

# Older Adults' Perspectives on Home Delivered Meals: A Survey of Participant Satisfaction



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## BACKGROUND

Allegheny County Department of Human Services (DHS) operates the Home Delivered Meal (HDM) service that supports older adults in their homes and communities by providing balanced and nutritious meals. To be eligible for this service, individuals must be: 1) U.S. citizens or lawful permanent residents; 2) residents of Allegheny County, Pennsylvania; 3) 60 years of age or older; and 4) experiencing some degree of physical and/or mental frailty affecting their daily functioning. Additionally, to qualify, there must be the presence of nutritional needs as evinced through assessment. Nutritional needs include, but are not limited to: 1) the inability to obtain food or prepare meals due to a physical or cognitive disability; 2) a lack of resources for meals; and 3) the absence of someone willing or able to prepare meals for the participant.

The provision of HDMs is supported by nine contracted community-based providers who also conduct basic welfare checks at the time of their meal deliveries.<sup>1</sup>

In an effort to gauge participant satisfaction with this service, DHS conducts a satisfaction survey. In the past, DHS's Area Agency on Aging (AAA) partnered with the University of Pittsburgh for assistance with the annual survey. Beginning in FY 2017-18, however, DHS staff began implementing the survey, and frequency will be decreased to every other year.

This report details the results of the 2017 AAA HDM Satisfaction Survey across the HDM community-based provider network. See **Appendix A** for the FY 2017-18 AAA HDM Satisfaction Survey instrument.

## KEY FINDINGS

- Overall, the Home Delivered Meal (HDM) provider network received high satisfaction scores across all aspects of meal services, with network scores ranging from 4.2 to 4.9 out of 5.
- Participants expressed the highest satisfaction with delivery people and the lowest satisfaction with the taste and the amount of food.
- Satisfaction scores across all meal aspects in 2017 were similar to those in 2016.

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<sup>1</sup> The HDM community-based provider network includes: the Catholic Youth Association (CYA); Eastern Area Adult Services (EAAS); the Hill House Association (HHA); the Jewish Association on Aging (JAA); LifeSpan (LS); the Northern Area Multi-Service Center (NAMSC); the Penn Hills Senior Service Center (PHSSC);

the Plum Senior Community Center (PSCC); and the Riverview Community Action Corporation (RCAC).

- Despite the similarity in satisfaction scores across the two survey years, there was a decrease in the percentages of respondents who believed that the service helped them improve their health, provided them with company, helped them remain at home, and helped them manage the meals.
- The percentage of respondents who recommended the service in 2017 was slightly lower than that of 2016.

## METHODOLOGY

### Procedure

The 2017 HDM Satisfaction Survey was administered by telephone between November 2017 and January 2018. Participation in the survey was voluntary, and participants were permitted to skip survey items at their discretion. (Non-responses to survey items were excluded from the individual analyses of survey questions.)

### Participants

At the time the survey was conducted, 1,935 participants were actively being served. For the purpose of this project, a sample of active participants was obtained using a stratified random sampling technique. In total, 243 participants completed the 2017 Satisfaction Survey (95% Confidence Level,<sup>2</sup> 6% Margin of Error<sup>3</sup>), representing 12.6% of the total service population. The network response rate<sup>4</sup> was 41%.

**TABLE 1: Call Outcomes for Sample Population**

CALL OUTCOME	NETWORK 2017	
	#	%
<b>Responses (Completed Surveys)</b>	<b>243</b>	<b>41%</b>
Unable to Complete (includes “unable to reach” and “incorrect/ out of service telephone numbers”)	294	49%
Declined to Participate/Hung Up	58	10%
Total Participants Contacted	595	

Data from the 2016 HDM Satisfaction Survey was used for comparison for the purpose of this report. When possible, comparisons were also made to the results of the pilot randomized control trial, “More than a Meal” (MTAM), an AARP-funded study of HDM programs.<sup>5</sup> It should be noted, however, that though MTAM Survey items were generally similar to HDM Satisfaction Survey items, the precision of comparisons was limited due to MTAM’s separation of answers between those they assigned to receive daily meals and those they assigned to receive weekly frozen meals.

