



# Meals on Wheels Client Survey Data

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# What this project entails



- The purpose of this project is to show the client survey data from 2019 and 2020 to highlight trends and present opportunities for the future.
- I developed this idea on the first day of my internship. I saw a possibility to help the office understand the clients on a deeper level. I wanted to use this data to the fullest extent and start a project that future interns can continue.
- Meals on Wheels will use this information to better serve their clients based on their likes and dislikes. The clients will benefit from this because their opinions will be heard.
- This project meets my learning goals and objectives because it allows me to better understand the organization and its clients. I am able to connect with the community and learn how Meals on Wheels has improved many lives.

# Meals on Wheels of Columbia

- Meals on Wheels began in Columbia in 1972 and has blossomed into an organization that provides hot nutritious meals to hundreds of residents each week.
- With kind volunteers and hardworking staff, the nonprofit successfully delivers over 400 meals a week and allows the clients to live a more independent life.
- In 2020, the pandemic did not stop Meals on Wheels from continuing the provide for the community.
- This tough year only solidified the need for the organization and allowed more people to be served around Columbia.



# Purpose of the Client Surveys

- At the end of each year, surveys are sent out to each client asking them to voice their opinions, rate the food, volunteers, and service as a whole.
- This data allows the organization to understand what they can improve or continue doing to satisfy the client's needs.
- The data in this presentation was collected in 2019 and 2020 and will analyze a variety of questions and ideas.



# Summary of the Questions in the Survey



1. Meals on Wheels has helped me improve or maintain my nutritional intake.
2. I have been able to stay in my home because of Meals on Wheels.
3. If I didn't have Meals on Wheels, I would not have a hot, fresh meal to eat.
4. I am satisfied with the quality and variety of food.
5. I have used resources given to me by Meals on Wheels for other services I may need.
6. I would recommend Meals on Wheels to a friend.
7. How would you rate the cost of the food?
8. How would you rate the volunteers who deliver you meals?
9. How would you rate the office staff who respond to your needs on the phone?
10. How would you rate the overall Meals on Wheels program?
11. How does Meals on Wheels benefit you? During 2020?
12. List any ways you believe Meals on Wheels can improve or any comments or experiences you can share.
13. What is your favorite meal?

# 2019 Data

1. Meals on Wheels has helped me improve or maintain my nutritional intake	<b>YES: 98%</b> NO: 2%
2. I have been able to stay home longer because of Meals on Wheels.	<b>YES: 88%</b> NO: 12%
3. If I didn't have Meals on Wheels, I would not have a hot, fresh meal to eat.	<b>YES: 73%</b> NO: 27%
4. I am satisfied with the quality of variety of food.	<b>YES: 86%</b> NO: 14%
5. I have used resources given to me by Meals on Wheels for other services I may need.	<b>YES: 55%</b> NO: 45%
6. I would recommend Meals on Wheels to a friend.	<b>YES: 100%</b> NO: 0%
7. How would you rate the cost of the food?	<b>EXCELLENT: 68%</b> AVERAGE: 32%
8. How would you rate the volunteers who deliver your meals?	<b>EXCELLENT: 97%</b> AVERAGE: 3%
9. How would you rate the office staff who responds to your needs on the phone?	<b>EXCELLENT: 91%</b> AVERAGE: 9%
10. How would you rate the overall Meals on Wheels program?	<b>EXCELLENT: 90%</b> AVERAGE: 10%

