

# BOULDER AFFORDABLE HOUSING RESEARCH INITIATIVE (BAHRI)

## ANALYSIS OF SURVEY RESULTS Prepared for

### MEALS ON WHEELS

**April 2018**

#### **Research Team**

Surveys were designed by Meals on Wheels staff in 2017. BAHRI researchers assisted with the collection of survey data. Survey responses were collated and entered into Qualtrics by BAHRI assistant, Amara Dame, and Jennifer Fluri prepared this report.

## Report Summary

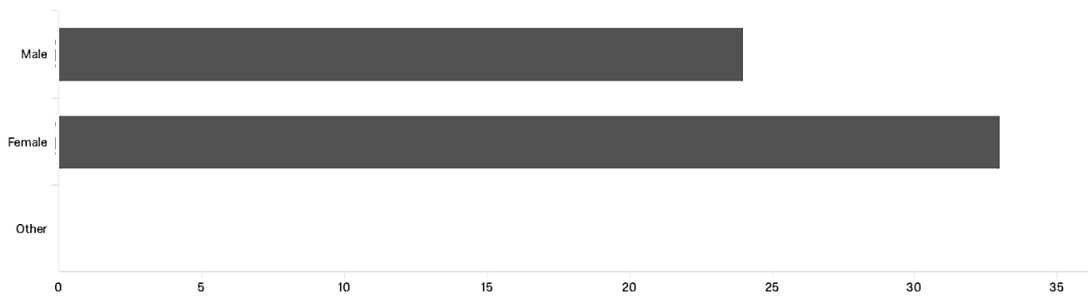
The following information provides an overview and analysis of the Meals On Wheels (MOW) Boulder’s survey. The survey questions and collection of information was conducted in the spring and summer of 2017. This report provides information in the following categories: Demographics, Home and Housing, and Questions Specifically about MOW-Boulder’s service.

### **Demographics**

Fifty-nine individuals responded to the survey, 33 (58%) women and 24 (42 %) men, and 2 did not respond to this question (see Table 1). The majority of respondents’ ages were between 60 and 89 years (see Table 2). Race diversity was very minimal, the overwhelming majority of respondents (97%) identified as white/non-Hispanic, one respondent identified as Hispanic, and 1 as a race other than listed (see Table 3). Annual income for respondents ranged between less than \$9K to over \$75K, with the majority between 9\$K and \$35K (see Table 4). The majority of respondents lived alone (63%), 30% had 2 persons living in the household, only three respondents (5%) identified 3 persons in their household and only one respondent had 4 persons living in their household.

The majority of respondents have been receiving meals from MOW for six months or less (76%), 12% of respondents have been receiving meals for 6-12 months and 1 year or more, respectively. The reasons for receiving meals varied, with the majority recovering from an illness, surgery or disability (46%), followed by “other” (25%). The “other” category revealed several reasons, including: lack of transportation, convenience, caregiving for a sick loved-one, difficulty cooking, and low-income (see Table 5).

