



Semi-Annual Report Close of Fiscal Year 2025

Ionia County Commission on Aging
115 Hudson Street Ionia MI 48846
(616) 527-5365 • iccoa@ioniacounty.org

Semi-Annual Report

The goal of the Ionia County Commission on Aging is to strengthen the well-being of all Ionia County Senior Citizens and to be the cornerstone of support services for their continued independence.

Services we provide are delivered in client homes, at satellite sites throughout the county and at our Senior Center in downtown Ionia.

Numbers and analysis of services delivered in FY 2025 follow, as do agency goals for FY 2026.

Our annual Outcomes and Measures report, based on feedback received from clients in annual polling, also follows.

Our vision for the future is encapsulated in our Senior Center in downtown Ionia. To respect our past, and plan for the future, our facility is a welcoming destination for social interaction, enriching programming and a hub for information, where seniors have a voice and a hand in both content and community.

Thank you for your support of our efforts, and of our seniors, in Ionia County!

Carol Hanulcik

Director

Agency goals - fiscal year 2026

- Resolve HVAC issues between our kitchen and office space before summer heat kicks in.
- Fill vacant positions/hours, and become “fully staffed,” in order to meet increased need.
- Work to reduce or eliminate the waiting list for Direct Care Services (DCS) - Homemaker and Respite.
- Avoid a waiting list for Home Delivered Meals.
- Expand service hours for our Blue Skies Adult Day Program, a low-to-no-cost care option for Ionia County residents, to help caregivers who are struggling to find respite care.
- Key goals for our Nutrition Program include: to update training/orientation materials for program staff, to fill our vacant Nutrition Program Director position, to reopen our Lake Odessa congregate meal site in spring 2026.
- Bring on more volunteers! Volunteers are needed now **more than ever** to help deliver meals, to help seniors get to medical appointments and the grocery store, to help at our Blue Skies Adult Day Program and to lead Senior Center Programming. **If you feel inspired, we want to hear from you!**
- Completing renovations to our facility, remains a key goal for our agency – to create space to meet confidentially with clients, to perform essential upgrades to our kitchen and to add more workspace for staff. Renovations are needed to provide a solid foundation for our agency for both the near term and long term.

ICCOA Services Delivered
Fiscal Year 2024 Recap - Oct 1, 2024 – Sept 30, 2025¹

Registered Clients² • Demographics

Individuals Registered	FY 2024	1,763	Meals, Supportive Services (no transportation clients)
Average Age		76.2	
Average % fpl ³		149.7%	

Most ICCOA services are not based on a client's ability to pay, but rather *on a client's need for assistance to remain in their home.*

And that need is growing. Across the US, 1 in 4 Americans is 60+ and 12,000 more are turning 60 every day. Studies also show older Americans are living longer, with less money.⁴

Client support is shown through donations for services, cost sharing, where applicable, and through payment of fares for transportation. Client contributions, community support and the Ionia County Senior Millage provides over half of all agency funding.

Full Client & Caregiver Assessments Completed

Fiscal year 2025	975
Fiscal year 2024	953
Fiscal year 2023	913
Fiscal year 2022	895

The number of full client assessments completed is one of our best indicators of increased need in our county. Assessments determine an individual's priority score, which indicates a client's need for assistance.

The number of full client assessments continues to increase each year. For comparison, 621 assessments were completed in FY 2016.

Full Client/Caregiver assessments, performed in the home by a caseworker, are required for Meals on Wheels, Homemaker and Respite Services and for EightCAP's Senior Companion Program. Assessments for Adult Day Services are performed onsite at our Blue Skies Adult Day Program.

¹ Numbers and units are preliminary and estimated.

² Not all clients who are helped by our agency are registered for services, and not all registered clients will receive a unit of service. Transportation clients are not included in this count, see Transportation Summary for more information.

³ <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>

⁴ <https://www.mealsonwheelsamerica.org/research/the-escalating-issue-of-senior-hunger-and-isolation/>

Core Services, Departments and Staff

Units delivered are for the period October 1, 2024 – September 30, 2025

Nutrition

Home Delivered Meals (meals)

Fiscal year 2025	75,062	466 individual clients
Fiscal year 2024	76,609	474
Fiscal year 2023	73,200	479
Fiscal year 2022	75,975	464

Average age for this service FY 25: 77.1

Meals on Wheels is a critical, core service that helps seniors remain in their homes. In addition to a healthy meal, the service can provide a wellness check up to five-days-per-week, by ICCOA staff.

