



# Condition of Iowa's Congregate Meal Program

*December 2018*

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## INTRODUCTION

The purpose of this report is to provide a snapshot of the Congregate Meal Program in Iowa and to explore possible causes for the program's decline in recent years. According to the Administration on Community Living (ACL) Aging Integrated Database (AGID) data, Iowa has the third largest decline in congregate meal counts between 2010-2016 in the nation, despite a rise in the number of adults age 60+. In an attempt to identify possible causes for the decline, the Iowa Department on Aging reviewed the Congregate Meal Program through the following methods:

1. Holding Congregate Meal Revitalization Conversations in each of Iowa's six Area Agencies on Aging (AAA) Planning and Service Areas (PSA) to gather grass roots input from the individuals involved in the program;
2. Conducting national research of other States Congregate Meal Programs searching for their requirements and standards; and
3. Reviewing other states best practices and innovative successes for possible replication.

This report provides the results of the conversations around Iowa, an overview of national research and innovative successes, and additional information to consider in revitalizing the Iowa Congregate Meal Program.

## STATEWIDE COMPILATION

The information generated during each of the six Congregate Meal Revitalization Conversations was also combined into a statewide compilation and may be found in Appendix B. Following are the top three (3) recommendations resulting from the statewide compilation:

### 1. Choice Menus

- Salad bar, fruit parfait, different types of "bars"
- Similar to a restaurant

### 2. Funding is scarce and is needed

- Local support for fundraising, financial support

### 3. Be visible, statewide advertising

- Public awareness
- Partner with local entities
- Local newspapers
- Open House
- TV
- Social Media
- Direct Mail Campaigns
- "Free Ticket" for a meal/ride
- Blurbs in water bill or free flyers with tax documents

## LESSONS LEARNED

The problem of declining congregate meal participation cannot be solved until the root causes are identified and a variety of solutions, customized by region, are explored. Some of the common obstacles across the state include: a) the aging network trying to serve two different generations who have different expectations and goals; b) a low awareness of congregate meal sites and what they offer; c) senior centers infrastructure needing to be updated/upgrade; and d) lack of local partnerships. The participants were very supportive of the congregate meal program, would like to see participation increase, are committed to the program's mission, and felt the Congregate Meal Revitalization Conversations were invaluable in helping IDA and Iowa's AAAs identify possible causes for the decline in congregate meal participation. IDA looks forward to working with Iowa's AAAs to adopt and customize innovation solutions according to each region's wants and needs.

## CONGREGATE MEAL REVITALIZATION CONVERSATIONS

The Iowa Department on Aging partnered with the Area Agencies on Aging (AAA) to organize Congregate Meal Revitalization Conversations across the state. Each AAA identified and invited a diverse group of 12-15 individuals to

participate in a two-hour facilitated discussion about the congregate meal program in their respective PSAs (see Appendix C). Meal providers, site managers, meal site participants, non-meal site participant residents of the service areas and AAA program staff participated in the discussions, providing diverse opinions and viewpoints through productive guided conversations. The inclusion of a diverse group of stakeholders allowed the discussions to provide a comprehensive overview and insight into the root causes of the decline in congregate meal participation. The format of the meetings included a brief overview of the purpose of the Older Americans Act (OAA) Congregate Meal Program, a presentation of data illustrating the current condition of Iowa’s Congregate Meal Program, and a facilitated discussion centered around four structured questions.

**Purpose of Congregate Meals**

Congregate Meals, as authorized by the Older Americans Act (OAA), serve three purposes: to reduce hunger and food insecurity; to promote socialization of older individuals; and to promote the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

Congregate nutrition services providers are required to offer at least one meal per day, five or more days per week (except in rural areas where less frequency is allowed). Meals must meet certain dietary requirements based on the number of meals served by the project each day. Providers that serve one meal per day must provide a minimum of one-third of the daily recommended dietary reference intakes (DRIs) established by the Food and Nutrition Board of the Institute of Medicine (IOM). Providers that serve two meals per day must provide a minimum of two-thirds of the DRIs, and those that serve three meals per day must provide 100% of the DRIs. Providers must provide meals that comply with state or local laws regarding safe and sanitary handling of food, equipment, and supplies that are used to store, prepare and deliver meals, and must carry out meal programs using the advice of dietitians and meal participants.

**Congregate Meals: A Gateway to other OAA Services**

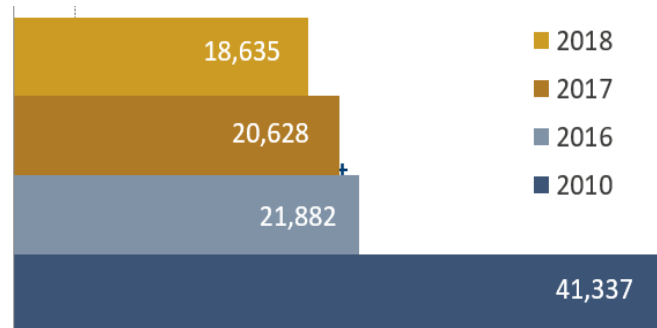
In addition to a nutritious meal and socialization, congregate meal sites offer nutrition screening and education, and where appropriate, nutrition assessment and counseling. Participants also receive information and referrals to other non-nutrition programs and services that help them maintain health and independence. Other services that older lowans learn about and gain access to through congregate meal sites include: homemaker, chore, transportation, legal assistance, case management, elder abuse prevention, personal care, and evidence-based health activities.

<b>Older Americans Act Services</b>	
Adult Day Care / Health	Homemaker
Assisted Transportation	Information & Assistance
Chore	Legal Assistance
Case Management	Material Aid
<b>Congregate Meals</b>	Nutrition Counseling
Elder Abuse Prevention & Awareness	Nutrition Education
Evidence Based Health Activities	Options Counseling
Family Caregiver / Older Relatives as Parents	Outreach Personal Care
Health Promotion & Disease Prevention	Self – Directed Care
Home Delivered Meals	Transportation

Because of the interconnectedness of all of the OAA programs in helping older lowans and the key role the congregate meal program has, it is essential for IDA and AAAs to identify why meal participation is declining and to maximize participation in the meals. If congregate meals fail to serve as the gateway to other services, older lowans may not be getting the other services that they need to help them maintain their health and independence.

## Congregate Meal Participation Data & Trends

There has been a steady decline of participation in Iowa's Congregate Meal Program participation over the last several years. In Fiscal Year 2010, the Iowa Department on Aging's Aging & Disability Database shows that 41,337 individuals, age 60 or older, participated in the Congregate Meal Program compared to 18,635 in Fiscal Year 2018. This is a decrease of 45%.



Source: Iowa Department on Aging, Aging & Disability Database

## Opportunity

In order to reach more individuals in need, IDA and the Iowa AAAs should consider targeting food insecure consumers of other AAA-provided services. Of the 20,256 consumers who responded to the food security question on the consumer survey, 3,799 (19%) responded "Often" or "Sometimes" to the statement "The Food that I bought just didn't last and I didn't have money to get more." Of those 3,799 individuals, 2797 received a congregate or home delivered meal. That means that 26% of consumers who have been identified as food insecure were not reached by AAA meal services. While there are likely multiple reasons for their lack of participation in congregate meals, these consumers could be attracted to less traditional congregate meal sites that provide a welcoming atmosphere and more appealing food.

## Facilitated Structured Questions

After facilitators provided an overview of the program and accompanying data, participants were asked the following four questions:

1. Why do you think participation in congregate meal sites is declining?
2. What do you want / hear the consumer wants from a congregate meal site?
3. What are the barriers in meeting those wants and needs?
4. What are some strategies, ideas, recommendations to overcome these barriers?

The names of the participants, their exact responses, and the top 3 recommendations were captured and compiled by AAA PSA and may be found in their entirety in Appendix C.

## NATIONAL RESEARCH OF OTHER STATES CONGREGATE MEAL PROGRAM

The Iowa Department on Aging encourages our state's AAAs to implement innovative ideas that draw new participants to congregate meal sites. In the past, AAA staff has expressed concerns that the strictness of IDA's nutrient requirements stifles innovation. In order to determine if less stringent requirements might be feasible, IDA staff reached out to all fifty states' State Units on Aging and requested their nutrient requirements for 2016-2017. Nineteen states responded. IDA staff then compared Iowa's nutrient requirements for meals to the requirements of the responding State Units on Aging. A table of the nutrient's requirements by State Unit on Aging can be found in Appendix D. We found that Iowa's menu monitoring for 2016-2017 was either the same or less strict in every category that IDA requires. In fact, every state that responded had at least one requirement that was more stringent than Iowa's. We also found

that there were nine nutrient categories to be monitored by at least one other state that Iowa does not require at all. More discussion is needed with Iowa's AAAs so that IDA can gain a better understanding of how nutrient requirements are being implemented by AAAs and monitored by IDA.

## OTHER STATES BEST PRACTICES AND INNOVATIVE SUCCESSES

Other states or meal programs have been successful in increasing congregate meal participation by appealing to consumers' and potential consumers' desire for congregate meals that differ from traditional models. The following examples show how some other states have used innovative practices to increase the number of congregate meal participants they serve.

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**Wisconsin** To address the growing demand and OAA encouragement for local food, Wisconsin provided Innovation Mini Grants to programs to increase their use of locally grown produce. The projects that Wisconsin funded included a site that implemented a salad bar incorporating donated locally grown produce and other sites that expanded the reach of their community gardens. In order to update their service models, some Wisconsin programs mimicked restaurant service. One program relocated an outdated dining site from a school to restaurant in rural community. Another program partnered with a local restaurant to implement a model where participants place their orders at a counter and have waiters serve the meals at the diners' tables, and one program implemented a Food Truck Pilot, which features a food trailer that travels to isolated rural communities that do not have senior dining centers to serve hot meals. Partner organizations join the trailer to provide access to other aging services.

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**Colorado** has introduced salad bars and has focused on providing excellent food and addressing the needs of the participants by diversifying meal options and times. Colorado has added evening and weekend meal times, and site managers make an effort to make all participants feel welcome. The state also uses a restaurant program, provides a vegetarian, sandwich, and entree salad options at every meal, and has increased outreach to the 55+ community to attract future diners.

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One **Florida** AAA has been working with caterer to improve the quality of food. The caterer ended up charging \$0.10 more per meal with the improvements, but all the meal sites affected by the change all had an increase in participation. Participant comments often included a variation of one consumer's view that "The food wasn't worth coming for before, but now it is so I come."

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**Nevada** has opened additional meal sites in urban areas that were previously unserved or underserved, and some rural sites have increased their number of serving days. Some senior centers upgraded or opened new centers in place of older facilities.

