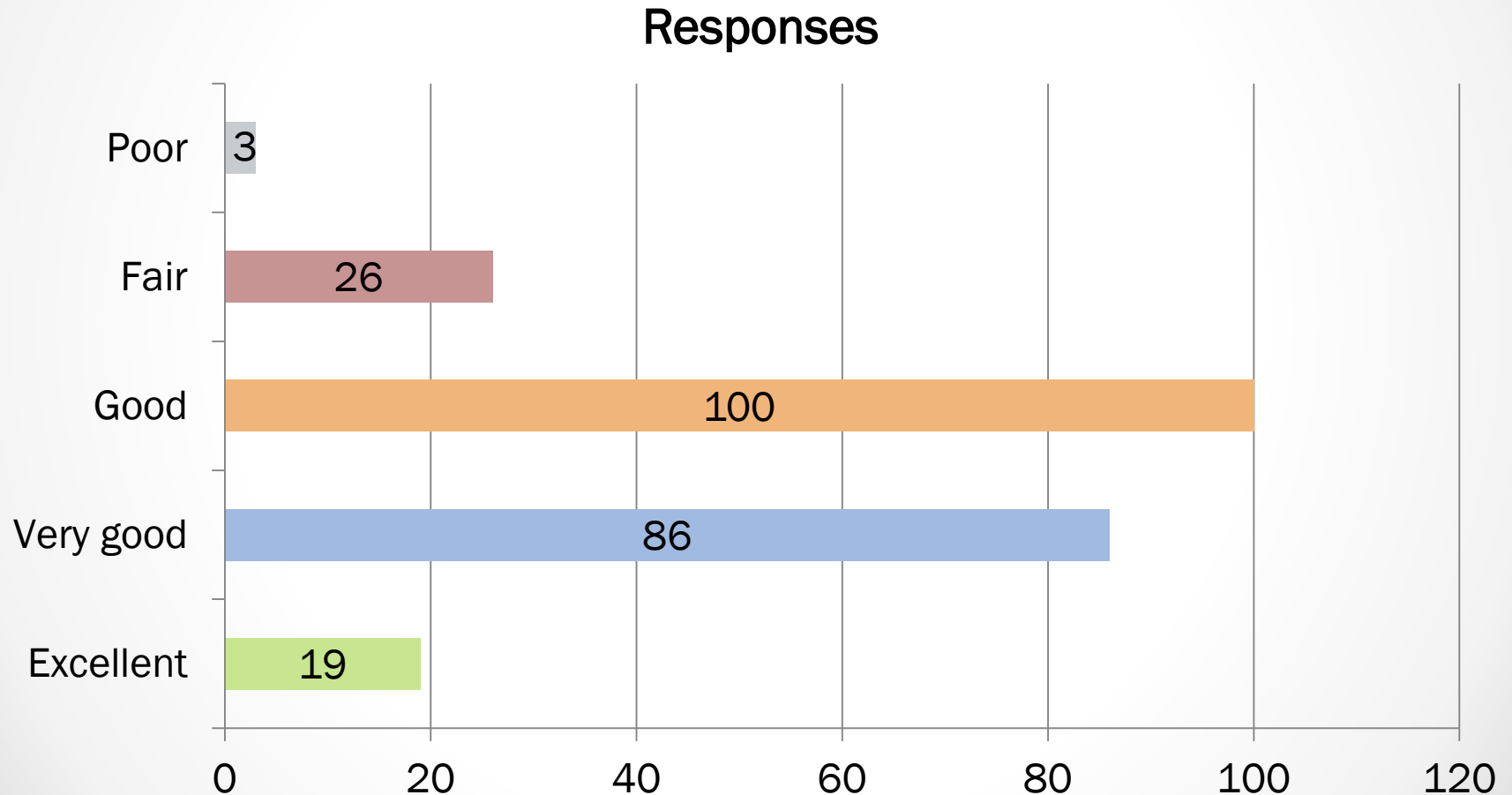


# Dane County HDM Satisfaction Survey 2018

Respondents: 239

# Q1: How does the food taste?

Responses: 234, Skipped: 5

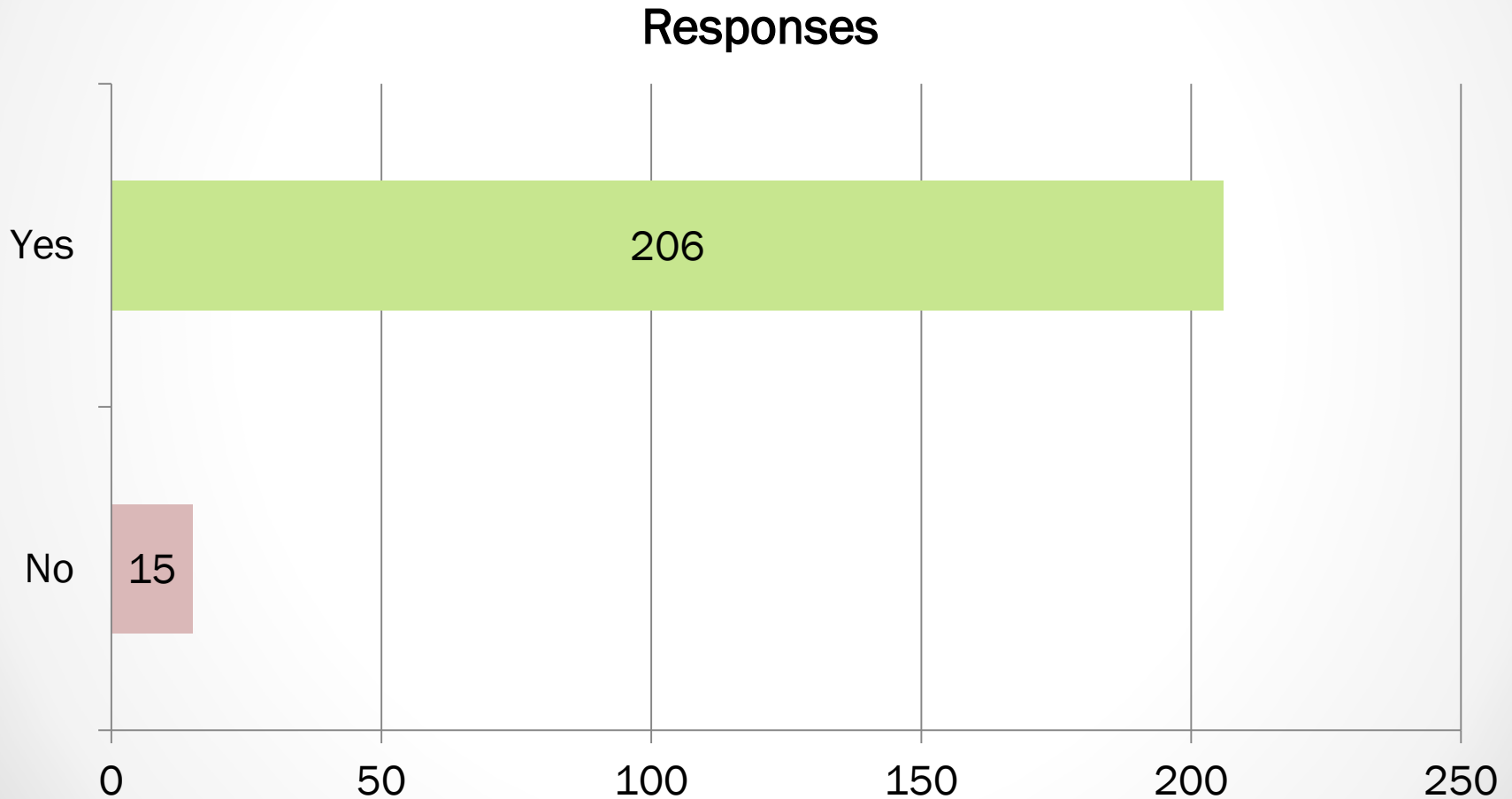


# Comments

- Too often changing menu from what's printed
- Quality varies from day to day
- I enjoy the variety of different foods
- Love getting meals. I may not get to grocery store enough
- More seasonings please