Meals on Wheels also makes sense financially for taxpayers. Meals on Wheels America data shows that the cost to “serve a senior for an entire year [is] roughly the same cost as [one] day in the hospital, or 10 in a nursing home.”⁵

Updated Home Delivered Meals Standards were rolled out at the start of FY 26. One key update is changing the service definition and eligibility requirement to remove ‘homebound’ and replace this with ‘prioritized.’ The update looks to focus on serving seniors 60 and up in greatest need, and prioritized individuals will include those who may not be homebound, but lack the means to obtain or prepare nourishing meals.

While we welcome this focus to serve those who most need our help, this change is likely to also raise the numbers of seniors who qualify for services, which has already been greatly impacted by changing demographics (ie, growth in number of seniors, who are living longer). One key goal for the new year is to meet this need without having to resort to a waiting list for meals.

Looking back over the last 12 years, the growth in services is clear:

- 2014 to 2019 – averaged 71,150 meals annually, averaging just over 400 clients
- 2020 to 2025 – averaged 75,350 meals annually, averaging just under 475 clients

We are analyzing how to meet this increasing need, given the realities of our infrastructure and parameters of the program: the size of our kitchen and fleet, our budget and approved staff allocations, the window of time available for safe meal delivery when serving hot meals, etc.

In November 2025 our Nutrition Director left the agency. Currently, responsibilities for the program are being shared by multiple ICCOA staff who I must commend for their efforts and hard work.

⁵ www.mealsonwheelsamerica.org/facts

While this has been and continues to be a challenge, it has also offered an opportunity to innovate and try new ways to serve clients. It has also presented an opportunity for cross-training which will serve the agency well in potential continuation of services scenarios.

A Fact Sheet from Meals on Wheels American follows which shows how Meals on Wheels actually helps save taxpayers money while increasing quality of life for our seniors.

Allocations for nutrition program employees total an FTE of 8.05 that includes: 2 full-time cooks/kitchen managers, 2 kitchen aides, site hosts for our 6 congregate meal sites and nutrition transporters for our 7 established Meals on Wheels routes.

Congregate Meals (meals)⁶

Fiscal year 2025	9,165	381 individual clients
Fiscal year 2024	9,437	434
Fiscal year 2023	10,692	498
Fiscal year 2022	9,325	414

Average age for this service FY 25: 76.9

Direct Care Services – In-Home & Onsite

Including Respite, Homemaker, Home Health Aide, Memory Café, Adult Day Services and Respite Certificates.

Homemaker, Respite and Home Health Aide hours

Fiscal year 2025	7,174	248 individual clients (by caregiver)
Fiscal year 2024	7,890	267
Fiscal year 2023	7,294	257
Fiscal year 2022	4,385	235

Average age for these services FY 25: 80.6

Our Direct Care Services program took a giant leap in 2025, launching our Blue Skies Adult Day Program. From our open house in August 2025, to welcoming our first clients in November, Blue Skies has been steadily attracting new clients who appreciate the friendly, welcoming atmosphere while providing a full day of engagement for attendees.

The launch caused our numbers for services provided in the home to dip just slightly, as BSADP and Memory Café services share the same staff and allocated hours. Nonetheless, service hours delivered were still higher than any year going back to 2016, save FY 2024, thanks to the outstanding leadership of our Director of Direct Care Services, Emily Gray.

⁶ Meals adjusted to eligible meals served.

A key goal for FY 2026 will be to hire and increase staff levels and serve more clients across all Direct Care Services. We are also looking to lower the administrative burden on the program director by rolling out electronic visit verification. We're confident that the increased costs for equipment and software will be covered by time saved with manual data entry.

Allocations for direct care workers total an FTE of appx 8 that includes 4 full-time DCWs and 5 part-time DCWs. Currently, just under 75% of allocated hours for these services are filled.