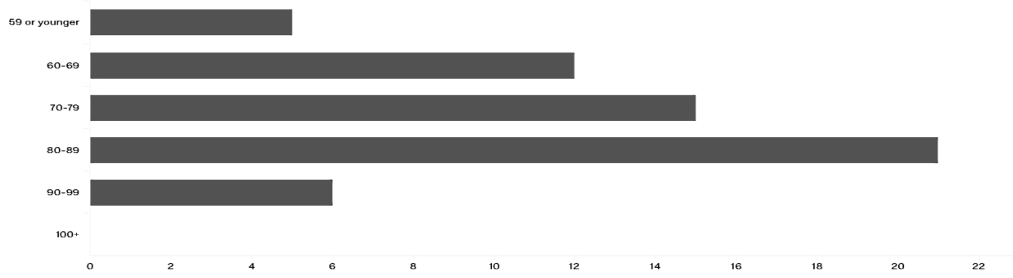
**Table 1: Gender**



#	Field	Choice Count
1	Male	42.11% 24
2	Female	57.89% 33
3	Other	0.00% 0

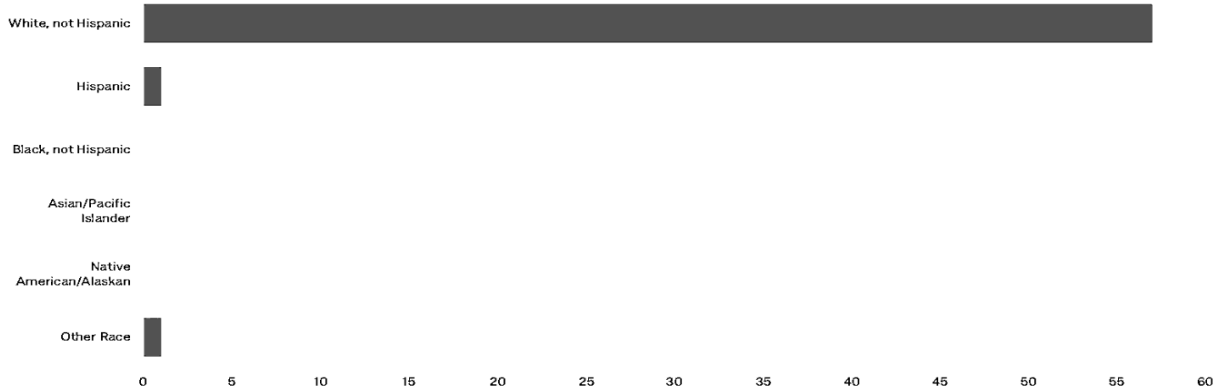
57

**Table 2: Age**



#	Field	Choice Count
1	59 or younger	8.47% 5
2	60-69	20.34% 12
3	70-79	25.42% 15
4	80-89	35.59% 21
5	90-99	10.17% 6
6	100+	0.00% 0
		<b>59</b>

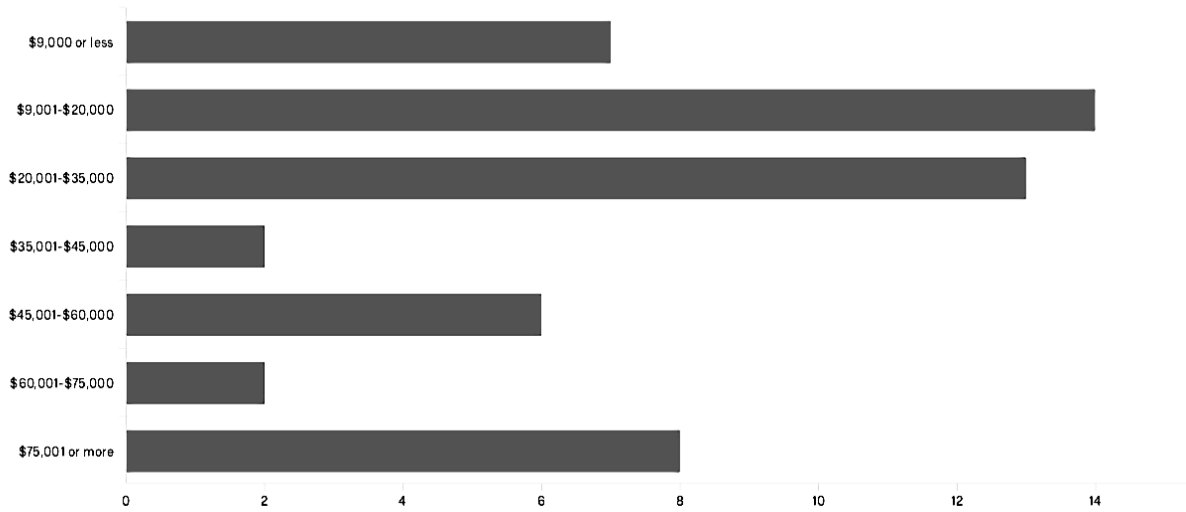
**Table 3: Race**



#	Field	Choice Count
1	White, not Hispanic	96.61% 57
2	Hispanic	1.69% 1
3	Black, not Hispanic	0.00% 0
4	Asian/Pacific Islander	0.00% 0
5	Native American/Alaskan	0.00% 0
6	Other Race	1.69% 1

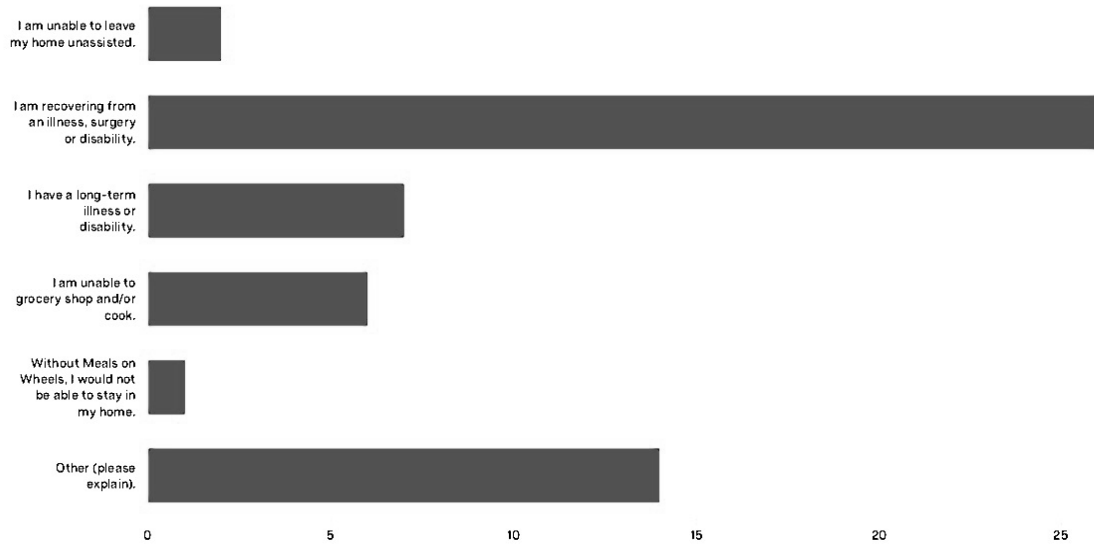
**59**

**Table 4: Annual Income**



#	Field	Choice Count
1	\$9,000 or less	13.46% 7
2	\$9,001-\$20,000	26.92% 14
3	\$20,001-\$35,000	25.00% 13
4	\$35,001-\$45,000	3.85% 2
5	\$45,001-\$60,000	11.54% 6
6	\$60,001-\$75,000	3.85% 2
7	\$75,001 or more	15.38% 8
		52

