



**COMMONWEALTH of VIRGINIA**  
*Department for the Aging*

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**April 28, 2009**

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**Note: The web addresses (links) in this document may change over time. The Department for the Aging does not attempt to refresh the links once the week has passed. However, this document is maintained on the web for a period of time as a reference. Some links may require registration.**

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*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**FROM:** Nancy Lo, GrandDriver Coordinator

**DATE:** April 22, 2009

**SUBJECT:** Fairfax CarFit Event

**Kudos to Sharon Lynn of Fairfax Area Agency on Aging on hosting a VERY successful CarFit event yesterday, 4/21!**

This drive-thru, 12-point check event, fitted 26 seniors in their vehicles by educating them on their vehicles' controls and provided valuable safety information on how to avoid serious injuries. 18 appointments were schedule, but the team was able to accommodate more. A free tire pressure and fluids check was also offered to seniors by the AAA Mid-Atlantic technicians after being fitted to their car.

Sharon successfully partnered with the AAA Mid-Atlantic, Fairfax County Police Department, Elizabeth Huibregtse of Loudoun Area Agency on Aging, and INOVA Mt. Vernon Hospital to make the event a great success.

Publicity for the event was posted in the Golden Gazette and on the Fairfax County TV, Channel 16. Watch for the footage airing soon on Channel 16 of the technician/volunteer training which was held in the morning, and of the actual event held in the afternoon. Kathy Miller, Director of Long Term Care at VDA, was interviewed as the expert on CarFit.

*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

April 28, 2009

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**FROM:** Tim Catherman  
Director of Administrative Services

**RE:** AASC Receives Grant Award from HRSA

Congratulations to Appalachian Agency for Senior Citizens (AASC) for receiving a grant from the Health Resources And Services Administration (HRSA) for a Rural Health Care Outreach Services program. The three year grant will provide funding of up to \$375,000. AASC plans to use the funds to hire a geriatric mental health specialist to assist in their PACE program and to coordinated efforts with their local CSBs and the Appalachian College of Pharmacy, with a goal of identifying and resolving issues of medication and alcohol misuse among their PACE participants. In addition, they have identified an unmet need with many participants who suffer from depression, anxiety, etc. With the grant they hope to make a significant difference in the lives of those they serve.

Way to go Diana Wallace and staff!



**COMMONWEALTH of VIRGINIA**  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**FROM:** Ellen M. Nau, Human Services Program Administrator

**DATE:** April 27, 2009

**SUBJECT:** Hospice

**Virginia Association for Hospices – 29<sup>th</sup> Annual Conference**

The Association's May 14-15, 2009 Conference will be held at the Crowne Plaza In Williamsburg at Fort Magruder at 6945 Pochantas Trail. The two day event will offer a variety of workshops. At the end of the "Back to Our Future" conference, participants should be able to:

- Describe three ethical challenges facing end-of-life care in Virginia.
- Formulate holistic approaches to positive clinical outcomes.
- Demonstrate action steps for successful Bereavement Camps
- Design culturally sensitive end-of-life care strategies.

For further information and registration form, please consult the attached flyer. The registration deadline is May 8, 2009.

# Virginia Association for Hospices 29th Annual Conference

## Fees (Select Appropriate Fee)

	<u>One Day</u>	<u>Full</u>
VAH Member	\$150.00	\$250.00
Non-Member	\$200.00	\$350.00
Student/Volunteer	\$100.00	\$180.00

Limited scholarships are available for students/volunteers serving VAH member agencies. Registration forms emailed/postmarked after May 8th are subject to a \$25.00 late fee.

### Registration

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Email: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### Payment Info

We accept Checks, Visa, and MasterCard

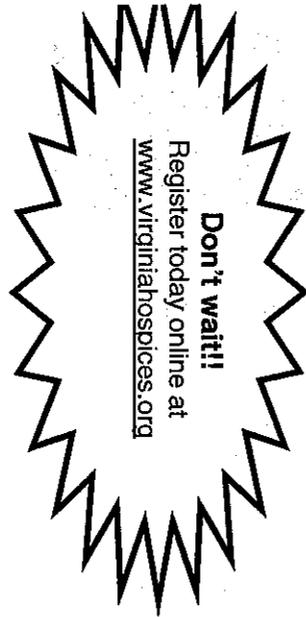
Credit Card #: \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_  
 Name on Card: \_\_\_\_\_  
 Billing Address of Card \_\_\_\_\_

(Street Address & Zip Code Only)

A letter will be emailed to confirm your registration. For more information or assistance with registration or disabilities, contact VAH at 804-740-1344 or email at [info@virginiahospices.org](mailto:info@virginiahospices.org).

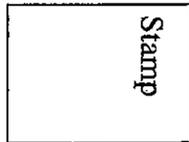
### Confirmations & Cancellations

Confirmations of registration are sent via email or fax, and the deadline for pre-registration is May 8, 2009. **If you have not received a confirmation within five days of the program, please contact VAH at 804-740-1344 or [info@virginiahospices.org](mailto:info@virginiahospices.org) to verify the registration.** Cancellations received at least five working days prior to the conference are refundable less \$35 for administrative costs.



PO Box 70025  
 Richmond, VA 23255

Virginia Association for Hospices



# Virginia Association for Hospices 29th Annual Conference Back to Our Future

MAY 14-15, 2009

Crowne Plaza  
 Williamsburg  
 at Fort Magruder  
 6945 Pocahontas Trail  
 Williamsburg VA 23185

## Back to Our Future Objectives

Upon completion of this conference, participants will be able to:

- ❖ Describe three ethical challenges facing end-of-life care in Virginia.
- ❖ Formulate holistic approaches to positive clinical outcomes.
- ❖ Demonstrate action steps for successful Bereavement Camps
- ❖ Design culturally sensitive end-of-life care strategies.

### **DREAM TEAM 2009**

*The best of the best will be honored by their peers as VAH chooses a stellar interdisciplinary team.*

**Nominate a colleague now!**

Forms available at [info@virginiahospices.org](mailto:info@virginiahospices.org)

### **Who Should Attend?**

Clinicians  
Support Staff  
Administrators  
Volunteers  
Clergy  
Vendors  
Nursing Facility Providers

### **Continuing Education Credit**

**Social Work:** Virginia Association for Hospices, Inc, provider # 1181, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) [www.aswb.org](http://www.aswb.org), through the Approved Continuing Education (ACE) program. Virginia Association for Hospices, Inc. maintains responsibility for the program. Ethics Credit for LCSW will be available at the conference and as many as 8.25 CE credits will be available for the entire conference.

**Nursing:** Virginia Association for Hospices (VAH) is approved as a provider of continuing nursing education by the Virginia Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (Approval #08-05-01). As many as 8.25 CE credits will be available to those attending the entire conference.