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**New Jersey** has begun offering a wide variety of social and educational opportunities using Title III B and Title III E funds, and AAAs and providers have received additional grants and funding from local municipalities to support a variety of enrichment programs. New Jersey has also focused on using enthusiastic staff at sites and providing more meal choices. Each day, participants choose between two hot meals (meat or meatless) and two different sandwiches (meat or meatless). Sites have also made a point to vary the meals to ensure the same meals are not served on the same days throughout a cycle. Sites have also offered more culturally sensitive meals. For example, one site that caters to a large Korean population, offers more Korean foods. Overall, sites also increased the variety of meals and make them more visually appealing. They have also partnered with local parks departments to use buildings and parks as scenic locations for meals, particularly in warmer weather.

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**Wyoming** has implemented coffee shops and little cafes to make meal sites mirror that atmospheres in which people like to enjoy their meals. They have also entered into contracts with local restaurants to improve the quality and variety of available foods.

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**New York** has implemented a model that delivers individually tailored meals and nutritional counseling for people living with severe illness. The program focuses on those who are medically at risk, limited in their activities of daily living, or being discharged from the hospital. The nutrition education is provided by a Registered Dietitian, and the meals, which are customized to the participant, are freshly prepared.

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**Georgia** implemented a fee-for-service training, where a AAA that has successfully modified its food service model provides guidance to fellow AAAs and organizations interested in making big changes. The training focused on making changes, but also on diversifying funding sources to enhance the reach and sustainability of programs.

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**Iowa** received an ACL Innovations in Nutrition Grant. This grant is being carried out through a partnership between IDA, the Heritage AAA, and a variety of local entities. This partnership has implemented the Encore Café concept which offers a choice menu with two entrees and a salad bar with flexible serving times from 11:30am to 1:00pm at locations near senior housing complexes. The program provides chef-lead cooking demonstrations and integrates health and wellness speakers and evidenced-based health programs and activities.

## **NEXT STEPS**

IDA looks forward to continued conversations with the AAAs on any future innovations based on laws, administrative rules and available funding. We will also continue to offer assistance to the AAAs and their partners to explore potential solutions that do not require additional funding but rather the commitment of staff time.

## **APPENDIX**

Appendix A - AAA Planning and Service Area Map

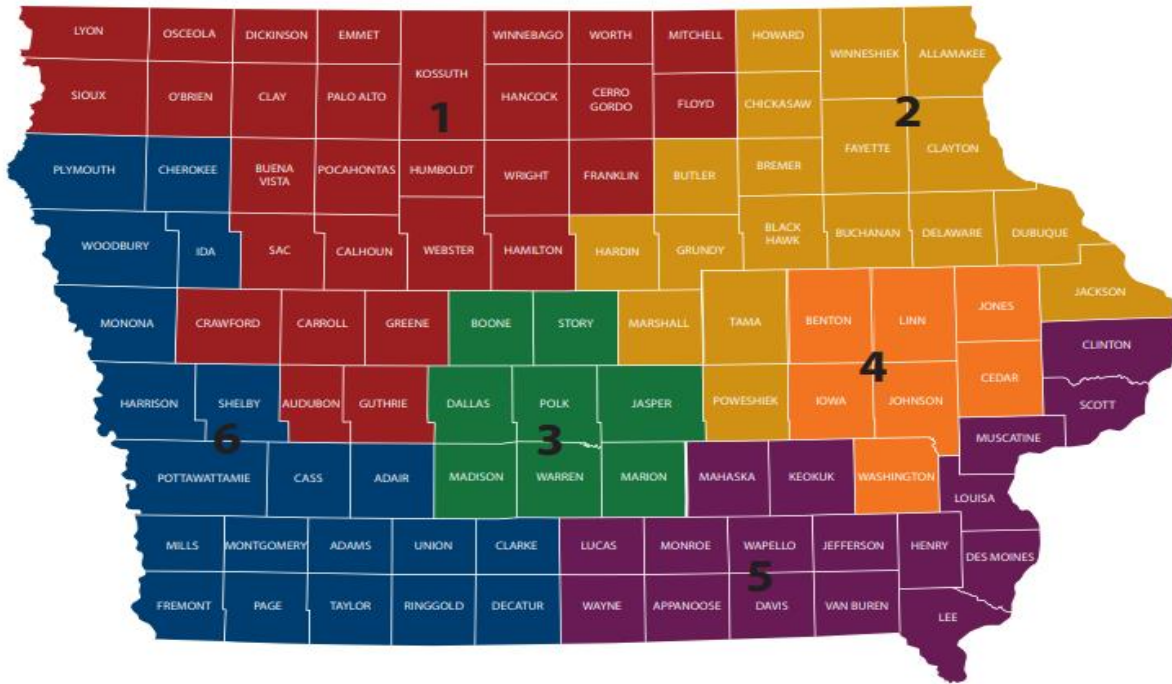
Appendix B - Congregate Meal Revitalization Conversations Statewide Compilation

Appendix C - Congregate Meal Revitalization Conversations

Appendix D - SUA Comparison of Nutrient Requirements May 2016-2017

## Appendix A AAA Planning and Service Area Map

### Iowa Area Agencies on Aging



Planning & Service Area -AAA	Congregate Meal Revitalization Conversation Location
PSA 1 Elderbridge	Fort Dodge, IA
PSA 2 Northeast Iowa Area Agency on Aging-NEI3A	Independence, IA
PSA 3 Aging Resources of Central Iowa	Des Moines, IA
PSA 4 Heritage	Cedar Rapids, IA
PSA 5 Milestones	Burlington, IA
PSA 6 Connections	Council Bluffs, IA



## Appendix B

### Congregate Meal Revitalization Conversations Statewide Compilation

The individual AAA summaries, along with the name of the participants, may be found in Appendix C. The following is the statewide compilation of all six focus group meetings across the state.

#### TOP 3 RECOMMENDATIONS

##### 1. Choice Menus

- Salad bar, fruit parfait, different types of “bars”
- Similar to a restaurant

##### 2. Funding is scarce and is needed

- Local support for fundraising, financial support

##### 3. Be visible, statewide advertising

- |                               |                         |                                  |
|-------------------------------|-------------------------|----------------------------------|
| ○ Public awareness            | ○ TV                    | ○ “Free Ticket” for a meal/ ride |
| ○ Partner with local entities | ○ Social Media          | ○ Blurbs in water bill or free   |
| ○ Local newspapers            | ○ Direct Mail Campaigns | flyers with tax documents        |
| ○ Open House                  |                         |                                  |

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#### ***Q1. Why do you think participation in congregate meal sites is declining?***

- Lack of choices on the congregate meal site menu
- Seniors do not like the meals that are being served
  - Portions are too big - policies do not allow food to be taken home
  - Portions are too small
  - Poor quality of food
- Belief that the meal program is a handout for less fortunate or old
  - Stigma attached to program
  - “Congregate meal site” sounds institutional
- Some are embarrassed/too prideful to come
- Many do not like reservation system
  - Do not want to decide or commit the day before the meal
- Intake Forms
  - Too long
  - Require too much information (too in depth)
  - Questions are “wordy”
- People are still working or staying active
- Lack of awareness of meal site
- Older adults have different meeting place - “congregate elsewhere”
- Generational differences (60 yr. different than an 80 yr.)
- Increased competition with restaurants/fast food/convenience stores
  - Increase in assisted living options with meal programs
- Many come to play cards, activity, or socialize but do not stay for meal
  - Many want more activities available
  - Many older adults are still cooking for themselves
  - Many prefer home delivered meals
- Time meal is served is fixed
  - People want flexibility in serving time
- Bullying/Cliques
- Has become more of a “meal program” instead of social time with a meal

- Poor location/parking
- Poor environment - buildings are old, run down, dingy - feel sterile
- Transportation
  - Cost
  - Availability

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## **Q2. What do you want / hear the consumer wants from a congregate meal site?**

- A name change
- More activities at the centers - interactive
  - Dependent on site wants/needs
  - Music
  - Evidenced Based Programs
  - Nutrition Education
- Speakers
  - Innovative programming with relevant topics
- Incentives to get people to come back
- Bring a friend program
- Socialization
  - Want to feel welcomed
- Awareness of sites - more advertising
- Increased ownership in meal site from participants
- No reservation system
- No suggested contribution rates
  - Perception for low income
  - Increased guilt if they can't or do not want to pay
- Different times for the site to be open - evening meal, breakfast
  - "To Go" Items
- Family style serving
  - Food to be cooked at site
- More menu choices/variety
  - Soup/Salad Bar
  - More cultural meals
  - Shift from liver and onion seniors to Panera seniors
  - Various specific food preferences on what to serve and what not to serve
- Better serving sizes
  - Some are too small; some are too big
- Celebrations/Birthdays/Dessert
- Good coffee/Wi-Fi
- Some only want meals - do not want activities and do not care about 1/3 RDA
- Keep meal program as is - no changes

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## **Q3. What are the barriers in meeting those wants and needs?**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Transportation</li> <li>• Parking</li> <li>• Condition of infrastructure</li> <li>• Old/rundown buildings</li> <li>• No funding to fix/update</li> <li>• Funding/Budget Constraints</li> <li>• Physical Space</li> <li>• Labor from staff</li> </ul> | <ul style="list-style-type: none"> <li>• Cost of meals/food is increasing</li> <li>• Strict nutrition guidelines</li> <li>• Meal voucher program difficult to meet guidelines</li> <li>• Food preferences</li> <li>• Determining importance of RDA vs importance of meal eaten for food insecure</li> <li>• Need to focus on "balanced meal" instead of "nutritious meal"</li> </ul> |
|---|--|

- Reservations/Planning
- Difficult to plan without numbers
- Programming may not be tailored to site wants/needs
- Advertising/Marketing
- Difficult getting the word out
- Getting buy in for the program
- Competition
- At home grocery delivery service and home delivered meals are increasing
- Perception/Stigma that meal site is a “handout” or soup kitchen
- Belief that meal site takes business from local cafes or restaurants
- Institutional perception - name “congregate meal”
- Low contribution rates
- Non-confidential contributions
- Bad weather
- Some at center may resist change
- Meeting wants/needs for diverse populations
- Turnover in volunteers and participants
- Availability in volunteer support has decreased
- Consistency across state difficult to achieve
- Huge diversity between 60-100 yr.