Table 5: Reasons for receiving MOW



#	Field	Choice Count
1	I am unable to leave my home unassisted.	3.57% 2
2	I am recovering from an illness, surgery or disability.	46.43% 26
3	I have a long-term illness or disability.	12.50% 7
4	I am unable to grocery shop and/or cook.	10.71% 6
5	Without Meals on Wheels, I would not be able to stay in my home.	1.79% 1
6	Other (please explain).	25.00% 14
		<b>56</b>

## Home and Housing

The majority of respondents (63%) have lived in Boulder for more than 30 years, and most respondents (57%) own their own home, followed by individuals who rent (34%), and 9% live with family or in assisted living (see Table 6). Examining home ownership/rental by age, gender and income reveals little difference between men and women and by age group, with the exception of the 80-89 range, where 14 respondents own and 3 respondents rent. Respondents' income levels were not a significant indicator of home ownership as compared to individuals who rent, except in the over \$75K annual income category, in which more respondents own than rent (ratio of 7:1, see Table 7).

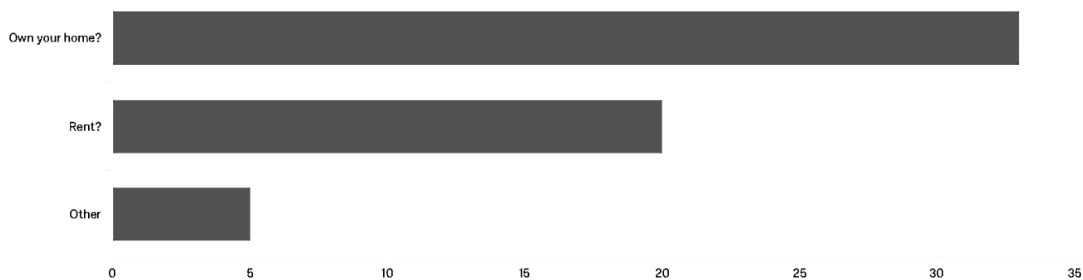
*Housing Affordability, Assistance Programs, and Safety*

The majority of respondents (75%) were not interested in receiving more information about affordable housing options or programs in Boulder, and 25% were interested in this information. Twenty-five respondents (42%) already receive some form of housing or living assistance (see Table 8).

Respondents identified a variety of reasons for what they liked about living in Boulder. While responses varied the top choices included “mountains/nature”, “location”, and “friends/family”, followed by “activities”, “public transit”, and “safety/community” (see Table 9). Additionally, most respondents identified that MOW deliveries help them to feel safe or somewhat safe in their home (29% and 38% respectively), while 33% did not view home meal delivery as correlated to feeling safe at home.

The majority of respondents (58%) identified that they had daily contact with other individuals beyond their interaction with MOW drivers. Only nine respondents (18%) stated that they would have little daily contact with people if they did not receive MOW, and 23% of respondents selected “somewhat” in response to this question. Interestingly, 40% of respondents stated MOW deliveries made them feel less lonely and 29% stated that meal deliveries made them feel “somewhat” less lonely, and 31% stated that MOW did not make them feel less lonely. Analyzing these questions by age, gender and income did not reveal any specific patterns.