## Back to Our Future Topics

- Hospice 101 for Newbies
- CoP's Latest Updates and Interpretations
- Focused Review and ADR's
- Time Management
- Ethics for the IDT and their everyday applications. (CE credit for LCSW's)
- Rituals for Remembrance - Sacred Space in Which to Create Memories.
- Hispanic Outreach
- Volunteer Support - Enhancing Hospice Care in Facilities
- Integrative Therapies - Practitioners also available in the Exhibit Hall for Mini-Treatments and Demonstrations
- Patient Advocacy (Ethics CE credit for LCSW's)
- Bereavement Camp Information and Ideas.
- Palliative Care - More Than Just a Name Change
- Veterans' Unique Needs at End-of-Life
- Pet Therapy

AND MUCH MORE.....

**CLOSING PLENARY** – "The Neon Man and Me"  
will be presented by

**Slash Coleman.com**

### **Hot off the Press**

**WRVA Morning Interview**  
**Neon Directors: Commonwealth Times**  
**American Theater Magazine: Interview**  
**Neon Man booked Off-Broadway**  
**Slash's Workshops for Kids!**  
**"The Neon Man and Me" on PBS**



## Back to Our Future Schedule

### **Wednesday, May 13, 2009**

Registration Desk Open

### **Thursday, May 14, 2009**

7:00 am Continental Breakfast, Registration, Exhibit Hall

8:30 am Welcome & Opening Plenary - **Brenda Clarkson**

10:00 am Morning Break in Exhibit Hall

10:30 am - 10:45 am Breakout Sessions

11:45 am - 1:30 pm Networking Lunch

1:30 pm - 2:00 pm & 3:15 pm - 3:30 pm Exhibit Hall

2:00 pm - 4:45 pm Breakout Sessions

**Meet the Speakers & Exhibitors until 6:00 pm**

### **Friday May 15, 2009**

7:45 am-8:45 am Registration, Southern Country Breakfast, Exhibit Hall Open

8:45 am - 9:00 am VAH Annual Membership Meeting

9:00 am – 10:15 am Breakout Sessions

10.15 am - 10:45 am Last Chance with Exhibitors

### **ACCOMODATIONS**

Hotel rooms are available for the special rate of **\$104.00** per night for an additional 3 days before and after the conference for lots of opportunities to explore Colonial Williamsburg. Make reservations prior to April 22, 2009 for this exciting opportunity. Visit <https://resweb.passkey.com/go/VAHospices> or call **1-888-233-9527** to reserve your room for the conference today!



**COMMONWEALTH of VIRGINIA**  
*Department for the Aging*

**MEMORANDUM**

**TO:** Directors  
Area Agencies on Aging

**FROM:** Bill Peterson

**DATE:** 4/28/09

**SUBJECT: Campaign to Encourage Direct Deposit - *GoDirect***

**Go Direct** is a national campaign designed to motivate more Americans to select direct deposit for their Social Security, Supplemental Security Income (SSI), and other federal benefit payments. The U.S. Department of the Treasury and the Federal Reserve Banks are sponsoring the campaign.

The campaign reaches out to people through organizations and people they know and trust -- such as financial institutions and community-based groups -- to inform them about the benefits of direct deposit, and help them sign up for it.

The campaign also includes media outreach, direct mail and Web sites in English and Spanish: [www.GoDirect.org](http://www.GoDirect.org) and [www.DirectoASuCuenta.org](http://www.DirectoASuCuenta.org). A fact sheet is attached.

Attachment

## ***Go Direct*** Frequently Asked Questions

### **What is *Go Direct*?**

***Go Direct*** is a national campaign designed to motivate more Americans to select direct deposit for their Social Security, Supplemental Security Income (SSI) and other federal benefit payments. The U.S. Department of the Treasury and the Federal Reserve Banks are sponsoring the campaign.

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The campaign also includes media outreach, direct mail and Web sites in English and Spanish ( [www.GoDirect.org](http://www.GoDirect.org) and [www.DirectoASuCuenta.org](http://www.DirectoASuCuenta.org) ).

### **What is direct deposit?**

With direct deposit, your money goes straight into your account at the same time each month, thus giving you more control over your money. It eliminates the risk of stolen checks and forged signatures and helps protect you from identity theft.

Direct deposit also provides immediate access to your money from virtually anywhere.

### **Who is *Go Direct* for?**

The campaign's message is focused on Americans who receive Social Security and SSI payments. These two groups receive the largest number of benefit payments by check.

### **Why is direct deposit a good idea?**

Direct deposit is safer than mailing checks. When there's a problem with a Social Security payment, nine times out of 10 it's with a paper check, not a direct deposit payment.

It's easier than checks, because people who get benefits don't need to go to the bank or credit union to deposit a check. Their payment goes straight into their account on payment day each month, giving people more control over their money.

Plus, direct deposit allows immediate access to funds from virtually anywhere. It's easy to sign up for direct deposit, and it only takes a few minutes -- call the ***Go Direct*** toll-free helpline at (800) 333-1795, or [enroll online](#). You also can sign up at a bank, credit union, or local Social Security office.

## **Should taxpayers care about direct deposit?**

Yes. The Treasury issues about 150 million benefit checks annually. If all those were converted to direct deposit, it would save taxpayers about \$130 million annually. Almost all the money saved remains in the Social Security Trust Fund.

## **Why is this campaign important now?**

Promoting direct deposit is more important than ever now that the first wave of baby boomers are starting to become eligible for retirement benefits.

The Treasury recognizes that it is important to take action now. The vast majority of the money saved on postage, printing and other costs as a result of *Go Direct* will be used to cover the costs of future Social Security payments.

## **How many people who get federal benefits use direct deposit?**

Today, about 80 percent of federal benefit payments are made by direct deposit.

## **What if a Social Security or SSI recipient doesn't have a checking or savings account?**

For Social Security and SSI recipients without bank accounts, Treasury recommends signing up for the **Direct Express**<sup>®</sup> Debit MasterCard<sup>®</sup> card. The **Direct Express**<sup>®</sup> card is a prepaid debit card that offers another safe and convenient alternative to paper checks. For more information, contact your *Go Direct* campaign representative or visit [www.USDirectExpress.com](http://www.USDirectExpress.com).

## **Do other institutions and organizations support *Go Direct*?**

Yes, many different types of local and national organizations and institutions -- from banks and credit unions to community-based groups -- support and play an important part in *Go Direct*. As a *Go Direct* partner, organizations participate by:

- Holding events
- Recruiting and training volunteers
- Endorsing and publicizing the campaign
- Incorporating *Go Direct* campaign information in regularly scheduled events, conferences and training



*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**AND:** Nutrition Directors  
Disease Prevention and Health Promotion Coordinators

**FROM:** Elaine S. Smith, MS, RD  
Program Coordinator

**DATE:** April 28, 2009

**SUBJECT: HHS Declares Public Health Emergency for Swine Flu: AoA  
monitoring the situation closely**

Following are several statements from the Administration on Aging and CDC, as well as other resources, with regard to the recent swine flu outbreak.

*DHHS Declaration*

The U.S. Department of Health and Human Services has issued a nationwide public health emergency declaration in response to recent human infections with newly discovered swine influenza A (swine flu) virus.