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#### **Q4. What are some strategies, ideas, recommendations to overcome these barriers?**

- Local support for fundraising (i.e. financial support)
  - Funding is scarce and is needed
- Provide information on needs and what funding will be used for
- Bring a Friend System
- Networking with other partners
  - Healthcare providers, churches, other groups
- Presentations to groups
  - Educate public officials
- Lunch n’ Learns
- Activities that encourage interaction between participants
  - Make new people feel welcomed
- Innovative programming with relevant topics
- Update look of congregate meal (i.e. painting, decor)
  - Rebrand “senior center”
- Volunteer recruitment and retainment
- Enhance senior ownership
  - Flyers for participants to hand out
- “My Senior Center” technology expanded to other sites
- Voucher system - partner with local businesses
- Variety of options for transportation
  - Uber
  - School Bus
  - Focus on cost/level of service
- Flexibility on RDA requirements
- Modernize OAA to be tried to today’s seniors
- Get back to intent of OAA rather than ½ RDA
- Define ways for managers to cross train/communicate/share ideas
- Choice menus with more options
  - Themed Meals
  - Consistent Statewide Menu
- Change serving time - increase flexibility
  - Ability to take leftovers home
    - To Go Meals

- Curbside to Go
- Enhance presentation of food/use chef
- Good coffee/Barista and Wi-Fi
- Develop incentives to come
  - Free meal tickets
- Change/Minimize Intake Form
- More Marketing/Advertising
  - Statewide Message
  - Direct Mail or Water Bill
  - Social Media
  - Radio

## TOP RECOMMENDATIONS

- Choice Menus (26 votes)
  - Salad bar, fruit parfait, different types of “bars”
  - Similar to a restaurant
- Funding is scarce and is needed (25 votes)
  - Local support for fundraising, financial support
- Be visible, statewide advertising (24 votes)
 

<ul style="list-style-type: none"> <li>○ Public awareness</li> <li>○ Partner with local entities</li> <li>○ Local newspapers</li> <li>○ Open House</li> <li>○ TV</li> </ul>	<ul style="list-style-type: none"> <li>○ Social Media</li> <li>○ Direct Mail Campaigns</li> <li>○ “Free Ticket” for a meal/ ride</li> <li>○ Blurbs in water bill or free flyers with tax documents</li> </ul>
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- Get back to intent of OAA rather than focusing on the 1/3 RDA (17 votes)
- Variety of options for transportation (i.e. Uber) (13 votes)
  - Money/Funding
  - Get people to use it
  - Level of service may not be adequate
  - What about using school buses?
- Rebranding “senior center” (11 votes)
- Activities that encourage interaction between participants (9 votes)
  - Mixers
  - Hospitality Training
  - How to deal with a variety of personalities
- Welcome buddy to pair new people when they come to site (8 votes)
- Partnership with local businesses (8 votes)
  - Sponsor for a day
  - Site development
  - Donate meals for a day - “Farm to Table”
- Revise the intake form (7 votes)
- Ability to take leftovers home (7 votes)
- Innovative programming with current events (i.e. city council updates/elections) (7 votes)
- Provide information on needs and what funding will be used for (6 votes)
- Presentations to groups (6 votes)
- Provide flyers to participants to handouts (4 votes)
  - Ownership of sites to participants and building it up (Empowerment)
  - What role does AAA play to assist?

## Appendix C

### Congregate Meal Revitalization Conversations

#### Planning and Service Area 1-Elderbridge Agency on Aging

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##### Participants

1. Robert Ammann - Elderbridge AAA
2. Teresa Bedel - Cook and Menu Committee Member
3. Danielle Bowlin - Elderbridge AAA
4. Taylor Boyle - Elderbridge AAA
5. Donell Doering - Elderbridge AAA
6. Sandi Iwen - Elderbridge AAA
7. Sharon Kruse - President, Webster City Congregate Meals
8. Angie Perez - Elderbridge AAA
9. Pat Rubendall - President, Sixty Plus Nutrition Project
10. Warren Scholten - President, Eagle Grove Concerned Inc.
11. Connie Schubert - Elderbridge AAA
12. Shelly Sindt - Elderbridge AAA
13. Jan Vallier - Participant
14. Cheryl Warner - Cook and Menu Committee Member

##### Top Recommendations

1. Funding is scarce and is needed (18)
2. Local support for fundraising, financial support (7)
3. a. Provide information on needs and what funding will be used for (6)  
b. Presentations to groups (6)

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#### ***Q1. Why do you think participation in congregate meal sites is declining?***

- Assisted living facilities becoming more popular – community members go there and pay for meals
  - People may eat at the assisted living but play cards at the meal sites
- Older people are moving to where their kids live
- Don't feel old enough to visit meal site
- Transportation to get to/from the meal site – cost associated
- Still cooking for themselves
- Some like to sleep in late morning – not ready for meal at noon
- People are working longer (later in age)
- Do not like the menus that are used
- Older generations are dying/aging out – new generations are not replacing
- Lack of choice on the menu items
- Portions are too big – do not want to waste food or throw it away
- No "To Go" Boxes for extra food to take home
- Belief that it is a handout
- Some feel meal site taking business away from local business
- Do not want to get dressed up to come to meal
- Do not want to order the day before
  - Other convenience options with more items available (microwavable meals, fast food)
  - Lots of competition
- Belief that they meal site charges too much
- Intake forms turn people away
  - Do not want to give personal information (DOB or income)
  - Do not want to fill out any paperwork
  - Lot of resistance to the form – if they go to Casey's, they do not have to fill out form
  - Frequency of completing form - 1x/year

➤ Approach and idea why they have to

complete 4-page form – important

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## **Q2. What do you want / hear the consumer wants from a congregate meal site?**

- Older attendees want to visit, eat, and leave
- Younger attendees want more activities and have higher expectations
- Game days, theme days, TV
- Speakers to come in and talk about certain topics (health) – “Gray for a Day,” Healthline, ISU extension
- Interactive activities a bigger draw than speakers
- More menu choices
  - No like leafy, green vegetables as they didn’t eat that growing up
  - Want liver and onions
  - When fish, tuna, Brussel sprouts served – people do not come those days
  - People look at the menu first and decide when they want to come
- More help with diabetes and possibly color-coding menu for them
  - People do like carbs and calories on menu
- News / Gossip
- Different times for meal site to be open (many like going early – typically like to meet somewhere for coffee)
- Routine stops/schedule to make rounds to local establishments
  - How do we include the congregate meal site into routine instead of changing routine altogether?
- Get them to attend once, then they are more likely to come back
- Incentives to get people to come to meal site – free coffee, exercise, card games
- Men of older age do not cook but younger men maybe do cook more
- Idea for when spouse pass – sending sympathy card with 2 meal tickets and ask them to invite a friend with maybe adding transportation to that
- Encourage people to bring friends

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## **Q3. What are the barriers in meeting those wants and needs?**

- Transportation
- Impression that the meal site is a handout or soup kitchen
- Tickets to congregate meal site
  - Found they didn’t entice them to come for meal
- Takes business from local cafes
- Some initiatives explored have fallen apart (bring people from nursing homes)
- Costs of meals/food have increased
- People on habit of \$1-2 donations
- Lack of understanding from participants of cost to run congregate meal sites
  - Not just for the food
  - Ideas to utilize fundraisers, decorate, and free gift cards/gifts
- People like when holidays are made special with tablecloths/decorations
- Getting the word out to people is very important and usually most positive (Word of Mouth)
- Positive advertising helped to get the younger ones in
- Bad weather
- Money from BINGO stopped and no longer able to use for air conditioning/upkeep for congregate meal site
- Condition of infrastructure
  - Look old/rundown
  - Support from city council and churches important
  - People will donate money if they know what specifically the money is going towards
  - People appreciate a thank you for donations (personalized)

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## **Q4. What are some strategies, ideas, recommendations to overcome these barriers?**

- Funding is scarce and is needed (18 votes)
  - Consumers could contribute more money
- If we get participation up, how will it be paid for – needs addressed
  - Educate on cost of meat, may increase contribution

- Awareness, education methods, frequency so there is understanding
- Local support for fundraising, financial support (7 votes)
- Provide information on needs and what funding will be used for (6 votes)
- Presentations to groups (6 votes)
- Update look of congregate meal site (2 votes)
- Personalized thank you's (2 votes)
- Bring a Friend (1 vote)
- Free tickets to attend - paid for through fundraising (1 vote)
- Networking with healthcare providers, churches, groups i.e. Rotary (4 votes)
- Open House (no votes)
- Serving better coffee than others (1 vote)
- Local newspaper provide coverage for no cost (no votes)
- People have their "spot" and are upset if anyone sits there – new people feel not welcomed (4 votes)

## Planning and Service Area 2- Northeast Iowa Area Agency on Aging

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### Participants

1. Sheila Bohr – Community Member
2. Janet Buls – NEI3A
3. Allison Feather – Valley Food Services
4. Cara Ferch – NEI3A
5. Tammy Kingery – Valley Food Services
6. Ralph Kremer - Participant
7. Colleen Lawler – NEI3A
8. Amy Marlow – Community Member
9. Lynette Miller – NEI3A
10. Sally Myers – NEI3A
11. Joe Olsen – Community Member
12. SueAnn Raymond – Community Member
13. Vicki Rowland – NEI3A
14. Marilyn Scott - Participant
15. Becky VanDaele – Participant
16. Kristie Wiltgen – NEI3A
17. Greg Zars – NEI3A
18. Kathleen Zmolek – Participant

### Top Recommendations

1. Choice Menus (18)
2. More marketing/advertising - webmaster (8)
3. Innovative programming with current events (i.e. city council updates/elections) (7)

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### ***Q1. Why do you think participation in congregate meal sites is declining?***

- People are still working (working later in age)
- Older adults are staying active/finding other things to do
  - Volunteering
  - Golfing
- People meet at other places
  - Coffee Clubs
  - Like to “eat and chat”
  - Casey’s or McDonald’s
- Different living situations available - independent or assisted living
  - Provide meals already
  - Living situation is already meeting their needs & wants already
  - Increased number of Assisted Livings - didn’t have 10-20 years ago - more accepted by seniors now
- Generational differences
  - Baby Boomer generation is more spoiled
  - Do not want a regimented routine
- People believe it is not a good environment
  - Meal Sites feel sterile and cafeteria style which may bring back bad memories of feeling left out
- People do not want to always eat at 11:45am or 11:30
- Small towns do not have meal sites
  - They are missing out on meal but are finding places to congregate typically
- Stigma that meal sites are for less fortunate
- Believe they need to be rebranded to something different than “senior center”
  - Possibly to “social center” or “community center”
- Older adults believe they must pay a certain amount based on income
  - Scares them away
  - Feel guilty if they cannot pay or do not want to
- Increased competition with restaurants
- People do not want to decide the day before to eat the next day



- People want more salt
- People come for the socialization at the meal site but not for meal
- If family member is in the nursing facility, they may get a free meal there
- Older adults want more flexible food choices
- Belief they have eaten this way for their whole life and do not want to change now
- Many introverted seniors
- Want to stay at home