**Table 6: Home Ownership/Rental**

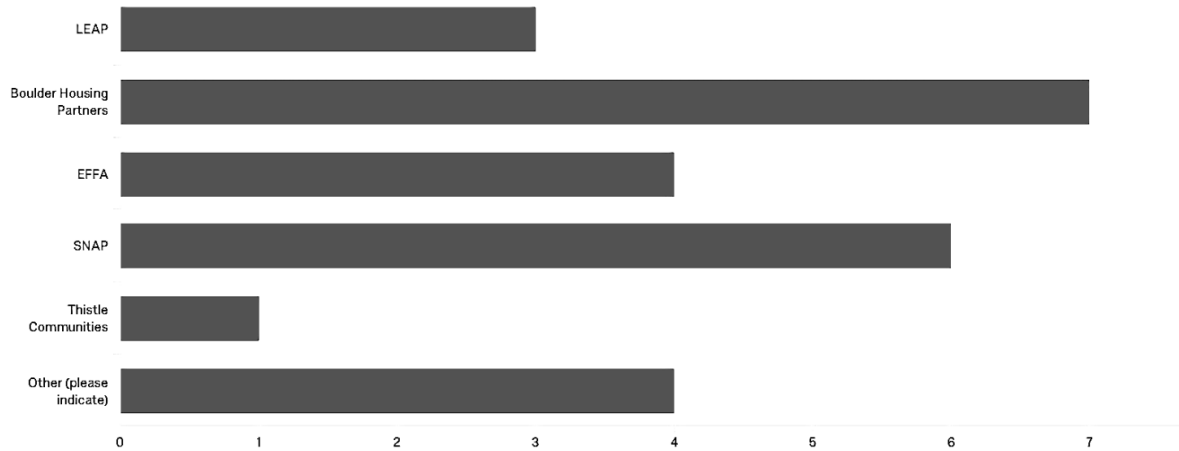


#	Field	Choice	Count
1	Own your home?	56.90%	33
2	Rent?	34.48%	20
3	Other	8.62%	5
			58

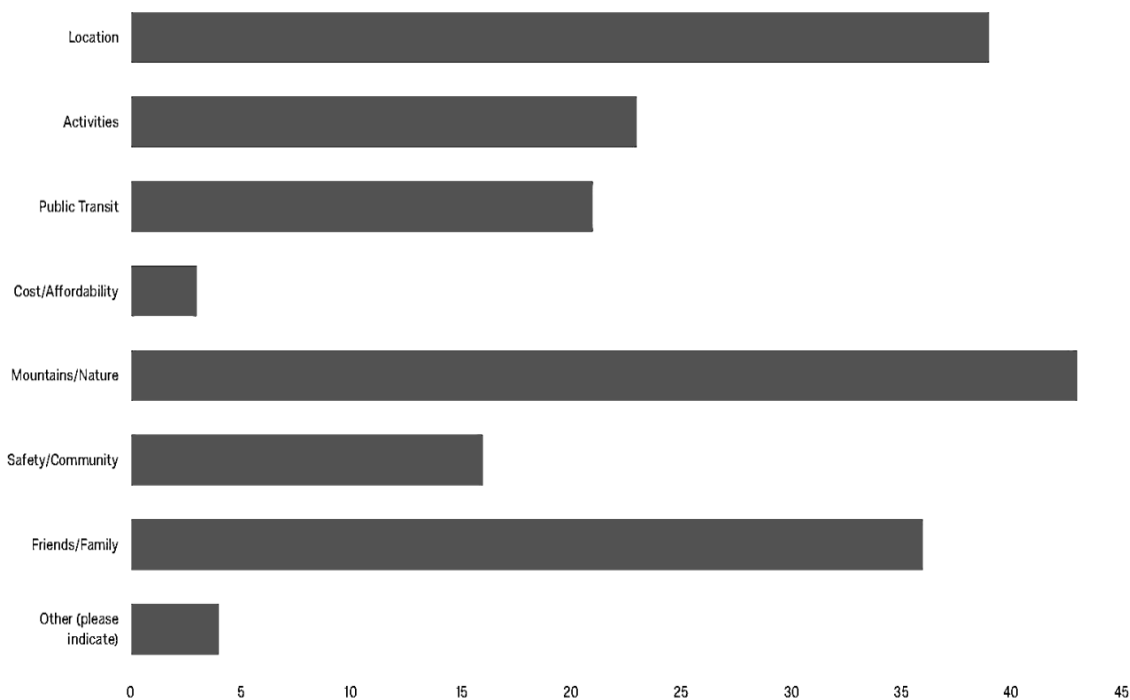
**Table 7: Home Ownership/Rental by Age, Gender, and Income**

		Age?						Gender?				Approximate annual household income (include social security, retirement, pension, investment inc...)								
		59 or younger	60-69	70-79	80-89	90-99	100+	Total	Male	Female	Other	Total	\$9,000 or less	\$9,001-\$20,000	\$20,001-\$35,000	\$35,001-\$45,000	\$45,001-\$60,000	\$60,001-\$75,000	\$75,001 or more	Total
Do you:	Own your home?	1	7	9	14	2	0	33	15	16	0	31	0	6	7	2	5	2	7	29
	Rent?	3	5	6	3	3	0	20	7	13	0	20	7	7	4	0	1	0	1	20
	Other	1	0	0	3	1	0	5	2	3	0	5	0	1	2	0	0	0	0	3
	Total	5	12	15	20	6	0	58	24	32	0	56	7	14	13	2	6	2	8	52

**Table 8: Types of Housing/Living Assistance**



**Table 9: What respondents like about living in Boulder**



### Questions about Meals on Wheels-Boulder

Survey respondents learned about MOW-Boulder from several different sources; friends/family was the primary source of information (33%), followed by word-of-mouth (25%), and hospital/health care provider (24%), see Table 10. Additional sources of information (not listed on the survey but identified by respondents) include: social workers, senior publications, West Boulder Senior Center, Care-Link, and Telephone Pioneers.