<sup>2</sup> Confidence Levels represent the chance that the FY 2017-18 HDM Survey results accurately represent the larger HDM service participant population.

<sup>3</sup> Margins of Error reflect the degree to which the FY 2017-18 HDM Survey results might differ from the results of the larger HDM service population.

<sup>4</sup> The response rate represents the ratio of the FY 2017-18 HDM Survey responses received to the total contacted (i.e., potential survey respondents).

<sup>5</sup> The full MTAM report can be found here: <https://www.mealsonwheelsamerica.org/theissue/research/more-than-a-meal/pilot-research-study>

The 2017 HDM Satisfaction Survey contained 10 Likert scale items pertaining to participant satisfaction with the HDM service and aspects of the HDM meals. To facilitate the comparison of survey results across network providers and across survey years, each Likert scale satisfaction level was assigned a numeric value so that an average score could be calculated for each survey item. (“Non-responses” were excluded from the calculations.) Average scores ranged from 1 to 5, with a higher score indicating higher satisfaction.

**TABLE 2: Overview of Scoring Process**

SURVEY RESPONSE OPTIONS	EXTREMELY DISSATISFIED	MODERATELY DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	MODERATELY SATISFIED	EXTREMELY SATISFIED
Assigned Score	1	2	3	4	5
Number of Responses	a	b	c	d	e
Score for Each Response	1 * a	2 * b	3 * c	4 * d	5 * e
Total Responses	a + b + c + d + e				
Total Score	(1 * a) + (2 * b) + (3 * c) + (4 * d) + (5 * e)				
Average Score	Total Score / Total Responses				

Thirteen survey items pertained to HDM service outcomes. Item response options included “Yes,” “No” and “Don’t Know.” Participant appraisals of HDM outcomes were determined by calculating the percentage of respondents who answered either “Yes” or “No.” (Non-responses and response refusals were excluded from calculations. For that reason, different denominators are attached to the HDM service outcome survey items.)

Open-ended survey responses pertaining to respondents’ “most” and “least” favorite food items were organized by frequency. Responses to the open-ended survey item inviting general HDM service-related comments were coded by category. (Open-ended responses had the potential to be coded into multiple categories.)

**Findings**

**Demographics of surveyed participants**

The majority of survey respondents were female (68%) and the most common age groups surveyed were 80–89 years and 70–79 years (31% and 30%, respectively).

**TABLE 3: Respondent Gender**

GENDER	#	%
Male	78	32%
Female	164	68%
<b>Total Responses</b>	<b>242*</b>	<b>100%</b>

\*1 participant did not respond to this question.

**TABLE 4: Respondent Age**

AGE RANGE	#	%
60-69 Years	63	26%
70-79 Years	72	30%
80-89 Years	75	31%
90+ Years	31	13%
<b>Total Responses</b>	<b>241*</b>	<b>100%</b>

\*2 participants did not respond to this question.

### Meals

The majority of participants reported receiving hot meals (88%) and adhering to a “regular diet” (62%). Although participants most frequently reported receiving their meals at lunchtime, between the hours of 10:00 a.m. and 1:00 p.m. (81%), 59% reported not eating their meals until later in the day. Additional information regarding survey respondents’ meals can be found in the tables below.

**TABLE 5: Meal Types**

MEAL TYPES	#	%
Hot Meal	215	88%
Cold Meal	145	60%
Frozen Meal	77	32%
Regular Diet	150	62%
Modified Diet	27	11%
Emergency Meal	1	0.4%
<b>Total Responses</b>	<b>615*</b>	<b>**</b>

\*2 participants did not respond to this question.

\*\*Meal type percentages were calculated using the denominator of 243 respondents. Because a participant had the option of choosing multiple responses to this question, the meal type percentages will exceed 100%.

