



Lilliam Barrios-Paoli
Commissioner

**Department for
the Aging**

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Bon Appétit: Seniors Like Their Healthy Meals Better, Says Latest Survey On Home-Delivered Meals

— Survey results show 5-percentage point increase in overall satisfaction over 2009 data —

NEW YORK, NY – September 3, 2013 – An overwhelming majority of seniors are enjoying their home-delivered meals according to the latest results of the Home-Delivered Meal Program Client Satisfaction Survey conducted by the New York City Department for the Aging (DFTA) earlier this year.

In total, 89% of survey respondents reported that they were satisfied with the quality of meals delivered to their homes each day. The results demonstrate a 5-percentage point increase over those who stated they were satisfied with their meals during the previous survey conducted in 2009.

“A balanced and nutritious diet is important to the health of our seniors, but the food we serve has to be tasty, too,” acknowledged DFTA Commissioner Lilliam Barrios-Paoli. “After the previous survey of four years ago, we took steps to introduce better caterers into the system to make sure our seniors are served meals we can be proud of. The results have been pleasing to hear, but we will always continue efforts to improve our home-delivered meals. That’s why these surveys are so important.”

Through Home-Delivered Meal (HDML) contracts with 15 non-profit organizations, DFTA serves approximately 16,000 meals each weekday to older New Yorkers in their homes to help them obtain adequate nutrition for health and well-being. City Meals on Wheels covers weekend and holiday deliveries for these meal recipients. From December 2012 to March 2013, a client satisfaction survey was mailed to a statistically valid sample of 1,368 recipients, questioning them about meal quality, promptness of delivery and other aspects of program performance.

The response rate to this year’s survey was a robust 46% with demographics, in terms of age, sex and race/ethnicity, mirroring those of 2009. All key results show an improvement from the data collected in the previous survey. In addition to overall satisfaction, the survey highlighted the following information:

- 89% reported overall satisfaction with the meals, compared with 84% in 2009
- 86% of clients were satisfied with food taste (up from 84% in 2009)
- 80% of clients were satisfied with meal variety (up from 77%)
- 88% of clients were satisfied with meal size (up from 86%)

- 16% of clients said that at least some of the time, meals are delivered before 10 a.m. (down from 18%)
- 35% of clients said they do not receive menus in advance of the delivery day (down from 41%)
- 92% of clients said their meals related to their cultural/ethnic background (up from 90%)

While DFTA is satisfied with the results, researchers are analyzing the data to pinpoint those providers where small numbers of recipients reported a concern with the meals, so that the agency and the providers can review these issues and implement further changes as needed. In addition, DFTA staff members will meet with each provider to review the results to determine areas of focus to achieve further improvement to the home delivered meal program.

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