### **Q2. What do you want / hear the consumer wants from a congregate meal site?**

- Socialization
- More roast beef - like comfort food
- Want interesting programs
- Want soup and salad bar
- Belief that Iowa has the strictest dietary guidelines in country
- Food is too bland
- Portions are too small, portions are too large
- Different people need different food i.e. any health conditions
- Expectations from most are too high
- People like family style serving and food to be cooked at site
  - Logistics are difficult - funding, labor, volunteers
- Want flexibility
  - Want to get what they want and when
- Seniors want to feel welcomed
  - If they do not feel welcome first time, they won't come back
  - People always sit at the same table
- Generational differences
  - What would draw a 70 year old vs 80 year old may be different
- Celebrations/Birthdays
  - Ice cream and cake
- Programming needs to change
  - Topics need to be relevant i.e. sex trafficking, current issues
- Need more awareness of senior centers
  - 65 year old doesn't know about center or even think about it and may still be working

### **Q3. What are the barriers in meeting those wants and needs?**

- Funding
- Transportation
  - Cost for participant (possible to educate participant on cost for public transportation vs. having a car)
  - Availability
- Regulations that need to be followed
  - Belief they must have certain foods served (i.e. Brussel sprouts even if they do not eat them) and that is wasteful
- Meal voucher program difficult in meeting guidelines
  - Although may be good for local economy and meeting small town needs
- Reservations/Planning
  - Difficult to do choice menu for planning purposes
- Programming - still good for socialization if people come but many don't stay for meal
- Many are still cooking for themselves
- People that are not going never been asked why
  - Surveys needed
  - Idea for open houses/awareness/invitations
- Awareness/Advertising/Marketing
  - Funding is key issue
- Competition
  - How can we partner with them instead of competing with them?
- Funding for entertainment/bands
- Success in activities all day
  - Mornings have coffee available
- People want choice menus and variety
  - Salad bar
  - Themed meals
  - Desserts
  - Chef - "action station"
  - People do not like chicken or overcooked fish
  - Think there should be a low sodium option and higher sodium option
- Carb Choices are too high

- Difficult from menu planning as you need to meet requirements

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**Q4. What are some strategies, ideas, recommendations to overcome these barriers?**

- Choice Menus (13 votes)
- More marketing/advertising – webmaster (8votes)
- Innovative programming with current events (i.e. city council updates/elections) (7 votes)
- Educate public officials - means to get funding (6 votes)
- Recruit and retain volunteers (5 votes)
- Non-traditional partnerships (i.e. church, ministerial associations) (4 votes)
- Meeting with Garden Club - invite to stay for lunch (no votes)
- Updated environment (i.e. painting, decor, welcoming) (6 votes)
- Enhancing senior ownership (1 vote)
- More celebration days (no votes)
- Lunch & Learns (6 votes)

## Planning and Service Area 3-Aging Resources of Central Iowa

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### Participants

1. Sara Barrata – Meal Site Manager
2. Margaret DeSio – Aging Resources
3. Kim Dorn – Marion County Public Health
4. Shala Harsh – Meal Site Manager
5. Joy Ihle – Meal Site Manager
6. Stephanie Labenz – Aging Resources
7. JaNeil Long – Meal Site Manager
8. Barb McClintock – Community Member
9. Jane Moore – Aging Resources/Non-Participant
10. Carol Schmidt – Aging Resources
11. Pepper Self – Meal Site Manager
12. Mary Tew – Participant
13. Deb Thomas – Meal Site Employee
14. Kelli Van Manen – Meal Site Manager
15. Joyce Webb – Meal Site Manager
16. Jackie Woods – J.C.E.N

### Top Recommendations

1. Variety of options for transportation (i.e. Uber) (9 votes)
2. Welcome buddy to pair new people when they come to site (8 votes)
3. a. Ability to take leftovers home (7 vote)  
b. Marketing/Advertising and Social Media (7 votes)
  - Direct Mail Campaigns
  - “Free Ticket” for a meal or ride
  - Blurbs in water bill or free flyers with tax documents
  - Encourage participants to invite friends

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### Q1. Why do you think participation in congregate meal sites is declining?

- “60 is the new 40”
- Seniors are more active
- Seniors are working longer
- Transportation
- Stigma that the meal site for *really* old and poor
- People look at the menu before they even think about coming
- Meals are different than what they are used to - want comfort foo
- Some meal sites are smaller and have limited activities
- Time is fixed for serving - lifestyles have changed and not always ready to eat at 11:30am
- Social circles are different at the point in their lives
- Singles may find it daunting/intimidating to go by themselves
- Choices are limited at the meal sites
  - Used to more options/variety
- Seniors are watching grandkids

- Not available to come to meal site or come fewer days
- Assisted livings offer meal programs
  - Increase in the number of new AL
  - Some even come in the AL to eat and pay charge - intergenerational
- Older adults are still cooking at home - belief they can make “better food”
  - Food may be overcooked and taste not what they are used to
- Bullying and people having their own “spots”
  - If new person comes in and gets “bullied,” may not want to come back
- Consumer Intake Forms
  - People do not like or feel comfortable with the depth of information needed
  - Feel like it takes too much time to fill out and input into computer
  - Wording is difficult on the questions
- Want more to do at site than just eat
  - People like game days and to get people “mixing”
  - Some come for activities but don’t stay for meal
  - Want activities every day
- More options available
  - Food Pantry
  - MOW
- Fast food/restaurants-Older generation didn’t eat out much - younger generation does
- Younger seniors look at menu differently than older seniors
  - Younger want more “health conscious” meals and older want meat/potatoes

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## **Q2. What do you want / hear the consumer wants from a congregate meal site?**

- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"> <li>• Dessert everyday</li> <li>• Salad bar</li> <li>• More choices/variety</li> <li>• More chicken</li> <li>• Book at a meal site where participants can mark what they like/don’t like and why</li> <li>• Liver/Onions 1x/month and want choice that day for those who don’t like it</li> <li>• People like to be comfortable where they go and with what they are eating</li> <li>• Participants like to have ownership in meal sites</li> <li>• Want good coffee - would draw people in</li> <li>• Want to see someone they know</li> <li>• People want to feel welcome</li> </ul> | <ul style="list-style-type: none"> <li>➤ Meal site manager is key to getting people in and feeling welcomed</li> <li>➤ Need to educate participants to help new people feel welcoming</li> </ul>  |   |
| <ul style="list-style-type: none"> <li>• Want more activities</li> </ul>  | <ul style="list-style-type: none"> <li>• Older adults want control of who they talk to, what they eat and when they go</li> <li>• Do not want accountability of having to reserve spots but also do not want to waste food</li> <li>• Free Wi-fi and Barista</li> <li>• Pets / Therapy</li> <li>• People like feeling purpose and knowing that someone would miss them - connecting with others</li> <li>• Some people only want meals and that’s it</li> </ul> |   |
| <ul style="list-style-type: none"> <li>✓ <b>BINGO</b></li> <li>✓ <b>Chair Yoga</b></li> <li>✓ <b>Exercise Class (Stepping On, Tai Chi)</b></li> <li>✓ <b>Fresh Conversations</b></li> <li>✓ <b>Speakers</b></li> <li>✓ <b>Music</b></li> </ul>  | <ul style="list-style-type: none"> <li>✓ <b>Computer Lab</b></li> <li>✓ <b>Movie Day</b></li> <li>✓ <b>Bunco</b></li> <li>✓ <b>Cards</b></li> <li>✓ <b>Line Dancing</b></li> <li>✓ <b>Pool Table</b></li> <li>✓ <b>Puzzles</b></li> </ul>   | <ul style="list-style-type: none"> <li>✓ <b>Crafts</b></li> <li>✓ <b>Ceramics</b></li> <li>✓ <b>Adult Coloring Books</b></li> <li>✓ <b>Jam Session/Karaoke</b></li> <li>✓ <b>Wii</b></li> </ul> |

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### **Q3. What are the barriers in meeting those wants and needs?**

- Funding
- Physical space
- Staff time
- Participation
- Awareness of existing activities
- Transportation/limited schedules
- Poor structure/building
  - Looks old and not appealing to eye
- Parking is an issue
- Ability to plan for meals - balance with what consumer wants and independence
  - Difficult to plan without numbers
- Factions at center that resist change (people and structure)
  - May cause anger to some
- Difficult to get the word out about the program - people do not know about it
- Perception is that “I don’t need it” and it is “for older and poor”
- Stigma for eating there but not for the activities
- Meal has institutional perception
- Lack of variety with food preferences
- Do we continue to make menus that meet RDA’s where majority of that type of food is thrown or is it more important that it is eaten?
- Belief that all green veggies interact with certain medications
- Menus do not/may be appealing or meeting wants for diverse populations/cultures
  - Difficult to serve sometimes as palates are so different
- Huge diversity between 60-100 year old
- Flex meal day is more popular
- Some believe it is too much food
- Can’t take food home is a perception - although there is flexibility to take it home
- Socialization is important when thinking about allowing people to take food home
  - Still want to promote the socialization aspect of OAA

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### **Q4. What are some strategies, ideas, recommendations to overcome these barriers?**

- Variety of options for transportation (i.e. Uber) (9 votes)
- Welcome buddy to pair new people when they come to site (8 votes)
- Ability to take leftovers home (7 votes)
- Marketing/Advertising and Social Media (7 votes)
  - Direct Mail Campaigns
  - “Free Ticket” for a meal or ride
  - Blurbs in water bill or free flyers with tax documents
  - Encourage participants to invite friends
- Always have choice days (4 votes)
- Reservation schedule for consumer and site (no votes)
- “My Senior Center” technology expand to other sites (6 votes)
- Voucher system for people to choose where to eat (3 votes)
  - Hy-Vee
  - Hospital
  - Schools
- Flyers at city hall (1 vote)
- Bring grandchild (or pet) to meal site (2 votes)
- Senior bulletin (2 votes)
- Bright, colorful photos of activities
- Directly in boxed to professionals or anyone
- Doctor offices
- Libraries
- Online
- Baristas and good coffee at sites (5 votes)
- Serve alcohol (no votes)
- Change serving time to evening or different lunch time (2 votes)

## Planning and Service Area 4-Heritage Area Agency on Aging

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### Participants

1. Jason Carver – Hy-Vee
2. Kathleen Collier – Heritage AAA
3. Regina Engelbart – Meal Site Manager
4. Tim Getty – Heritage AAA
5. Hollie Kane – City of Central City
6. Sofia Mehaffey – Horizons/ESI
7. Brian Schiel – Hy-Vee
8. Bob Welsh - Community Member
9. Jill Sindt – Heritage AAA
10. Lisa Tallman - Meal Site Manager
11. Evans Waller – Participant/Advisory Council Member

### Top Recommendations

1. Be visible, statewide advertising (9 votes)
  - a. Public awareness
  - b. Partner with local entities
  - c. Local newspapers
  - d. Open House
  - e. TV
2. Partnership with local businesses (8 votes)
  - a. Sponsor for a day
  - b. Site development
  - c. Donate meals for a day - “Farm to Table”
3. Having meal options (6 votes)

Salad bar, fruit parfait, different types of “bars”

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### Q1. Why do you think participation in congregate meal sites is declining?