**TABLE 6: Time of Meal Arrival**

TIME OF MEAL ARRIVAL	#	%
Before 10:00 a.m.	19	8%
10:00 a.m. - 11:00 a.m.	56	24%
11:00 a.m. - 12:00 p.m.	69	29%
12:00 p.m. - 1:00 p.m.	48	21%
1:00 p.m. - 2:00 p.m.	16	7%
After 2:00 p.m.	26	11%
<b>Total Responses</b>	<b>234*</b>	<b>100%</b>

\*9 participants did not respond to this question.

**TABLE 7: Time Meal is Eaten**

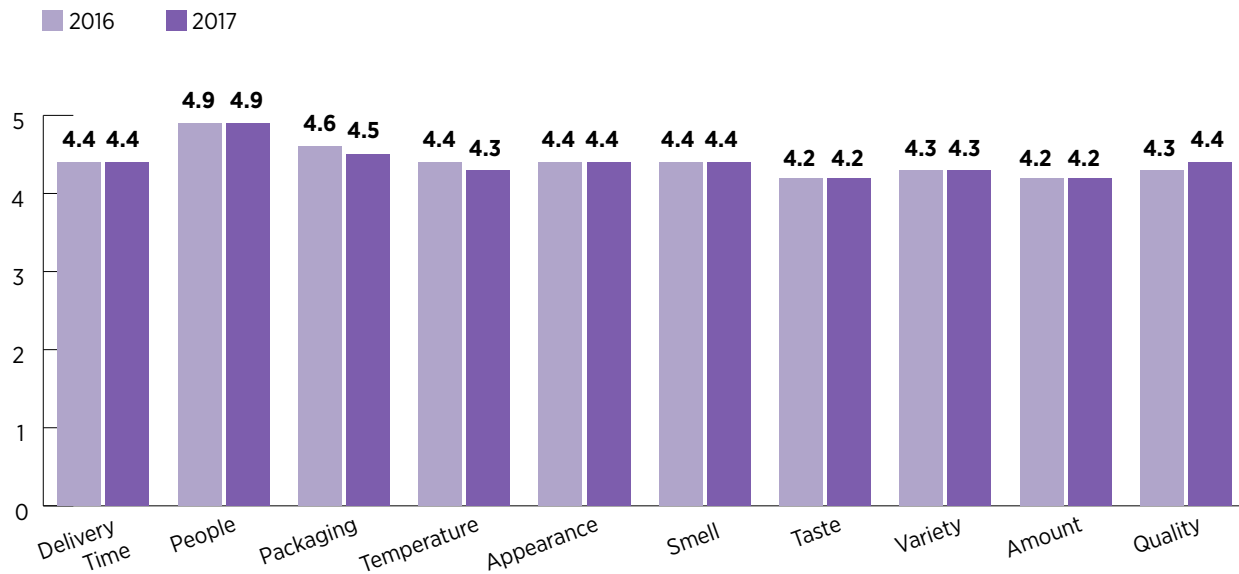
TIME MEAL IS EATEN	#	%
As Soon As It Arrives	78	34%
Later	138	59%
Depends	16	7%
<b>Total Responses</b>	<b>232*</b>	<b>100%</b>

\*11 participants did not respond to this question.

### HDM Service and Meal Satisfaction

Overall, survey respondents indicated high satisfaction levels for all aspects of the HDM service (e.g., delivery time, people), with average scores ranging from 4.2 to 4.9 out of 5. Analyses indicate that respondents' satisfaction scores across all HDM service aspects in 2017 were similar to those in 2016. Participants expressed the highest satisfaction with the individuals delivering the HDM meals and the lowest satisfaction with the taste and the amount of food provided through the HDM service. This pattern was consistent across survey years. For provider-specific satisfaction results, please see **Appendix B**.

