overall with 94% of survey respondents indicating they were "Always" or "Usually" satisfied with the food and its preparation.

The food from the Goodman Community Center had smaller percentages of survey respondents indicating they were "Always" or "Usually" satisfied with the food in terms of the variety, that hot foods are hot and the cold foods cold, with the way the food was cooked, and with the portion sizes.

**Table 17:** Percent of Senior Dining Survey Respondents Indicating They Are "Always" or "Usually" Satisfied with Each Item by Caterer

Item	Café O	Colon. Club	Cons. Foods	Gaylord	Goodman	Jody's Café	Waun. Comm. School
With the way the food tastes	83	79	76	91	79	92	93
Way the food smells	100	86	80	87	79	100	98
With the way the food looks	94	86	74	85	74	96	95
With the variety of foods	88	75	74	85	67	93	86
That the hot foods are hot and the cold foods are cold	82	87	83	90	71	89	97
With the way the food is cooked	88	81	72	86	63	89	92
With the portion sizes	82	92	86	90	69	96	95
Overall Percent	89	82	78	88	72	94	89
Number of Respondents	18	56	215	84	29	29	92

Sample of Survey Comments

*Middleton food is terrible. I switched to Waunakee - food is delicious.*

*The meals at Goodman Center have improved 100% over the last few years.*

*At Goodman...Portions are too big-much food is wasted.*

*The food from Consolidated is terrible! Unattractive, over-cooked vegetables, strange combinations (juice instead of a vegetable), way too much canned fruit for "dessert," unappetizing overall. Change food supplier!*

The State required a two part question, "Have you noticed any recent changes in the quality of the food?" and "If yes, is the quality of the food better or worse?"

There were 103 survey respondents to the Senior Dining Center survey who indicated that they had noticed recent changes in the quality of the food. Of those respondents, 51% indicated the quality of the food was better and 41% indicated it was worse.

Differences were noted by Caterer in terms of whether the quality of the food was perceived as having gotten better or worse as seen in Table 19.

Sample of Survey Comments

*Quality of cooking has deteriorated since Ron (the cook) left 2 years ago. I wish that quality were restored. (Café O).*

*The menu has changed and the meals are more tasty, vegetables are not mushy. The improvement is great! (Gaylord Catering)*

**Table 18:** Percent of Senior Dining Center Survey Respondents Indicating They Noticed a Recent Change in the Quality of the Food and Of Those, Percent Indicating Whether the Quality of the Food was Better or Worse

			If yes, is the quality of the food better or worse?				N
	No	Yes	Better	Worse	Blank		
Have you noticed any recent changes in the quality of the food?*	80.4	19.6	51.4	40.8	5.8	103 <sup>49</sup>	

Asterisk (\*) indicates this is a State required question. N = 526 for question on recent changes.

**Table 19:** Percent of Senior Dining Survey Respondents Indicating Whether the Quality of the Food is Better or Worse by Caterer\*

Item	Café O	Colon. Club	Cons. Foods	Gay-lord	Good-man	Jody's Café	Waun. Comm. School
Better (Percent)	43	75	59	73	53	80	77
Worse (Percent)	57	25	41	27	47	20	23
Total Respondents	7	12	51	22	15	5	13

Asterisk (\*) indicates this is a State required question. N = 526 for question on recent changes.

Some survey respondents indicated that there were no recent changes in the quality of the food, then went on to indicate that it was better or worse. This table shows all responses to this question.

<sup>49</sup> One survey respondent marked both "Better" and "Worse."

Respondents to the home-delivered meals survey were very positive (“Always” or “Usually”) about the person delivering their meals being friendly and respectful (99.6%) and that the meals arrived about the time they expected them to (91.6%).

Home-delivered meal survey respondents were “Always” or “Usually” satisfied with the way the food: tastes (83.5%), smells (86.3%), looks (82.1%), that hot foods were hot and cold foods cold (84.7%). They tended to be less satisfied with the way the food was cooked (79.5%) and with the variety of foods (79.6%).



Baked Chicken at Northwest Dane Center

**Table 20:** Percent of Home-delivered Meal Surveys Indicating How Often the Respondent is Satisfied with each Item

Item	Always	Usually	Sometimes	Seldom	Never	N
With the way the food tastes <sup>50</sup>	22.2	61.3	15.1	1.4	0.0	212
With the way the food smells <sup>51</sup>	29.5	56.8	12.1	1.9	0.5	207
With the way the food looks <sup>52</sup>	31.6	50.5	15.1	1.4	0.5	212
With the variety of foods? <sup>53</sup>	31.7	47.9	16.1	3.3	1.0	211
That the hot foods are hot and the cold foods are cold? <sup>54</sup>	35.2	49.5	11.0	2.4	1.9	210
With the way the food is cooked?	27.3	52.2	17.2	3.3	0.0	209
That your meals arrive about the time you expect them to?	46.7	44.9	7.5	0.5	0.5	214
That the person who delivers the meals is friendly and respectful?	86.9	12.7	0.0	0.0	0.5	213

N = Total number of respondents to each question.

Sample of Survey Comments

*.. it has been a blessing! Very happy with the food and especially the kind people who deliver it!*

*There was one male who would not deliver the food to bedside. Therefore did not eat until someone showed up which was about 8PM. I was totally bedbound.*

*More big meals at noon, less soup/sandwich or cold meals. Dessert!*

*I like the soup and sandwich meals.*

<sup>50</sup> Row will not equal 100% due to rounding.

<sup>51</sup> Row will not equal 100% due to rounding.

<sup>52</sup> Row total will not equal 100% due to two other responses. One respondent rated the food always and usually, another rated it usually and sometimes.

<sup>53</sup> Row will not equal 100% due to rounding.

<sup>54</sup> Row will not equal 100% due to rounding.

There are five caterers that prepare and deliver the food for the home-delivered meals program: Colonial Club, Consolidated Foods, Food Fight (Market Street Diner), Jody's Café, and Waunakee Community School District. The number of meals expected to be purchased from each varies considerably as shown below:

Caterer	Number of Title III Contracted Meals for 2015
Colonial Club	14,104
Consolidated Foods	44,872
Food Fight	47,946
Jody's Café	3,580
Waunakee Comm.	12,495

Jody's Café received the highest marks overall with 90% of survey respondents indicating they were "Always" or "Usually" satisfied with the food and its preparation.

**Table 21:** Percent of Home-delivered Meal Survey Respondents Indicating They Are "Always" or "Usually" Satisfied with Each Item by Caterer

Item	Colonial Club	Consolid. Foods	Food Fight	Jody's Café	Waun. Comm. School
With the way the food tastes	83	87	77	90	84
Way the food smells	88	85	80	90	93
With the way the food looks	88	83	75	90	87
With the variety of foods	83	77	77	90	87
That the hot foods are hot and the cold foods are cold	83	92	77	90	77
With the way the food is cooked	75	75	78	90	94
Overall Percent	83	83	77	90	87
Number of Respondents	25	95	58	11	33

**Table 22:** Percent of Home-delivered Meal Survey Respondents Indicating They Noticed a Recent Change in the Quality of the Food and Of Those, Percent Indicating Whether the Quality of the Food was Better or Worse

	No	Yes	If yes, is the quality of the food better or worse?			N
			Better	Worse	Blank	
Have you noticed any recent changes in the quality of the food?*	81.6	18.4	41.2	50.0	8.8	34

N = 185 for question on recent changes.

Asterisk(\*) indicates State required survey question.