Respondents were asked to rate a series of questions about meals on wheels. These questions included:

1. Home delivery meal service helps/helped me to remain in my home,
2. I receive nutritious, well-balanced meals from MOW-Boulder,
3. I benefit from a daily well-being check and social interaction with the driver, and
4. MOW contributes to my ability to maintain my health.

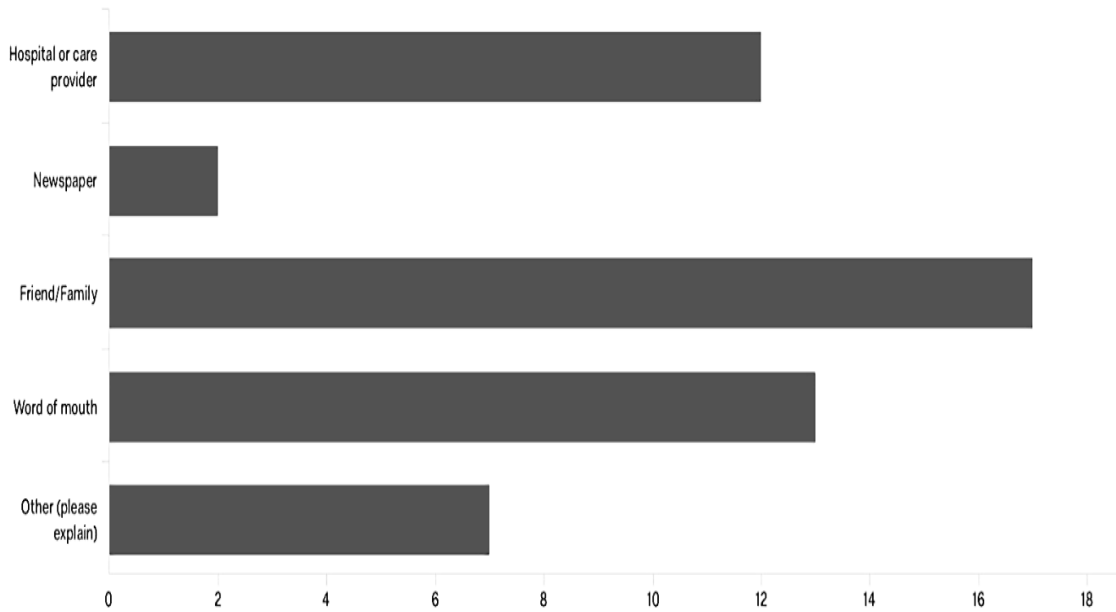
The overwhelming majority of responses to questions one and two were either “Strongly agree” (31% and 35% respectively) or “Agree”(39% and 57% respectively). Only two respondents (4%) “Strongly Disagreed”, five (9.8%) “Disagreed”, and eight respondents (16%) selected “Not



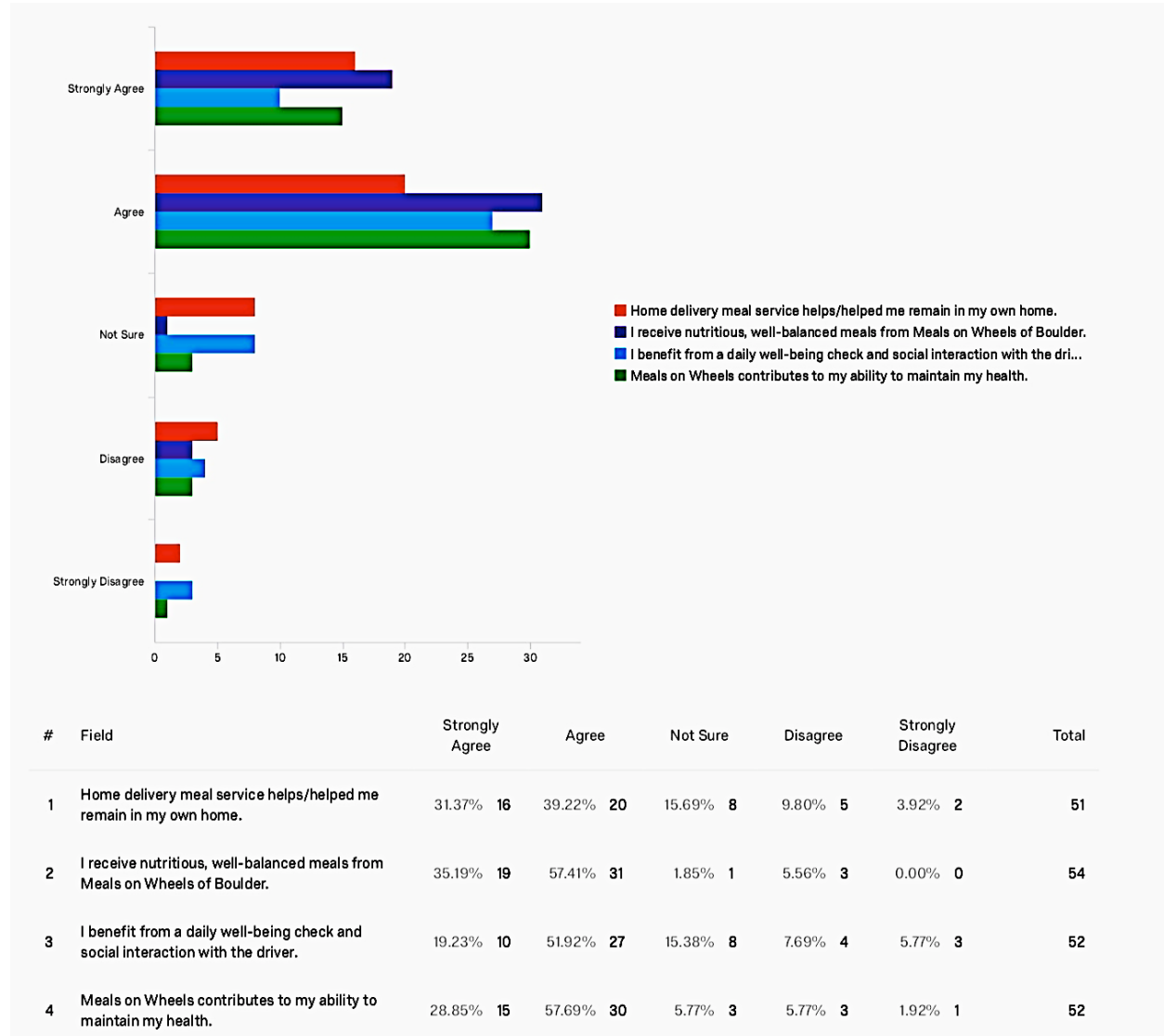
Sure” with regard to the first question. For the second question, only three respondents (5%) “Disagreed” and one respondent (1%) selected “Not Sure”.