# 2019 Data Continued

<p><b>11. How has Meals on Wheels benefit you?</b> (Of 46 responses, 5 of the most similar responses are recorded)</p>	<ol style="list-style-type: none"><li>1. It provides me with hot, healthy meals I would otherwise not receive</li><li>2. There are nice people that check in on me.</li><li>3. Helps me meet my nutritious needs.</li><li>4. It assists me because I am unable to cook myself.</li><li>5. My disability inhibits me from leaving the house so it helps to have food brought to me.</li></ol>
<p><b>12. List any ways in which you believe Meals on Wheels can improve or any comments or experiences you can share with us.</b> (Of 28 responses, 5 of the most similar responses are recorded)</p>	<ol style="list-style-type: none"><li>1. Switch up the days in which food is delivered.</li><li>2. Provide meals that I am able to eat according to my dietary needs.</li><li>3. Change the packaging of the meals.</li><li>4. Provide meals with more variety.</li><li>5. No improvements necessary.</li></ol>
<p><b>13. What is your favorite meal?</b> (Of 52 responses, 5 of the most similar responses are recorded)</p>	<ol style="list-style-type: none"><li>1. Fried Chicken</li><li>2. Spaghetti</li><li>3. BBQ chicken</li><li>4. Ribs</li><li>5. Turkey and noodles</li></ol>

# 2019 Analysis



- The data showed that an overwhelming percentage of clients have improved their nutritional intake because of Meals on Wheels and need the service to have fresh meals each day.
- In the comments, the clients enjoy having someone come to their house each day to check on them because some people live alone and have no outside contact.
- Around half of the clients have a disability and are grateful that they do not have to cook for themselves.
- Almost all of the complaints in question 12 can be fixed by calling the office and updating their preferences (food or days of delivery).
- The two favorite meals were fried chicken and spaghetti.

# 2020 Data

1. Meals on Wheels has helped me improve or maintain my nutritional intake	<b>YES: 100%</b> NO: 0%
2. I have been able to stay home longer because of Meals on Wheels.	<b>YES: 86%</b> NO: 14%
3. If I didn't have Meals on Wheels, I would not have a hot, fresh meal to eat.	<b>YES: 68%</b> NO: 32%
4. I am satisfied with the quality of variety of food.	<b>YES: 92%</b> NO: 8%
5. I would recommend Meals on Wheels to a friend.	<b>YES: 99%</b> NO: 1%
6. How would you rate the cost of the food?	<b>EXCELLENT: 65%</b> AVERAGE: 35%
7. How would you rate the volunteers who deliver your meals?	<b>EXCELLENT: 95%</b> AVERAGE: 5%
8. How would you rate the office staff who responds to your needs on the phone?	<b>EXCELLENT: 96%</b> AVERAGE: 4%
9. How would you rate the overall Meals on Wheels program?	<b>EXCELLENT: 88%</b> AVERAGE: 12%

# 2020 Data Continued

<p><b>10. How has Meals on Wheels impacted you during 2020?</b> (Of 59 responses, 5 of the most similar responses are recorded)</p>	<ol style="list-style-type: none"><li>1. It has been my savior during the pandemic and has allowed me to stay safe.</li><li>2. It has been a connection to the outside world in isolation.</li><li>3. They still delivered if you had COVID and helped you feel better.</li><li>4. Brightened my year to see smiling faces.</li><li>5. Provided nutritious, hot meals each day.</li></ol>
<p><b>11. List any ways in which you believe Meals on Wheels can improve or any comments or experiences you can share with us.</b> (Of 49 responses, 5 of the most similar responses are recorded)</p>	<ol style="list-style-type: none"><li>1. The program continued to run smoothly even during COVID which was impressive.</li><li>2. The delivery people are very nice.</li><li>3. Serve a greater variety of food.</li><li>4. The quality of the food is amazing.</li><li>5. The timing of delivery is perfect.</li></ol>
<p><b>13. What is your favorite meal?</b> (Of 72 responses, 5 of the most similar responses are recorded)</p>	<ol style="list-style-type: none"><li>1. Fried chicken</li><li>2. Spaghetti</li><li>3. Turkey</li><li>4. Chili</li><li>5. Chicken</li></ol>

# 2020 Analysis



- The survey results from 2020 surrounded the pandemic and how Meals on Wheels helped them get through the year.
- Every single response to question 10 was positive and showed that the organization changed lives for the better.
- This was the most challenging and significant year for Meals on Wheels because they provided good quality meals to clients despite the pandemic.
- Similar to the client complaints in 2019, they are easy to solve. The problems surround meal preferences and delivery day which can be fixed by calling the office and updating the person's file.
- The two favorite meals were fried chicken and spaghetti.