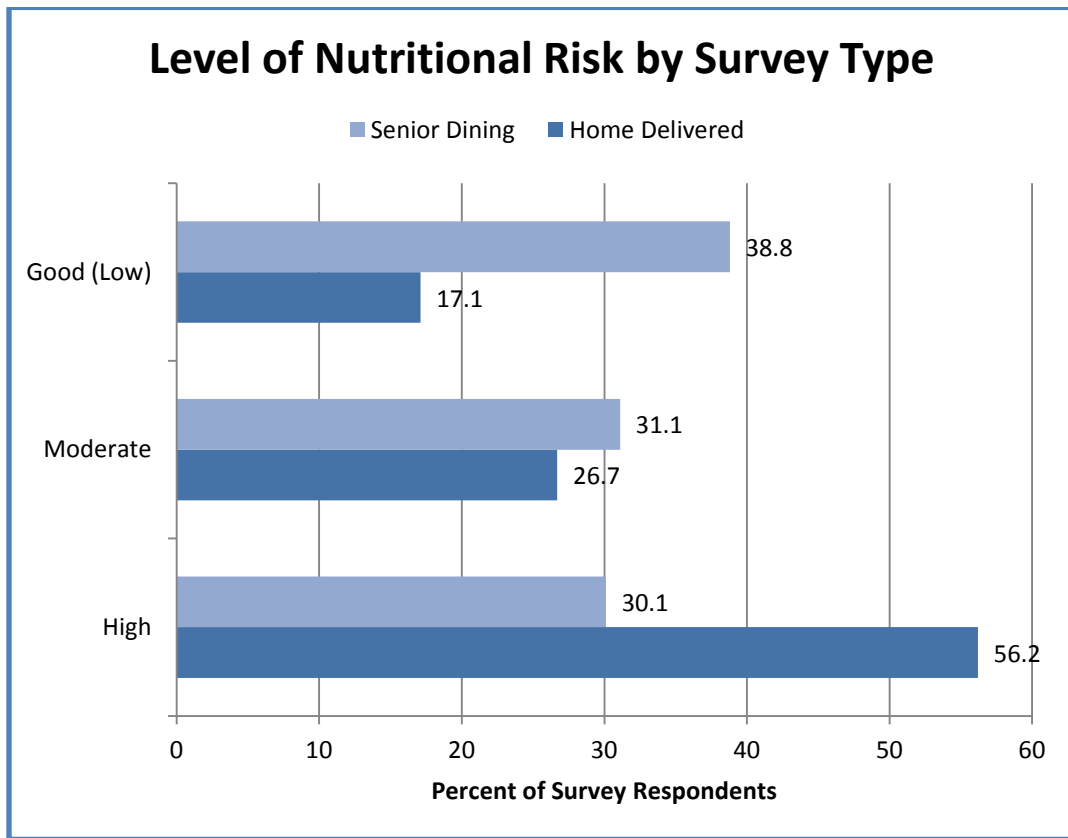
# Nutritional Risk

The 10-item Nutritional Risk Assessment, adapted from the Nutrition Screening Initiative, a project of the American Academy of Family Physicians, the American Diabetic Association, and the National Council on the Aging, Inc., was used to determine the nutritional health of the survey respondents. Each item on the survey contained a score, with a higher number indicating a higher level of nutritional risk associated with that item. For example, the item, “I eat alone most of the time” was scored as a 1, while the item, “I don’t always have enough money to buy the food I need” was scored as a 4. Persons with a total score of 0-2, were considered to be in good nutritional health. Persons who scored 3-5 were considered to be at moderate nutritional risk while persons who scored 6 or higher were considered to be at high nutritional risk.

Not surprisingly, 56.2% of the respondents to the home-delivered meals survey compared with 30.1% of those to the senior dining survey were considered to be at high nutritional risk.

Over 60% of the senior dining center survey respondents were at high or moderate nutritional risk.

**Graph 13:** Level of Nutritional Health of Survey Respondents by Survey Type



N= 569 for senior dining center surveys and 210 for home-delivered meal surveys.

There was no significant difference in level of risk across the generations for those participating in the senior dining program.

Approximately 58% of respondents who attended a senior dining center who were non-white were at high nutritional risk compared with 28% of persons who were White – a significant difference.<sup>55</sup>

There was a significant difference between respondents to the home-delivered meals survey and respondents to the survey of senior dining centers for the different warning signs of nutritional risk. Survey respondents who received home-delivered meals were more likely to indicate:

- They have an illness or health condition that made them change the kind and/or amount of food they eat;<sup>56</sup>
- They ate fewer than 2 meals per day;<sup>57</sup>
- They have tooth or mouth problems that make it hard for them to eat<sup>58</sup>;
- They eat alone most of the time<sup>59</sup>;
- They take 3 or more different prescribed or over-the-counter drugs a day<sup>60</sup>;
- Without wanting to, they have lost or gained 10 pounds in the last 6 months<sup>61</sup>;

<sup>55</sup>  $\chi^2 = 13.09285$ ,  $df = 2$ ,  $p < .05$ .

<sup>56</sup>  $\chi^2 = 6.46296$ ,  $df = 1$ ,  $p < .05$ .

<sup>57</sup>  $\chi^2 = 6.187542$ ,  $df = 1$ ,  $p < .05$ .

<sup>58</sup>  $\chi^2 = 18.69362$ ,  $df = 1$ ,  $p < .05$ .

<sup>59</sup>  $\chi^2 = 18.68263$ ,  $df = 1$ ,  $p < .05$ .

<sup>60</sup>  $\chi^2 = 14.55224$ ,  $df = 1$ ,  $p < .05$ .

<sup>61</sup>  $\chi^2 = 15.80296$ ,  $df = 1$ ,  $p < .05$ .

**Table 23:** Responses to Individual Items on the Nutritional Risk Assessment by Type of Survey: Home-delivered Meals Compared with Senior Dining Centers

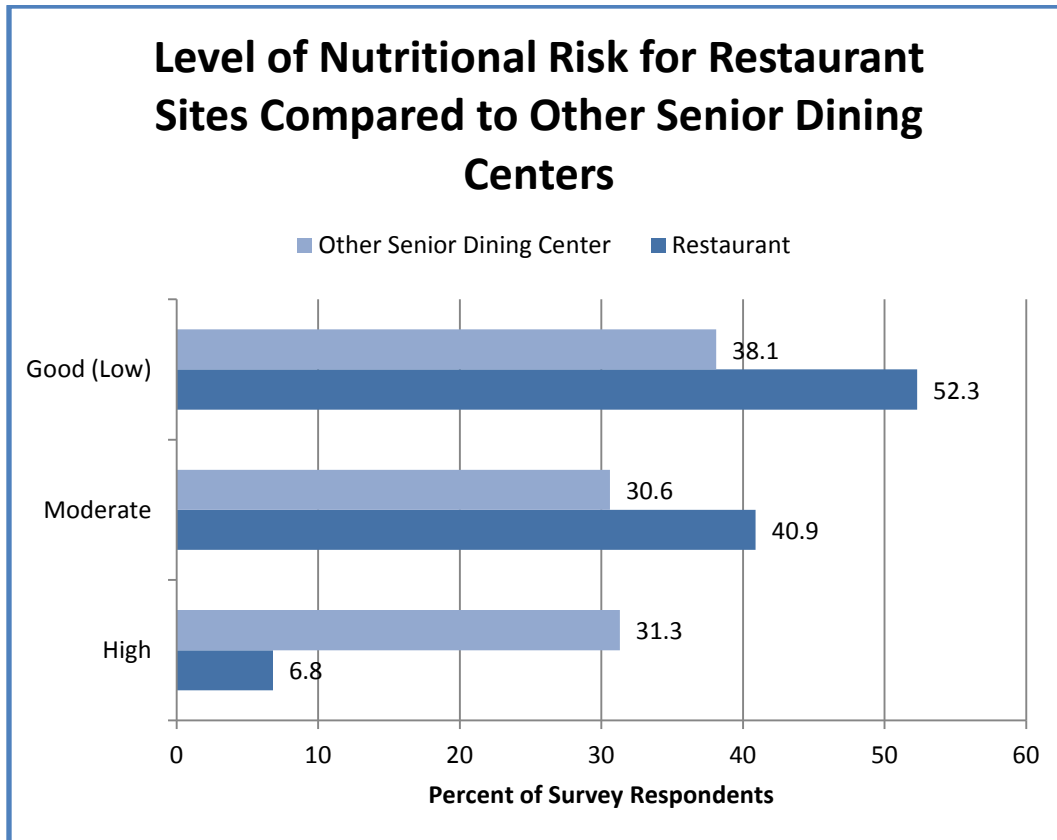
Warning Sign of Nutritional Risk	Home-delivered Meals			Senior Dining Centers		
	Yes	No	N	Yes	No	N
I have an illness or health condition that made me change the kind and/or amount of food I eat.	40.5	59.5	200	30.6	69.4	552
I eat fewer than 2 meals per day.	16.3	83.7	203	9.7	90.3	554
I eat few fruits or vegetables, or milk products.	39.0	61.0	200	31.7	68.3	549
I have 3 or more drinks of beer, wine, or liquor almost every day.	2.9	97.1	207	1.8	98.2	562
I have tooth or mouth problems that make it hard for me to eat.	22.8	77.2	206	10.6	89.4	556
I don't always have enough money to buy the food I need.	22.2	77.8	203	16.7	83.3	558
I eat alone most of the time.	69.7	30.3	208	52.3	47.7	558
I take 3 or more different prescribed or over-the-counter drugs a day.	84.6	15.4	208	71.2	28.8	562
Without wanting to, I have lost or gained 10 pounds in the last 6 months.	34.0	66.0	203	20.1	79.9	557
I am not always physically able to shop, cook, and/or feed myself.	55.4	44.6	204	17.1	82.9	555

- They were not always physically able to shop, cook, and/or feed themselves.<sup>62</sup>

While a higher percentage of persons who received home-delivered meals compared with those who attended a senior dining center indicated they ate few fruits or vegetables or milk products; consumed 3 or more alcoholic drinks per day, and don't always have enough money to buy the food they need, the differences were not statistically significant.

As seen in Graph 14, there was a significant difference in the level of nutritional risk for survey respondents who attended a restaurant site compared with those who attended an other senior dining center. Survey respondents who attended a restaurant site were more likely to be at Good (Low) nutritional risk (52.3%) compared with those who attended another senior dining center (38.1%).<sup>63</sup>

**Graph 14:** Level of Nutritional Risk for Survey Respondents who Attended a Restaurant Site Compared with Those who Attended an Other Senior Dining Center



<sup>62</sup>  $\chi^2 = 109.8453$ ,  $df = 1$ ,  $p < .05$ .

<sup>63</sup>  $\chi^2 = 11.77403$ ,  $df = 2$ ,  $p < .05$ .



There was a significant difference between survey respondents to the senior dining center survey who attended a restaurant site compared with those who attended another senior dining center on two of the warning signs of nutritional risk. Survey respondents who attended a restaurant site were less likely to indicate that they don't always have enough money to buy the food they need (2.3%) compared with those who attended another senior dining center (17.8%) and they were less likely to indicate they ate alone most of the time (53.5%) compared with (34.1%).