Transportation

ICCOA Fleet including Staff and Volunteer Drivers

Transportation (one-way trips)⁷

Fiscal year 2025	5,419	237 individual clients
Fiscal year 2024	5,464	219
Fiscal year 2023	4,896	182
Fiscal year 2022	5,013	149

Average age for these services FY 25: 75.3 (assisted, 3B transportation only)

ICCOA works closely with Ionia Dial A Ride to provide complementary, not competing, transportation service in our county, focused specifically on Seniors and those needing extra help due to disability.

We do this by providing *assisted transportation*, helping clients board and disembark vehicles, helping them into their home, by stowing walkers and wheelchairs, etc, for clients who are unable to do these things themselves.

Under Coordinator Ashley Denker, our transportation program continues to increase the professionalism and expertise of our staff, resulting in excellent safety and satisfaction results.

In FY 26 we also added a new destination to our service area, the hospital and medical offices in Carson City. Added to veteran's facilities, cancer treatment centers and other specialty medical locations outside Ionia County, ICCOA Transportation provides a critical, core service for a need that otherwise would be unmet.

Ashley leads a team with total allocations just under 5, currently consisting of 9 drivers + 1 volunteer. Ashley also manages our MOW fleet.

Our goal for the new year is to fill vacant hours and to roll out text reminders to clients for upcoming trips.

Senior Center Services

Wellness & Healthy Aging, or Disease Prevention/Health Promotion (DPHP) client class sessions

⁷ One-way client trips include accompanying caregiver trips. Individual client total does not include caregiver count.

Fiscal year 2025	4,449	131 individual clients
Fiscal year 2024	4,962	117
Fiscal year 2023	5,350	134
Fiscal year 2022	3,072	99

Wellness and Healthy Aging completed a solid year of service delivery while our Healthy Aging Specialist, Rachel Yenchar, was instrumental in our providing Caregiver Support Services, including the launch of our Blue Skies Adult Day Program.

Rachel was point in ICCOA presenting a fresh, welcoming look at BSDAP and continues as a key player in providing services: helping to assess clients for admittance and by providing movement and wellness activities for attendees at the program.

With her DPHP hat on, Rachel is certified in all ICCOA disciplines on offer including: Arthritis Exercise, EnhanceFitness, A Matter of Balance, Tai Chi and Walk With Ease as well as the new Drums Alive! which is being rolled out in FY 2026.

Additional Senior Center Services and Support

Our caseworkers + administrative team also provide direct client support for seniors that includes:

- Brief Bank – made possible through donations + supplies from State of MI received through community partner EightCAP Inc, this program distributed 578 packages of incontinence supplies in FY 25.
- Caregiver Support Group – meets twice each month, led by an ICCOA facilitator trained by partner the Alzheimer’s Association.
- Coffee Klatch – a weekly gathering for coffee and conversation in Ionia.
- Equipment Exchange Program – donated equipment is redistributed to other seniors.
- Info and Referrals – ICCOA is the focal point for services to seniors in our county and we strive to develop and maintain resources in all areas needed.
- SHIP Counseling (the State Health Insurance Assistance Program/formerly MMAP) – delivered 117 counseling hours to seniors during Medicare open enrollment (and beyond) in FY 25.
- Memory Café – where individuals with memory issues, and their caregivers, can socialize and share a meal with others in a safe environment.
- Meal & Movie nights – a popular night out in Ionia that we hope to reboot in FY 26!
- Senior Project Fresh – ICCOA helped fund and distribute SPF funds to 309 individuals in FY 25.
- Tax Returns and Tax Credits – 8 individuals were helped with MI Tax Credits in FY 25. For FY 26, we have returned to the AARP Tax Aide Program, to help individuals with full returns and MI Credits alike, and are on target to help 125 + individuals!
- Tech Savvy Senior Workshops – hosted quarterly in Ionia.
- Volunteer led programming puts the focus on fun engagement and includes our Painting Group, Euchre Group and Yarn Circle.

Office staff include 6 full-time positions: ICCOA Director (Administrator), Nutrition Program Director (currently vacant), Direct Care Services Director, Transportation Coordinator, Wellness & Healthy Aging Specialist and one full-time position split between casework and administrative/program support.