The formal declaration of a Public Health Emergency (PHE) is a tool that facilitates HHS' preparation and mobilization for disasters and emergencies. For example, PHEs were recently declared for flooding in North Dakota, the Inauguration, and several 2008 hurricanes. This declaration, made under section 319 of the Public Health Service Act, will help HHS prepare for prevention and mitigation activities by enabling Food and Drug Administration (FDA) emergency use authorizations of drugs, devices, or medical tests under certain circumstances.

These steps are being taken to be proactive in responding to this new influenza virus by offering national tools in support of community-led preparedness and response efforts. The declaration allows HHS the flexibility, while we learn more about the virus and its impact in the United States, to take additional steps to fully mobilize our prevention, treatment and mitigation capabilities should those actions become necessary.

In addition to the declaration, HHS leaders are working together across agencies to coordinate response to the swine flu outbreak. For example, the FDA, the National Institutes of Health, and the Centers for Disease Control and Prevention are working together to develop a vaccine precursor that could be used to develop a vaccine for this swine flu virus. The Administration on Aging is participating in daily calls with officials from the highest levels of government and closely monitoring the situation for how it might impact those we serve. We will be keeping our national aging services network, who work along side our older Americans and their families, as up to date as possible as we learn more about this situation.

At this time there are no CDC recommendations for US travelers to change, restrict or alter travel plans. The standard recommendations are in place: cover your cough or sneeze, wash your hands frequently, and visit a doctor if you or your loved ones have fever, cough, sore throat, body aches, headache, chills and fatigue.

To date, there have been confirmed cases of swine Influenza A (swH1N1) in California, Texas, Kansas, New York, and Ohio. No deaths in the U.S. have been reported due to the illness. Additional cases of the virus have been confirmed in Mexico and Canada. Swine flu is a respiratory disease of pigs caused by type A influenza that regularly causes outbreaks of influenza among pigs. Swine flu viruses do not normally infect humans; however, human infections with swine flu do occur, and cases of human-to-human spread of swine flu viruses have been documented. Swine influenza viruses are not transmitted by food. You cannot get swine influenza from eating pork products. The public health emergency declaration is available at [http://www.hhs.gov/secretary/phe\\_swh1n1.html](http://www.hhs.gov/secretary/phe_swh1n1.html)

For information on swine flu, visit <http://www.cdc.gov/swineflu>

#### *CDC Widget for Information*

HHS has worked with CDC to create a small-footprint widget that gets people to three primary categories of information (general information, the investigation and what people can do). We would appreciate the help of our partners in placing the widget on as many home and related pages as possible.

The widget with code is available from <http://www.hhs.gov/web/library/index.html> (scroll to the bottom of the page).

#### *Reuters Article*

WASHINGTON: Worried about swine flu? Wash your hands

25.apr.09

Maggie Fox

<http://www.reuters.com/article/marketsNews/idUSN2446309020090425?sp=true>

WASHINGTON -- Worried about swine flu? There is one easy way to protect against infection, health experts agree -- handwashing. Global health officials are worried about an unusual new strain of flu that may have killed as many as 68 people in Mexico, with 1,000 showing possible symptoms. It has infected at least eight people in the United States. Officials at the U.S. Centers for Disease Control and Prevention and the California Department of Public Health said they expected to find more cases in the coming days and weeks. Little can be done to prevent an outbreak of flu from spreading, health experts caution, but they say common sense measures can help individuals protect themselves.

Number one is hand-washing, they say -- a surprisingly effective way to prevent all sorts of diseases, including ordinary influenza and the new and mysterious swine flu virus. "Cover your cough or your sneeze, wash your hands frequently," advised Dr. Richard Besser, acting CDC director.

Influenza can spread in coughs or sneezes, but an increasing body of evidence shows little particles of virus can linger on tabletops, telephones and other surfaces and be transferred via the fingers to the mouth, nose or eyes. Alcohol-based gel or foam hand sanitizers work well to destroy viruses and bacteria. Anyone with flu-like symptoms such as a sudden fever, cough or muscle aches should stay away from work or public transportation and should see a doctor to be tested.

#### Links to further information and articles

[http://www.cdc.gov/swineflu/investigation.htm?s\\_cid=swineFlu\\_outbreak\\_internal\\_002](http://www.cdc.gov/swineflu/investigation.htm?s_cid=swineFlu_outbreak_internal_002)

<http://www.vdh.state.va.us/>

<http://news.yahoo.com>

#### Handwashing Resources

The CDC is recommending that people wash their hands frequently during this swine flu outbreak. The University of Nebraska extension office is making available several free hand washing posters can be downloaded at

<http://lancaster.unl.edu/food/handwashing.shtml>

#### There are everyday actions people can take to stay healthy

- Cover your mouth and nose with a tissue when you cough or sneeze.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Put your used tissue in the wastebasket.
- Clean your hands after coughing or sneezing.

- Wash with soap and water or clean with alcohol-based hand cleaner. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. You can find them in most supermarkets and drugstores. If using gel, rub your hands until the gel is dry. The gel doesn't need water to work; the alcohol in it kills the germs on your hands.



**COMMONWEALTH of VIRGINIA**  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**FROM:** Ellen Nau, Human Services Program Coordinator

**DATE:** April 28, 2009

**SUBJECT:** Caregiving

**Reminder: CMS Caregiving Work Group – Thursday, April 30, 2009**

The CMS Caregiving Workgroup will meet at 9:00 A.M. on Thursday, April 30, 2009. The meeting, which will last until 12 noon, will be held at the Hubert H. Humphrey Building in Washington, D.C. or can be accessed by telephone. Please R.S.V.P. to Maria Tracy at [Maria.Tracy@cms.hhs.gov](mailto:Maria.Tracy@cms.hhs.gov) by COB April 28, 2009. A meeting agenda is attached.

**National Consumer Law Center**

A free webinar entitled *Protecting the Pocketbook: Guarding Elders against Wealth Stealing and Equity Draining Scams* will be presented by the National Consumer Law Center (NCLC) on Wednesday, April 29, 2009 at 2:00 P.M. EDT. You can register for this hour training at <https://www1.gotomeeting.com/register/211214960>. After registering, you will receive a confirmation email containing information about joining the webinar.

The webinar is being taught by Lauren Saunders who is Managing Attorney at the NCLC. Various practices that drain elders' pocketbooks such as foreclosure rescue scams, garnishment of Social Security income, payday loans, and overdraft fees will be discussed.

## **Caregiving.com**

Apparently, family caregivers are Twittering! Denise M. Brown of Caregiving.com will be holding a teleclass on how to use social networking to connect with family caregivers on Wednesday, April 29 at 2 P.M. To register, send an email to [teleclass@caregiving.com](mailto:teleclass@caregiving.com).

VDA IT staff reminds us that social networking sites are **very public applications** and that you should be aware of security risks. You must be very careful not to share personal or private information if you decide to use a social networking site. Also, be conservative about installing social networking applications as they may contain malicious code that could compromise your computer.