**Table 24:** Responses to Individual Items on the Nutritional Risk Assessment by Type of Senior Dining Center – Restaurants Compared with Other Senior Dining Centers

Warning Sign of Nutritional Risk	Restaurant			Other Senior Dining Centers		
	Yes	No	N	Yes	No	N
I have an illness or health condition that made me change the kind and/or amount of food I eat.	25.0	75.0	44	30.9	69.1	489
I eat fewer than 2 meals per day.	2.3	97.7	43	10.4	89.6	491
I eat few fruits or vegetables, or milk products.	23.3	76.7	43	32.2	67.8	485
I have 3 or more drinks of beer, wine, or liquor almost every day.	2.3	97.7	44	1.8	98.2	497
I have tooth or mouth problems that make it hard for me to eat.	2.3	97.7	44	11.0	89.0	491
I don't always have enough money to buy the food I need.	2.3	97.7	44	17.8	82.2	493
I eat alone most of the time.	34.1	65.9	44	53.5	46.5	493
I take 3 or more different prescribed or over-the-counter drugs a day.	77.2	22.7	44	70.2	29.8	497
Without wanting to, I have lost or gained 10 pounds in the last 6 months.	13.6	86.4	44	20.5	79.5	492
I am not always physically able to shop, cook, and/or feed myself.	7.3	93.2	44	18.0	82.0	490

# Suggestions for Improvement

The survey included a free-form item that asked, "Please list any suggestions that would make the nutrition program better." Of the senior dining center survey respondents, 204 responded to this item of whom 3.4% (7) indicated they had no suggestions for improvement.

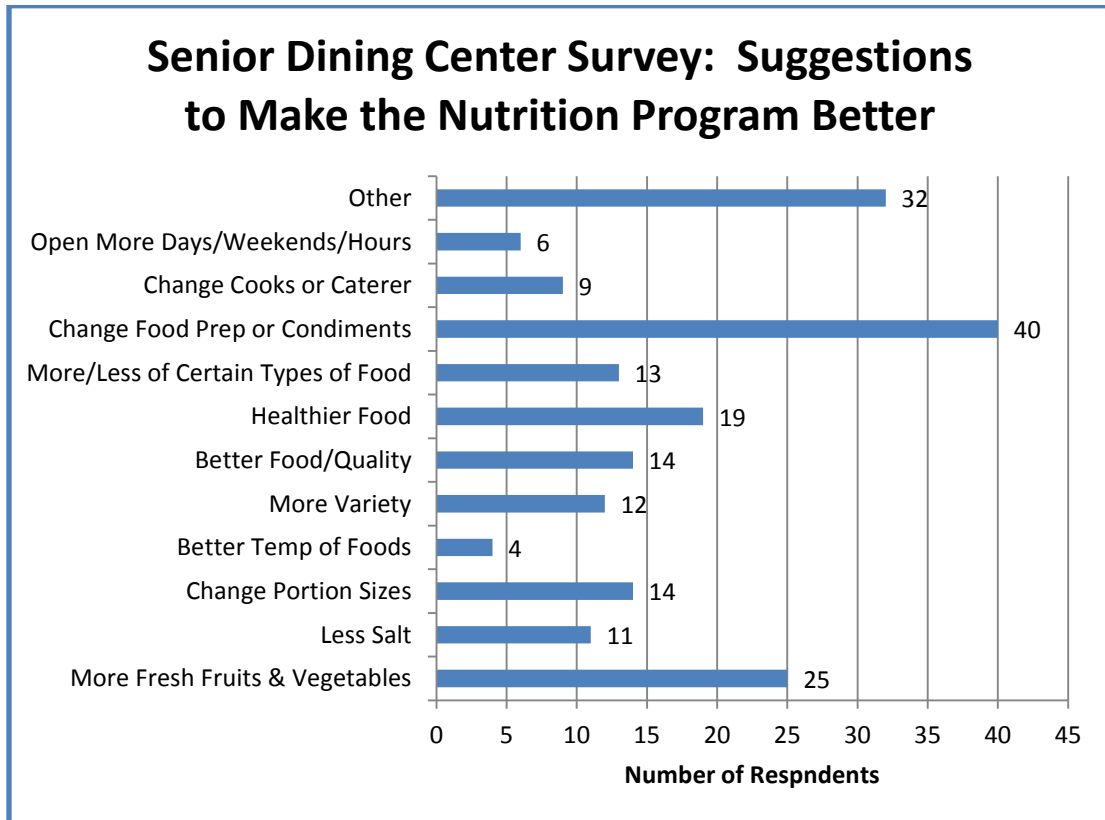
Slightly less than a quarter (23.5%) of the comments expressed satisfaction with the senior dining center program as seen in the following:

- *Waukegan has a wonderful nutrition and activity program.*
- *I think the program is excellent. I like seeing other people, than my regular friends and family. I go to lunch a couple days a week-just enough to help so I can fix the rest of my meals myself.*
- *Love the program! Thank-you for all of your efforts.*

Responses to the remaining comments were grouped into one or more of 12 categories as seen in Graph 15.

The largest share of the comments (19.6%) dealt with changing a facet of how the food was prepared or the condiments offered.

**Graph 15:** Grouped Responses to Senior Dining Center Survey Item: "Please list any suggestions that would make the nutrition program better."



N = 204. Responses may have been grouped into more than one category.

The most frequently cited issue was overcooking of the vegetables.

Respondents also requested more fresh fruits and vegetables (12.3%) and healthier food/meals (9.3%).

Of the 32 comments that fell into the category of Other, suggestions dealt with not requiring reservations in advance, making the menus available in advance and not deviating from the planned menu, having music during the meal, getting the word out to more seniors, and allowing more time to finish the meal.

### Sample of Survey Comments

*Spinach and broccoli way overcooked so I don't eat it.*

*1) Fewer starches, 2) properly prepared veggies, \*3) different brand & better quality can fruit, 4) Easy to eat fresh fruit, like Haloos (little tangerines) 5) Add olive oil in some way everyday! \*6) Add Hummus & soft pita with olive oil. Good source of bean protein. \* 7) Add chopped parsley & cilantro to top of foods. Good source of vitamins AND looks nice. Chopped basil adds flavor to unsalted foods. 8) Add black beans to taco salad! 9) Add a fruit spread like lingonberries or cranberry sauce for vitamins & color. 10) Bread pudding is healthy & you can add cranberries instead of raisins and uses up old bread. I hope you listen. We have years of experience! \* Don't you listen to Dr. Zorba & Dr. Oz?*

*Food quality is very uneven. Greater variety. Don't cook veggies to mush. Whole grain bread. Eliminate chemical coffee creamer.*

*I do appreciate fresh vegetables & fruits grown locally when in season.*

*More fresh fruit and veggies.*

*I love music. Some pleasant, calm, appropriate music played during the meal would be enjoyable.*

*Openly list all available menus for each day.*

*Stick to the plan and cook what say going to have on the day you say you are going to serve it.*

*More time for meals and socializing.*

*Need more chairs for tables.*

*Transportation--not only for dining but also aging need it for grocery stores, mall.*

*Do not require reservations for meals. (I go to multiple centers for various events & would eat there if I did not need to call the day before.)*

*Don't rush us to finish.*

The home-delivered meals survey included a question, “Do you have any suggestions that would make the nutrition program better?” Of the 223 returned surveys, 110 (49%) responded to this question. Of those, 10 had no suggestions for improvement. Another 24 survey respondents indicated they were satisfied with services as in these comments:

- *No! I must say that every one of the delivery people are wonderful!*
- *I'm satisfied with all the meals.*
- *It's great the way it is, good food!*

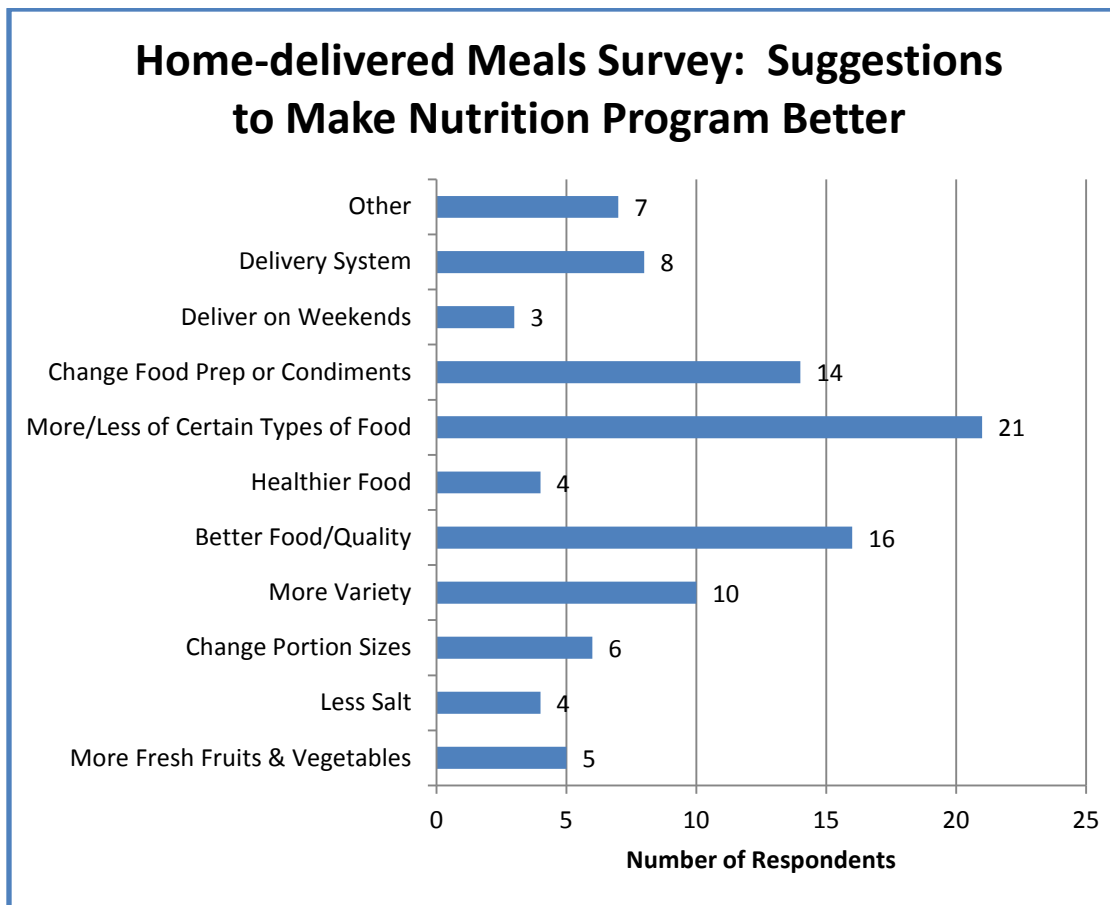
Of the suggestions, 19% were categorized as wanting more or less of certain types of food, as in:

- *Bring back the 2% milk! Like butter better than oleo, a little more cheese on cheesy potatoes and a little more "sauce" on the meatloaf.*
- *More meat and potatoes, less taco and chef salad.*

The delivery system comments indicated a need for more consistency in the delivery time, better containers for soup, and containers that could be used in the microwave. One individual also mentioned:

- *I would like to be delivered first some days rather than last.*

**Graph 16:** Categorized Responses to Home-delivered Meals Survey Question: “Do you have any suggestions that would make the nutrition program better?”



N = 110. Responses may have been grouped into more than one category.

# Appendix A

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	<b>Nutrition Site</b>	<b>Food Source</b>	<b>Focal Point</b>
1	Cambridge Community Center	Consolidated Foods	McFarland
2	Colonial Club Senior Activity Center	Colonial Club	Colonial Club
	Cottage Grove (just home-delivered meals)	Colonial Club	Colonial Club
	Deerfield (just home-delivered meals)	Colonial Club	Colonial Club
3	DeForest Area Senior Center	Colonial Club	DeForest
4	Fitchburg Senior Center	Consolidated Foods	Fitchburg
5	Goodman Community Center	Cook on site	NESCO
6	Lussier Community Education Center	Gaylord's	Westside Coalition
7	Madison Senior Center	Colonial Club	South Madison
8	Marshall EMS Building	Consolidated Foods	Colonial Club
9	McFarland Outreach	Consolidated Foods	McFarland
	Meals on Wheels	Food Fight	Home Health United
10	Messiah Lutheran Church	Gaylord's	EMMCA
11	Middleton Senior Center	Consolidated Foods	Middleton
12	Monona – Cranberry Creek	Cranberry Creek	EMMCA
13	Monona Meadows	Gaylord's	EMMCA
14	Mount Horeb Senior Center	Consolidate Foods/Fink's Café on Weds.	SW Dane
15	Northwest Dane Senior Services Building	Jody's Café	NW Dane
16	Oregon Area Senior Center	Consolidated Foods	Oregon
17	Quaker Housing	Consolidated Foods	South Madison
18	Romnes Apartments	Consolidated Foods	South Madison
19	Stoughton Area Senior Center	Consolidated Foods	Stoughton
20	Sugar River Senior Center	Consolidated Foods	Belleville
21	Temple Beth El	Café O (Blue Plate currently)	Westside
22	Warner Park Community Recreation Center	Gaylord's	NESCO
23	Waunakee Area Senior Center	Waunakee Public School	Waunakee
24	West Madison Senior Center	Gaylord's	Westside Coalition

# Consumer Survey 2015: Senior Nutrition Suggestions for Improvement by Caterer by Site

**NOTE:** Written comments are taken verbatim from the surveys. However, edits were made sparingly to omit information that would identify the individual respondent and are denoted by a three dot ellipsis (...). Care was taken to preserve the meaning of the original comment. Parentheses [ ] are used to fill in a missing word or to adjust the tense of words when needed for comprehension.

**Responses to Senior Dining Center survey item, “Please list any suggestions that would make the nutrition program better” and responses to Home Delivered Meals survey question, “Do you have any suggestions that would make the nutrition program better?”**

## Café O

### Temple Beth El

Costs of food has made it harder to serve meat. People do want meat.

Different entrees or better food.

Return to Kosher Kitchen at Beth Israel and hire superb cooks. Then can enjoy food more. With better food preparation, I would enjoy coming to more meals.

Quality of cooking has deteriorated since Ron (the cook) left 2 years ago. I wish that quality were restored.

If food could be prepared on site. However for financial reasons, that's not possible. Leckayim got spoiled by the Ben Ami's.

## Colonial Club

### Colonial Club

Colonial Club in Sun Prairie is a really great and friendly place to go, wish it was open on weekends.

Less rice!!! More salads.

Note: my mother lives with my husband and myself so she does not rely on the meals as other[s] may. She has said the tacos do not have any salsa!

I am very satisfied with the meal program-I live alone-but do cook and plan meals for myself. I am diabetic but not overweight. I do take care of myself diet wise. I got to the CC for more social and then take advantage of the meal program.

I have none at this time.

If they had access to better quality foods. The cook or meal preparer is excellent, she does the best with what she has.

Everyone should check to see what they eat so they get the right food.

The staff & volunteers are outstanding at the Col Club. Restrictions during Lent were change[d] to help those who requested it.

Transportation--not only for dining but also aging need it for grocery stores, mall. Colonial Club Sun Prairie needs funds!

Use less fast food type items in the meal, thereby having healthier meals. Provide fresh fruit, fresh vegies, healthier breads with whole grain, poultry, less fats, etc.

Well, let's face it. Despite all the good intentions of the staff and volunteers, the clientele/diners are often an infallible group who only want to sit in "this spot" and often complain for the sake of complaining! Thanks for all that you do to make dining a pleasant experience!

#### Colonial Club – Home Delivered Meals

Keep up good work.

...died 5/2015. Meals on wheels was on of the BEST things in his life! Without it, his nutrition would have been very poor. It was a life saver and a god send for him. I don't know how he couldn't have lived at home without it. Without meals on wheels he would have had to move into a nursing home years ago, so you had an enormous impact on his quality of life. I've been his caregiver for years and am so very grateful to you. He hated the idea of having to leave his home but he would have had to if it weren't for you. Not only did you provide the nutrition he needed, he never once complained about the food, he always thought it was good. THANK YOU for making it possible for him to live out his days independently. I cannot overstate how much you improved the quality of his life. Thank you all!

More variety and larger portions would be nice. 5 days/week is enough, I do have to watch what I eat.

You need to have a good delivery system for old people. The people delivering the meals should be friendly and respectful! The meal comes late, was cold, could not chew meal. Was in a metal container that delivery person said to put in microwave to heat up! This was a different person each day that put fear and was not good for she could not leave the house unlocked and this was a difficult situation for my mother who was 90.

Better/more food. I would very much like to have Gluten Free Meals! P.S. I have allergies to ham, bacon, sausage, etc.

I'd like them 7 days a week.

Meals on weekends would be nice.

Congratulations! Such pleasant people do the delivery!

I'm satisfied with all the meals.

I no longer receive the meals-I feel I don't need the help and I don't want to deprive someone else of the benefit. While it was provided it was a godsend! Thanks!

Strive for a consistent delivery time.

#### De Forest Area Senior Center

Better food. I would eat there more often if I could.

De Forest community center is the best with all their programs and the excellent staff and volunteers; they are the best.

Don't use so much canned food.

I do appreciate fresh vegetables & fruits grown locally when in season.

Meals are "too dry" not juicy!! Not Hot!! "Keep hot foods hot" and "cold foods cold." I worked school hot lunches 30 yrs!! 4, 000 lunches.

More fresh fruit.

Don't cook the vegs so much by the time it gets to us it is mush. I don't like vegs that way. Have more gravy, there is never enough.

It is great but it is HEAVY ON CARBOHYDRATES. More low carb fruit desserts, more salads, lettuce, more whole grains, more fresh low carb veggies would be better (not corn). More variety would help too. Consider more vegetable entrees and complex soups and light salads. More people than you think are diabetic and need better food and more nutritious food. Some folks complain about the tilapia-unhealthy and farm raised, maybe a better baked fish?!

The vegs are usually really overcooked.

This would be hard as most people at the center eat whatever they get served.

Vegies at DeForest are overcooked. Breads are often frozen.

#### De Forest Area Senior Center – Home Delivered Meals

More meat and potatoes, less taco and chef salad.

I don't eat diet. I enjoy most everything.

Season foods.

I would enjoy a breakfast menu. Was really very good.