Part-time positions include caseworkers, SHIP counselors/Senior Center staff and 3 remarkable part-time administrative/program aides who are versant in all areas of our program while providing direct client services along with supporting all ICCOA departments. Total FTEs are just under 10 currently.

ICCOA Volunteers remain an integral part of service delivery, and we are always interested in welcoming new volunteers into the ICCOA fold.

Volunteers include Transportation Drivers, Meals on Wheels Drivers, Kitchen helpers and much more.

Our AARP Tax Aide team consists solely of volunteers and is set to complete well over 100 returns this year. Our Mrs Claus Bazaar and Craft Show is staffed overwhelmingly with hard-working volunteers who put on one of the biggest annual events in Ionia County.

Additional volunteer-led programming includes our Painting Group, Euchre Group, Tech Savvy Senior Workshops and Yarn Circle. We encourage folks of all ages to call to learn more about how you can help.

Thank you for your support of the Ionia County Commission on Aging!

2026 NATIONAL SNAPSHOT

Supporting Senior Health and Independence while Saving Money

For more than 50 years, Meals on Wheels has set the gold standard as an evidence-based public-private partnership that effectively addresses the issues of senior hunger and isolation while providing a proven significant return on investment in the form of health care savings. But with growing demand and rising costs, many seniors

are left waiting for nutritious meals and moments of connection. And while they wait, they're more likely to end up in the hospital or a long-term care facility. The need has never been greater, but together, we can End the Wait.

Hunger and isolation put seniors at risk for costly health issues.

Almost **95%** of older adults have at least one **chronic condition**, and nearly **80%** have two or more.

Food insecure older adults experience worse health outcomes than food-secure seniors, with greater risk for:

- High Blood Pressure
- Heart Attack
- Diabetes
- Depression



Older adults have the highest rates of **social isolation**, putting seniors at risk for:

- High Blood Pressure
- Anxiety and Depression
- Cognitive Decline
- Dementia

Federal funding shortfalls for Meals on Wheels end up costing the government and taxpayers more due to costly health care and long-term care expenses that could have been prevented.

When adjusted for inflation:



Senior malnutrition costs an estimated \$76 billion a year in health care costs.



Older adult falls cost the U.S. health care system \$100 billion a year, with most of the cost paid by Medicare.



Social isolation costs Medicare an estimated \$9 billion annually.

The estimated economic value of family caregivers' unpaid contributions is approximately **\$600 billion**

Meals on Wheels is the solution...

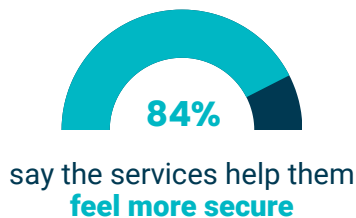
Meals on Wheels is proven to:

-  Reduce use of costly health care services
-  Reduce nursing home admissions and increase ability to age in place
-  Reduce health care costs
-  Increase food security
-  Improve diet quality
-  Improve or reduce decline in nutritional status
-  Reduce social isolation and loneliness
-  Reduce falls and increase home safety



We can serve a senior for an entire year for roughly the same cost as a day in the hospital or 12 in a long-term care facility

Of home-delivered meal participants:



but seniors are waiting.



1 in 3 Meals on Wheels providers has a waitlist
with seniors waiting on average 4 months for meals.

Meals on Wheels operational costs are on the rise



Gas prices increased 53%
from 2015-2025



Grocery prices increased 30%
from 2014-2024



older Americans are threatened by or experience hunger

56%
of seniors
feel lonely



HELP US END THE WAIT. FUND AND SUPPORT MEALS ON WHEELS.



Achieved Program Outcomes FY 2025

The goal of the Ionia County Commission on Aging is to strengthen the well-being of all Ionia County Senior Citizens and to be the cornerstone of support services for their continued independence.

Services are provided in client homes, at our Senior Center in downtown Ionia, virtually, such as on Zoom, and at satellite sites located throughout the county.

Each year we survey clients to learn how we might improve services. We also look for areas where there is a need to develop a service, or to find a new resource for seniors in our community. This feedback is key as we develop our goals for the new year.

And each year polling returns results that both challenge and inspire us to find the best ways to serve Ionia County.