## **Family Communication 101: Get the Message**

On May 14, 2009 from 8:00 P.M. until 9:30 P.M., Grandparents.com will sponsor a webinar on how to be a better communicator. The interactive webinar will show you how to identify your communication style, find new ways to resolve family conflict and learn valuable listening skills. Register at: <https://www2gotomeeting.com/register/544722659>

## **National Lifespan Funding**

The Federal FY09 Omnibus Appropriations bill includes \$2.5 million for Lifespan Respite. The measure was signed into law on March 11, 2009 (P.L. 111-8). The program's funding will be housed in the Office of the Secretary's General Fund.

## **U.S. Labor Department – Office of Disability Employment Policy**

The Labor Department has conducted an extensive study of employers who hire persons with disabilities. The report, available at [www.dol.gov/odep](http://www.dol.gov/odep), reveals that it many large businesses have found that costs for accommodations for employees with disabilities do not vary that much from costs for other employees.

## **The National Institute of Dental and Craniofacial Research, National Institutes of Health**

The National Institute of Dental and Craniofacial Research published a caregiver's guide to dental care. *Dental Care Every Day: A Caregiver's Guide* is available at: <http://www.nidcr.nih.gov//OralHealth/Topics/DevelopmentalDisabilities/DentalCareEveryDay.htm>

## **Alzheimer's Disease Education and Referral (ADEAR) Center of the National Institute on Aging**

*Hospitalization Happens: A Guide to Hospital Visits for Individuals with Memory Loss* is being distributed by ADEAR. The 18 page booklet discusses a variety of topics for making hospital stays of memory loss patients and their caregivers less stressful. It is available at: [www.nia.nih.gov/Alzheimers/Publications/happens.htm](http://www.nia.nih.gov/Alzheimers/Publications/happens.htm)

### **The Stewart Miller Institute for Excellence, Inc.**

The Institute is sponsoring a 2009 Conference on Caring for Aging Parents: *Tools for a Successful Journey* on May 14-15, 2009 in Orange Park, Florida. The impact of caregiving on relationships, communication and sharing responsibilities will be discussed. Interactive and role playing activities at the conference will lead to practical strategies and solutions that caregivers can implement in other settings. For more information, contact Myralyn Miller at 904-276-1212.

### **The Power of Inclusion: Diversity and Aging in the 21<sup>st</sup> Century**

The AARP sponsored conference will be held June 8-10, 2009 at the Marriott Downtown Magnificent Mile Hotel in Chicago, Illinois. The conference will have in-depth discussions on strategies, policies and how to meet the needs of an increasingly diverse population. For further information, contact: [www.aarp.org/diversityandaging](http://www.aarp.org/diversityandaging).

### **Cash & Counseling – Report on States' Replication Experience**

Twelve states received Cash & Counseling Replication Grants in October 2004. This report by Janet O'Keefe, *Implementing Self-Direction Programs with Flexible Individual Budgets: Lessons Learned from the Cash & Counseling Replication States* documents the planning, design/development and implementation/enrollment phases of these twelve programs. For more information and to download the report, visit: <http://www.cashandcounseling.org/>

### **New England Journal of Medicine – Frequent, Costly Hospitalization of Medicare Patients**

An article in the April 2, 2009 New England Journal of Medicine (NEJM) by physicians Stephen F. Jencks, Mark F. Williams and Eric A. Coleman analyzed Medicare claims data from 2003-2004 to describe patterns of rehospitalization. They estimated the cost to Medicare of unplanned readmissions in 2004 was \$17.4 billion. The article concludes that 90 percent of rehospitalizations were avoidable. The physicians call for better transition planning and early contact with the patient's primary care physician.

### **Forbes Health News Digest – Home-Based Program Providing Occupational and Physical Therapy Extends Seniors’ Lives**

The April 7, 2009 Digest reports that a program providing occupational and physical therapy as well as some minor home modifications can help people live longer. Laura Gitlin, Director of the Jefferson Center for Applied Research and Aging and Health in Philadelphia, and a professor in the department of Occupational Therapy conducted the study. According to the Digest article, people receiving the intervention added 3.5 years to their lifespan as compared to the control group.

### **Federal and State Family Caregiving Legislation**

The Family Caregiver Alliance, National Center on Caregiving, has issued a paper on the 2007-2009 trends in family caregiving legislation in the United States. The paper highlights state and Federal legislation. It can be downloaded and printed from the organization’s website at: <http://www.caregiver.org>.



*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**AND:** Nutrition Directors

**FROM:** Elaine S. Smith, MS, RD  
Program Coordinator

**DATE:** April 28, 2009

**SUBJECT:** Nutrition Participant Survey Best Practices

One aspect of VDA nutrition program monitoring is program evaluation, including participant surveys. Agencies should not merely conduct surveys but also tabulate, compile, summarize, and report the results and show how they are using the results to enhance their nutrition programs.

Following are examples of congregate and home delivered meal participant surveys and the resulting summary reports, obtained from Gerald Patsel at Peninsula AAA in Newport News and RoseAnn Richards at the Central VA AAA in Lynchburg.

What follows first are sample surveys and then the summaries for each agency. Note how the reports summarize the methods used and address how results compare to previous surveys and can be used to influence future programming, menu planning, and other components of the nutrition programs.

## CONGREGATE DINING CLIENT SATISFACTION SURVEY

The Peninsula Agency on Aging would like to ask you to help us evaluate our dining program. Please answer the following questions and return the survey to your dining center supervisor. THANK YOU!

1. Are you satisfied with the Congregate Dining Program services that you have received?

\_\_\_\_\_ Yes                      \_\_\_\_\_ No

If no, how can we improve our service?

---

---

CHECK ALL THAT ARE TRUE

2. THE DINING PROGRAM HELPS ME BY:

\_\_\_\_\_ enabling me to spend time interacting with others

\_\_\_\_\_ enabling my caregiver to do other things so that she or he can continue to help

\_\_\_\_\_ enabling me to continue to care for myself

\_\_\_\_\_ stretching my income to pay other bills

\_\_\_\_\_ I did not benefit

3. THIS SERVICE IMPROVED MY OVERALL QUALITY OF LIFE BY GIVING ME:

\_\_\_\_\_ the opportunity to meet other people

\_\_\_\_\_ information about my rights, health, and other services for which I am eligible or may need

\_\_\_\_\_ relief from problems that were causing me stress

\_\_\_\_\_ the ability to remain independent

\_\_\_\_\_ did not improve my quality of life

4. How would you rate the meals offered at the dining center that you attend? Circle one.

Excellent

Good

Fair

Poor

5. Are the meals served hot? Yes No

Is the milk cold? Yes No

6. Do you feel welcomed at the dining site? Yes No

7. Does the dining center staff promote interaction among participants and maintain communications with everyone at the dining center?

Yes

No

8. Do you feel that there are enough programs and activities at the dining center?

Yes

No

9. Please list anything that you feel would help us to improve services at our dining sites:

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**PLEASE RETURN COMPLETED SURVEY TO YOUR  
SITE MANAGER BEFORE YOU LEAVE THE CENTER TODAY.**

**THANK YOU!!**

**PENINSULA AGENCY ON AGING  
CONGREGATE DINING CLIENT SATISFACTION SURVEY  
FEBRUARY 2009**

**SURVEY**

The Congregate Dining Client Satisfaction Survey was developed to provide PAA a tool in which to collect outcome measures that indicate how well the service impacts a client's well being and to collect information from clients regarding how the program is operating and suggest improvements in its operation. The survey will be used by staff to make changes where possible to improve the program's operations, for funding reporting when necessary, and for reporting to the Virginia Department for the Aging.