- Food quality is important
  - Want hot food
  - Presentation and Standards
  - Really care about quality and consistency
- Perception is that the meal is for poor people
  - Believe food is not good
  - People do not want to be associated with something that is for low income
- Not old enough to be there
- Lack of awareness of what is being offered
  - Need more advertising
  - Recent widower would want special invitation
- Transportation
  - Not being able to drive there themselves
  - Increased cost
  - Some changes in providers
- Older adults are too busy
  - Still very active and working past 70
- Lack of selections - people like having choices
- Enjoy going to restaurants and getting waited on
  - Many more choices
- Inactive, less healthy spouse at home - wants to stay at home
  - Caregiver role
- Cliques at meal sites - not being part of a group
- Difficult to cater to 2 different age group
  - Younger seniors vs. older seniors
  - Difficult to do both within guidelines of OAA
- People come in to play cards but don't stay for meals
- Entertainment preferences differ between 60-100 years old
- Difficult to find volunteer
- Some like to have a larger meal at supper instead of at lunch
- Some think 11:30am is too early - like sleeping
- Groups to have meetings in the site space – few

- Birthday celebrations - large participation numbers
  - People like cake and ice cream with the roast beef meal
- Can't compete with the private sector - key is to partner with them
  - "If you can't beat them, join them"
- Older adults are much more mobile - convenience to eat close to where participants are
  - Instead of coming to meal site

---

## **Q2. What do you want / hear the consumer wants from a congregate meal site?**

- Variety
  - Like breakfast for lunch
  - Different foods
- Dessert and bread with every meal
- Want speakers and more educational topics
  - Timing is important - most want during meal
  - Some people speak over presenters - rude to them
  - Presentation cannot be too long
  - Sometimes participants cannot hear them
- Congregate meal sites have different needs
  - "One size doesn't fit all"
- Activities need to be customized to participants
  - Evidenced based programs go better in rural areas
- Some want more cultural meals/menus (Asian)
- People want "to go" items
- Lighter options
  - Soup and Salad
  - Salad bar goes over very well - older adults are accustomed to a side salad
- Routine is important to think about
- Seniors have more meal opportunities than before
- Has become more of a "meal program" rather than a social time with a meal
- Improved economic status of many older persons and the "welfare" perception of a congregate meal
  - Soup may have some logistical/production problems
- Food preferences are difficult for young vs old & rural vs. urban
  - Meat and potatoes for older
  - Soup/Salad for younger
- People do not care about 1/3 RDA - just want a meal
  - Important to think about for hungry/food insecure folks
- Some are embarrassed
  - Do not want to be reminded that you are poor
  - More difficult in rural communities where everyone knows each other
- Want to make it a comfortable, welcoming environment
- Reservation system stops people from coming in
  - Difficult if people make reservation and don't show up
  - Hard to figure out how much to make
- Welcoming event with a good meal at a price within the limits of one's income

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## **Q3. What are the barriers in meeting those wants and needs?**

- People do not want to see others see them not give them money
  - Need to make payment/contribution more under the radar and eliminate the stigma
- Funding
- Calling it a meal site
  - Believe we need to make it a different name as that sounds institutional
- Transportation
- At home grocery delivery service is booming
- Distance to the meal site
- People have preference of meal site they go to
- Environment of meal site
  - Older site may look institutional
  - Libraries
- People like exercise clubs and want exercise rooms at meal sites
- Food preferences - difficult to meet everyone's
- Writing menu for congregate and HD meals
  - Logistics for making menus for both
- Can't predict how much to make for congregate meal with choices
- Federal regulations - strict nutrition guidelines
  - "Red Tape"
  - Lack of freedom of choice
  - 2 locations known that choose not to continue with OAA meals and do on their own

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#### **Q4. What are some strategies, ideas, recommendations to overcome these barriers?**

- Be visible, statewide advertising (9 votes)
  - Public awareness
  - Local newspapers
  - Partner with local entities
  - Open House
  - TV
- Partnership with local businesses (8 votes)
  - Sponsor for a day
  - Site development
  - Donate meals for a day - "Farm to Table"
- Having meal options (6 votes)
  - Salad bar, fruit parfait, different types of "bars"
- Combined site with other amenities - exercise room (1 vote)
- Pleasant curb appeal of sites (0 votes)
- Develop incentives to come (2 votes)
  - Earn points/tickets to get prizes or gifts
  - Partner with local entities
- Bus to pick people up/take them home (3 votes)
- Sites open all day - Breakfast, lunch, dinner (no votes)
- Chef at each site (no votes)
- Flexibility on weekly average of RDA - sodium (2 votes)
- Hy-Vee, Chinese Food, Little Caesar's to cater once in a while (no votes)
- Intake form doesn't get a true picture of consumer sometimes (no votes)
- "To Go" Meals or take-home meals (3 votes)
  - Curbside to Go
- Modernize the OAA program to be trued up to today's seniors (5 votes)
- Partner with local businesses to serve as a satellite site (1 vote)
- Food Trucks (no votes)
- Reframe conversation about congregate meals (4 votes)
  - Low cost food to socialization

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#### **Additional Thoughts**

- Idea to mix a private pay program and the subsidized Older American Act programs - could be an intergenerational idea as well
  - Older adults need interaction with younger adults
- Hy-Vee connection that Heritage uses should be pursued state-wide
  - With meals at a civic site or off hours at a grocery store



## Planning and Service Area 5 -Milestones Area Agency on Aging

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### Participants

1. Don Lucas – Participant
2. Becky Passman – Milestones AAA
3. Patty Steiner – Advisory Member/Non-Participant
4. Pam Taylor – Milestones AAA
5. Sheila Waldren – Participant
6. Christina Wolfe – Milestones AAA
7. Carol Wyatt – Milestones AAA

### Top Recommendations

1. Activities that encourage interaction between participants
  - Mixers
  - Hospitality Training
  - How to deal with a variety of personalities
2. a. Provide flyers to participants to handouts
  - Ownership of sites to participants and building it up (Empowerment)
  - What role does AAA play to assist?
- b. Focus on transportation factors
  - Money/Funding
  - Get people to use it
  - Level of service may not be adequate
  - What about using school buses?

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### ***Q1. Why do you think participation in congregate meal sites is declining?***

- Lack of public transportation
- Perception that you must live there to eat there (town or apartment building)
- Atmosphere, personalities
  - Not treated kindly
  - Cliques
  - Needs to be more welcoming to others
- More options of where to order meals
  - Private market has found a way to use different techniques
- Stigma attached – belief it is just for low income
- Sites need more individual freedom in choice of meals/menu planning
  - Meal sites know specific likes/wants of participants
  - More people participate in cook's choice meal
- People love liver/onions day
- People want less institutionalized meals
- Trouble finding senior services
  - Congregate meal sites/senior centers are not in phone book, etc.
  - Do not know what they offer
- Poor locations and parking
- Older buildings, atmosphere, surroundings
- New people like to bring in friends
  - Pride factor where many people are too prideful to come
- People get news in other ways than newspapers
  - May be more advertising on radio
- People like more cold meals in summertime
  - Sandwiches
  - Salads
- Older adults like nightly events also

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## **Q2. What do you want / hear the consumer wants from a congregate meal site?**

- Get what you pay for
  - Believe serving sizes are too small
- Cost too high
- Perception you must pay because of the suggested contribution rate
- Perception meal is for low income because of the suggested \$3.50 price
- More activities at the center – usually increases attendance
  - Health
  - Entertainment
- Some that participate in activities didn't eat because meals are included in their housing option (Assisted Living)
- Keep as it is – don't change anything
  - People are happy
- More Choice Meals and variety
  - Bigger portion sizes
- Private market uses specials for marketing to draw people in
- Meal sites that are at "non-traditional" places are difficult to get activities and have costs associated

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## **Q3. What are the barriers in meeting those wants and needs?**

- Location
- Restricted revenues/narrow options (cost)
- Transportation
- Participation decreasing
  - Seasonal/Winter – people do not want to drive or use transportation
- Getting the word out
  - Congregate meals
  - Transportation, where available
- Seniors do want people to come to the meal sites
- People are not interested as they already have socialization
- Lifestyles are different now
- People are working longer
- Some people do not want social interaction – want to stay in apartment
- Want bigger servings of meat but cost associated
- Flexibility with menu difficult to get menu approval – bureaucratic
- Infrastructure of training staff
  - Cannot all be done by nutrition director
- If 2 choices, analysis must be run twice
  - Cost prohibitive
  - Insurmountable work
  - Becomes more about difficulty of process, than about the choice for consumers

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## **Q4. What are some strategies, ideas, recommendations to overcome these barriers?**

- Incentives to bring in new people – guest and participant (1 vote)
- Pay in advance tickets for meals (no votes)
- Utilize local resources (2 votes)
  - Local flower shops donate flowers
  - Look for freebies
  - Cake donations
  - Birthday – draw for 4 free lunches
- Radio Announcement or Community Calendar (2 votes)
- Define ways for site managers to cross train, communicate, share ideas, newsletters (1 vote)
- Provide flyers to participants to handouts (4 votes)
  - Ownership of sites to participants and building it up (Empowerment)
  - What role does AAA play to assist?
- Seniors advocate similar to plate campaign to increase participation (1 vote)
- Focus on transportation factors (4 votes)
  - Money/Funding
  - Get people to use it
  - Level of service may not be adequate
  - What about using school buses?
- Coordinated Marketing (0 votes)
  - State, AAA, Local Sites
  - Customize local – know where, how, and what works
  - Strategic Plan
  - Focus on group – isolation, food insecure
- Activities that encourage interaction between participants (9 votes)
  - Mixers
  - Hospitality Training

- How to deal with a variety of personalities
- Interject humor and fun into activities (1 vote)
- Meal once a week that is themed, seniors put together (3 votes)
- Work on presentation of meals (1 vote)
  - Eat with eyes
  - Garnishments

## Milestones Senior Center Participant Survey Results Summer 2018

### How often do you attend?

Daily	4x / Week	3X / Week	2X / Week	1X / Week	Special Events Only
137	21	71	32	28	9

### Overall, how would you rate your dining experience?

	Excellent	Good	Fair	Poor
<b>Appearance of Food</b>	128	152	25	4
<b>Taste of Food</b>	113	143	40	8
<b>Variety of Food</b>	115	129	49	16
<b>Staff Friendliness</b>	240	57	13	16
<b>Atmosphere</b>	202	78	18	6
<b>Activities</b>	120	80	29	12