Completing renovations on our facility, particularly on our kitchen, remains a key deliverable for our agency. However, as the demand for services continues to rise, combined with uncertainty around state and federal funding, we continue to move cautiously on this.

While renovations are needed for the long term health of the agency, in the short term, it is imperative that we have the funds to meet current needs for food, hand-on help in the home, transportation to medical appointments and other supportive services

Polling results and our analysis follow. Thank you for your support of our programming in Ionia County and throughout our region.

Our vision for the future is encapsulated in our Senior Center in downtown Ionia. To respect our past and plan for the future, our facility is a welcoming destination for social interaction, enriching programming and a hub for information, where seniors have a voice and a hand in both content and community.

Carol Hanulcik
Director
The Ionia County Commission on Aging
November 2025

Supportive Services Programming

In Home Services, Respite and Homemaker

Homemaker Survey Results:

- 99% of responses indicated that Ionia County Commission on Aging (ICCOA) Homemakers performed all the tasks assigned (124 of 125 replies).
- 98% of replies indicated that they would recommend ICCOA Homemaker Services to others (122 of 124 replies).
- 99% of responses received indicated that ICCOA direct care workers providing homemaker services are respectful and communicate effectively (124 of 125 replies).

Respite Survey Results:

- 100% of respondents indicated services helped them accomplish the things they wanted to do (answering *yes (15) or somewhat (5), of 20 replies received*).
- 65% of caregivers reported relief, as a result of receiving services (13 of 20 responses, indicating 6 or higher on a 10 point scale with 10 being *extremely relieved*. An additional 25% of respondents indicated a 5 on the scale).
- 85% of caregivers who receive Respite Services indicated a positive personal health score at their assessment, comparing their health to the same period last year (indicating 5 or lower on a 10 point scale where 1 is *very healthy*, 39 of 46 replies).
- For those clients who completed 2 surveys in the fiscal year (21 total), 33% indicated no change in their personal health score, 19% indicated improvement and 48% indicated decline.

Analysis: Our agency met or exceeded the targets set in all three standardized outcomes for Homemaker Services. And Respite surveys indicated the importance of providing these services to stressed caregivers.

FY 2025 continued a strong year of service delivery although service hours dipped slightly. One reason for this was the time needed to launch our Adult Day Program without adding additional administrative staff. This launch is an investment in the future, to serve growing numbers of clients, with a service model that requires fewer staff, while offering additional benefits.

We are excited to add our Blue Skies Adult Day Program to our suite of services supporting caregivers.

Respite continues to be an important part of Direct Care Services at our agency, comprising approximately 1/3 of all DCW services provided.

Assisted Transportation

- 95% of respondents indicated they were better able to maintain their health – through medical appointments and/or community connections – thanks to transportation provided by the Ionia County Commission on Aging Assisted Transportation (35 of 37 responses).
- 100% of responses indicated clients were able to get to their scheduled appointment(s) on time when using transportation provided by the Ionia County Commission on Aging Assisted Transportation Program (35 of 35 responses).
- 100% of respondents said their experience with Ionia County Commission on Aging Transportation Services was positive (36 of 36 responses).
- 94% of responses indicated Ionia County COA Transportation has reduced their stress and helped them maintain their independence (33 of 35 responses).

We polled on some additional topics this year with these results:

- 64% of respondents indicated they would be interested in receiving text notifications or reminders for their scheduled transportation from our agency (23 of 36 responses).
- 50% of respondents indicated they would be interested in receiving voice notifications or reminders for their scheduled transportation from our agency (18 of 36 responses).
- And finally, we polled on additional out-of-county, medical facilities to which clients would like us to provide transportation, and both Mt Pleasant and Carson City were mentioned (2 responses).

Analysis: All standardized outcomes for Transportation were achieved. And once again, extra appreciation was offered by several additional comments, thanking us for our service.

As OAA funded transportation is now provided by both staff drivers and volunteers, survey results include all transportation surveys returned, under all funding sources.

All transportation at our agency is provided with fleet vehicles. We believe this adds quality to the professional service we provide, where all drivers maintain current PASS Certification, hold a Chauffeur's License endorsement and receive hands-on training from our Transportation Coordinator, Ashley Denker, who is herself a certified trainer in the Passenger Assistance Safety and Sensitivity (PASS) Program. 6 of 7 of our fleet vehicles are also equipped with a ramp and are fully accessible.