The survey was conducted at each of PAA'S six (6) dining centers located throughout the Peninsula. The Jewish Community Center and the Korean/American Church/Senior Center were not included in this survey since those programs daily operations are not directly under PAA'S supervision. Dining Center Site Managers distributed the surveys during February 2009 to clients. Site Managers picked one of their normal serving days to distribute the surveys and clients that were in attendance on that particular day completed a survey. Dining center clients completed a total of 98 surveys.

**OBSERVATIONS**

All indications are that clients answered the survey questions honestly and made comments in their own words. Some of the survey questions were again left unanswered by some clients either due to misunderstanding or the fact that a client simply missed reading a particular question. The survey results should offer a good indication of the opinions of the program's participants. Overall, the positive indicators regarding the program have remained steady since the last survey.

Most of the survey results are self-explanatory. Some particular observations are:

1. **Outcome:** the majority of clients do indicate that they do benefit from their participation in the program, especially with socialization. Overall satisfaction percentage has remained steady since the last survey.
2. **Meals:** in serving such a diverse group of clients, it is impossible to provide meals that would appeal to everyone. However, 62% of the responses rated the meals good to excellent. Staff will continue to review menu choices, meet with dining center participants to discuss meals, and meet with the various food vendors. Several food items (example: cornbread) have been removed from the current menus based upon client input. Many of the suggested food items are already on the menu (they may not fall on a particular day that a particular dining center is open) and many suggested food items are just not feasible.
3. **Temperatures:** responses again do not correspond to temperature records from each of the dining centers. Site managers take the hot and cold temperatures just before the meals are served and records indicate that the food temperatures are within temperature standards established by VDA and PAA'S food contracts. There may be a few occasions where the food may be slightly outside these standards due to unusual circumstances. Staff will continue to monitor this issue. The Clark Center participants expressed the most concerned over temperatures, however, records do not regularly support the complaints.
4. **Activities:** responses again indicate a need to alter and increase the types of activities at the dining centers. Staff will begin work to implement new activities such as guest speakers, intergenerational programs, music/singing, etc. Suggestions such as field trips or bus trips are not currently feasible.

A follow-up survey will be conducted.

## CONGREGATE DINING CLIENT SATISFACTION SURVEY

The Peninsula Agency on Aging would like to ask you to help us evaluate our dining program. Please answer the following questions and return the survey to your dining center supervisor. THANK YOU!

### 98 CONGREGATE CLIENTS COMPLETED THE SURVEY 2/09

1. Are you satisfied with the Congregate Dining Program services that you have received?

95% (93) Yes

5% ( 5) No

If no, how can we improve our service?

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CHECK ALL THAT ARE TRUE

2. THE DINING PROGRAM HELPS ME BY:

94%( 92)enabling me to spend time interacting with others

39%(38)enabling my caregiver to do other things so that she or he can continue to help

68%(67)enabling me to continue to care for myself

49%(48)stretching my income to pay other bills

1%(1) I did not benefit

3. THIS SERVICE IMPROVED MY OVERALL QUALITY OF LIFE BY GIVING ME:

95%(93) the opportunity to meet other people

73%(72) information about my rights, health, and other services for which I am eligible or may need

43%(42) relief from problems that were causing me stress

70%(69) the ability to remain independent

0 (0) did not improve my quality of life

4. How would you rate the meals offered at the dining center that you attend? Circle one.

11% (11)	53%(52)	26%(26)	4%(4)	5%(5)
Excellent	Good	Fair	Poor	NA

5. Are the meals served hot?	74%(74)	15%(15)	9%(9)
	Yes	No	

Is the milk cold?	89%(89)	4%(4)	5%(5)
	Yes	No	

6. Do you feel welcomed at the dining site?	95%(93)	1%(1)	4%(4)
	Yes	No	

7. Does the dining center staff promote interaction among participants and maintain communications with everyone at the dining center?

98%(96)	2%(2)
Yes	No

8. Do you feel that there are enough programs and activities at the dining center?

71%(70)	23%(23)	5%(5)
Yes	No	

9. Please list anything that you feel would help us to improve services at our dining sites:

No fish

Too many starches at one time

Veggies cooked too much

None

Desserts for diabetics

Go on field trips

Reduce the amount of salt

We could use more entertainment but unfortunately funds are not available

More trips

Bus service for seniors

Have program to talk to trouble makers

More speakers on items pertaining to seniors

Need more activities and more programs and more parties with games

I enjoy the fellowship with the others. I wouldn't miss a day if I can help it

The staff is wonderful and does a great job

Keep people out of the kitchen

Need more cold water

Milk could be colder

Have more heat when weather is cold

Have higher handicapped toilets

More variety in the meals

Cook dry beans

Make sure chicken is well done

Use a different food provider

Ask people what they like

Preparing the food could be better. The cornbread is terrible. More meetings.

**PLEASE RETURN COMPLETED SURVEY TO YOUR  
SITE MANAGER BEFORE YOU LEAVE THE CENTER TODAY.**

**THANK YOU!!**

**JUNE 2008**

**HOME DELIVERED MEALS CLIENT SATISFACTION SURVEY**

The Peninsula Agency on Aging would like to ask you to help us evaluate our Home Delivered Meals program. Please answer the following questions and return the survey in the enclosed envelope. **THANK YOU!**

1. Are you satisfied with the Home Delivered Meals Program services that you have received?

Yes       No

If no, how can we improve our service?

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**CHECK ALL THAT ARE TRUE**

2. **THE MEALS THAT I RECEIVE HELP ME BY:**

allowing me to continue to live at home

allowing my caregiver to do other things so that she or he can continue to help me

enabling me to continue to care for myself

stretching my income to pay other bills

I did not benefit

**Next Page ➡**

3. HOME DELIVERED MEALS IMPROVED MY OVERALL QUALITY OF LIFE BY PROVIDING ME:

\_\_\_ information about my rights, health, and other services for which I am eligible or may need

\_\_\_ relief from problems that were causing me stress

\_\_\_ the ability to remain independent

4. How would you rate the meals offered? Circle one.

Excellent                  Good                  Fair                  Poor

5. Do your meals arrive hot?                  Yes                  No  
Is your milk cold?                  Yes                  No

6. How would you rate the volunteers who deliver your meal?

Excellent                  Good                  Fair                  Poor

7. Does the Home Delivered Meal help you maintain proper nutrition?

Yes                  No

Do you eat the entire meal?

Yes                  No

8. Is the Home Delivered Meal your only hot meal of the day?

Yes                  No

If Yes, do you eat other food during the day such as cereal, sandwiches, or snacks?