### ***What suggestions do you have that would increase participation at the congregate meal sites?***

*\*Number in parentheses () indicates number of responses from survey\**

#### Advertising

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>○ Advertising (14)</li> <li>○ Bring a friend (4)</li> <li>○ Each participant needs to ask others to start coming (4)</li> <li>○ Newspaper (2)</li> <li>○ Need to talk to others (2)</li> <li>○ Make info available to churches (2)</li> <li>○ Get people in surrounding towns to participate (2)</li> <li>○ Post menu around buildings (1)               <ul style="list-style-type: none"> <li>○ Inform them you don't need to live at site to attend (1)</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>○ Post notices on bulletin boards on each floor (1)</li> <li>○ Stop negatively among people (1)</li> <li>○ Encourage attendance (1)</li> <li>○ New people aren't informed enough to come (1)</li> <li>○ Promote meal site to new residents more (1)</li> <li>○ Let people know meal sites location and prices (1)</li> </ul> | <ul style="list-style-type: none"> <li>○ Promote meals with quilt group (1)</li> <li>○ Invite people (1)</li> <li>○ Get word out that portions are ample sized (1)</li> <li>○ Just keep asking (1)</li> <li>○ Make sure residents are aware and understand the program (1)</li> </ul> |
|--|---|---|

#### Food

- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>○ <b>More meal variety (11)</b></li> <li>○ <b>Better food (5)</b></li> <li>○ Different menu (4)</li> <li>○ More chicken</li> <li>○ Turkey meals (2)</li> <li>○ More hot beef</li> <li>○ Sandwiches (2)</li> <li>○ That the food would be hot and the milk could be cold (2)</li> </ul> | <ul style="list-style-type: none"> <li>○ More salads in summer (1)</li> <li>○ Too much spinach (1)</li> <li>○ More yogurt (1)</li> <li>○ More fish (1)</li> <li>○ Decent food (1)</li> <li>○ Serve less chicken (1)</li> <li>○ More spaghetti (1)</li> <li>○ More stuffed peppers (1)</li> <li>○ More goulash (1)</li> </ul> | <ul style="list-style-type: none"> <li>○ Boiled potatoes (1)</li> <li>○ More cinnamon rolls (1)</li> <li>○ More tenderloins (1)</li> <li>○ Have meals coordinate with Holidays &amp; National Food Days (1)</li> <li>○ More fresh fruit/ less frozen yogurt (1)</li> <li>○ More carrots (1)</li> <li>○ Less Brussel sprouts (1)</li> </ul> |
|---|--|--|

- Ice Cream served later (1)
- Offer seconds if there is food left (1)
- Potatoes, Corn (1)
- Fried Chicken (1)
- Cook veggies until done (1)
- Meat portions not big enough (1)
- Better combination of side dishes (1)

- No dry meat (1)
- More desserts (1)
- Serve mustards with brats and burgers or salsa (1)
- Not to skimp on correct servings (1)
- Don't dump gravy in wrong compartment (1)
- Different kind of beans (1)

- Wine (1)
- Sometimes servings way too small (1)
- Sometimes not enough food & doesn't arrive on time & over or undercooked (1)

### Dining Experience

- Two people to serve meal (2)
- Serve meal earlier (2)
- Change manager (2)
- No reservations (1)
- Serve at 11am sharp (1)
- More friendly staff (1)
- All eat in same room (1)
- Dining room temp either too hot or too cold (1)

- Talk to residents about sharing their food from tray to tray (1)
- Some cough and breath over others' food before it's being served to others (1)
- Stop people from saving seats (1)
- Get bully out of dining room (1)
- Time to chat before lunch (1)

- Mid-morning coffee-greet each other & new people (1)
- People should be willing to talk with other people (1)
- Remove freeloaders who complain about everything & antagonize/scare others away (1)
- Stop cussing & yelling (1)

### Activities

- Soft music/piano (2)
- Music or other activities (2)
- Have better attendance on bingo day (1)

- Activities not always held on food days (1)
- More activities/movies (1)
- More visitors and games (1)

- Play card game at site (Euchre) (1)
- Activities after eating instead of before (1)

### Prices

- People think there is a \$10 membership fee to eat at the site (1)

- Lower prices (1)
- Let public know you pay according to income (1)

- Free meals (1)

### Other

- Name change (1)
- People need to try it (1)

- Ask a place that is successful (1)
- Enlist dress code – no pajamas (1)

- Chic Day like it used to be on Wednesday (1)

## What meals would you like to see served at the center that we don't already have?

\*Number in parentheses ( ) indicates number of responses from survey\*

### Fruit

More Fresh Fruit (5)  
More Fruit (2)

Peaches (2)  
Pears (2)  
Different Fruits in Season (1)

Strawberries (1)  
Watermelon (1)  
Fresh Peaches (1)

Fresh Nectarines (1)  
Fresh Plums (1)  
Canned Fruit (1)

### Salads

Chef Salad (6)  
More Salads (6)  
Salad Bar (3)  
Taco Salad (3)

Potato Salad (2)  
Green Leafy Salad (1)  
Ranch Pasta

Salad (1)  
Tomato Salad (1)  
Cucumber  
Salad (1)

Broccoli Salad (1)  
Coleslaw (1)  
Carrot/Raisin Salad (1)  
Green Bean Salad (1)

### Protein

#### Fish (13)

Cottage Cheese (5)  
Roast Beef (4)  
Crunchy Fish and Chicken (4)

Cod (2)  
Salmon Patties (2)  
Pork Chops (2)  
Eggs (2)  
Beef (2)

Roast Turkey (1)  
Steak (1)  
Deer Meat (1)  
Chicken (1)  
Navy Beans (1)  
Fish Sticks (1)

Ham (1)  
Baked Beans (1)  
Cheese (1)  
Minute Steak (1)

### Starch

Baked Potatoes (7)  
Scalloped Potatoes (4)  
Sweet Potatoes (6)  
Mashed Potatoes (3)

Cornbread (3)  
Garlic Toast (2)  
Hash browns (2)  
Potato Bar with Fixings (2)  
Well-Seasoned Rice (1)

Rye Bread (1)  
Corn Nuts (1)  
Bread/Rolls (1)  
Sweet Potato Fries (1)  
Spanish Rice (1)

Homemade Rolls (1)  
Potatoes & Gravy (1)  
French Fries (1)  
Au Gratin Potatoes (1)

### Main Entrees

Soups (19)  
Pizza (17)  
Country Fried Chicken (11)  
Lasagna (9)  
Sloppy Joes (9)  
Meatloaf (7)  
Hot Dogs (6)  
Ham Loaf (5)  
Mac and Cheese (5)  
Ham and Beans (4)  
Grilled Cheese (4)  
Ham and Scalloped Potatoes (4)  
Mexican (4)  
Chinese (4)  
Tomato Soup (3)

Pasta (3)  
Chicken & Dumplings (3)  
Tacos/Enchiladas (3)  
Tenderloins (3)  
Hamburger (3)  
Stew (2)  
Pot Roast (2)  
BBQ Ribs (2)  
Walking Tacos (2)  
Chili (2)  
Cheeseburgers (2)  
Meatball subs (2)  
Swiss Steak (2)  
Lobster/Lobster Rolls (2)  
Beef and Noodles (2)  
Liver & Onions (2)  
Birthday Chicken (2)

Orange Chicken (1)  
Chicken Salad Sandwiches (1)  
Meatballs (1)  
Tuna Salad Sandwiches (1)  
Brats (1)  
Chicken Pot Pie on Biscuit (1)  
Weinersnitzel (1)  
Hot Beef Sandwich (1)  
Ham and Split Pea Soup (1)  
Navy Bean Soup (1)  
Salmon Loaf (1)  
BLT Sandwich (1)  
Clay County Casserole (1)  
Turkey and Dressing (1)  
Salisbury Steak (1)  
Hamburger Steak (1)

Egg Estrada (1)  
BBQ (1)  
Ham and Bean Soup (1)  
Ham Balls (1)  
Prime Rib (1)  
Brisket (1)  
Spaghetti & Meatballs (1)  
Loose Meat Sandwiches (1)  
Goulash (1)  
Chipped Beef/Toast (1)  
Chili Dogs (1)  
Cabbage Rolls (1)  
Meatballs & Noodles (1)  
Corned Beef & Cabbage (1)  
Chicken-Ala-King (1)

### Vegetables

Green Beans (3)  
Corn on the Cob (3)  
Beets (2)  
Pickled Beets (2)  
Cauliflower (2)  
Broccoli (2)  
Peas (2)  
Corn (2)

Eggplant (2)  
Carrots/Peas (2)  
Fresh Vegetables (2)  
Asparagus (1)  
Carrots (1)  
Veggie Casserole (1)

Baked Zucchini w/ Breading (1)  
Brussels Sprouts (1)  
Breaded Tomatoes (1)  
Okra (1)  
Raw Veggies w/ Dipping Sauce (1)

Cabbage (1)  
Yellow Vegetables (1)  
California Vegetables (1)

### Desserts

Pudding (4)  
Brownies (2)  
Jell-O (2)

Jell-O with Fruit (2)  
Pie (2)  
Birthday Cake (2)

Jell-O Salad (1)  
Desserts (1)  
Banana Bread (1)

Angel Food Cake with Strawberry Sauce (1)  
Ice Cream (1)

### Condiments and Beverages

Sauerkraut for Pork (1), Butter for Rolls (1), Gravy (1), Chocolate Milk (3), Tomato Juice (2)

### Other

Breakfast for Lunch (4)	Less carbs (1)	More balanced meals (1)
More casseroles (4)	More choices between meats / veggies (1)	More potato variety (1)
More sandwiches (4)	Better fish (1)	Vegetarian meals (1)
More variety (3)	Easier to eat food (1)	More onions on liver (1)
Different sandwiches and soups (2)	Pizza with salad (1)	Seasonal meals (1)
Breakfast (2)	Cold salad in hot weather (1)	More fish with rice (1)
Beans instead of meat (1)		Donuts and coffee in morning (1)

### What items on the menu do you like the least?

\*Number in parentheses ( ) indicates number of responses from survey\*

### Fruit

Hard Fresh Fruit (3)	Fruit (2)	Plums (1)	Peaches (1)
Honeydew	Hard Melons (2)	Mandarin Oranges (1)	Fresh Fruit (1)
Melon (3)	Oranges (2)	Apricots (1)	Fruit Cup (1)
	Mixed Applesauce (1)	Pineapple (1)	

### Salads

Tomato Salad (4)	Egg Salad (1)	Tuna Salad (1)	Apple Coleslaw (1)
Spinach Salad (2)	Red Bean Beach Salad (1)	Apple Cabbage Salad (1)	Corn & Black Beans (1)