For the third and fourth question, the majority of respondents selected either “Strongly Agree” (19% and 28% respectively) or “Agree (52% and 58% respectively), followed by “Not Sure” (15% and 3% respectively), “Disagree” (8% and 6% respectively) and “Strongly Disagree” (6% and 1% respectively). See Table 11.

**Table 10: How Survey Respondents Heard about MOW**



**Table 11: Answers to Specific Questions about MOW**



*Food Access and Availability beyond MOW*

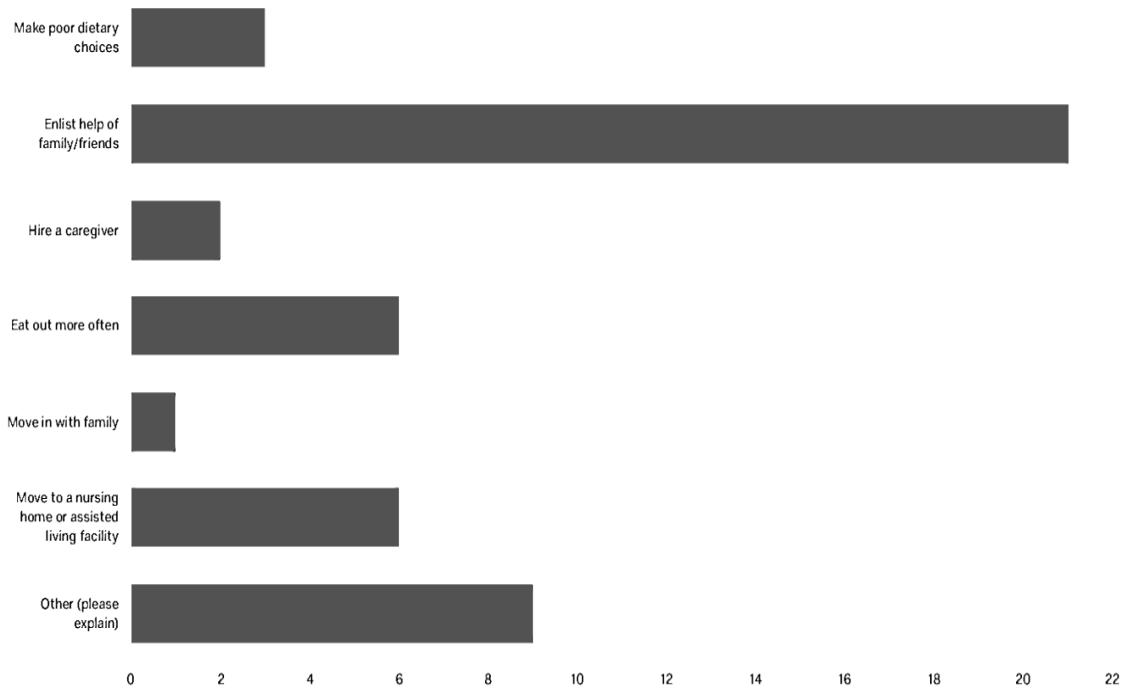
Most respondents (77%) identified that they had access to other healthy food options other than MOW. Eleven respondents (20%) selected “somewhat” in response to this question, suggesting that their access to healthy food options beyond MOW is limited. Only two respondents identified that they do not have access to healthy food beyond what they receive from MOW. This question was analyzed by age, gender, and income. While the individuals who identified that they did not have access to healthy food beyond MOW were also in the lower income category. However, individuals who have access to healthy food options beyond MOW existed in all income categories. There was no significant correlation between age and/or gender regarding healthy food options and availability beyond MOW.