FIGURE 1: Network Satisfaction with All Aspects of the Meal Service

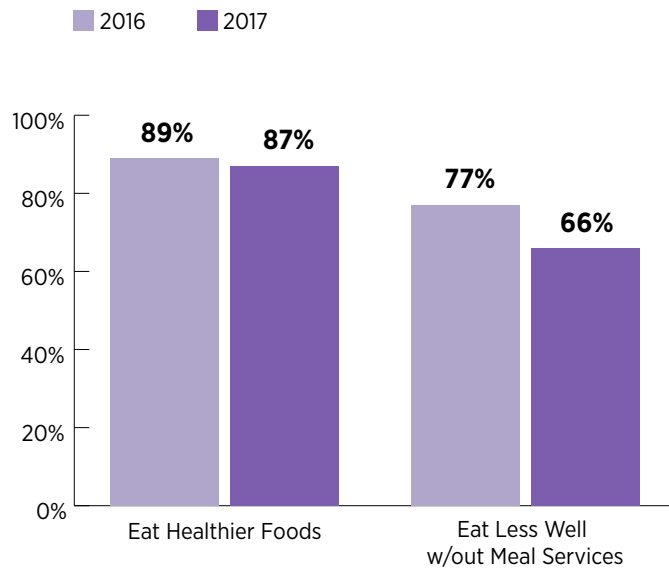


**HDM Outcomes**

Participants generally responded positively to the outcome-related survey questions. For example, a majority of participants reported that the meals help them to eat healthier, maintain a healthy weight, improve their health, feel better and feel less lonely.

Although a majority of participants felt that the program helps them to remain in their home, a much lower percentage felt that it would be difficult to stay in their homes or would have to live elsewhere if they did not receive meals.

**FIGURE 2: Improved Eating Habits (“Yes” %)**

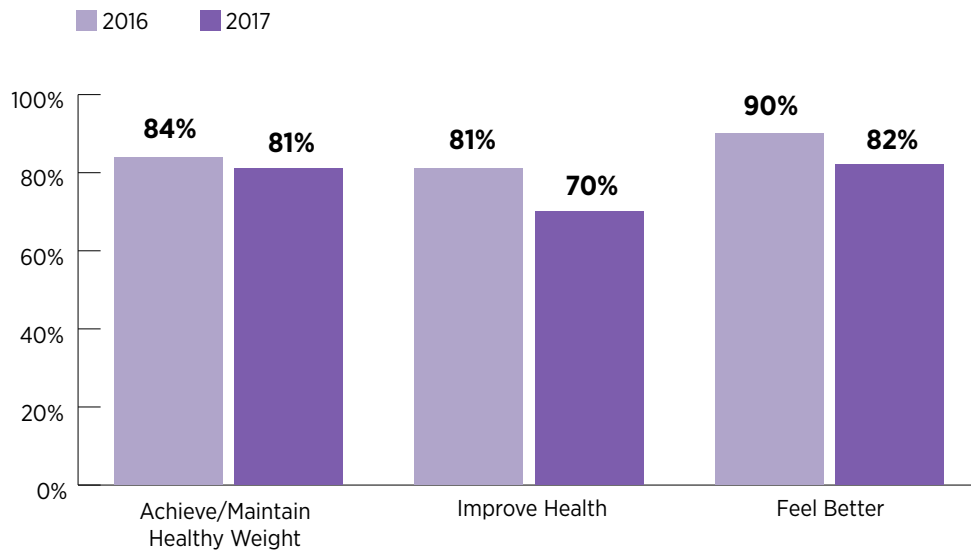


IMPROVED EATING HABITS	2016		2017	
	YES	TOTAL	YES	TOTAL
Eat Healthier Food	202	228	208	238
Eat Less Well Without Meal Services	174	227	155	234

From 2016 to 2017, a slight decrease was observed in the percentage of respondents reporting that the HDM service helped them eat healthier foods. A decrease was also observed in the percentage reporting that they would not eat as well without the HDM service. MTAM study results, in comparison, indicated that 41% of respondents receiving frozen meals one time per week, and 59% of respondents receiving daily meals, reported that their meal services helped them eat healthier food.