Yes                  No

**Next Page ➡**

June 2008ae

9. Please list anything that you feel would help us to improve services:

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10. Please list three (3) food items that you would like included on the HDM menus:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**PLEASE RETURN COMPLETED SURVEY IN THE ENCLOSED ENVELOPE  
OR PLEASE GIVE IT TO THE VOLUNTEER**

**THANK YOU FOR YOUR HELP!**

## PAA HDM CLIENT SURVEY RESULTS - COMPARISONS

QUESTIONS	July-05	August-07	June-08
<b>1. Satisfied with HDM program?</b>			
Yes	100%	98%	100%
No	0%	2%	0%
<b>2. HDM help me by:</b>			
Allowing me to live at home	79%	85%	87%
Allowing caregiver to do other things	59%	27%	59%
Allowing me to care for myself	84%	81%	91%
Stretching my income	73%	67%	77%
I did not benefit	0%	0%	0%
<b>3. HDM improved my quality of life by:</b>			
Providing information on my rights, health and services	39%	47%	57%
Providing relief from problems	45%	49%	53%
Providing ability to remain independent	83%	84%	88%
<b>4. How would you rate the meals?</b>			
Excellent	35%	42%	45%
Good	39%	48%	51%
Fair	10%	9.5%	1%
Poor	0%	0%	0%
<b>5. Do your meals arrive hot?</b>			
Yes	95%	96%	99%
No	5%	1%	1%
<b>Is your milk cold?</b>			
Yes	96%	91%	94%
No	4%	2%	6%
<b>6. How would you rate the volunteers?</b>			
Excellent	60%	82%	88%
Good	24%	15%	12%
Fair	3%	1%	0%
Poor	0%	0%	0%
<b>7. Does HDM help you maintain proper nutrition?</b>			
Yes	95%	83%	100%
No	2%	1%	0
<b>Do you eat the entire meal?</b>			
Yes	83%	80%	89%
No	12%	1%	11%
<b>8. Is the HDM your only hot meal of the day?</b>			
Yes	40%	50%	53%
No	58%	50%	46%
<b>If Yes, do you eat other food throughout the day?</b>			
Yes	59%	55%	78%
No	4%	2%	22%

\*\*Percentages for some questions do not total 100% due to the fact that some clients did not answer every question

Approximately 1/3 of the PAA HDM clients are surveyed each time period



# Central Virginia Area Agency on Aging

## Meal Survey

***Directions: The following 8 questions are about your lunch experience. Please circle the choice below each statement that best describes your answer.***

**1. I enjoy my lunch.**

Always      Most of the time      Sometimes      Rarely      Never

**2. The food tastes good.**

Always      Most of the time      Sometimes      Rarely      Never

**3. The food looks good.**

Always      Most of the time      Sometimes      Rarely      Never

**4. The food smells good.**

Always      Most of the time      Sometimes      Rarely      Never

**5. The temperature of the food is just right for me.**

Always      Most of the time      Sometimes      Rarely      Never

**6. The meals I get here are good for my health.**

Always      Most of the time      Sometimes      Rarely      Never

**7. A wide variety of meals are served.**

Always      Most of the time      Sometimes      Rarely      Never

**8. The portions are the right amount for me.**

Always      Most of the time      Sometimes      Rarely      Never

**Comments:**

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**Thank you for participating in our survey!  
The results will help us better prepare your lunch in the future!**



# Central Virginia Area Agency on Aging

## **Congregate Meal Survey Results**

### Description of Survey

The Congregate Meal Survey was developed and implemented in the spring of 2008 as a tool to survey the nutrition program participants who attend the congregate meal sites during the week. The survey was created to target site participants and site managers who eat the hot meals and evaluate the impact of service. It was created with the purpose of evaluating how well the clients enjoy the taste, look, smell, temperature, and variety of the meals. It also evaluated the clients' perception of health benefits of the meals, adequate portion size, and overall enjoyment of the lunch experience.

### Methods

This survey was implemented at each congregate site in February 2008 by a Virginia Tech Dietetic Intern. Previous agency questionnaires were used as a guide in creating a new eight-question survey. Montvale, Brookneal, Lynchburg, Amherst, Appomattox, Bedford, Altavista, and Moneta were visited in person by the intern who administered the survey following a program entitled "Enjoying Food through the Five Senses". The program was given before the survey to get the client's attention focused on food and open their minds to evaluating meals through the five senses. Each client present received a meal survey to fill out and they were encouraged to answer honestly because their answers would be kept anonymous. Clients were assisted with the survey if they could not read it, see it, or fill it out themselves. Additional comments about the meals could be written on the survey sheet if a participant wished to do so. After the surveys were administered at each of the 8 sites, the results were tallied and entered into an Excel spreadsheet.

### Results

83 site participants took part in the meal survey at 8 congregate sites (11 from Altavista, 8 from Amherst, 13 from Appomattox, 6 from Bedford City, 9 from Brookneal, 7 from Lynchburg, 16 from Moneta, and 13 from Montvale). A table of survey results is attached. Results have been broken down into percentages for each county or city. The bottom number is the overall total out of all participants surveyed. Seven percent or less of each question was left unanswered by all of the participants combined.

For the first four questions dealing with how well lunch is enjoyed and how good it tastes, looks, and smells, the highest percentage of responses were "most of the time". The temperature and health questions received most answers in the "always" category. The highest percentage of clients answered that they receive a variety of meals "most of the time" and adequate portion sizes "always". An answer of "never" was given on the question pertaining to the food looking good and the question pertaining to the healthfulness of meals.

### Conclusion

Only clients in attendance on the day that the intern visited the site were surveyed. Since this was in the winter, many participants were absent due to illness or weather. Total percentages of all the sites may not accurately reflect an overall opinion because of various factors. The Bedford City site receives meals from Goode's Country Kitchen and not the frozen meals that all the other sites receive. Bedford City site participants may have differing opinions on the lunch experience due to this. Altavista meals are cooked at the Vo-Tech center and then transported to the congregate site. Altavista survey participants may have a different opinion about the meals than the rest of the surveyed population. Overall, this client satisfaction survey is an excellent way to evaluate the impact of nutrition service and allow participants to voice their opinion.

### **Meal survey comments:**

- I would like more baked meat.
- Some of the food is not good for my stomach, but it's good for the health wise. I have a bad stomach anyway.
- I enjoy the food
- I enjoy eating together. I like being with people and talking.
- Sometimes good, sometimes bad
- Need calorie count
- Food is good and healthy
- I enjoy the lunches
- Most of the food is really good. I do not like fish, but most of the others do. I just give my fish to someone who likes it and I eat the rest.
- Thank you for all you do for us
- Most of the chicken is good, but the one egg dish is not good at all for me. Sometimes the beef stew we had is all right.
- Thank you for all you do for us
- Thank you
- Food is frequently too hot. The omelet was the absolute pits. Spaghetti flavor is pretty good, but it feels slimy in my mouth. Beef stew- the meat was extremely tough like whit leather
- All the meals are good
- Sometimes the meals are cold
- I enjoy my meals all the time
- I like all foods except spaghetti
- My favorite meal is beef stew
- There is too much gravy for a low cholesterol diet. Add salads. The meal with white sauce looks disgusting.
- I really enjoy the meals here
- It's good most of the time
- I like all the meals except the spaghetti
- I don't like the turkey ham and potatoes
- Spaghetti- don't like
- The temperature is too hot and the portions are too much.
- Spaghetti- I don't like it