Questions about food availability yielded similar results, such as identifying if respondents “have enough food to eat daily” and if they experienced food insecurity “over the past twelve months”. Most respondents (86%) identified that they had enough food to eat daily beyond MOW, while 11% of respondents selected “somewhat” and 3% of respondents stated that they did not have enough food to eat daily other than MOW. Reflecting on the past twelve months, only 5% of respondents identified food insecurity, 15% identified some form of food insecurity, and 80% identified no food insecurity.

If survey respondents did not have MOW deliveries most would enlist the help of friends/family (43%), followed by eating out more often or moving into a nursing home (12.5% and 12.5% respectively). Nine respondents (19%) identified other options such as: eating at Golden West, having food delivered, or purchasing or accessing food through other means. See Table 12.

The majority of respondents (64%) identified MOW deliveries as their main meal of the day. For all questions related to food accessibility and availability there was no strong correlation to age, gender, or annual income.

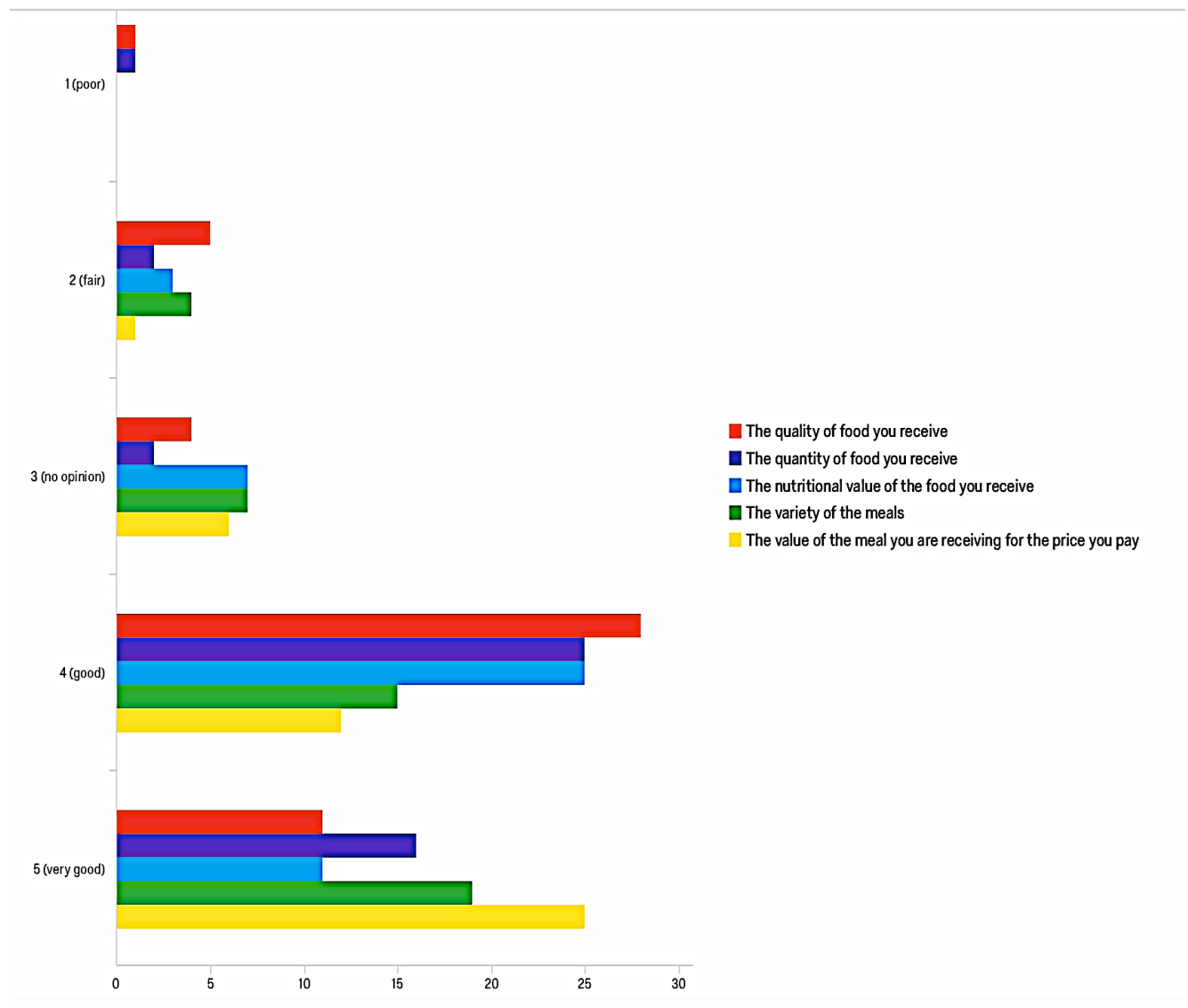
**Table 12: What Survey Respondents would do if MOW were not available**