Our goals for FY 26 are the same as FY 25: to continue to increase trips provided, to increase efficiency where possible (ie, shared rides) and to do our best to recruit volunteer drivers to make the most of the budget we have for this important service.

Disease Prevention/Health Promotion or DP/HP

Including Arthritis Exercise, EnhanceFitness™, A Matter of Balance and Tai Chi.

DP/HP is a core service at our agency. We host classes 5 days a week, at our Senior Center in Ionia, and provide Zoom classes for each discipline except A Matter of Balance. Each year we also host classes at one or more “satellite locations” in Ionia County.

Surveys were distributed at our Ionia Senior Center and mailed out to those who took classes at other sites, in FY 2025. Altogether, 72 surveys were returned.

Polling showed:

- 90% of responses said that they would take the class again (62 of 69, with an additional 3 answering *maybe*).
- 100% indicated they would recommend the class to others (71 of 71).
- 90% said their overall fitness level had improved because of the class (65 of 72, with 2 answering *maybe*).
- 90% felt that their balance and stability had improved due to the class (65 of 72, and 1 *maybe*).
- 96% said they felt the class was fun and a good social experience (69 of 72).
- 35% of respondents indicated they have attended via Zoom.
- 58% said they would like to learn how to attend on Zoom.

We also polled on additional classes our clients might like, and responses included yoga (more than once!), a walking group, line dancing and “Fit after 50.”¹ Other surveys also indicated an interest in bringing back Wii Bowling and offering Pickleball and weightlifting.

Additional comments and analysis:

Each year we look to grow our DP/HP program and welcome more seniors to classes. We do this by offering as much variety in classes, times, days and locations as we are able.

In FY 2026 we are thrilled to launch a new and exciting class, Drums Alive, offering both cardio and cognitive benefits in a fun drumming class. We hosted the first, intro class just a week ago and available spots were filled almost immediately.

We plan to leverage our experienced team of certified DPHP instructors to offer programming at our Blue Skies Adult Day program in FY 2026 as well.

¹ <https://fitafter50.com/>

Senior Center Activities

Our Senior Center in Ionia hosts a variety of activities, programming and services. It is also a hub for information, where seniors can learn more about our services, and services provided by others in Ionia County.

The goal of polling is to learn where we can improve our services, to learn where we need to develop resources to meet additional needs, and to set goals for the new year.

With 43 surveys returned, results showed:

- 95% indicated ICCOA staff were courteous and helpful, (always 88%, usually 7%).
- 89% replied that staff helped them gain access to appropriate services (always 76%, usually 13%).
- 82% indicated they were *very* satisfied with our agency's range of services while 14% indicated they were somewhat satisfied.
- 86% indicated they found the information in our newsletter helpful always or usually, an additional 11% responded sometimes.
- 95% indicated they would recommend our agency to a friend.
- Of 33 replies, 23 indicated they felt they had a voice in activities or services our COA offers, 7 said they were unsure and 3 respondents indicated they did not feel they had a voice.
- 48% of respondents indicated they were seeking information on Senior Center Services such as equipment exchange, SHIP counseling, Tax Aide, Senior Project Fresh, Tech Savvy Senior, DPHP.
- When asked to name other programming they'd like to see offered include respondents shared: a book club, cooking and nutrition classes, board games, crafting, music, bingo. Interest in accessing services at other locations was also indicated.

Analysis + goals for the new year:

Our goal for the new year is to continue to provide the resources and services our clients need, and to offer activities and programming that clients enjoy, that offer real benefits. As in FY 25, we will look to hold quarterly Lunch & Learns, combining a meal with Senior Center Programming, at each of our meal sites in FY 26.

With more seniors engaging with our agency, stretching existing staff hours to meet increased need becomes a challenge. A goal for FY 26 is to recruit volunteers to help lead activities where possible.

Notes on Congregate and Home Delivered Meal Survey Results

Survey results for Congregate and Home Delivered Meals also follow.

Our FY 25 Congregate Meal outcomes were positive and indicated clients enjoyed their meals and our meal sites. In FY 26, we will look to develop programming on food and nutrition which might better engage clients, addressing question 6 from surveys.