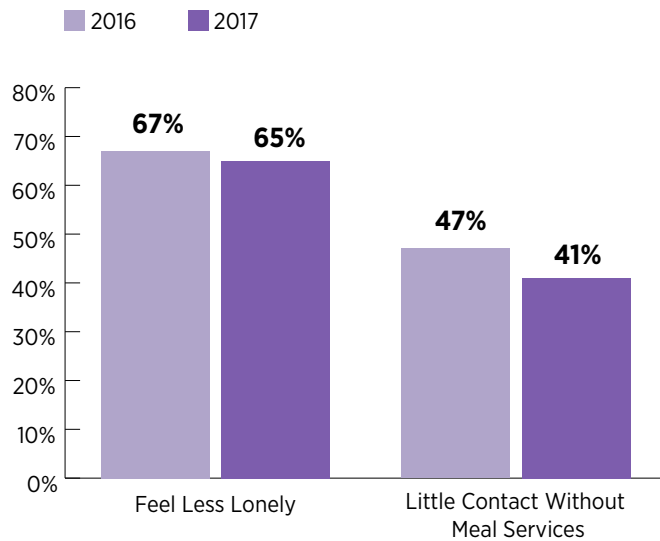
**FIGURE 3: Health Benefits (“Yes” %)**



HEALTH BENEFITS	2016		2017	
	YES	TOTAL	YES	TOTAL
Achieve/Maintain Healthy Weight	191	227	191	236
Improve Health	184	228	166	237
Feel Better	206	228	191	232

From 2016 to 2017, there was a slight decrease in the percentage of respondents who reported that their meals helped them achieve/maintain a healthy weight, helped them improve their health, and helped them feel better. Taken together, these findings suggest that, relative to 2016, fewer 2017 survey respondents believed that their meals were beneficial to their health.

**FIGURE 4: Socialization — Providing Company (“Yes” %)**

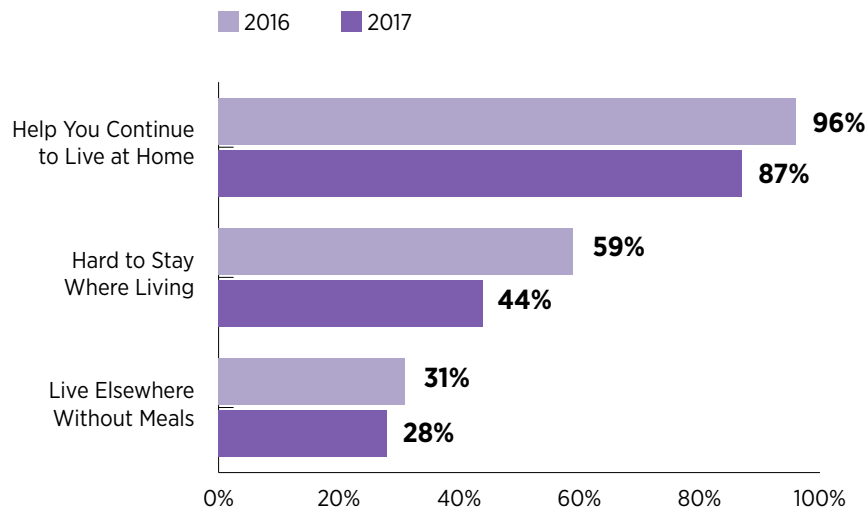


PROVIDING COMPANY	2016		2017	
	YES	TOTAL	YES	TOTAL
Feel Less Lonely	150	224	149	229
Little Daily Contact Without Meal Services	107	226	93	226

From 2016 to 2017, there were slight decreases in the percentages of respondents who reported that their meals helped them feel less lonely and that they would have little contact without their meals. In comparison, 65% of the MTAM survey respondents receiving frozen meals one time per week and 77% of the MTAM survey respondents receiving daily meals responded affirmatively to the question, “Do services received from the home delivered meals program help you feel less lonely?”