# Similarities Between 2019 and 2020 Data



- Undoubtedly, Meals on Wheels remains a loyal service and never misses a delivery (Even with COVID).
- Over 85% of clients consistently agree that without Meals on Wheels, they would not be able to stay home and remain well fed.
- There is an 85% satisfaction rate for quality and quantity of food both years.
- Almost all clients (99-100%) would recommend the service to a friend or family member.
- Fried chicken and spaghetti remain favorites both years.

# Differences Between 2019 and 2020 Data



- The world experienced a shock in 2020. The survey data holds more significance this year.
- Despite the changes during the pandemic, the results of each question only varied by 1-2% compared to 2019. This shows that the organization did just as well even during a pandemic.
- Meals on Wheels changes lives constantly, but especially this year as people quarantined and were unable to live their homes.
- There were more survey responses in 2020 compared to 2019. This means there were more clients engaging and wanting to voice their opinion.
- Compared to 2019, every single written response in 2020 had some sort of thank you message for helping them during the pandemic. Clients appeared more thankful.

# Noteworthy Responses



- I wanted to include some client responses from 2020 that stood out the most and showed the impact Meals on Wheels made on the community.
  - “Having a friendly smiling face come by (even for a few minutes) helps brighten my day. Not having any family around town and with COVID, Meals on Wheels has made 2020 seem less alone”.
  - “Keeps me eating good and healthy food. I thank the lord for all those involved (farming, trucking, those who deliver, and behind the scenes workers”
  - “During the pandemic, it has been an added blessing to have the meals continued to be delivered and prepared. It would be impossible for us to do this for ourselves”.
  - “The volunteers are exceptional! The office staff is helpful and phenomenal. One of the volunteers became concerned when I didn’t answer the door and called to check on me.”

# Improvements/Changes that can be made



- The complaints varied per individual and were small in the grand scheme of the organization but, every client deserves to be 100% satisfied.
  - “Change the day I receive meals”, “Stop serving me roast beef”, “Serve more spaghetti”
- The clients have the ability to call the office to make these changes, some may not know this is an option.
- To fix these problems, Meals on Wheels can remind the clients on the facebook page, website, or weekly newsletter that they have control of what food they receive and when.
- This could allow the clients that want to make changes to have that power and have a better experience.

# Use of presentation for future clients



- The data presented can be used to show satisfactory rates and achievements of Meals on Wheels.
- To show perspective clients that 100% of people agree that Meals on Wheels has helped them improve their nutritional intake in 2020 is outstanding.
- The commentary can be used to show personal experiences with the organization and persuade other members of the community to use Meals on Wheels.
  - “It saved my life with COVID out there”. “You supply needed nourishment I would otherwise not get”.
- The percentages have remained consistent from 2019 to 2020 which proves Meals on Wheels is reliable, consistent, and helpful”.
- Continuing to add data in upcoming years will only strengthen the organization’s credibility and prove to the community they are a essential service.

# Use of presentation for future interns

- Interns can use this data in the future to show how the organization is improving and in what specific areas. (Can they improve the quality of food or do clients like when food is delivered).
- Continuing to analyze this data on a deeper level will remind Meals on Wheels of their purpose and the overall impact they make on lives.
- This project will help future interns understand Meals on Wheels and the specific ways they serve people because it has allowed me to learn how to organization operates.



# Summary

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- The time I have spent as an intern has been eye opening and unforgettable.
- I accomplished all of my learning objectives and learned what it takes to smoothly run a nonprofit organization like Meals on Wheels.
- The clients truly appreciate this service because they allow people to live a healthy happy life.

