

# Second half 2023 Report to the Service Delivery Committee of the Commission on Aging Goodwill Industries

Meal Delivery and Case Management of the Home Delivered  
Meal Program



Please share a success from 2023.

We have been successful in maintaining prompt delivery of needed nutrition to homebound, isolated seniors. We have continued to provide much needed contact to those in social isolation. We are wrapped up our partnership with TimeSlips/Beautiful Questions and they have given us lasting tools and techniques for meaningful and creative communication with older adults. Incorporating the Beautiful Questions on their meal delivery routes, drivers engaged participants through a creative outlet that combats isolation and positively impacts their lives by bringing them closer to the community.



[Delivering Creative Connections \(youtube.com\)](https://www.youtube.com/watch?v=...)





Please share a challenge from 2023.

- Our biggest challenge continues to be labor shortages, particularly with the meal driver position. Getting applicants has not always been the problem, but it has been a multifold issue like competition from other jobs, keeping applicants long term, or communication when leaving the job. It is a very different employment climate we are in.
- Funding shortfalls





# Report on 2023 Performance Objectives

	Goal/Actual
Intakes received to be at or above the 2022 level	Goal: 75% Actual: 102% Intakes YTD were 2367
% reduction in number of participants that score a 6 or higher on the nutrition screen portion of the Home Delivered Meal Assessment (6 or higher=high nutrition risk)	# responding 179 % scoring 6 or higher 85.5% After 3 mos on the program: % scoring 6 or higher 72.1%
Participant satisfaction ratings equaling or exceeding the responses from the most recent Provider Assessment	County holds results of satisfaction survey



# Funding Summary

- Total Agency Budget:  
\$1,242,903
- ADS funding amount, and  
percentage of agency  
budget:
- \$1,242,903
- Contract spending:
- 1,485,856



Please share one service improvement or planned change for 2024.

## Re-evaluation of the program to align with contract amount:

- Working with the AAA to have a possible increase in suggested participant contribution rate
- “Right-sizing” the program:
  - ❖ Staff reduction = route reduction
  - ❖ Targeted case management-re-evaluation for eligibility for the program (negative participant impact/possible participant reduction)
  - ❖ Avoid waitlisting of participants