# Q2: Do the meals look good?

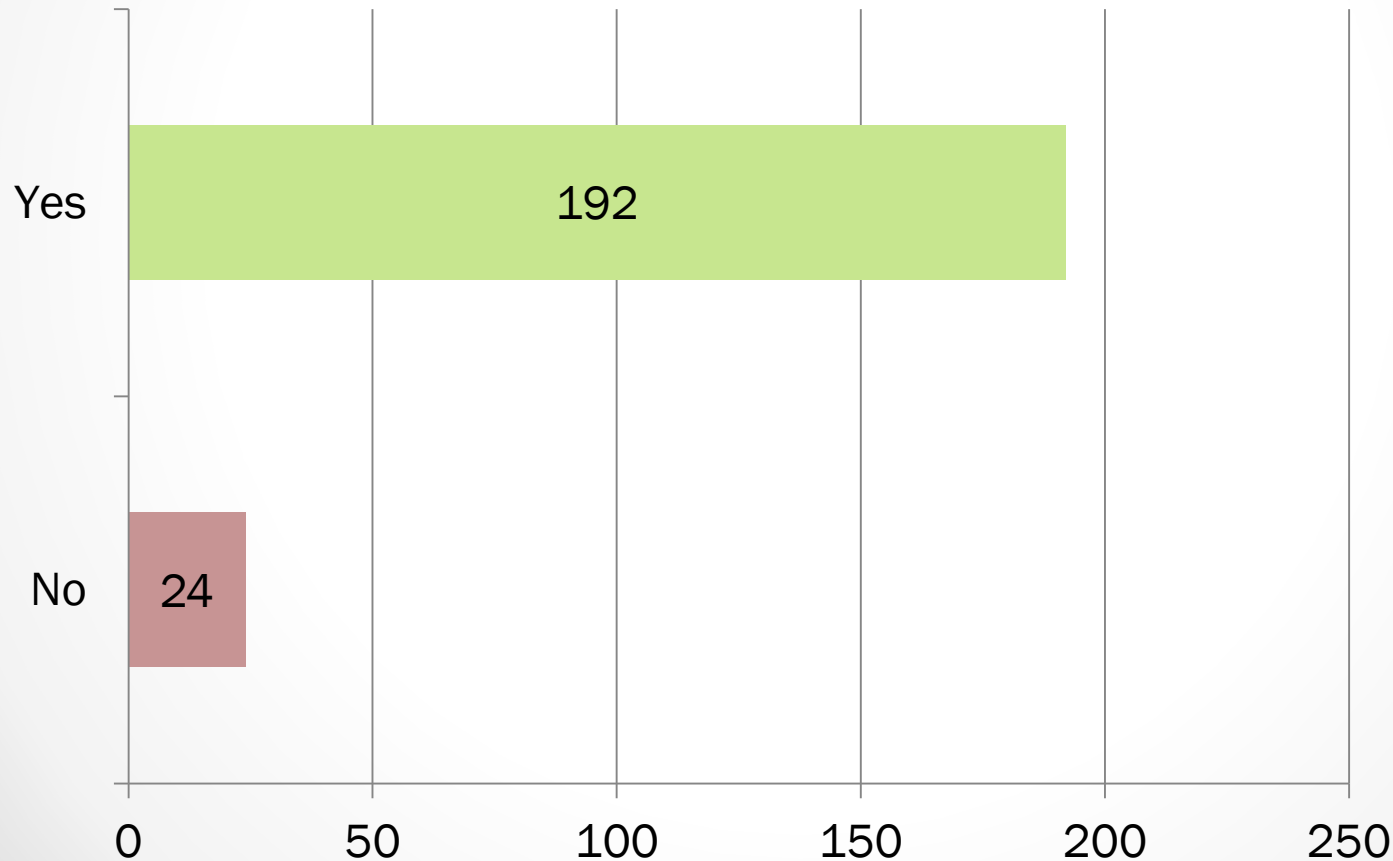
Responses: 221, Skipped: 18



# Q3: Is the hot food hot and the cold food cold when it is delivered?

Responses: 216, Skipped: 23

## Responses

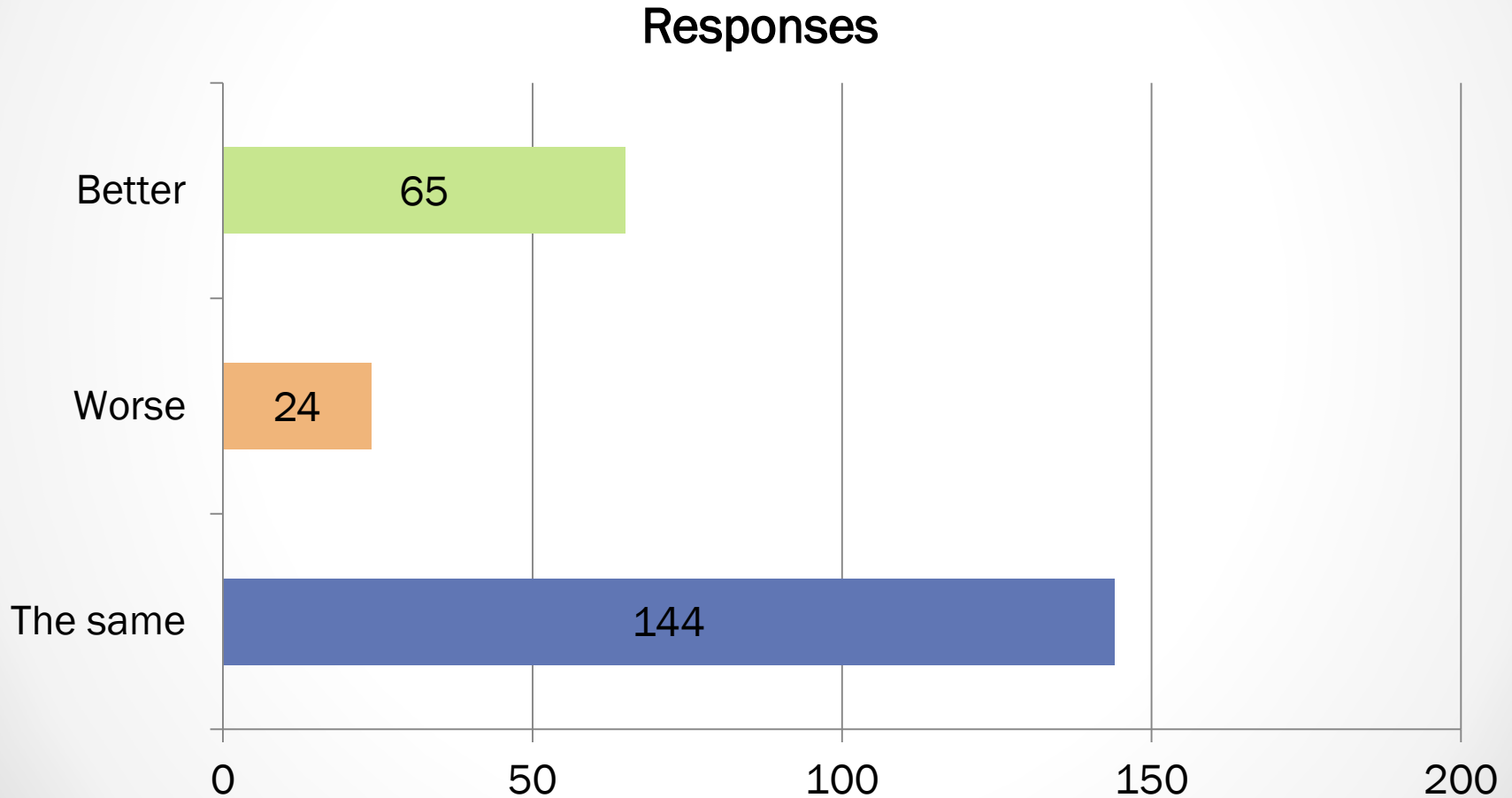


# If no, please comment:

- I usually warm food in the microwave.
- I have been told the delivery truck was late by many of the volunteer delivery people.
- Hot food is rarely hot– it's lukewarm.
- Time delivery varies
- Hot food requires a microwave or oven.
- Bun on the tray is wet on the bottom. We are the last delivery says the delivery driver.