## Congragate Meal Survey Results

I enjoy my lunch	Always	Most of the time	Sometimes	Rarely	Never	Unanswered
Altavista	0%	9%	73%	18%	0%	0%
Amherst	0%	50%	50%	0%	0%	0%
Appomattox	46%	54%	0%	0%	0%	0%
Bedford City	33%	67%	0%	0%	0%	0%
Brookneal	11%	67%	22%	0%	0%	0%
Lynchburg	43%	29%	0%	14%	0%	14%
Moneta	25%	63%	13%	0%	0%	0%
Montvale	8%	54%	38%	0%	0%	0%
<b>total</b>	<b>20%</b>	<b>49%</b>	<b>25%</b>	<b>4%</b>	<b>0%</b>	<b>1%</b>

The food tastes good	Always	Most of the time	Sometimes	Rarely	Never	Unanswered
Altavista	0%	27%	45%	18%	0%	0%
Amherst	0%	50%	38%	0%	0%	13%
Appomattox	31%	54%	15%	0%	0%	0%
Bedford City	33%	50%	17%	0%	0%	0%
Brookneal	0%	44%	44%	0%	0%	11%
Lynchburg	43%	14%	0%	14%	0%	29%
Moneta	31%	56%	13%	0%	0%	0%
Montvale	0%	62%	31%	8%	0%	0%
<b>total</b>	<b>17%</b>	<b>47%</b>	<b>25%</b>	<b>5%</b>	<b>0%</b>	<b>6%</b>

The food looks good	Always	Most of the time	Sometimes	Rarely	Never	Unanswered
Altavista	9%	27%	64%	0%	0%	0%
Amherst	13%	25%	38%	25%	0%	0%
Appomattox	38%	23%	31%	0%	0%	8%
Bedford City	50%	17%	17%	0%	0%	17%
Brookneal	11%	11%	44%	0%	11%	22%
Lynchburg	14%	57%	14%	0%	0%	14%
Moneta	31%	63%	6%	0%	0%	0%
Montvale	8%	38%	46%	8%	0%	0%
<b>total</b>	<b>22%</b>	<b>35%</b>	<b>33%</b>	<b>4%</b>	<b>1%</b>	<b>6%</b>

The food smells good	Always	Most of the time	Sometimes	Rarely	Never	Unanswered
Altavista	0%	55%	36%	9%	0%	0%
Amherst	0%	25%	25%	13%	0%	38%
Appomattox	38%	54%	8%	0%	0%	0%
Bedford City	50%	33%	0%	0%	0%	17%
Brookneal	11%	22%	67%	0%	0%	0%
Lynchburg	43%	29%	14%	0%	0%	14%
Moneta	63%	25%	6%	0%	0%	6%
Montvale	0%	100%	0%	0%	0%	0%
<b>total</b>	<b>27%</b>	<b>46%</b>	<b>18%</b>	<b>2%</b>	<b>0%</b>	<b>7%</b>

The temperature of the food is just right for me	Always	Most of the time	Sometimes	Rarely	Never	Unanswered
Altavista	73%	27%	0%	0%	0%	0%
Amherst	0%	50%	38%	0%	0%	13%
Appomattox	38%	38%	23%	0%	0%	0%
Bedford City	83%	17%	0%	0%	0%	0%
Brookneal	44%	22%	11%	11%	0%	11%
Lynchburg	43%	29%	29%	0%	0%	0%
Moneta	63%	38%	0%	0%	0%	0%
Montvale	31%	54%	0%	0%	0%	15%
<b>total</b>	<b>47%</b>	<b>36%</b>	<b>11%</b>	<b>1%</b>	<b>0%</b>	<b>5%</b>

<b>The meals I get here are good for my health</b>	<b>Always</b>	<b>Most of the time</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Unanswered</b>
Altavista	36%	45%	9%	9%	0%	0%
Amherst	25%	50%	13%	13%	0%	0%
Appomattox	62%	15%	15%	0%	0%	8%
Bedford City	83%	17%	0%	0%	0%	0%
Brookneal	44%	11%	44%	0%	0%	0%
Lynchburg	57%	14%	29%	0%	0%	0%
Moneta	63%	31%	6%	0%	0%	0%
Montvale	38%	38%	8%	8%	8%	0%
<b>total</b>	<b>51%</b>	<b>29%</b>	<b>14%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>

<b>A wide variety of meals are served</b>	<b>Always</b>	<b>Most of the time</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Unanswered</b>
Altavista	0%	45%	45%	9%	0%	0%
Amherst	0%	25%	50%	0%	0%	25%
Appomattox	46%	38%	8%	0%	0%	8%
Bedford City	50%	33%	0%	0%	0%	17%
Brookneal	44%	22%	33%	0%	0%	0%
Lynchburg	43%	29%	29%	0%	0%	0%
Moneta	50%	44%	0%	0%	0%	6%
Montvale	8%	77%	15%	0%	0%	0%
<b>total</b>	<b>30%</b>	<b>42%</b>	<b>20%</b>	<b>1%</b>	<b>0%</b>	<b>6%</b>

<b>The portions are the right amount for me</b>	<b>Always</b>	<b>Most of the time</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Unanswered</b>
Altavista	36%	45%	18%	0%	0%	0%
Amherst	13%	50%	25%	0%	0%	13%
Appomattox	54%	46%	0%	0%	0%	0%
Bedford City	100%	0%	0%	0%	0%	0%
Brookneal	56%	22%	22%	0%	0%	0%
Lynchburg	57%	29%	14%	0%	0%	0%
Moneta	38%	63%	0%	0%	0%	0%
Montvale	38%	54%	8%	0%	0%	0%
<b>total</b>	<b>46%</b>	<b>43%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>



# **Central Virginia Area Agency on Aging**

## **Nutrition Program Evaluation Survey Results**

### Description of Survey

The Nutrition Program Evaluation Survey was developed in the spring of 2007, and implemented in 2007 and 2008. It is a phone survey targeting Nutrition Program participants who receive hot home delivered meals each day and participants that receive frozen meals once a month. It was created with the purpose of evaluating how well the participants enjoy the taste, smell, look, and variety of foods, as well as whether the foods arrive at the proper temperature, at the time expected, and by a deliverer with a friendly attitude.

### Methods

This survey was implemented in February 2008 by a Virginia Tech Dietetic Intern. A survey form, developed by a previous intern, was used when calling participants. The form contained 7 questions about the nutrition program and 1 additional question to see if any other agency services could be of use. Survey participants were selected from nutrition program books that contained client information from eight different categories: OHD, Amherst, Appomattox, Bedford City, Brookneal, Campbell, Lynchburg, and Moneta. To avoid repeating answers from the previous year and to get a broad sample of opinions, the first person was skipped and starting with the second person, every fourth person was called. The date of the phone call was documented. It was also documented if a participant did not answer the phone, was not available, or if an answering machine was reached. If a client was unable to be reached, he or she was called the next day or until reached if possible. After all of the survey participants were called, the results were tallied and entered into an Excel spreadsheet.