#### Marshall Youth Center Building

That they would make holiday meals that are made around the holidays. Easter-ham, potatoes, green beans. Thanksgiving-turkey, gravy, ham, dressing.

Would be nice if the menus could be switched so off site recipient would receive piece item desserts more often rather than fruit sauce most of the time. Also it seems when there is an all cold meal it happens 5 weeks in a row. Sandwich is fine, why not a bowl of hot soup with it. Overall the meals are just okay.. June 17th we had scrambled eggs, hash browns, pork sausage-biscuit and OJ were a safe temp but the hot foods as packaged could not be heated to proper temp(just barely warm). The facility in Marshall has hot water steam warmers and the food is packaged in individual throw away containers-very difficult to serve at safe temps.

## **Consolidated Foods**

### Cambridge Community Center

More fish Fridays.



### Fitchburg Senior Center

Caterer should make sure fresh vegetables are not overcooked when they arrive at the site.

It seems to be good as it is. Staff is excellent - kind & respectful always.

More fresh vegetables. Not overly cooked (raw).

More time for meals and socializing. Second helpings on main dish.

Thank you.

The pasta served with spaghetti is over cooked until mushy.

Vegetables are overcooked. Vegetarian option is a joke! Consolidated sends the SAME soy burger or crumbled soy no matter what the menu says.

### Fitchburg Senior Center – Home Delivered Meals

Have more choices sometimes it would help to have an alternate choice.

Healthier.

No.

On burger days, it would be nice to have chips. Somedays are worse than others. On 6/18/15 chicken enchilada was excellent, 6/16 stuffed green pepper soup was excellent, I wish the container was larger, the soups are very good. The vegetables are overcooked. I am not sure about the baked potatoes, sometimes it is hard, overcooked and dry. I still have roots coming out of the skin, it should have said that the roots are still attached. I don't like sweet pickle relish in tuna and egg salad, it affects my blood sugar.

It's great now, why would you want to change it?

I find it to be reliable, friendly and healthy. I probably wouldn't eat any veggies. But for the delivery food they could make sure the person has chocolate or sometimes the milk is wrong.

Very good choices now.

### Madison Senior Center

Am assuming answers for my husband. He never complains. Just hope meals include dark greens which my husband is supposed to have every day.

Continued the meal & continued many more activities, games, training, knowledge to things. Smile. Eat. Health.

Don't overcook vegetables-sometimes mushy. More fresh fruit instead of canned fruit cocktails, pears, especially in season (cantaloupe, strawberries, honeydew, apples, etc.) Pickled beets are not a vegetable! Good as a side only. Some of the casseroles are not good; more chicken, beef, ham, pork, fish, etc.

I love music. Some pleasant, calm, appropriate music played during the meal would be enjoyable. I eat alone unless I eat at the dining center.

I think sometimes the food is overcooked, such as vegetables like broccoli, which are too soft.

Like the holiday meal served @ St. Patrick's Day and the sing along.

Make better meals. Cook the meat and veggies longer.

People need to pay on advance. \$2 or 3 should not be able to cancel for no reason. Can give something. No empty envelopes acceptable.

There is an incredible amt. of food wasted by participants due to taste/texture/dislikes of participants.

Food quality is very uneven. Greater variety. Don't cook veggies to mush. Whole grain bread. Eliminate chemical coffee creamer.

More variety-Wednesday salad is usually good. Fish ugh!!

The meals often look worse than a[n] 88cent TV dinner. What happened to fresh fruits and veggies, brown rice, whole grain bread, whole grain pasta? For a nutrition site, I wonder where is the nutrition. There are calories for certain. I would eat there much more often and be very willing to pay the \$4 asked if the food looked and tasted good and was actually nutritious.

Very ex ant!

#### McFarland Senior Outreach

Don't stop the local program!

Openly list all available menus for each day. Be sure access is available. Sometimes the food is not suitable for elderly persons. You are welcome. Thank you for asking us.

Smaller portions, no chocolate milk!. Serve every day. Larger portions of fish (have been getting smaller and smaller). Love the baked potatoes: white and sweet.

Warmer and more tasty.

#### McFarland Senior Outreach – Home Delivered Meals

I'd prefer chocolate milk. Otherwise it's fine.

No, it's great to have it available. Not all people like the same food. I would like some new meals once in a while.

They are good.

Use better meats, especially ground meats.

#### Middleton Senior Center

Get the word out to all seniors, not just those receiving a newsletter. More people should participate in the home delivered meals. The Middleton Senior Center does not encourage participation [in] the on-site meals or Meals on Wheels. It is a well-kept secret!!

In the monthly newsletter, fully describe the daily menus instead of just the main entrée.

Just keep doing what you're doing. This program brightens everyone's day and improves elderly people physically and socially. Thank you to all volunteers and staff. One thing I always enjoy is the beautiful

table centerpieces. I'm a bigger man, always have been and I have a big appetite. Really appreciate being able to take food home, it means a lot!

Love the program! Thank you for all of your efforts.

Music increases the social aspect and raises spirits. Helps break the ice with new folks and even staff enjoy it.

#### Middleton Senior Center – Home Delivered Meals

Because of my teeth(dentures) problems, I would like more "soft" foods including soups.

Take the soy out!

#### Mount Horeb Senior Center

Especially the home delivered meals are small portions!

Expensive for the amount of food you get. Needs to have a little more flavor and more of it.

Farm girl when all food was good and water wasn't polluted. No fillers in meat - skip the salt, people can always add their own! Need 2% milk. I tell the facts - I don't try to spare or cover up feelings about quality - for the benefit of others. I am .. - been coming ... yrs. Main course is meat - not always good a few times weekly - meat is served with fillers - Real meat, good of course when served. Meat balls bad - chuck wagon bad. Need 2% milk served - they stopped it - why?

More fish. More varieties (ex. Meatloaf and meatballs in same week).

Not so many sweets (cake or pies) prefer fresh fruit.

Please let there be a place for those of us more capable physically & mentally. The people attending are way older than myself & friends I know, mostly late 70's - 80s - 90s are at the Senior Center & so I don't attend the meals as I could or should. I lose my appetite when I look around me & those eating as so VERY old & debilitated... I wish there was a program for 57-65 (transition age between 70-80's & for younger generation.

This is one person who plays with all sugar, butter, what ever and put it back in dish. Has to have full amount of everything and waste it. One bite and done. Has so loud and when asked to turn down, don't have to. There is one person that does everything for her. She'll sit at dinner table, comb hair, which we don't like. Today she took container with cream, put it by her nose then put finger on it. Has to have bathroom door open, can't ask for help when she has to go.

Different caterer, some foods are not good. New menu, more choices. Are leftovers allowed to go home in plastic containers? They do at this center!

The food isn't always the best, no taste to some of it.

The meals are not always well balanced or healthy.

The vegetables would be better if they were not so overcooked. Also the casseroles sometimes are "gummy." The meals are not consistently "good" - in taste and/or appearance.

### Mount Horeb Senior Center – Home Delivered Meals

Don't have same type of meat 3-4 days in a row. I would use more if not so much pork and beef. I've not seen diet fruits. Apricots served too many times. Allergic to wheat bread (only type served). Would like margarine instead of butter as need some fat free foods due to high cholesterol.

Have a different container for the hot food (it runs together if not kept level carrying it). Sometimes need potholders to hold it.

More big meals at noon, less soup/sandwich or cold meals. Dessert!

No.

No white bread or rolls! Ripe, fresh, fruit.

No, it works well as it is.

No, satisfied with program as it is.

None come to mind, satisfied with program.

Fewer white flour products for they contain alloxin, which aggravates diabetes. Fewer green beans, they are the very worst for pesticides. Some real meat in each meal, USDA inspected, there has been bad meat.

More food options that are softer to chew. Sometimes bread was too hard.

The situation is different from most elderly people. We started in June 2014, the person was not able to stay alone. Now he can stay alone but I have a person with him so they both get meals. It helps me because I run 2 businesses and I don't have to have meals for both of them. You are needed!

### Oregon Area Senior Center

More interesting vegetarian options. More whole grain foods. Organic foods. Use of more anti-oxidants and power foods is berries, leafy greens, broccoli, colorful vegetables. Less sugar and white flour products.

More variety with the menu.

Get Suzie back to Oregon Senior Center Kitchen!

I think its very nice and a balanced meal. I enjoy meeting other people and getting to eat with them.

Vegetables cooked well done! No rice! I only went once to Verona for a special program and once to Oregon.

The food is too overcooked for me. I think some older people need it that way. I'm not there yet.

Vegetables are overcooked especially green beans.

### Oregon Area Senior Center – Home Delivered Meals

Better menus.

Fresh fruits and vegetables when in season.

I don't like green pepper soup or some other meals so I cancel and have a frozen meal.

Less rice.

More variety, real potatoes.

Per my doctor's orders I have requested low sodium meals. However, I feel some meals may not be low sodium.

These meals were a godsend to me in the months following my surgery and during my husband's hospitalization and sudden death. I was ill for over a year, and it was only since March of this year that I am finally feeling healthy. I would suggest tailoring the meals to groups or individuals would be helpful. For example, low sodium, high calorie, etc. I am currently struggling to gain back the weight that I lost. I was down to 88 lbs. at one point.

Sometimes food is very overcooked.