# Q4: Lately, the food quality has been:

Responses: 233, Skipped: 6



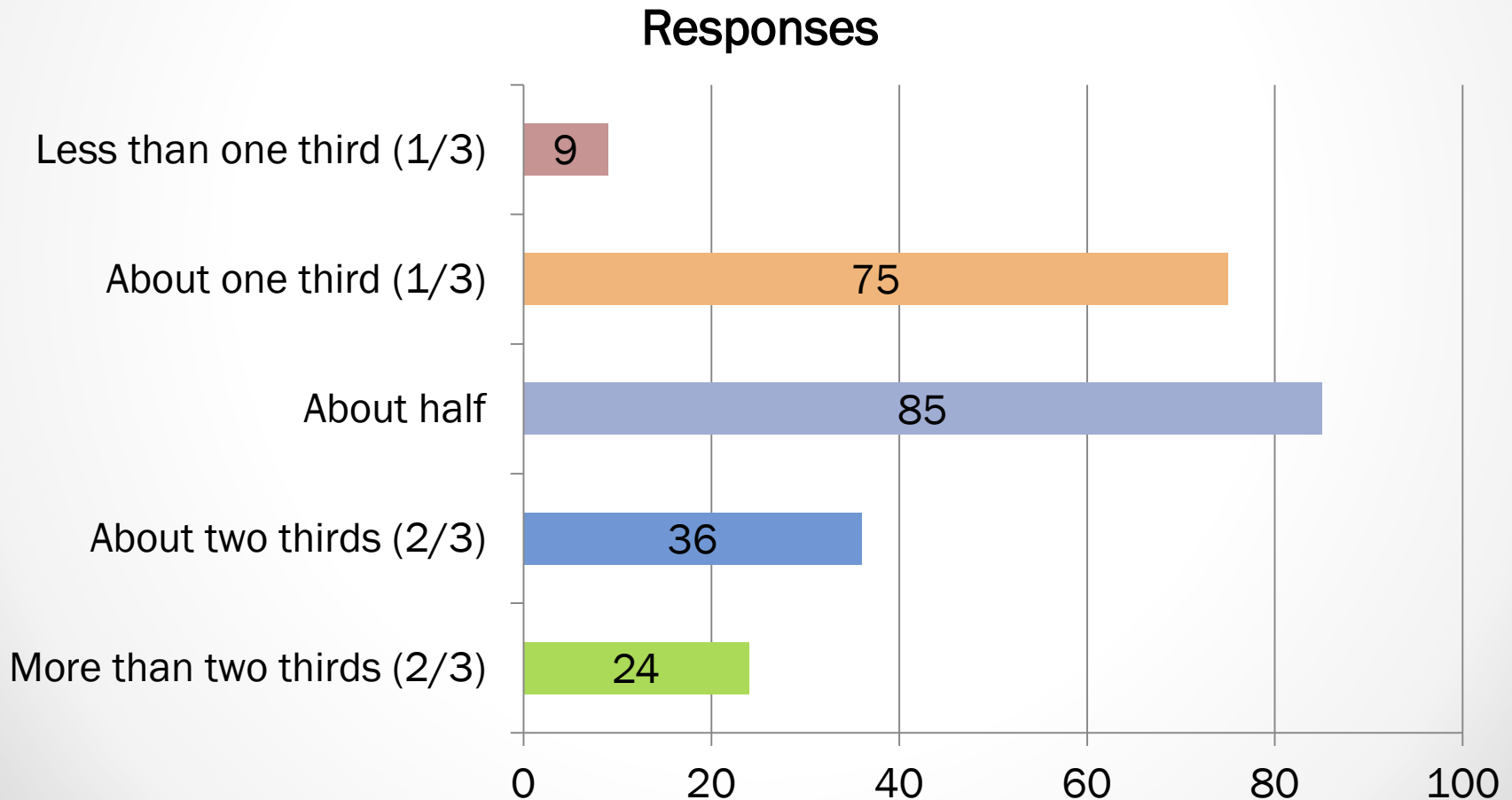
# Please comment:

- When I started the program, I was impressed with the meals. Lately, the amount of food and quality has gotten worse. I have let my daughter check the meals and she agrees.
- Vegetables are overcooked/too soft
- The menu is too often changed to something else.
- Poor variety and meat quality
- I have always enjoyed most of the food.
- In the last 6 months, food has gotten worse.



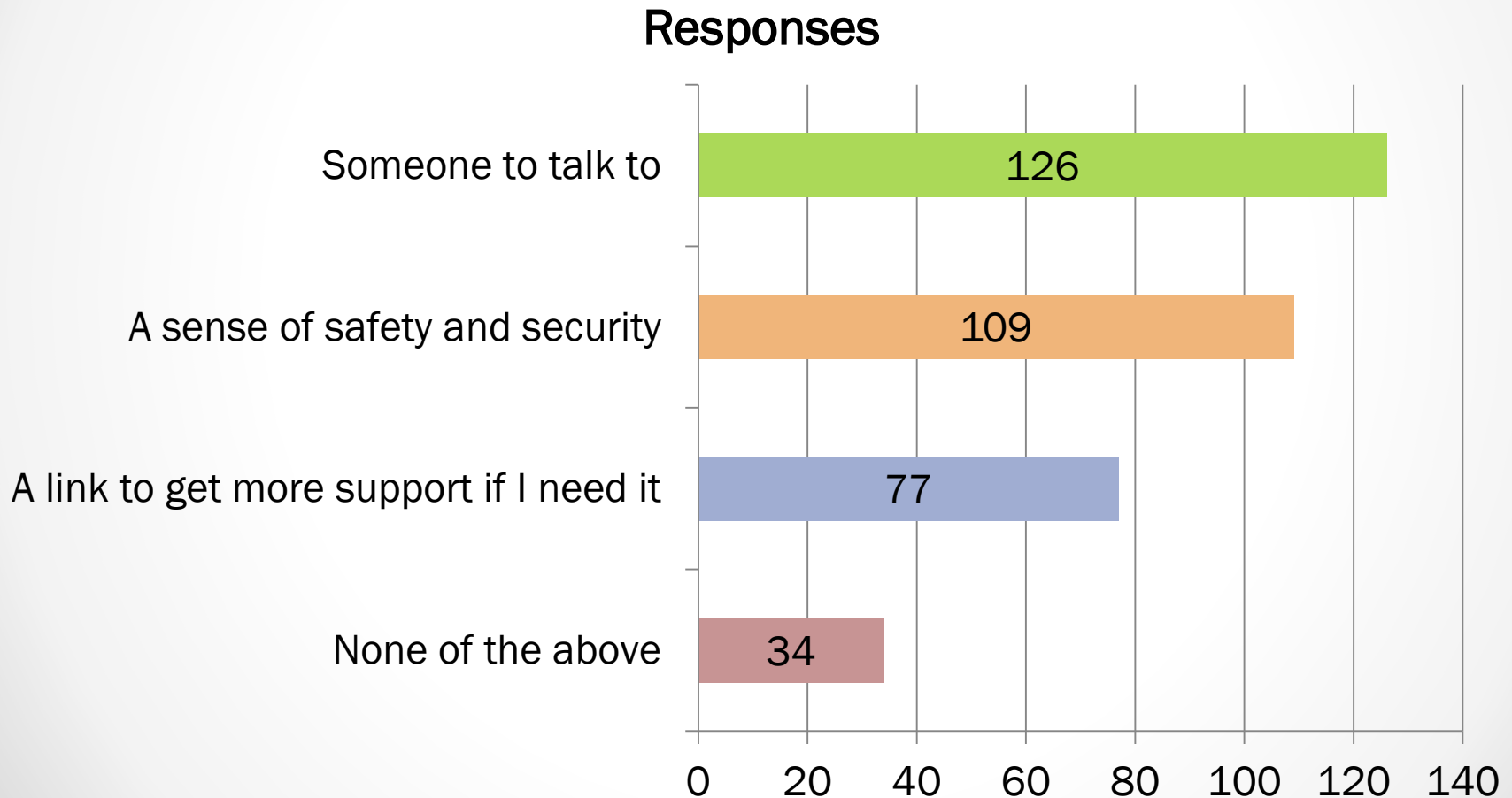
# Q5: How much of your total daily food intake is from the meal that is delivered?