### Results

102 total nutrition program participants were called, 28 from OHD and 74 from HDM (7 from Amherst, 8 from Appomattox, 13 from Bedford City, 8 from Brookneal, 16 from Campbell, 15 from Lynchburg, and 7 from Moneta). 20 survey participants were unable to be reached for various reasons including not answering the phone, providing the incorrect number, not currently receiving meals, or repeatedly hanging up before the survey could be started. A table of the survey results is attached. Results have been broken down into percentages for each county or city. The bottom number is the overall total out of all the participants surveyed. The highest percentages of answers show meal program satisfaction all of the time or most of the time. There were no answers showing meal program satisfaction never or almost never. If a client requested information about other services offered by the agency, the information was passed on to case management.

### Conclusion

Twenty percent of the surveyed nutrition program participants were unable to provide a response to the survey questions. This high percentage could impact how this survey is conducted in the future to ensure that more participants are able to express their opinions. A phone survey was difficult for many participants because they could not hear the caller or understand the questions being asked. If a participant cannot be reached by phone, it is recommended that they be reached by mailing the survey or the meal deliverer could help the participant fill out the survey in person.

**Phone survey comments:**

**1. Are you satisfied with the way the food tastes?**

- gravy and meat are good
- too much spaghetti
- too much corn

**2. Are you satisfied with the way the food smells?**

- food is frozen and has no smell
- sometimes it stinks

**3. Are you satisfied with the way the food looks?**

- depends on the day

**4. Are you satisfied with the variety of foods?**

- I can't eat some food, I am on a special diet
- need more desserts for diabetics
- need more fish
- cannot eat green vegetables
- too many carrots
- need more peaches and pears, the fruit serving is small
- cannot eat a lot of foods
- very good because I cannot eat salt and the food isn't greasy
- too much chicken and fish
- not enough fish
- too fatty, too much meat
- there is no pork, too many starches
- too much fish

**5. Are you satisfied that the hot foods are hot and the cold foods are cold?**

- too hot

**6. Are you satisfied that your meals arrive around the time you expect them to?**

- I have missed them, so the schedule helps
- sometimes a few minutes late

**7. Are you satisfied that the person who delivers your meals is friendly and respectful?**

- person blows the car horn and makes client come out to get the food
- too demanding, blows car horn
- knocks on the door too hard

## Nutrition Program Evaluation Survey Results

Are you satisfied with the way the food tastes?	All the time	Most of the time	Sometimes	Almost never	Never	Unanswered
Amherst	57%	0%	43%	0%	0%	0%
Appomattox	25%	25%	25%	0%	0%	25%
Bedford City	54%	31%	8%	0%	0%	8%
Brookneal	38%	50%	13%	0%	0%	0%
Campbell	44%	19%	13%	0%	0%	25%
Lynchburg	20%	53%	13%	0%	0%	13%
Moneta	0%	14%	29%	0%	0%	57%
OHD	32%	32%	11%	0%	0%	25%
<b>total</b>	<b>34%</b>	<b>30%</b>	<b>16%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>

Are you satisfied with the way the food smells?	All the time	Most of the time	Sometimes	Almost never	Never	Unanswered
Amherst	86%	14%	0%	0%	0%	0%
Appomattox	50%	13%	13%	0%	0%	25%
Bedford City	62%	31%	0%	0%	0%	8%
Brookneal	63%	38%	0%	0%	0%	0%
Campbell	63%	13%	0%	0%	0%	25%
Lynchburg	47%	40%	0%	0%	0%	13%
Moneta	29%	0%	14%	0%	0%	57%
OHD	46%	29%	0%	0%	0%	25%
<b>total</b>	<b>54%</b>	<b>25%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>

Are you satisfied with the way the food looks?	All the time	Most of the time	Sometimes	Almost never	Never	Unanswered
Amherst	57%	29%	14%	0%	0%	0%
Appomattox	63%	13%	0%	0%	0%	25%
Bedford City	77%	8%	8%	0%	0%	8%
Brookneal	38%	63%	0%	0%	0%	0%
Campbell	63%	13%	0%	0%	0%	25%
Lynchburg	53%	27%	7%	0%	0%	13%
Moneta	43%	0%	0%	0%	0%	57%
OHD	57%	18%	0%	0%	0%	25%
<b>total</b>	<b>58%</b>	<b>20%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>

Are you satisfied with the variety of foods?	All the time	Most of the time	Sometimes	Almost never	Never	Unanswered
Amherst	57%	29%	14%	0%	0%	0%
Appomattox	50%	25%	0%	0%	0%	25%
Bedford City	69%	8%	15%	0%	0%	8%
Brookneal	50%	25%	25%	0%	0%	0%
Campbell	69%	6%	0%	0%	0%	25%
Lynchburg	47%	13%	27%	0%	0%	13%
Moneta	43%	0%	0%	0%	0%	57%
OHD	39%	21%	14%	0%	0%	25%
<b>total</b>	<b>52%</b>	<b>16%</b>	<b>13%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>

**Are you satisfied that the hot foods are hot and the cold foods are cold?**

	All the time	Most of the time	Sometimes	Almost never	Never	Unanswered
Amherst	100%	0%	0%	0%	0%	0%
Appomattox	75%	0%	0%	0%	0%	25%
Bedford City	62%	31%	0%	0%	0%	8%
Brookneal	62%	0%	0%	0%	0%	0%
Campbell	85%	0%	8%	0%	0%	25%
Lynchburg	87%	0%	0%	0%	0%	13%
Moneta	43%	0%	0%	0%	0%	57%
OHD	75%	0%	0%	0%	0%	25%
<b>total</b>	<b>75%</b>	<b>4%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>

**Are you satisfied that your meals arrive around the time you expect them too?**

	All the time	Most of the time	Sometimes	Almost never	Never	Unanswered
Amherst	86%	14%	0%	0%	0%	0%
Appomattox	63%	0%	13%	0%	0%	25%
Bedford City	85%	8%	0%	0%	0%	8%
Brookneal	88%	13%	0%	0%	0%	0%
Campbell	63%	13%	0%	0%	0%	25%
Lynchburg	80%	7%	0%	0%	0%	13%
Moneta	29%	14%	0%	0%	0%	57%
OHD	68%	11%	0%	0%	0%	25%
<b>total</b>	<b>71%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>

**Are you satisfied that the person who delivers your meals is friendly and respectful?**

	All the time	Most of the time	Sometimes	Almost never	Never	Unanswered
Amherst	100%	0%	0%	0%	0%	0%
Appomattox	75%	0%	0%	0%	0%	25%
Bedford City	92%	0%	0%	0%	0%	8%
Brookneal	75%	0%	25%	0%	0%	0%
Campbell	69%	6%	0%	0%	0%	25%
Lynchburg	87%	0%	0%	0%	0%	13%
Moneta	29%	0%	14%	0%	0%	57%
OHD	75%	0%	0%	0%	0%	25%
<b>total</b>	<b>76%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>