*Meal Quality/Quantity/Value and*

The majority of respondents rated the quality, quantity, nutritional value, variety of meals and value for the meals they receive as “Good” or Very Good”. Fewer respondents had negative opinions or experiences (see Table 13). Respondents were asked open-ended (rather than multiple-choice) questions about what they liked most and least about MOW-Boulder. Both likes and dislikes varied among respondents. The most common “likes” included drivers/delivery, the variety and quality of the food, and that the food arrives hot/ready to eat, along with convenience and reliability. Dislikes ranged from too much chicken and a lack of interest in cold portions, to not enough food or too much food, time of delivery, and that MOW is not available on weekends.

**Table 13: Quality, Quantity, Value and Variety of Meals provided by MOW-Boulder**



*Additional Thoughts about MOW-Boulder*

All survey respondents stated that they would recommend MOW to others. Just under half (44%) of respondents stated that they would donate to MOW. Interestingly choosing to donate (or not) was consistent among all income categories. There was a slight preference for donating among respondents under ninety years old, and more women than men identified interest in donating to MOW (see Table 14). However, only seven respondents (17%) stated that they would consider leaving a gift to MOW in their will. Survey respondents were nearly evenly split (47% = yes / 54% = no) when asked if they understood how MOW is funded. Similarly, 47% of respondents knew and 52% of respondents did not know that MOW-Boulder is independent (not part of any regional or national organization). Nearly half of respondents (51%) identified knowing that MOW does not receive any federal or state funding, while 49% were unaware of this information.

Most respondents knew that MOW is able to make special delivery requests (72%), while only 27% were unaware of this service.

**Table 14: Interest in Donating to MOW by Age, Gender and Income**

**Donations to MOW (by age, gender and income)**

		Age?						Gender?				Approximate annual household income (include social security, retirement, pension, investment inc...)							Total	
		59 or younger	60-69	70-79	80-89	90-99	100+	Total	Male	Female	Other	Total	\$9,000 or less	\$9,001-\$20,000	\$20,001-\$35,000	\$35,001-\$45,000	\$45,001-\$60,000	\$60,001-\$75,000		\$75,001 or more
I will make a donation to Meals on Wheels of Boulder.	Yes	1	4	6	6	0	0	17	5	12	0	17	1	3	4	1	2	1	5	17
	No	1	4	6	5	5	0	21	12	9	0	21	5	7	3	1	1	0	2	19
	Total	2	8	12	11	5	0	38	17	21	0	38	6	10	7	2	3	1	7	36

**Additional information from respondents about improving MOW-Boulder’s service**

The following are direct quotes from respondents about MOW-Boulder’s service.

- Only had two months, not sure about seasonal menu choices, fall/winter meal plans different. Can't be at the house all the time. Wasn't home on Monday, left refrigerator bag outside door - wouldn't put the meal in the bag. Couldn't get home in time. Make it more clear at the beginning of the program - certain bags not approved, which ones are acceptable.
- I received this service several years ago and it was a godsend. I will use it again if I have a need.
- Thank you for caring.

- Tilapia and salmon are good.
- Excellent community service for elderly and ill home bound.
- Appreciate food and the delivery contacts.
- Thanks for helping!
- I feel you do a very good job!
- I am not currently getting Meals on Wheels, but when I did (immediately after getting home after surgery) it was a very good and helpful experience.
- We are very thankful for Meals on Wheels. Appreciate the effort! However, the fish is always good and tender. But the meats are seldom tender.
- It is a wonderful service and I appreciate it very much.
- When I was being discharged from BCH last year, the case manager arranged my week of free meals from MOW. For my next surgery, can I call MOW myself? Seems like there could be more publicity or outreach about this great service for patients and the protocol. Maybe the assumption by the general public is that Meals is a program strictly for homebound, and mostly seniors, or low income and disabilities. Thanks for all you do.
- Service is great!
- I wish you all well and thank you...no offense meant but the food was overcooked, contained things I can't have, and so on. But I have a dear friend who without MOW wouldn't be able to eat as well as she can with MOW.
- Only, "Thank you, thank you?"
- I think what you all do is wonderful and am glad your services are available for all who need it.

### **Summary/Conclusion**

It is clear from this survey that MOW-Boulder services are both needed and appreciated by the survey respondents. Most survey respondents have been receiving meals for less than a year and because they are recovering from an illness or living with a disability. While demographic information (such as age, race, gender, and income) was provided, race was not included as a cross-category due to the lack of racial diversity among respondents. Additionally, a few questions yielded significant patterns or differences based on age, gender, or income. The overwhelming majority of respondents were pleased with the quality, quantity, value, and variety of food options provided by MOW-Boulder. Nearly half of respondents identified that they would donate to MOW and all stated that they would recommend MOW to others. It is clear from the survey responses that MOW provides an needed and valuable service to the community.