Responses: 229, Skipped: 10



## Q6: Having meals delivered in person offers: (check all that apply)

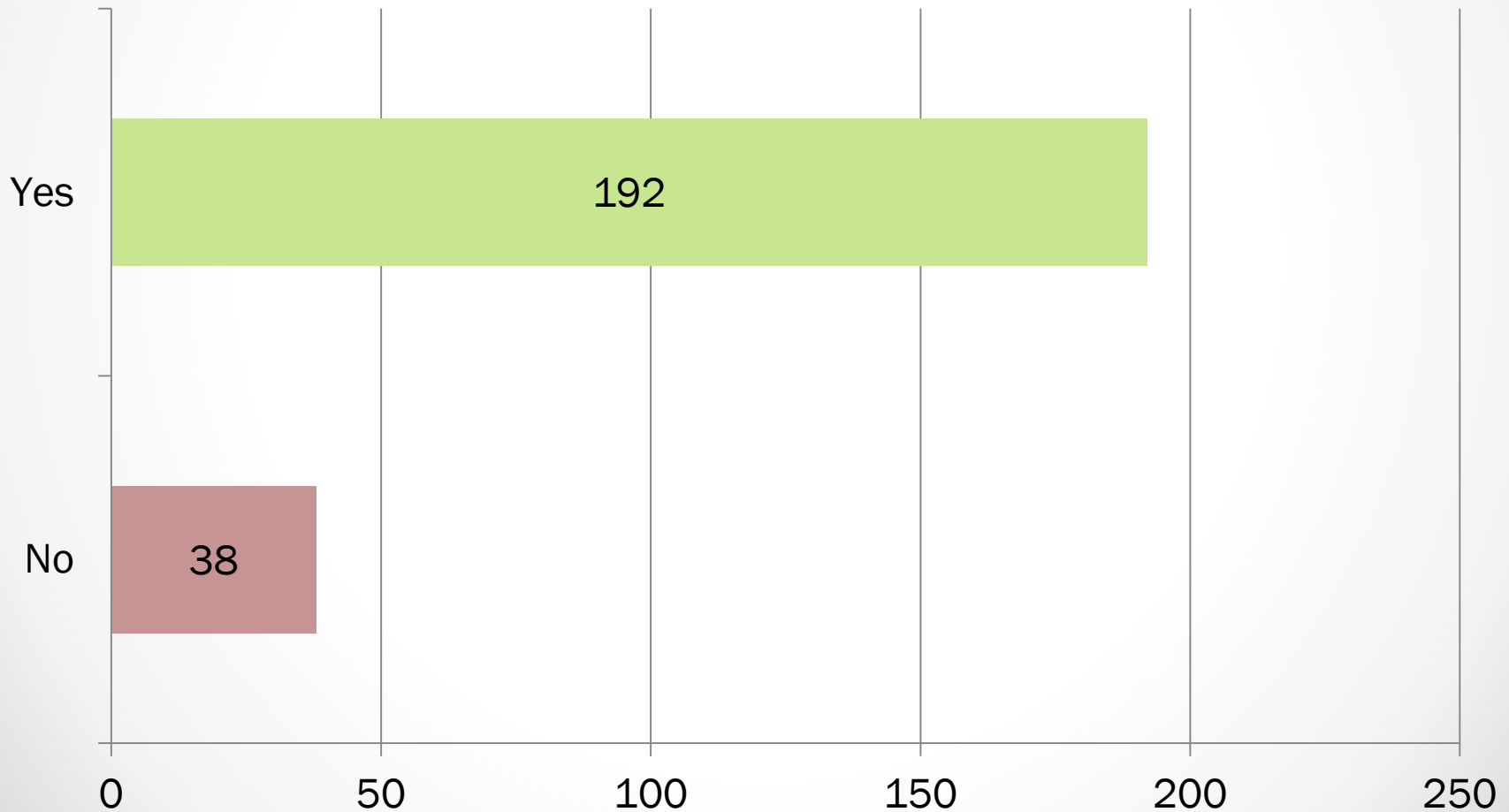
Responses: 225, Skipped: 14



# Q7: Do you eat healthier foods because you receive Meals on Wheels?

Responses: 230, Skipped: 9

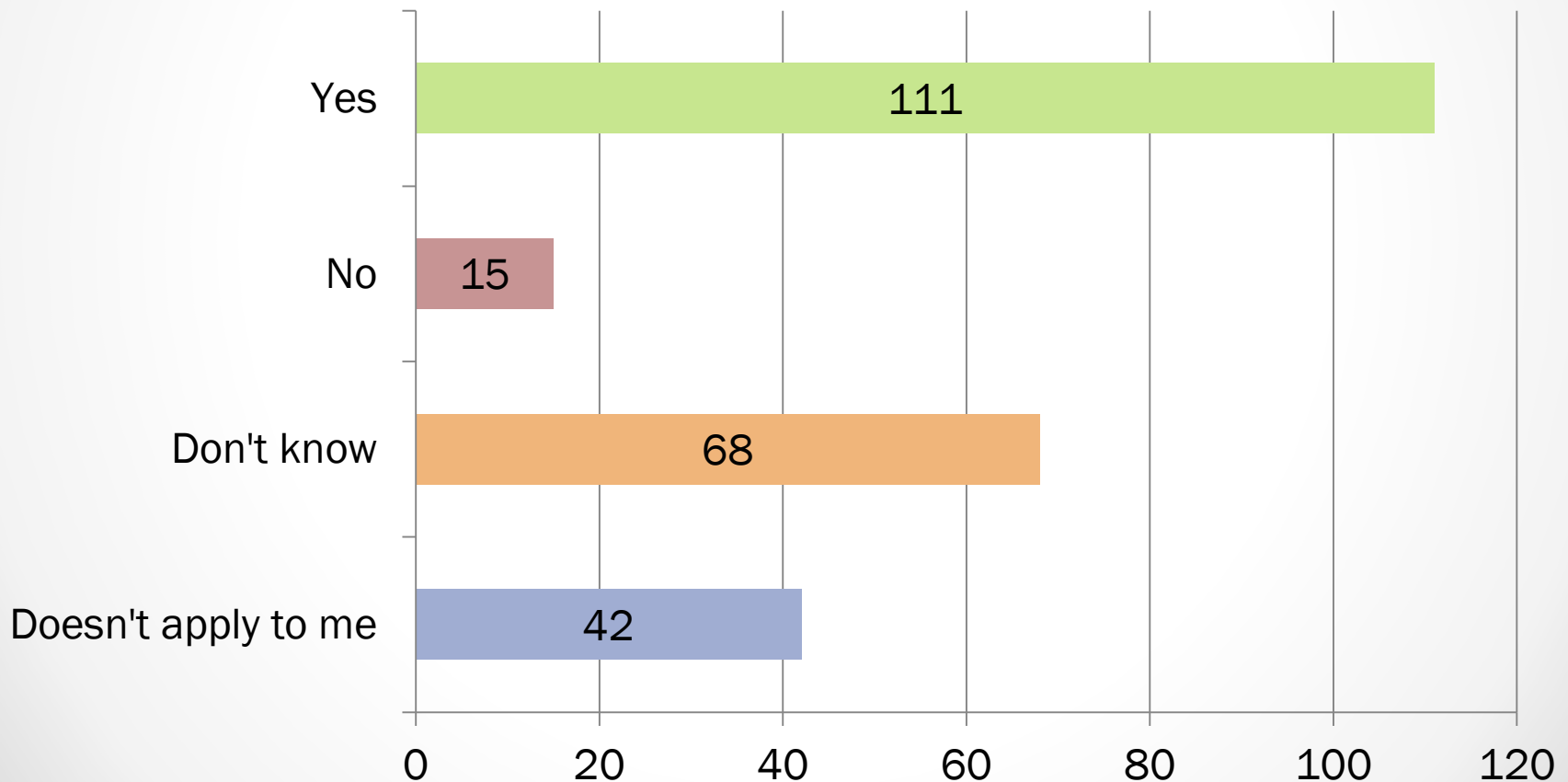
## Responses



Q8: Do the meals help you maintain or improve your health or conditions such as diabetes, heart disease, high blood pressure, etc.?