### Quaker Housing

1) More fresh foods, less fat and salt and processed foods. 2) I prefer smaller portion sizes than are served; others want more. 3) More ethnic foods! Mexican, Thai, etc.

Do you use recipes? I don't know who comes up with the dishes? Very strange meals. Lots of sodium, sugar! Some taste strange! Do you have a person who checks on the cooks in the kitchen? If you don't you should! I eat lunch mostly to see my friends.

More attention needed on overcooking, especially vegetables. Such mush is unappetizing. I greatly appreciate program.

Wheat pasta, wheat bread instead of white.

You need to have more friendly meals for diabetics. Less white pasta and bread, more wheat products.

### Romnes Apartments

A lot of the food is over cooked and tasteless. I love the breads and the fruits.

I don't like to have to fill out some form when I got to eat. Bother some!

More fresh green salad & fresh veggies.

More low sodium meals & less red meat products.

Pay attention to looks of food!!! Color, flavor, texture. You need to use garnishes! Get real meat, not unknown! Listen to clients and staff. Way less salt and MSG!!!

Some foods are overcooked.

I don't eat as much at senior food program as I used to as I volunteered at a food site which was not wanted because of management change. My reflection of the food at one site is different at second site. Which company does second group has better food.

Participants should be allowed to put all or part of this food into their own food containers, once food is served at the table, and take it with them. There are many reason why an elderly person may not be able to consume all the food at once.

Stick to the plan and cook what say going to have on the day you say you are going to serve it.

Too much oil in some food.

### Stoughton Area Senior Center

1) Fewer starches, 2) properly prepared veggies, \*3) different brand & better quality can fruit, 4) Easy to eat fresh fruit, like Haloos (little tangerines) 5) Add olive oil in some way everyday! \*6) Add Hummus & soft pita with olive oil. Good source of bean protein. \* 7) Add chopped parsley & cilantro to top of foods. Good source of vitamins AND looks nice. Chopped basil adds flavor to unsalted foods. 8) Add black beans to taco salad! 9) Add a fruit spread like lingonberries or cranberry sauce for vitamins & color. 10) Bread pudding is healthy & you can add cranberries instead of raisins and uses up old bread. I hope you listen. We have years of experience! \* Don't you listen to Dr. Zorba & Dr. Oz? Also drew 3 pictures...Big bowl of juicy stew & home made bread. Yum.

Better meal plans. Sometimes food is good and other times not good at all.

Food appearance-sometimes undercooked and others cooked too much. Different caterer. If we could get more people to join us.

Have more people come to the center. Have different foods. Sometimes this food always the same.

It is already terrific!

It is just fine the way it is-I do appreciate the meal and the ride!

The people I work with are great, friendly. The food seems to be the same all the time. Some people who come for noon lunch aren't always that happy with what we serve. It also should be considered the people who pack the meals on wheels. Chicken is the main concern. Wings should be cut off.

Would it be hard to get a 1500-1800 calorie diabetic-cardiac diet?

Reduced portion sizes.

Spinach and broccoli way overcooked so I don't eat it. Is butter better on the cholesterol than margarine?

The food from Consolidated is terrible! Unattractive, over-cooked vegetables, strange combinations (juice instead of a vegetable) way too much canned fruit for "dessert", unappetizing overall. Change food supplier!

There are times when I'm at the Senior Center that I've considered staying for lunch, but I didn't make a reservation the day before so therefore I couldn't stay. There are also times where there are events at the senior center I plan on attending, but when reviewing the menu, I decide against eating lunch there.

Too much fat, sugar, preservatives, sodium. Impossible for people on special diets to get adequate food that meets their dietary restrictions.

### Stoughton Area Senior Center – Home Delivered Meals

1. Don't cook the vegetables until they are mush. 2. Use less "mystery" meat. 3. Appreciate the attention to my allergies.

Bring back the 2% milk! Like butter better than oleo, a little more cheese on cheesy potatoes and a little more "sauce" on the meatloaf.

I like the soup and sandwich meals.

Little bigger portions.

More seasoning(not necessarily salt). Fresh fruit (grapes, apple slices, cantaloupe). Salads (potato, coleslaw, fruit salad). Pieces of chicken. No spaghetti.

No.

Ice cream more. Vegetables more.

Less ice cream. More cake.

The meat is never cooked correctly. Undercooked, stringy, tasteless. Meals often have names we've never heard of. Sloppy joes, consistently bad. Please cook the vegetables all the way. Nutritionists say partially cooked is better. How did all these partakers of MOW get to be our ages? By eating fully-cooked vegetables. Simple meals are the best. Good food to begin with. And MOW cooks ruin it. Waste of good food. Mine usually goes to animals or garbage can. Then I microwave a couple of wieners and process sweet potato fries or a baked potato. And I like beet pickles, buy them every trip to grocery store. I have glaucoma, slight straight ahead, no peripheral vision. I can use microwave. My income is Social Security and a small state pension. Almost all of it goes to two caregivers I pay \$10 an hour. This takes most of my income.

There was one male who would not deliver the food to bedside. Therefore did not eat until someone showed up which was about 8PM. I was totally bedbound.

Weekend meals.

#### Sugar River Senior Center

Have none.

I think it's great the way it is.

It would be better if the food could be prepared right at the center. Would be better & hotter. Quality also a little better. Maybe after the new center is open.

#### Sugar River Senior Center – Home Delivered Meals

No-I like it!!

They weren't as good as they were a year ago. Too much pasta now. Pasta salads instead of lettuce and fruit and veggies. Want more fresh salads and fruits and veggies. Not so much soy products. It is generally good, generally well balanced. Without it I would be struggling. I have memory issues and forget to eat. The delivery guarantees I have at least one meal a day.

Too many carbs in meal.

## **Cranberry Creek**

Better variety of fruits and vegetables.

I like eating at the restaurant, great restaurant program.

I love going to Cranberry Creek!!

I only went the one time, as I heard good comments about it.

More fresh fruit and veggies.

Perhaps offer one more meal option for breakfast at Cranberry Creek - I like eggs over easy and bacon with toast.

Sounds good to me-in all the questions you've asked. Sounds like it's covered very well. Thanks!

Start up Wil Mar's program again and bring back our senior activities coordinator.

Truly enjoy the four menu options offered by Cranberry Creek Friday breakfasts.

Use fresh fruits and vegetables, not canned!

Very satisfied.

You are doing a great job.

You're doing a good job! I have been at the lunch and they are balanced but some are too salty at times. Many and myself have high blood pressure so avoid salt.

## **Fink's Café**

Fresh fruit instead of canned. Need more chairs for tables.

Only having gone once-hard to complete form but the meal I had the one time was very good. I had the hamburger.

## **Food Fight**

Home Health United – Home Delivered

Corn beef is impossible to chew.

Different variety of food.

I stopped my meals at the end of April. I received lunch from Home Health United and supper from Independent Living. This was post-surgery. The only problem was record keeping. I kept track on a calendar of meals received,. The agencies usually charged me more than received except for the 1st month. Once by 6 meals, generally by 1-2. Independent Living was more accurate than Home Health United. If I had been paying fully out of pocket, I would have canceled because of errors.

I would like to be delivered first some days rather than last.



I'm diabetic. I like green salads but not the beans, canned tomato, garbanzo beans, etc. I do not drink milk. Only use for cereal. I do not like bratwurst, won't eat it!

Larger and better tasting portions. There is a marked decline in these areas. If this food was delivered to the general public, it would be rejected! Thank you for sending the survey!

Meat more tender, more flavor, sometimes bland.

Mom does not like fish or spinach.

More care with the gluten-free food. G-F items should be included and be clearly labeled or described.

More flavor/many people upper Midwest can't tolerate spicy food so I'm being selfish here.

More green leaf salads with tomatoes, green peppers, cucumbers. Less Mexican foods. No hot, spicy foods.

More sliders-less long beef roast meat. More brats, wieners and sloppy joes. Stop skins in mashed potatoes.

More spinach, more tuna fish, better puddings. Grilled cheese sandwiches.

No.

No rice. Milk carton too hard to open.

No, I appreciate all of it.

On time.

The program needs some more liquid. Make more gravy products or sauces and meat that isn't tough,, so if its too dry, I can make a sandwich out of it. I like you use more fresh fruits and not as much canned as before. I don't care much for canned food (veggies and fruits). I like fresh or frozen – canned, too sweet and too salty. If you can afford it, use less canned veggies. Make more entrees with ground beef-stuffed peppers, spaghetti, goulash. make sure bananas aren't overripe and non-edible.

No, it's great! Sarah's the best!

You might consider simplifying your menu (2 wk rotation?). Soup as a main dish is difficult to transport and one of the easiest hot dishes to make at home (canned or packaged) so you might consider not offering it. Please accept my thanks to you and all the staff and volunteers.

Yes-a better cook and better choices of veggies and fruits. There should also be a choice of drinks, no milk!

Give us a week ahead tentative menu plan with exceptions. Ask for choices, dishes with health information available.

Sometimes the food is not good. Like creamed spinach.

I don't like rice dishes and I can't always eat the green salads ( I have a colon bag).

They use white rice frequently, and brown rice is so much healthier. I don't know if the restaurant in Sun Prairie is still preparing my meals. I liked it very much when they did. Now I think it comes from Oakwood.

## **Gaylord Catering Service**

### Lussier Community/Education Center

Don't rush us to finish.

I don't care for the summer foods. Prefer hot meals.