### Protein

<i>Fish</i> (22)	Black Beans (4)	Baked Beans (2)	Turkey Sausage (1)
Chicken (11)	Pork (4)	Ham (2)	Cottage Cheese (1)
Yogurt (9)	Salmon (3)	Cheese (1)	
Salmon Patties (6)	Tuna (2)	Italian Sausage (1)	
Turkey (6)	Roast Beef (2)	Beans (1)	

### Starch

Sweet Potatoes (4)	Potatoes (2)	Baked Potatoes (1)
Mashed Potatoes-Gravy (4)	Rice (2)	Oatmeal (1)
Scalloped Potatoes (2)	White Bread (1)	Breadsticks (1)

### Main Entrees

Liver & Onions (38)	Spaghetti (3)	Hamburgers (2)	Beef Mac & Cheese (1)
Tuna Casserole (8)	Pot Roast (3)	Beef Stroganoff (1)	Meatballs (1)
Sweet & Sour Pork (7)	Pasta (3)	Swiss Steak (1)	Taco Bake (1)
Spaghetti (4)	Mexican (2)	Stuffed Peppers (1)	Swedish Meatballs (1)
Pulled Pork (3)	Lasagna (2)	Boiled Fish (1)	Salisbury Steak (1)
Brats (3)	Chicken Casserole (2)	Meatloaf (8)	Turkey Burgers (1)

Meat & Potatoes (1)  
 Beef Stew (1)  
 Potato Soup (1)  
 BBQ Chicken (1)

Pork Roast (1)  
 Turkey Tetrazzini (1)  
 Cowboy Bean  
 Casserole (1)

Tacos (1)  
 Pancakes (1)  
 Shepard's Pie (1)  
 Manicotti (1)

Pizza (1)  
 Sweet & Sour Chicken (1)  
 Chicken Cacciatore (1)  
 Roasted Chicken (1)

**Vegetables**

**Brussel Sprouts (28)**  
 Spinach (16)  
 Lima Beans (12)  
 Broccoli (10)  
 Cabbage (7)  
 Lettuce (6)  
 Green Beans (5)

Beets (3)  
 Edamame  
 Beans (3)  
 Cauliflower (2)  
 Stewed Tomatoes (2)  
 Zucchini (2)  
 Mixed Vegetables (2)

Steamed Vegetables (2)  
 Carrots (2)  
 Peas (2)  
 California Blend (2)  
 Vegetables (1)  
 Asparagus (1)  
 Mushrooms (1)

Onions (1)  
 Peppers (1)  
 Tomatoes (1)  
 Roasted Vegetables (1)  
 Frozen Vegetables (1)  
 Capri Blend (1)  
 Unripe Tomatoes (1)

**Desserts**

Vanilla Wafers (3)  
 Pudding Parfait (1)  
 Desserts (1)

Cake (1)  
 Coconut Pie (1)  
 Lorna Doones (1)

Cherry Crisp (1)  
 Apple Crisp (1)  
 Graham Crackers (1)

Orange Sherbet (1)

**Condiments and Beverages**

Sauerkraut (1), Orange Juice (3)

**Other**

Overcooked vegetables (6)  
 Overcooked fish (5)  
 Sandwiches (3)  
 Anything spicy (2)  
 Pears too green (2)  
 Some of the Salads & Fruit (2)  
 Salty foods (2)  
 Overcooked Chicken Breast (2)  
 Potatoes too often (2)  
 Mashed Potatoes too often (1)

Baked Potatoes too often (1)  
 Carrots too often (1)  
 Salads too often (1)  
 Orange Juice too often (1)  
 Chicken too often (1)  
 Burnt food (1)  
 Food hard to chew (1)  
 Veggies with no seasoning (1)  
 Runny Jell-O (1)  
 Anything with Cloves (1)

Variety of Salads (1)  
 No breakfast meals (1)  
 Tough Spaghetti (1)  
 Meat that looks boiled (1)  
 Casseroles (1)  
 Better variety (1)  
 Some chicken too small (1)  
 Soup (1)

**What do you think keeps other from attending the center?**

\*Number in parentheses () indicates number of responses from survey\*

Location of Center	Meal Choices Currently Served	Time of Day Meals Offered	No Activities Offered	Contribution Rate	Reservation System
8	61	27	33	19	26

**Additional Reasons**

- Outside people do not know it's available (5)
- Bullying/not getting along (3)
- Lack of publicity (4)
- More TV advertisements (3)
- Transportation (3)
- Staff at meal site (3)
- Won't get ready to eat (3)
- Music/Piano Playing (3)
- Don't like the food (3)
- Need more information about the center (2)

- Think only women come (1)
- Having 2 days before you eat (1)
- Not inclusive enough (1)
- Newcomers do not feel welcome (1)
- They think they are better than us (1)
- Health/Disabled (1)
- People can't afford it (1)
- Too much pressed chicken breast (1)
- Pride (1)
- Shyness (1)
- Competition From Senior Housing
- Lack of understanding about payment (1)
- Reaching others in outlying towns (1)
- Parking at noon is a problem (1)
- Knowledge of meal variety (1)
- Radio that we are here for all of community (1)
- Doctor's appts. in AM/can't make it by lunch (1)
- Some participants have bad mouths/attitudes (1)
- Some always grab the leftover food (1)
- They throw good food away and fill up on cookies/donuts (1)
- Not offering seconds if food is leftover (1)
- Portions are not always equal –favorites get more (1)
- Same food served over and over (1)
- How about a brunch day? (1)
- How about a Salad Bar 1x/month? (1)
- People have not tried it (1)
- People can't eat the food choices (1)
- Hard to get some seniors out (1)
- Some feel too young to attend (1)

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### ***What other activities or services would you like to see at the center?***

\*Number in parentheses ( ) indicates number of responses from survey\*

- Card playing (14)
- Music (10)
- Exercise (8)
- Bingo (7)
- Speakers & other services (6)
- More games (5)
- Sing- a- Long (4)
- Senior bus trips (3)
- Movies (3)
- More meals for Seniors with less salt for diabetics (3)
- Pool Table (2)
- Events at Civic Center/
- Wells Fargo in Des Moines (2)
- Fresh Conversations (2)
- Crafts (3)
- Dietitian (2)
- Dances (2)
- Pot Luck Dinner (2)
- Social Mixer (2)
- Have a cookout/picnic (2)
- Better control of people – (some come and sit/drink coffee that is for paying people) (2)
- Think we need a dishwasher (1)
- Holidays and Birthday
- Parties to celebrate (1)
- Advertise on radio or
- TV food locations (1)
- There are no activities (1)
- Contests like first snowfall, first killing frost (1)
- Football ratings or winning week (1)
- Everyone invite someone to meal (1)
- Fundraisers (1)
- Offer Matter of Balance more (1)
- More volunteers (1)
- Cooking/Recipe sharing (1)
- Make people feel welcome (1)
- Bingo for prizes, not cash (1)
- More activities, If more people (1)
- Talent Shows (1)
- School kids come to sing (1)
- Knitting Class (1)
- Gifts presented to buy at low price (1)
- Baked goods to sell (1)
- Piano, tell Jokes, do magic, etc. during meal (1)
- Book Club (1)
- All eat In dining room, kitchen is too small (1)
- Put lunch back to 11am (1)
- More hot meals Instead of cold (1)
- Everyone sharing people's birthdays with a card or well wishes (1)
- Microphone to hear speakers (1)



- Want servers to wear full hair nets that cover all their hair (1)
- Don't use rubber gloves for multi-purposes (1)
- Salt and Pepper shakers are greasy (1)
- Self-Serving Salad Bar 1x/month (1)
- Table Games (1)
- Popcorn (1)
- Karaoke (1)
- Not so loud (1)
- More ball games (1)
- Come up with more things to do (1)
- Sitting exercise (1)
- How to use an iPad or Phone (1)

## Planning and Service Area 6 -Connections Area Agency on Aging

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### Participants

1. Kelly Butts-Elston – Connections AAA
2. Georgia Crawford – Community Member
3. Cati DeMasi – Council Bluffs Center
4. Ronda Engles – Connections AAA
5. Alice Kenkel – Connections AA
6. Jeff Lien – Meal Provider
7. Vicky Lohry – Connections AAA
8. Cathay Pringnitz – Board Member
9. Barb Redmond – Board Member
10. Richard Rouse – Meal Site Volunteer
11. Douglas Scott – Meal Site Manager
12. Lois Sick – Participant
13. Joyce Smith – Advisory Council Member
14. Sheri Weinfurtner – Connections AAA

### Top Recommendations

1. Get back to intent of OAA rather than focusing on the 1/3 RDA (17 votes)
2. Rebranding “senior center” (11 votes)
  - Active Generations
  - Life Center
  - Meals without Wheels
  - Any Age
  - Open to the public
3. a. Revise the intake form (7 votes)
  - Intake forms are intrusive
  - Intake forms – nutrition questions are hard to answer; double negatives
  - Income
  - Just not wanting to complete
  - Race
  - Forms are answered differently depending on the program they wantb. Similar to a restaurant, offer choices (7 votes)

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### Q1. Why do you think participation in congregate meal sites is declining?

- Menus are not varied
- Do not like “stuff” added to vegetables
- Unfamiliar with food items – not what they are used to eating
- Travel
- Length of time to call ahead for a meal
- People are working longer-still in the workforce
- Scheduling when you will participate
  - Must call at least 24 hours in advance
  - Call in late
  - Would be helpful if deadline could be the morning
- Intake Forms
  - Intake forms are intrusive
  - Intake forms – nutrition questions are hard to answer; double negatives
  - Income
  - Just not wanting to complete
  - Race
  - Forms are answered differently depending on the program they want
- Used to meat, potatoes and gravy with healthy serving sizes
- Time from the preparation of the meal to delivery to the actual time of consumption affects meals

- One site gets the veggies raw and cooks them on site, so they are not mushy
- Have used brands that contain less sodium but then receive complaints the food is not good.
- While the meals, when prepared, meet the sodium requirements, the cost of table salt has gone up because it is added by the consumer at the table.
- What the consumer wants is different than the requirements therefore they decline to participate
- Need colorful and tasty meals
- Lack of variety
- Prefer home delivered meals for a variety of reasons
- Sites viewed as charity or poverty
- Lack of support from the State to advertise congregate meals
- Not all sites have a learning component
- Perception they are there to eat
- Many heart patients' medication cannot eat dark leafy vegetables nor can people with dentures.
- Diabetic diets
- Hard to peel an orange or eat an apple
- Have seen research that says sodium is not a bad thing for seniors at this point

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## **Q2. What do you want / hear the consumer wants from a congregate meal site?**

- Mash potatoes, meat and gravy
- Overhead costs to address some of these issues
- Local supporters experience a loss of funding because of meals
- Consumers wants not always want is provided due to production, requirements and cost
- Dietitians hands are tied due to the reasons above
- Food not eaten is wasted
- Assumption consumer is eating 1/3 of RDA at congregate meal site
- Very few that this is their only meal
- People typically do not make sure each meal is 1/3 of the RDA. Seems the focus is on the 1/3 RDA and dietary guidelines. Most participants, this is their main meal.
- Quality of food is good; tastes vary
- Activities are planned but people forget and don't show up
- Education event while they are eating (Lunch and Learns)
- Providing written information for them to take home. Gives them time to read and process. Discuss the topic the next day
- Presenters (providers, library staff, community) limit time to 10 – 15 minutes
- Goal focused – they are there to eat
- Do not interfere with other regular activities: bingo, puzzles, etc.
- History – Use to have an evening meal with entertainment
- Shift from liver and onions seniors to Panera Bread seniors

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## **Q3. What are the barriers in meeting those wants and needs?**

- Perception of senior center – who attends
- Budget and funding
- Nutrition guidelines
- Volunteer support – dwindling resource
- Turnover in volunteers and participants
- Methods to increase volunteer participation. Better interest in Home Delivered Meals than congregate meals.
- Meals on Wheels more known – need something similar for congregate meals
- Consistency of what is offered in senior center across areas is difficult to achieve
- Transportation
- Frozen Meals – the same issues; would rather buy frozen meals at a store where they have a choice
- Buy-in Congregate Meal sites – competitive, want own site
- Need to focus on a balanced meal rather than use the term nutritious meal.