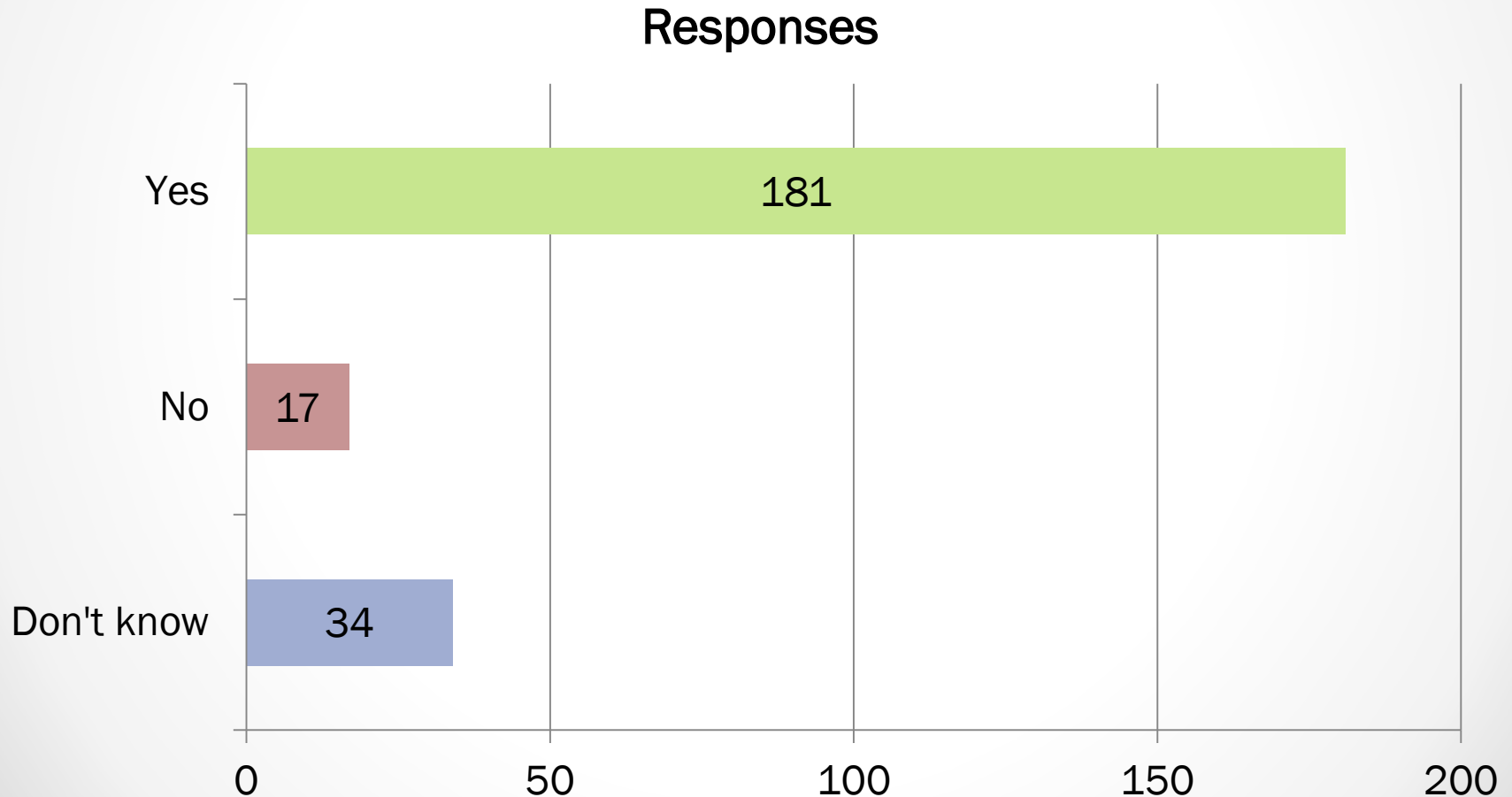
Responses: 236, Skipped: 3

### Responses



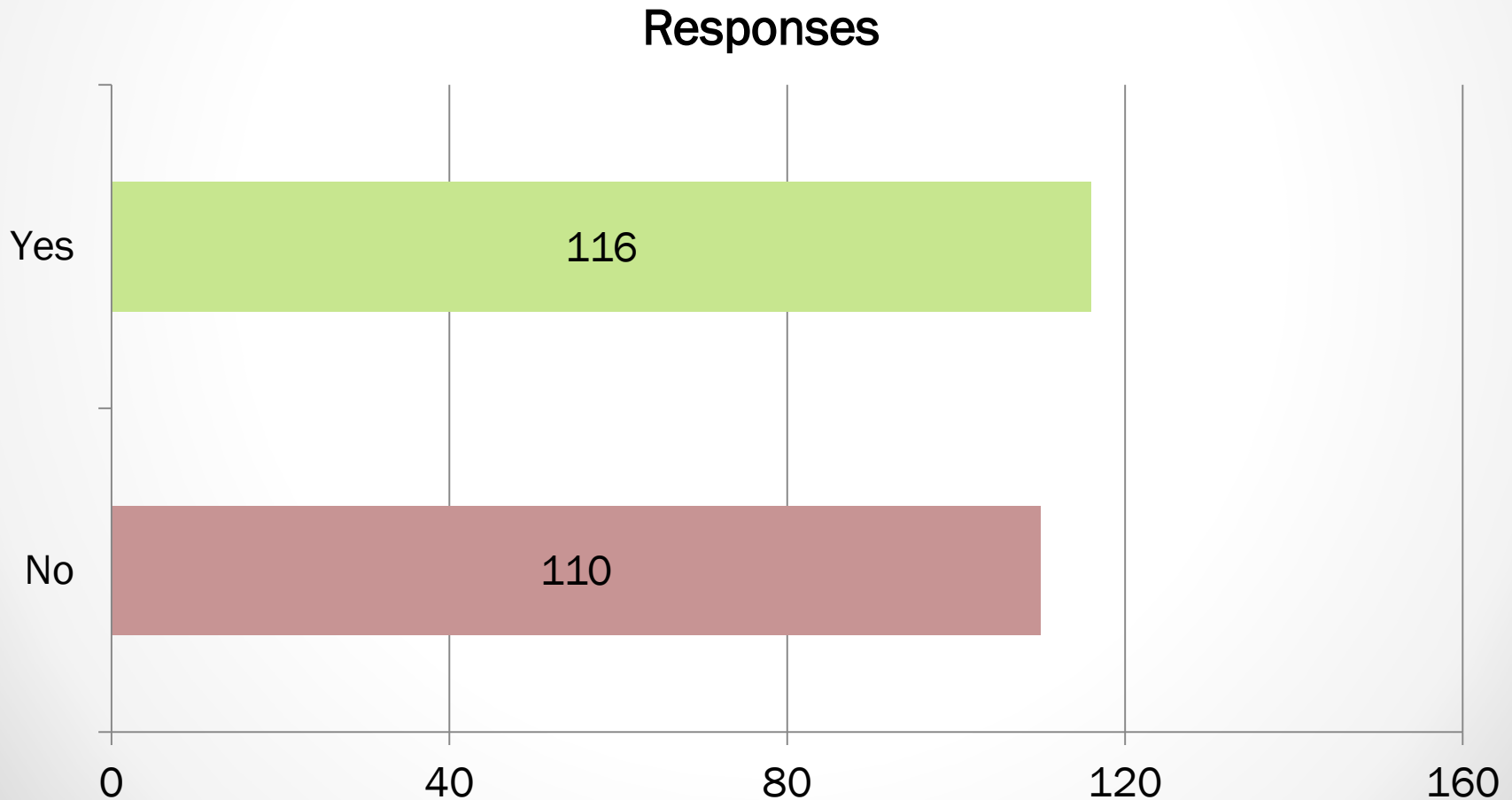
# Q9: Does receiving Meals on Wheels help you continue to live freely where you chose?

Responses: 232, Skipped: 7



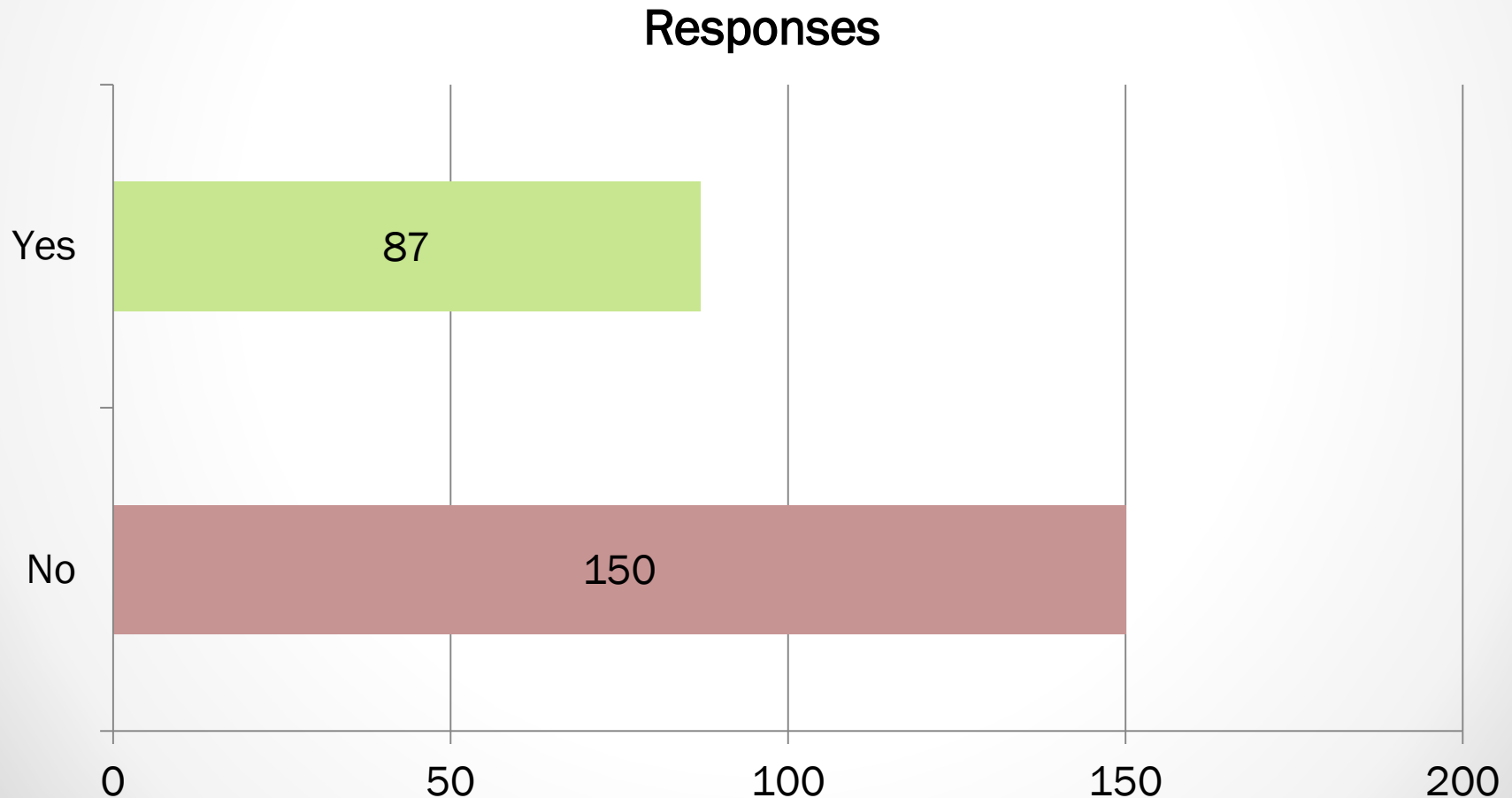
Q10: With these meals, would you still have at least one hot, freshly-prepared meal to eat daily?