I would like to see hot meals during summer and not so many sandwiches and salads.

Vegetables are often overcooked. I like the variety of them. Hard to keep them warm/hot for so long w/out overcooking them.

The only thing is the Lussier Center is always cold to us seniors.

You are doing a good job - Thank you.

### Messiah Lutheran Church

Less starchy food and minimize the amount of sweet/fatty desserts.

The veggies are often over cooked. Sometimes lost their color. Don't get as much nutrition from them. Example: yellow beans.

This is an excellent place for a shared meal with new friends and to get out of my apartment. The food is delicious!

### Monona Meadows

Have a little more variety of things.

Have Monona Meadows open 5 days a week.

Homemade soup would be good sometimes. Cheese with crackers. Buttermilk and V8 or tomato juice. Thank you for the senior meals!

I just think it is vital to maintain it in the most quality way possible.

I think the meals are nutritionally well balanced. And I like the additions of regular entertainment and also informational programs presented. It makes for a good program for the people-not just an "eat and run" experience.

### Warner Park Community Center

Awesome program - I volunteered there at WP for most of 2014 and was very impressed!

Be sure adequate condiments are supplied with the meals. Be sure the chicken is fully cooked.

Don't use facility often - serve more fruits & vegetables.

I did not answer many questions because I do not use it often. But if I needed to - I would be very satisfied with food & service.

I only go on bingo Fridays to eat and play. They started to become "bossy" and it has gotten better lately, such as where we would sit someone stopped coming or we sit where we want to. Also, they have let a

few of the servers "go" which I think was not very nice. Coffee pots back on the table please. Otherwise I think it's very nice.

Lower salt content.

Have good warmer and more. When we have sandwich, please mustard and ketchup.

For those of use that are vegetarian it would be nice if they didn't always forget to order our meals. Also, they need to give us the vegetarian side dishes as well, not just give us a sandwich and omit giving us the salad or potato salad, etc.

Longer serving hours. Took my senior-aged parents to Warner Park once. We arrived 15-20 min after the lunch program started and found almost everyone was nearly finished eating. Didn't know you have to be there promptly when the serving time started. but staff were extremely helpful, kind and accommodating! They were all simply amazing!

#### West Madison Senior Center

A meal everyday would be great.

I don't like canned vegetables particularly beets. The bread should always be wheat bread, not white.

It might be helpful, I might suggest, if food portion sizes could be increased in size and also if there could be more nutritious hot meals rather than just cold food during the summer.

More and better salads. I feel like I am eating processed foods. 1st time in my life.

None.

Healthier menu-but do appreciate the availability, more fresh fruits and veggies. Recognize the \$ challenges and appreciate the reduced cost to seniors. I work on weight control but fear if I ate more often at the Senior Ctr would create a problem . Also a lot of diabetes in my family, so try to be diligent.

The menu has changed and the meals are more tasty, vegetables are not mushy. The improvement is great!

Survey clients as to what foods they want.

Too many large salads in summer. Open it up more days per week. Please give us spring salad instead of iceberg. Many times salad is wilted. Can we have shrimp more often? 1 cup soup is so small-please make serving size larger or give a little extra so people who want seconds.

The lady at the entrance was rude. She was an .... who took the money at the West Side Senior Ctr.

#### Multi-Sites for Same Caterer

Gaylord's food is not as appealing as food from Blue Plate. Most their choices are carbohydrates.

Portion sizes have gotten smaller but not too much so.

## **Goodman Center**

Do not require reservations for meals. (I go to multiple centers for various events & would eat there if I did not need to call the day before.)

Don't make food too spicy or soupy.

Don't serve bread when a starchy food like potatoes is served. Steam vegetables rather than baking. Offer some kind of a sweet-seniors need that too! Most folks take it first so they can get some!

Less salt and spice.

Lunch music.

Sometimes the vegetables are not cooked enough or the carrots are cut too thick and we can't chew them or the fruit is too hard to eat. But they make sure 2 of us who can't eat dark lettuce, they do ours separate and ask when they add a new vegetable if we can eat it, like we are special.

At Goodman, I know the chefs are learning, hope some do better. Portions are too big-much food is wasted-too many starchy items.

Someone should learn to mash potatoes!!

Thank you for such a wonderful program!

The meals at Goodman Center have improved 100% over the last few years. Gail is a head of the Program - she is excellent.

They want 7.50, what a rip off. Give us \$ to go to Culvers or HyVee & we could eat a good meal (balanced). They other day really short of help. No one who was in the kitchen has gloves, hats, etc. They eat off the plates & then serve. Menu that is printed is usually not what we get - then don't print a menu. On Fridays, the refrigerator is cleaned out & we get all kinds of things in salads. Come out some day (unannounced) & try to eat. Everything is lukewarm. They need a cook. One day we had lasagna & the bottom was cardboard. They forgot to take it off before cooking. In the salad, you get the peeling of apple, the bottom parts of one with roots on them. Some of the food one cannot identify, chicken is pink in the center. Spare ribs are only the bones (no meat). Egg salad was more like soup - very runny, large pieces of egg.

Very clean, I like that both regular and decaf coffee are available. I like that the food is not too salty or fatty. Like that vegetables are available. I like that I can put the dressing on the salad myself so I determine what kind and how much I get.

## **Jody's Café**

### Northwest Dane Senior Services

I think the program is excellent-I like seeing other people, than my regular friends and family. I go to lunch a couple days a week-just enough to help so I can fix the rest of my meals myself.

I'm satisfied.

None.

Ask me if I'm happy with NWDSS--NO--don't like it in Cross Plains and not happy a wait was fired. And why?

NWDSS NCN facility great.

Enjoy coming to eat.

Some of the food choices are too salty, such as ham, brats, hot dogs, pizza, gravy.

Serve vegetables not high in Vitamin K for those of us on Warfarin (iceberg lettuce instead of Romaine).

We could use a little more fresh fruits and vegetables, otherwise very good.

Would like more salads and soups.

There are so many widows in CP, I think more of them should be coming to the Sr. Dining Center in CP for a well balanced meal. Too much work to cook for one.

#### Northwest Dane Senior Services – Home Delivered Meals

Meals were fine/satisfactory-used them for a short time when I came home from hospital. Sometimes with the help of family and friends, had too much food here.

More cookies for dessert, more brownies for dessert. Less Jell-O for dessert.

No, well satisfied.

Give us some suggestions of what we want to eat along with the first course of meat and other.

No it's as good as you can expect when it's off the stove for that long. Catered by a restaurant here in town.

Uses for extras. Not really, but have found if one does not eat bread with their meal it makes great toast the next morning. Fruit cups good in salad, marshmallows, whip, etc.

## **Waunakee Community School District**

### Waunakee Area Senior Center

Already a great program, but I only eat lunch twice a month when I volunteer to service, clean up, etc.

For the few times I went, it's great!

I attended a program and friends and I decided to eat lunch there before the program. Was very satisfied with the program and the lunch.

I like it the way it is.

I'm a volunteer and serve meals twice a month. Portions are huge. Smaller portions-more fresh fruit and veggies, cut back on salt and sugar.

It operates very well.

Middleton food is terrible. I switched to Waunakee - food is delicious.

None.

None at this time.

None. It is an extremely well done program. Our nutritionist, Carrie Karls, is great in all respects.

Our Waunakee senior center is the best. No changes necessary. The staff does a great job.

Overall, they do a great job.

Portions are very large. Fresh fruit could be substituted more often for dessert.

Play music.

The program is great, keep it.

I think the program is great for the people.

Waunakee has a wonderful nutrition and activity program. I have volunteered there many years and appreciate the center very much.

Serve fruit and vegetables at all times.

Serve potatoes less often.

Some meals could be better--had bad French fries this week. Most meals good.

Special diet options.

Two cookies instead of one. More whipped cream on deserts, hot chocolate in winter and ice tea in summer. Trail mix to go. More spices available. Vegetarian options. Smoothies. Chocolate milk occasionally. Some chicken (?) meals.

Vegetables often overcooked. Would like warm rolls on a sandwich, not cold.

Visitors think we have a very special senior center. We are allowed to take home food from our plates. We are fortunate to have such a super person in charge of food service.

Why do we get such big servings?

#### Waunakee Area Senior Center – Home Delivered Meals

Chicken legs "drumsticks" never properly cooked. Always pink inside and red next to bone.

For winter months more soups and sandwiches, fruit. For summer more salads, sandwiches, fruit.

I like hot meals more, not cold meals. Very happy with program.

No.

No.

No.

No.

No! I must say that every one of the delivery people are wonderful!

No, it has been a blessing! Very happy with the food and especially the kind people who deliver it!

None.

Not really.

Not so much garlic.

Only recommendation would be if the meals delivered would be safe to put in microwave instead of transferring to another dish.

No-very good!

I would like to have my meals left for me at front counter of my building when I'm not home.

Offer low sodium meals.

For awhile the chicken legs always had red blood in them. We like a good soup and sandwich (like a grilled chicken with bun). Pork isn't as good as beef or chicken. Too much frosting. Tuna salad on lettuce – glad there was bread with it.

Satisfied.