For Home Delivered Meals, our goal for the new year will be to achieve the standardized outcomes where we fell short this year and where we can make a difference, such as improving the taste of meals.

This report covers outcomes for Older Americans Act services including: Homemaker and Respite Services, Assisted Transportation, Senior Center Services and Healthy Aging/Disease Prevention. Funding for these services includes Older Americans Act funding, MDOT funding and importantly, Ionia County Senior Millage Funds.

Congregate Meal FY 25 Outcomes

Instructions: Enter number of responses in the appropriate box. Percentages will automatically calculate.

	#	%
1. In general, I like the taste of the meals.		
Agree	62	94%
Disagree	3	5%
Neutral	1	2%

2. The meal I receive is a good value for the suggested donation?		
Agree	74	95%
Disagree		0%
Neutral	4	5%
Didn't know		0%

3. Overall, my basic food needs are met/ I have enough to eat at home.		
Agree	76	96%
Disagree	1	1%
Neutral	2	3%

4. As a result of coming to the meal site, I feel less lonely?		
Agree	71	90%
Disagree	1	1%
Neutral	7	9%

5. Is the meal site welcoming?		
Agree	79	100%
Disagree		0%
Neutral		0%

6. I have gained knowledge on food and nutrition since having meals delivered?		
Agree	51	65%
Disagree	2	3%
Neutral	26	33%

7. I am able to visit the meal site as often as I want		
Agree	74	94%
Disagree		0%
Neutral	5	6%
If disagree, what barriers do you have? (select all that apply)		
Total people who answered		
Transportation		#DIV/0!
Personal (medical, appointments, work)		#DIV/0!
Days or Hour that meal site is open		#DIV/0!
Other		#DIV/0!

8. The program meet my expectation		
Agree	71	90%
Disagree		0%
Neutral	8	10%

HDM FY 25 Outcomes

Instructions: Enter number of responses in the appropriate box. Percentages will automatically calculate.

	#	%		#	%
1. In general, I like the taste of the meals.			5. Overall, my basic food needs are met/ I have enough to eat at home.		
Agree	117	77%	Agree	122	81%
Disagree	1	1%	Disagree	8	5%
Neutral	33	22%	Neutral	21	14%
3. The meal I receive is a good value for the suggested donation?			6. Since receiving the meals, my health has stayed the same or improved?		
Agree	126	83%	Agree	105	70%
Disagree	2	1%	Disagree	6	4%
Neutral	17	11%	Neutral	40	26%
Didn't know	6	4%			
3. Since receiving MOW, I eat more fruits and vegetables.			7. The meals I receive help me stay in my home/ are one of the reasons I can stay in my home?		
Agree	111	74%	Agree	117	77%
Disagree	9	6%	Disagree	6	4%
Neutral	31	21%	Neutral	28	19%
4. Before you began receiving MOW services, did you ever go to bed hungry?			8. I have gained knowledge on food and nutrition since having meals delivered?		
Agree	5	4%	Agree	80	53%
Disagree	46	30%	Disagree	12	8%
Neutral	99	66%	Neutral	59	39%
Do you ever go to bed hungry now?			9. The program meets my expectations		
Agree	1	1%	Agree	126	83%
Disagree	19	13%	Disagree	1	1%
Neutral	131	87%	Neutral	24	16%
Standardized Outcomes			Achieved %	Outcome Achieved (Yes/No)	
90% of clients will like the taste of their meals. (Q1)			77%	No	
70% of clients will report eating more fruits and vegetables. (Q3)			74%	Yes	
90% of clients will report having enough food to eat. (Q5)			81%	No	
70% of clients will report their health has stayed the same or improved since receiving the meals. (Q6)			70%	Yes	
85% of clients will report that the meals help them remain in their home. (Q7)			77%	No	

Q1= large amount of neutral but we are listening to meals clients prefer and having them more often and removing ones not liked.

Q5=Large # of neutral-unclear how we can improve when not clear what they mean- next year maybe broaden that out like Cong Q7.

*only response was political- "before trump yes, after trump no"

Q7=Large # of neutral-unclear how to improve- not clear what they mean- next year maybe broaden that out like Cong Q7.