Responses: 226, Skipped: 13



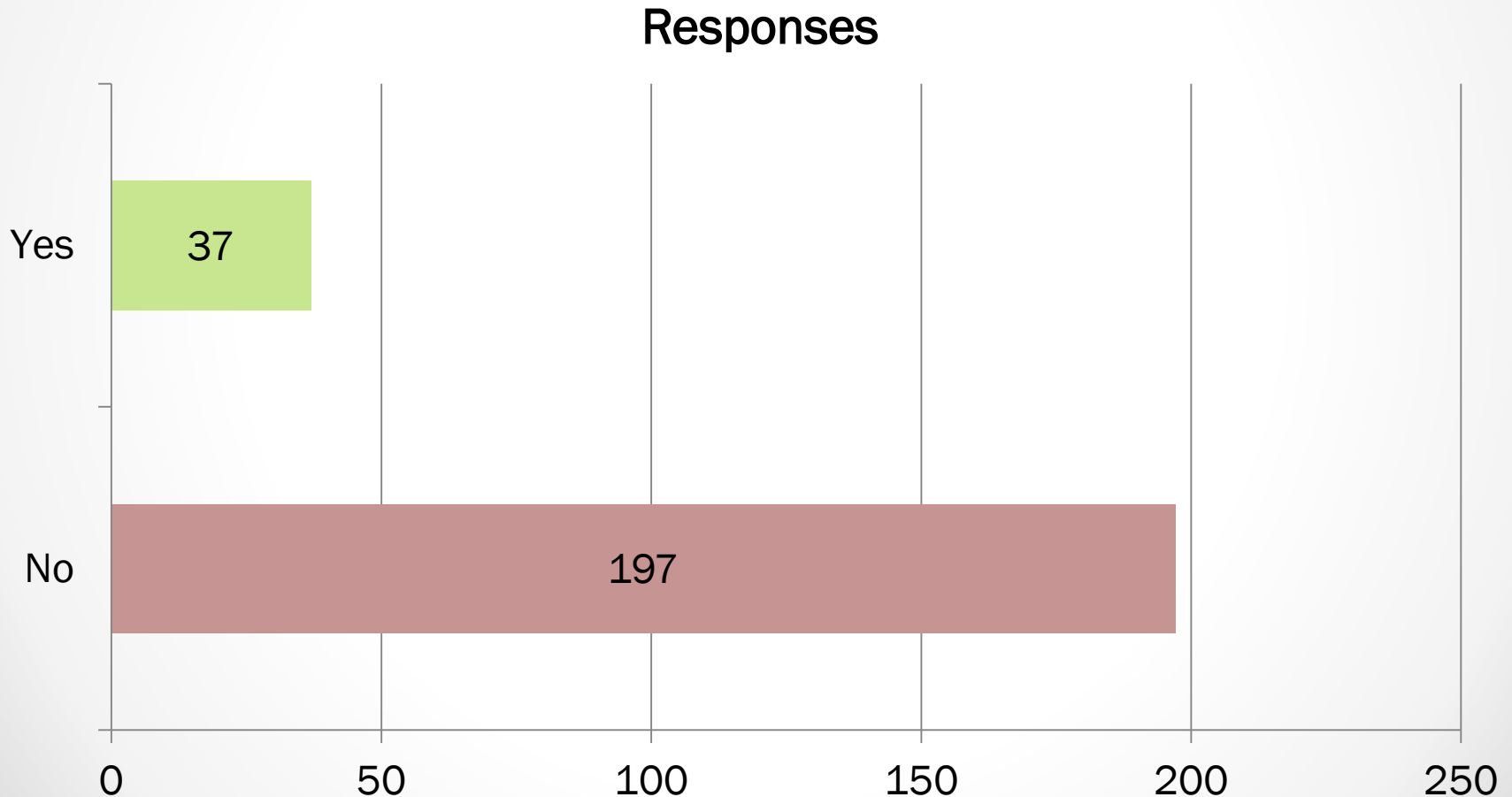
# Q11: Without these meals, would there be days you do not get enough to eat?