# Consumer Survey

## Senior Dining Centers

**Introduction:** The Area Agency on Aging is always interested in improving meal services at the various sites throughout Dane County. We would like to know what you think about the Senior Dining Center that you attend. This survey is completely anonymous. You do not have to complete it if you don't want to, but we hope you will help us out. How you answer the questions will not impact your services in any way. The results of this survey will be released in aggregate form only. That means that your answers will be grouped together with those of other people who have responded to this survey.

Please return your completed survey in the enclosed, postage paid envelope no later than **July 17, 2015**.

**Directions:** Please check the response that best represents your opinion. Please check one answer for each question.

### 1. Where did you first learn about the Senior Dining Centers?

- ADRC (Aging & Disability Resource Center).....  1
- Family.....  2
- Friends.....  3
- Physician.....  4
- Other Agency.....  5
- Media.....  6
- Social Worker or Case Manager.....  7
- Hospital.....  8
- State or Local Office on Aging.....  9
- Nutrition Site Manager.....  10
- Other (please describe)  11

### 2. How often do you attend the Senior Dining Center?

- Once a month or less.....  1
- 2 to 3 times a month.....  2
- 1-2 times a week.....  3
- 3-4 times a week.....  4
- 5 times a week.....  5
- Every day offered.....  6

Over



- Only attended once.....  7
- 3. Which Senior Dining Center do you attend most often?**
- Belleville – St. Mary of Lourdes Church.....  1
  - Belleville – Sugarwood Apartments.....  2
  - Cambridge Community Center.....  3
  - Colonial Club, Sun Prairie.....  4
  - Cranberry Creek Café, Monona.....  5
  - De Forest Area Senior Center.....  6
  - Fink’s Café, Mount Horeb.....  7
  - Fitchburg Senior Center.....  8
  - Goodman Community Center, Madison.....  9
  - Lussier Community/Education Center, Madison.....  10
  - Madison Senior Center.....  11
  - Marshall Youth Center Building.....  12
  - McFarland Senior Outreach.....  13
  - Messiah Lutheran Church.....  14
  - Middleton Senior Center.....  15
  - Monona Meadows.....  16
  - Mount Horeb Senior Center.....  17
  - Northwest Dane Senior Outreach.....  18
  - Oregon Area Senior Center.....  19
  - Quaker Housing, Madison.....  20
  - Romnes Apartments, Madison.....  21
  - Stoughton Area Senior Center.....  22
  - Temple Beth El, Madison.....  23
  - Warner Park Community Center, Madison.....  24
  - Waunakee Area Senior Center.....  25
  - West Madison Senior Center.....  26
- 4. Which of the following best describes why you attend the dining center? (Check all that apply.)**
- To eat a balanced meal.....  1
  - To help make ends meet.....  2
  - For food and nutrition information.....  3
  - To visit with friends.....  4
  - Unable to prepare meals at home.....  5

**5. Would you like to attend more?**

No.....  1  
(Skip to Question #6)

Yes.....  2

**5a. Why don't you participate more? (Check all that apply)**

- A. I need transportation to get to the Senior Dining Center.....  1
  - B. The Senior Dining Center doesn't serve the special diet I need.....  2
  - C. The Senior Dining Center is not open every day.....  3
  - D. The Senior Dining Center is not open on weekends.....  4
  - E. I'm too sick to go more often.....  5
  - F. I need a reservation to go to the Senior Dining Center.....  6
  - G. I don't want to go by myself.....  7
  - H. I don't always like the food they serve.....  8
  - I. Financial.....  9
  - J. Other (please describe)  10
- 

**6. How would you rate the Senior Dining Center program overall?**

- Excellent.....  1
- Very good.....  2
- Good.....  3
- Fair.....  4
- Poor.....  5

**7. Are activities offered at the Senior Dining Center you attend?**

Yes (Skip to Question #9).....  1  
No.....  2

**8. Do you want to have activities at the Senior Dining Center?**

Yes.....  1  
No (Skip to Question #10).....  2

Over 

**9. Do you participate in the activities at the Senior Dining Center?**

- Yes (Skip to Question #10).....  1  
 No.....  2

**9a. Why don't you participate in the activities at the Senior Dining Center?**

- A. My transportation home leaves too early.....  1  
 B. I don't want to.....  2  
 C. I don't like the activities.....  3  
 D. I have other interests.....  4

**Now think about the food you get at the Senior Dining Center.**

How often are you satisfied.....	Always	Usually	Some-times	Seldom	A. ever N
10. With the way the food <b>tastes</b> ?.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
11. With the way the food <b>smells</b> ?....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
12. With the way the food <b>looks</b> ?.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
13. With the <b>variety</b> of foods?.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
14. That the hot foods are <b>hot</b> and the cold foods are <b>cold</b> ? .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
15. With the way the food <b>is cooked</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
16. With the <b>portion</b> sizes?.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
17. That the staff and volunteers at the Senior Dining Center are <b>friendly</b> and <b>respectful</b> ?.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
18. With the <b>service</b> you receive from the dining program?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**19. Have you noticed any recent changes in the quality of the food?**

- No (Skip to question 20).....  1  
 Yes.....  2
- ↓
- 19a. If yes, is the quality of the food better or worse?  
 A. Better.....  1  
 B. Worse.....  2

**The next questions ask about the meal program.**

<b>Do services received at the meal program help you to....</b>	<b>Yes</b>	<b>No</b>
20. Eat healthier foods.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
21. Achieve or maintain a healthy weight.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
22. Improve your health.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
23. Feel better.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
24. See your friends more often.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
25. Continue to live freely where you choose.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
26. Improve your quality of life.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2

**27. Do you feel the meals help you to maintain or improve your health or conditions, such as diabetes, heart disease, high blood pressure, etc.**

- Yes.....  1  
 No.....  2  
 Don't know.....  3  
 Not Applicable.....  4

**28. Have the meals helped prevent or decrease the amount of time you would have spent in the clinic, hospital, or rehabilitation center?**

- Yes.....  1  
 No.....  2  
 Don't know.....  3  
 Not Applicable.....  4

Over 

**29. Please consider all the food you eat in a day on the days you attend the meal program or senior center. What percentage of all the food you eat in a day is eaten at the meal program or senior center? Would you say...**

- About one quarter (1/4<sup>th</sup>).....  1
- About one third (1/3<sup>rd</sup>).....  2
- About half (1/2).....  3
- About two-thirds (2/3<sup>rd</sup>).....  4
- Greater than two thirds (2/3<sup>rd</sup>+).....  5

**30. If you didn't receive these meals, would you still have at least one hot, freshly prepared, well-balanced meal to eat daily?**

- Yes.....  1
- No.....  2

**31. During the past month, did you skip any meals because you had to use money for other living expenses?**

- Yes.....  1
- No.....  2

**32. Would you recommend the meal program to a friend or family member?**

- Yes.....  1
- No.....  2

**The next questions ask about you and nutrition.** Read the statements below. Check the “Yes” column for those statements that apply to you. Check the “No” column if the statement does not apply to you.

	<b>Yes</b>	<b>No</b>
33. I have an illness or health condition that made me change the kind and/or amount of food I eat.....	<input type="checkbox"/> 2	<input type="checkbox"/>
34. I eat fewer than 2 meals per day.....	<input type="checkbox"/> 3	<input type="checkbox"/>
35. I eat few fruits or vegetables, or milk products.....	<input type="checkbox"/> 2	<input type="checkbox"/>
36. I have 3 or more drinks of beer, wine, or liquor almost every day.....	<input type="checkbox"/> 2	<input type="checkbox"/>
37. I have tooth or mouth problems that make it hard for me to eat.....	<input type="checkbox"/> 2	<input type="checkbox"/>
38. I don't always have enough money to buy the food I need.....	<input type="checkbox"/> 4	<input type="checkbox"/>
39. I eat alone most of the time.....	<input type="checkbox"/> 1	<input type="checkbox"/>
40. I take 3 or more different prescribed or over-the-counter drugs a day.....	<input type="checkbox"/> 1	<input type="checkbox"/>
41. Without wanting to, I have lost or gained 10 pounds in the last 6 months.....	<input type="checkbox"/> 2	<input type="checkbox"/>
42. I am not always physically able to shop, cook, and/or feed myself.....	<input type="checkbox"/> 2	<input type="checkbox"/>

**43. Please list any suggestions that would make the nutrition program better.**

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Over 

## Demographics

The following section collects some demographics so that we can make sure that persons of all backgrounds are treated equitably.

44. What is your gender?

- |             |                          |   |
|-------------|--------------------------|---|
| Female..... | <input type="checkbox"/> | F |
| Male.....   | <input type="checkbox"/> | M |
| Other.....  | <input type="checkbox"/> | o |

45. What is your race/ethnicity? (Check all that apply.)

- |                                     |                          |   |
|-------------------------------------|--------------------------|---|
| African-American/Black              | <input type="checkbox"/> | B |
| American Indian or Alaska Native    | <input type="checkbox"/> | I |
| Asian                               | <input type="checkbox"/> | A |
| Hispanic/Latino                     | <input type="checkbox"/> | H |
| Native Hawaiian or Pacific Islander | <input type="checkbox"/> | P |
| White or Caucasian                  | <input type="checkbox"/> | W |

46. In what year were you born?

\_\_\_\_\_

**Thank you for taking the time to complete this survey! Please return it in the enclosed envelope to:**

**Dane County Department of Human Services  
1202 Northport DR/4<sup>th</sup> FL  
Madison, WI 53704**

**by July 17, 2015.**