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## **Q4. What are some strategies, ideas, recommendations to overcome these barriers?**

- Work with churches and schools to find volunteers (no votes)
- Partner with other entities such as Panera Bread to work with congregate meal site (1 vote)
- Revise the intake form (7 votes)

- Intake forms are intrusive
- Intake forms – nutrition questions are hard to answer; double negatives
- Income
- Just not wanting to complete
- Race
- Forms are answered differently depending on the program they want
- Have a consistent statewide menu (2 votes)
- Statewide campaign for congregate meals (5 votes)
  - Education
  - Meal
  - Activities
- Incorporate more activities such as local talent. Not just meals (3 votes)
- Rebranding “senior center” (11 votes)
  - Active Generations
  - Life Center
  - Meals without Wheels
  - Any Age
  - Open to the public
- Similar to a restaurant, offer choices (7 votes)
- Give ownership back to seniors (3 votes)
- Schools provide entertainment (no votes)
- Human Society – pet visits / pet therapy (no votes)
- Get back to intent of OAA rather than focusing on the 1/3 RDA (17 votes)

## Connections AAA Consumer Survey Results

### How often do you attend?

<u>Daily</u>	<u>4x / Week</u>	<u>3X / Week</u>	<u>2X / Week</u>	<u>1X / Week</u>	<u>Special Events Only</u>
41	13	16	11	6	11

### Overall, how would you rate your dining experience?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Appearance of Food	24	59	9	0
Taste of Food	16	55	20	3
Variety of Food	21	56	16	2
Staff Friendliness	78	19	0	0
Atmosphere	57	37	1	0
Activities	36	40	11	1

## What do you think keeps other from attending the center?

\*Number in parentheses ( ) indicates number of responses from survey\*

Location of Center	Meal Choices Currently Served	Time of Day Meals Offered	No Activities Offered	Contribution Rate	Reservation System	Other
0	27	0	11	6	24	8

### Additional Reasons

- Don't want to fill out intake form with income
- People say welfare or charity program
- Transportation
- Not old enough to attend
- Most seniors are working
- Raising grandkids
- Don't want to be social
- Contribution rate
- Not able to just walk in
- Most seniors cook for themselves
- Don't want to make reservations 24hrs in advance

## What other activities or services would you like to see at the center?

- Advertise
- Tried everything
- Better meals
- More activities
- Younger seniors
- Lower contribution rate
- No reservations
- Special diets
- Not filling out intake form
- Cooking meals onsite
- Delivering menus to community
- Free lunches
- Change the Dietitian
- Normal food like home
- Good Ol' Fashion food
- Signage
- More salt
- Less bullying

## What food would you like to see at the center?

Brats (2)	Baked Beans	Real Ham (Not Turkey Ham)	Real Fried Pork Chops
Breakfast (2)	Bigger Portions of Meat	Brisket	Biscuits & Gravy
Fried Chicken (2)	More Pork	Meatballs	Real Gravy (more than 1 oz.)
Beans n Wieners	Crab Legs	Bigger Cookies	Corn Dogs
Cream Soups	Steak	Shepard's Pie	No Fancy Foods (Just Good Plain Food)
Sandwiches (2)	Pizza	Cinnamon Rolls	Goulash
Real Mashed Potatoes	Macaroni and Cheese	Basic Homestyle Meals	Chili Cheese Dogs
Fresh Fruit	More Mashed Potatoes & Gravy	Homemade Egg Noodles	Mashed Potatoes
Salads	Coleslaw	Ethnic Meals	Smothered in Creamed Corn
Lasagna	More Roast Beef	Salmon	Soda Pop
Meal Variety	Raw Veggies	Ice Cream	Canned Fruit in Light Syrup
Old Fashioned Desserts	Meat without Sauce or Gravy	Plain Veggies	Scalloped Potatoes & Ham
More Hamburgers	Potato Chips	Fajitas	Porcupine Meatballs
Yellow Rice & Chicken	Deviled Eggs	Iced & Hot Tea	BLT's
Chicken Fried Steak	Chinese Food	Meat & Potatoes	
Baked Fish	Corned Beef Hash	Sauerkraut	
Salad Sandwiches	Jell-O Salads	Rye Bread	
Meatloaf	More Mexican Food	Pie	
Jell-O		More Desserts	
Hot Dogs			

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### ***What foods do you like the least at the center?***

Sweet Potatoes 2	Pork	Jell-O	Salisbury Steak	No Salt used to
Rice 2	Beef	Fresh Fruit	Pineapple	cook
Veggies	Corn	Fresh Veggies	Oven Fried	Snobby
Fish	Cauliflower	Cabbage	Chicken	Participants
Chicken	Pork & Beans	Gravy	Cheese	Fancy Veggie
Spaghetti	Cake	Hot Fruit	Mandarin	Blends
Brussel Sprouts	Lima Beans	Pulled Pork	Oranges	Meatloaf
Pasta	Apricots	Beets	Broccoli	Leaf Spinach
Liver & Onions	Ham & Beans	Mexican Food	Green Beans	Omelets
Spinach	Zucchini	Peas	Salads	Bland Food
Sweets	Mixed Veggies	Tomatoes	Green Veggies	

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### ***What other things would you like at the center?***

- We have everything
- A great place
- Just more people
- More programs
- Games
- Crafts
- Movies
- Day trips
- Live music
- Bible study
- Freedom to do what we want
- Transportation
- Volleyball
- Self-defense classes
- Nap room
- Square dance lessons
- Bingo
- Cards
- Exercise classes
- More volunteers
- Male dancers
- Educational classes
- Younger women

## Appendix D

### SUA Comparison of Monitored Nutrient Requirements May 2016-2017

Nutrients	Iowa	CO	NE	DC*	IL	PA	OR	DE	KY	SC	TN	VA	MO	CA	OH	MA	MD	TX	FL	NJ
	1/3 DRI	1/3 DRI 70+ male	1/3 DRI 51+	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI wk avg	1/3 DRI wk avg	1/3 DRI weekly avg	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI	1/3 DRI
Calories	500-800				600	750	600- 850	600	675- 735	625-800 Not less than 600	≥655	685	716	500	600- 800	700- 800	600	600- 750		650- 950
Protein % calories	10-35% (12-70g)	10-35%	19 g	19 g	19 g	25 g	17-21% 19 g / meal	19 g	15-25%	19-30g	15- 25% g	10- 35% 18 g	15%/27g	15 g/entre e	19g		30 g	20+g		20g
CHO % calories	45-65%	45-65%			≥43				85-105 g			-	55	na			<17g	na		50%
Fat-total % total calories	20-35%	20-35%			26% (30 wk avg)	35%	30%	20-35%	≤30%	20-35%	≤35 %	30%	30%	20-30%	20%	30- 35%	30%	25-30%		30%
Sat Fat % of calories	< 10 %						10%	10%				10%		10%			<10%			
Trans fat							0	low												
Cholesterol								100 g												
Sodium mg	500-700 mg +2 higher meals/ month	1200 mg	Low sodium		<800 mg	1300 mg	1050 mg; decrea se yearly	767 mg	≤1000 mg	1100 mg +2 <1400 meals/m o	≤100 0 mg	800- 1200 mg	800 mg	500- 750 mg +2x/m o 1000	500 mg	<700 mg	1400 mg	800- 1000 mg	>700 mg No 1 meal 1000+	900 mg
Potassium mg	≥1567 mg							1567 mg	na	1565 mg		1565 mg	1567 mg		156 7 mg	156 7 mg	1567 mg			>1200 mg
Fiber mg	≥ 8 mg	9.5 mg	9 mg	10 mg	10 mg	7 mg	>7 mg	9 mg	8 mg	9 mg	≥8 mg	10 mg	7-9 mg	7 mg	9 mg	High sour ce	9 mg	7 mg		>7 mg
Calcium mg	≥400 mg	400 mg	340 mg		400 mg	350 mg	400 mg	400 mg	400 mg	400 mg	≥400 mg	400 mg	400 mg	400 mg	400 mg		330 mg	400 mg		400 mg

Vit A mcg			300 mcg		300 mcg	250 mcg			300 mcg	300 mcg	300 RE			233 mg			300 mg	250-300 mg		
Vit B6 mg	0.5 mg	≥.56 mg			.6 mg		.6 mg		.6 mg	.57 mg		.57 mg	.57 mg	na	.53 mg		.6 mg	na		.57 mg
Vit B12 ug	≥0.8 ug	≥.8 ug			.8 ug		.8 ug	.8 ug	.8 ug	.79 ug	.8 ug	.79 ug	.8 ug	.8 ug	.8 ug		.8 ug	na		.8 ug
Vit C mg	≥30 mg	≥ 30 mg	30 mg		30 mg	20 mg	30 mg		30 mg	30 mg	30 mg	30 mg	30 mg	25 mg	28 mg	Good Source	30 mg	25-30 mg		30 mg
Vit D			600 IU					5mcg									3mcg			3.33 mcg
Vit E					5 mcg															
Mag							140/>88 mg		140 mg	140 mg										
Zinc							3.7 mg		3.7 mg	3.7 mg										
Folate mcg					133 mg															134 mg
Magnesium																				110 mg

**Legend:** Monitored nutrients included in a weekly average verses a daily average. Same as lowa More strict than lowa