Responses: 237, Skipped: 2



# Q12: Have you skipped any meals to pay for other living expenses?

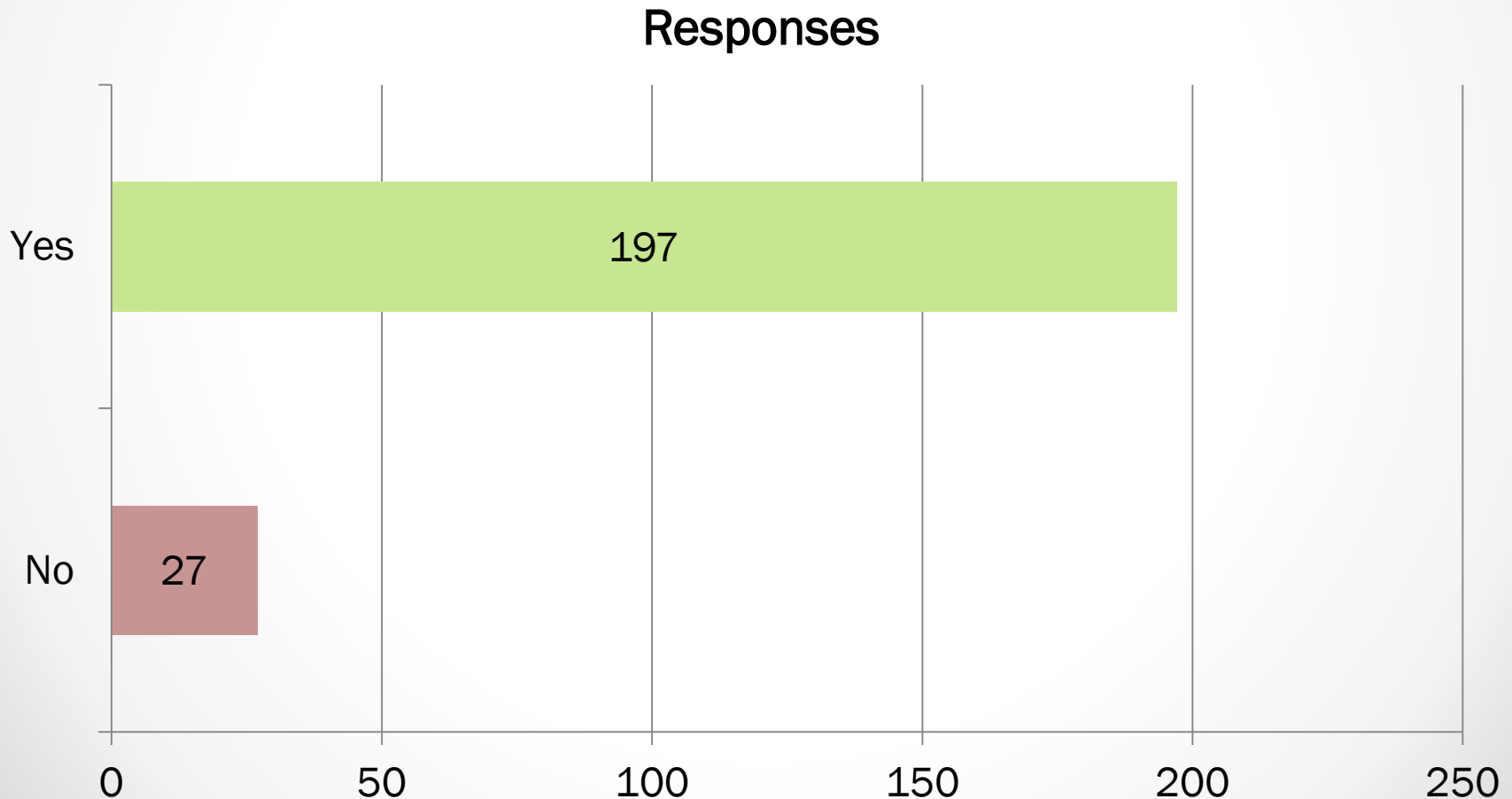
Responses: 234, Skipped: 5





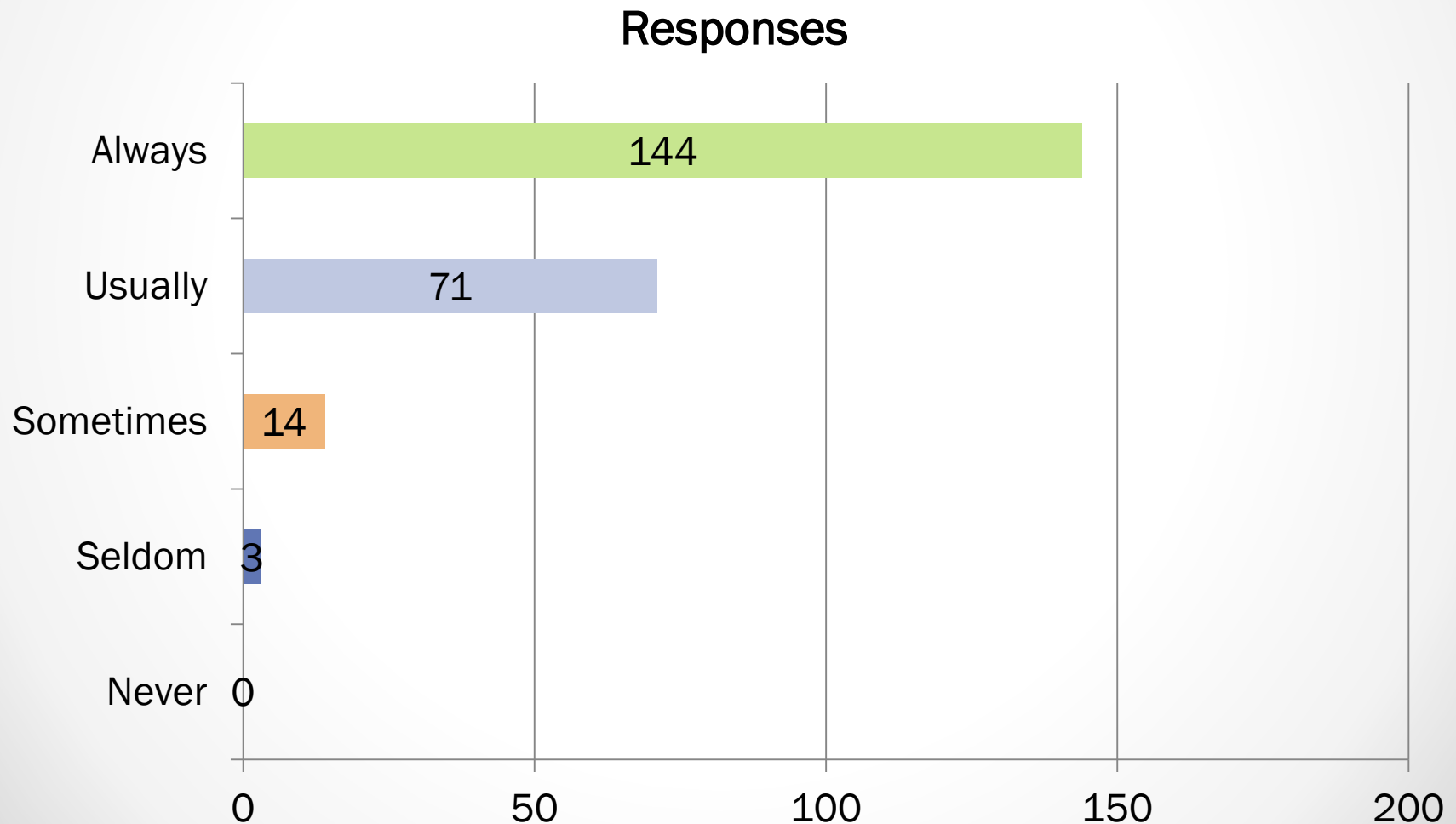
# Q13: Does the Meals on Wheels program improve your quality of life?

Responses: 224, Skipped: 15



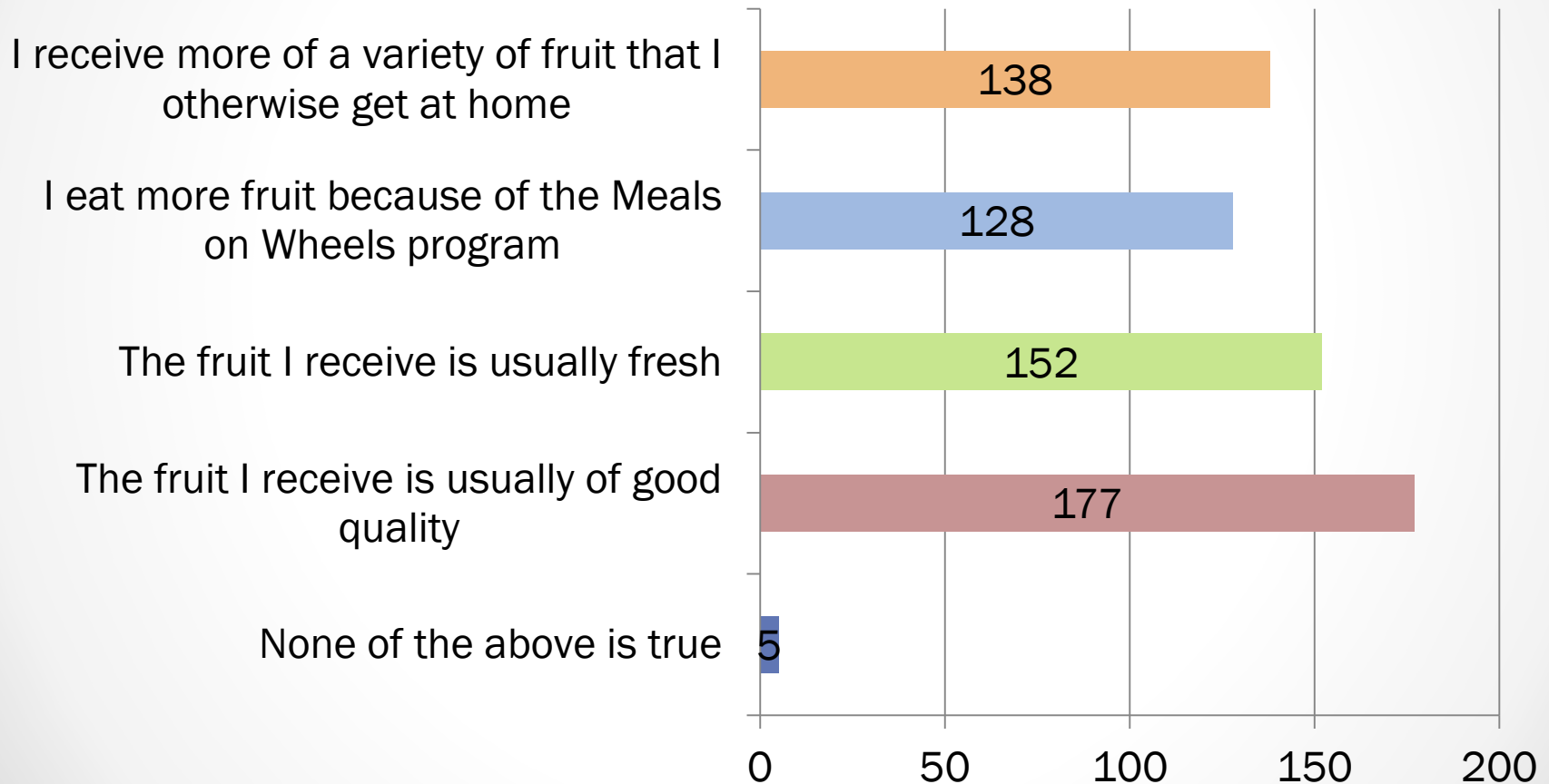
# Q14: Are you satisfied with the service you receive from Meals on Wheels?

Responses: 232, Skipped: 7



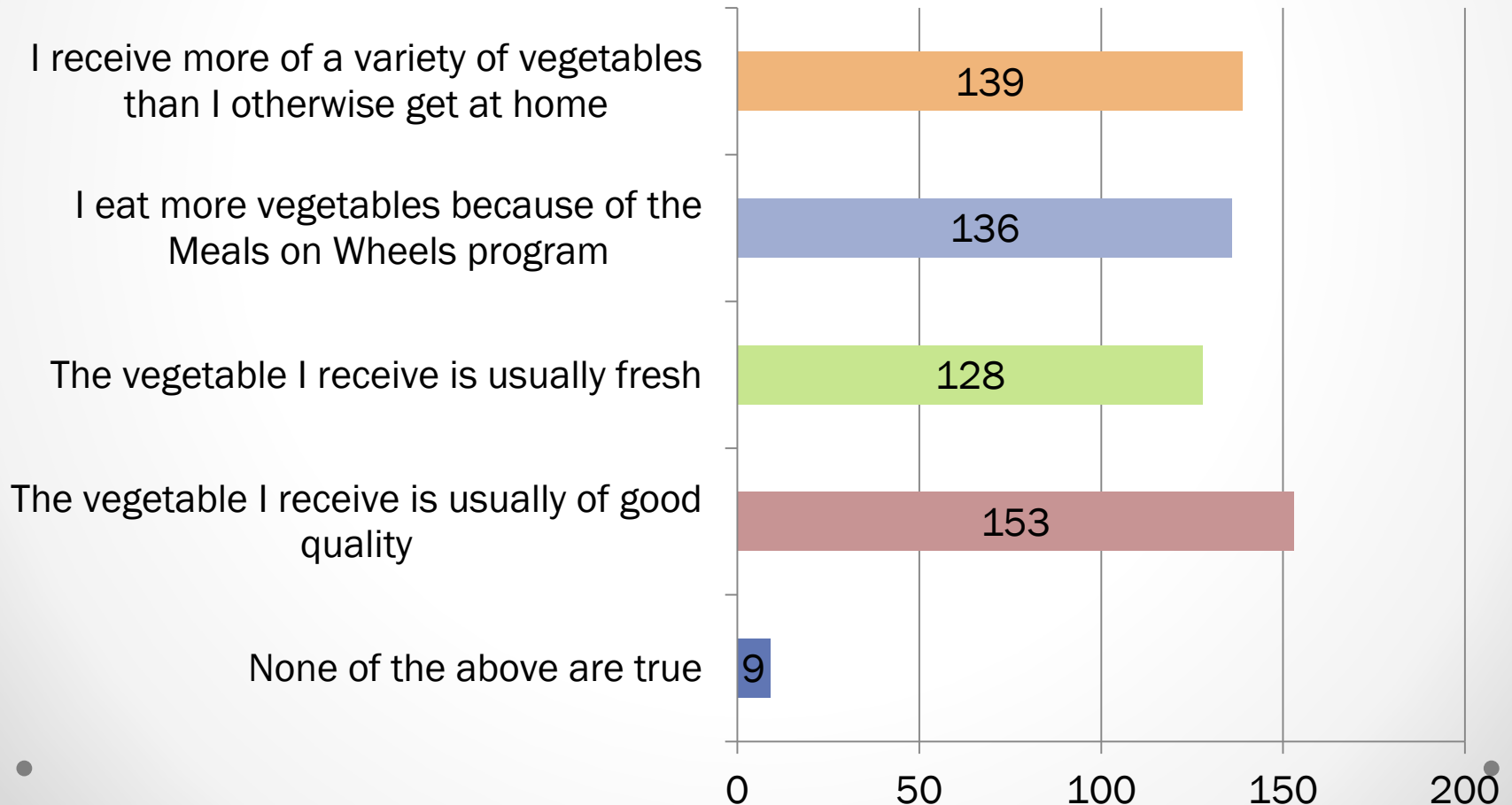
Q15: Are any of the following statements true about the fruit served in the Meals on Wheels program? (check all that apply)

### Responses



## Q16: Are any of the following statements true about the vegetables served in the Meals on Wheels program? (check all that apply)

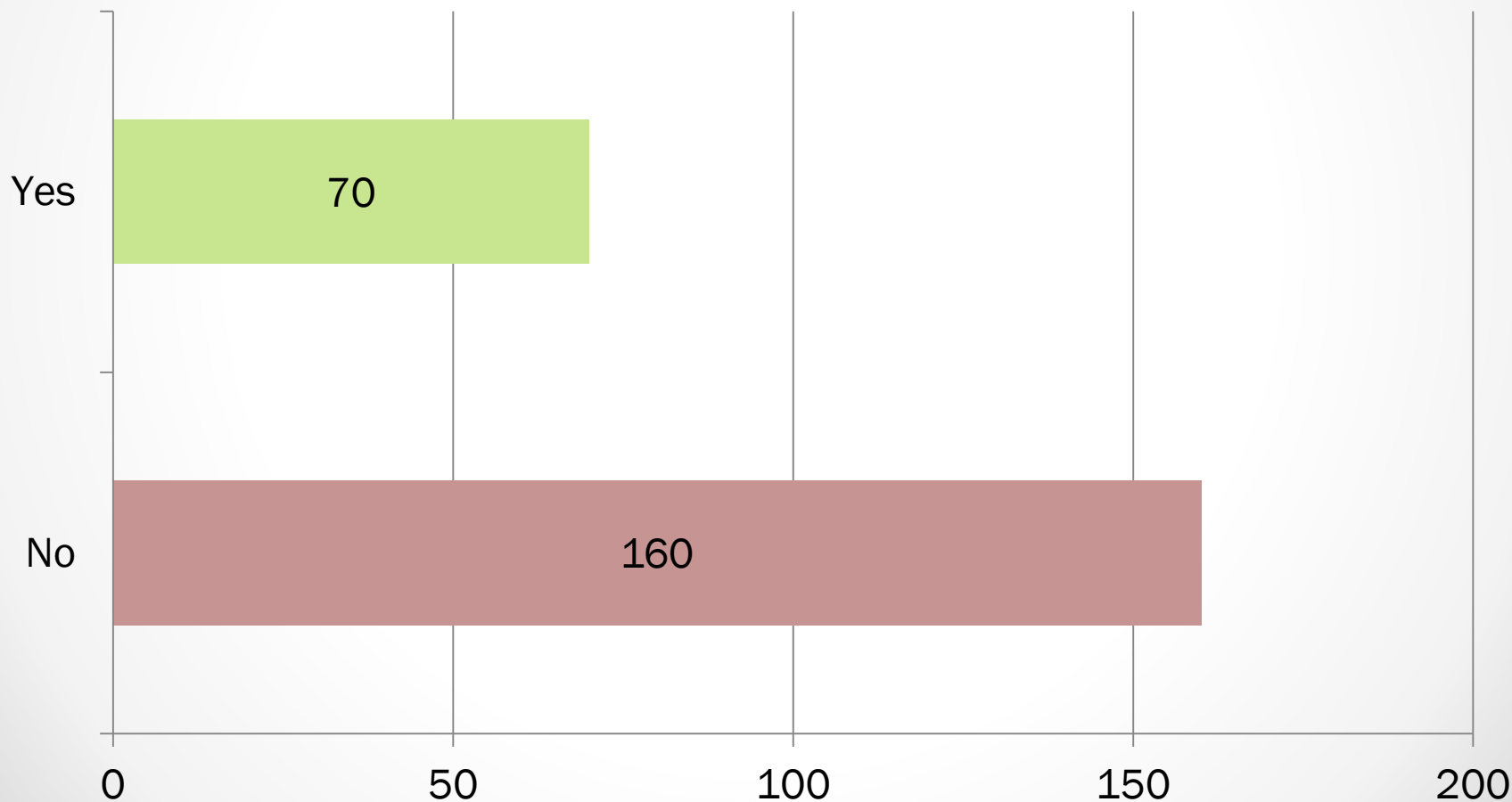
### Responses



# Q18: On most days, is the Meals on Wheels driver the only person you see?

Responses: 230, Skipped: 9

## Responses



## Q18: If you could change one thing about the Meals on Wheels program, what would it be?

- Meals in plastic instead of aluminum
- I'm just at my wits end with quality decline and receiving less actual food
- More soft food so toothless or people with partial teeth can eat it without fear of choking
- Read the labels to make sure you are not giving someone an ingredient they didn't ask for
- Try to adhere to printed menu. At times, there have been three things different than the printed menu
- Maybe reinstitute the noon Meals on Wheels on weekends
- I feel that this program is well thought out and doesn't need change
- Fewer meals with bony residue (i.e. whole chicken cuts)
- Additional time spent with individuals– maybe just 10 minutes to sit and talk with my mom (I know they are so busy, though)
- That I could go back to five days a week– but I am most appreciative of MOW and don't wish to complain at all!!
- Quality control is poor. There is always something missing that's advertised on the menu

- Get reusable containers that keep things hot
- More on time, at the same time
- Meals on Wheels helps our budget, thank you
- Lower salt content; so many items are canned or commercially prepared so contain large amounts of salt and sugar.
- Some portions are too small. Meals could be a little larger
- Advice when gravy is milk based as I am allergic to milk
- A later delivery time. Meals come at 11 am and that's usually way too early. I don't wake up until 10 am
- Focus on what's needed for diabetics
- The time frame in which meals are delivered– sometimes up to an hour's difference
- Provide heating equipment for drivers to keep foods at 40 degrees or more and same for chilled food regardless of weather conditions
- Have a container the meats are delivered in which the meats can be reheated
- No change in service, which is always excellent

# Who provided your meals today?

## Responses