When MTAM survey respondents were asked, “If you did not receive home delivered meals, would you say, ‘I would have little daily contact with people?’” 35% of respondents receiving frozen meals one time per week and 65% of respondents receiving daily meals responded affirmatively.

**FIGURE 5: Ability to Remain at Home (“Yes” %)**

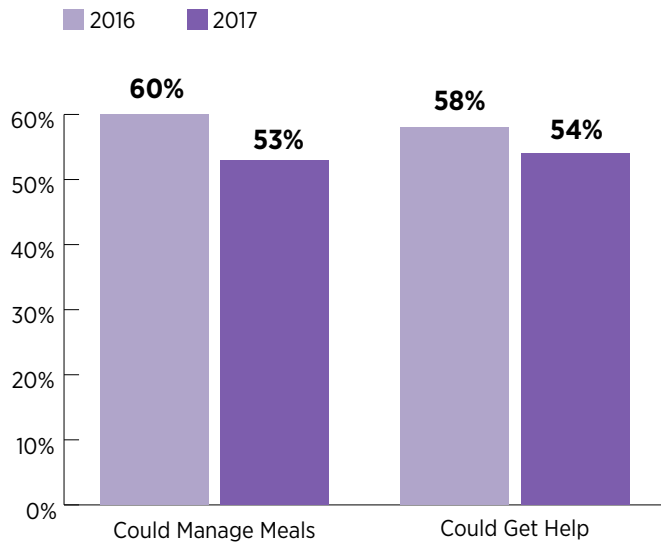


REMAINING IN HOME	2016		2017	
	YES	TOTAL	YES	TOTAL
Help You Continue to Live at Home	217	227	201	230
Hard to Stay Where Living	134	227	103	232
Live Elsewhere Without Meals	70	226	64	231

From 2016 to 2017, decreases were observed in the percentages of respondents who reported that the HDM service helps them continue to live at home, that it would be hard to stay where they are living now without the HDM service, and that they would have to live elsewhere without the HDM service.

Though the response options attached to the MTAM survey item, “How often do you worry about being able to remain in your home?” (i.e., “never,” “rarely,” “sometimes” and “often”) disallow comparisons with the corresponding HDM survey item, it should be noted that 18% of MTAM respondents receiving frozen meals one time per week and 32% of MTAM respondents receiving daily meals showed “improvement in how often participants worry about being able to remain in their homes.”

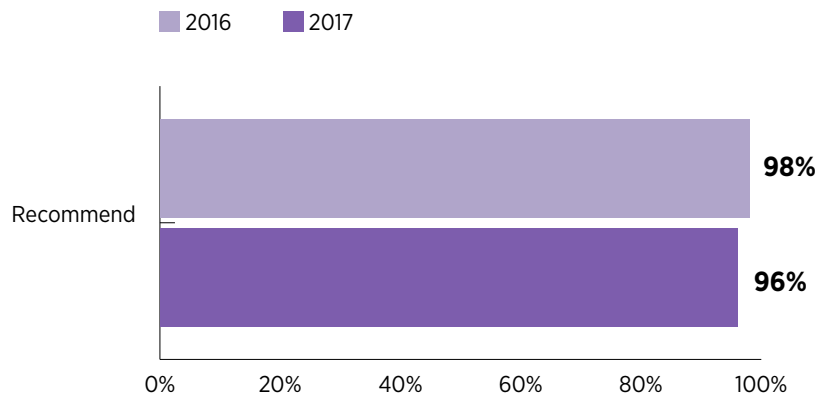
**FIGURE 6: Ability to Manage Meals (“No” %)**



MANAGING MEALS	2016		2017	
	NO	TOTAL	NO	TOTAL
Could Manage Meals on Own Without Meal Service	137	227	126	237
Could Get Help with Meals from Family/Friend	131	227	127	237

From 2016 to 2017, there were decreases in the percentages of respondents who reported that without the HDM service, they could not manage meals on their own or that they could not get help with meals, indicating that 2017 survey respondents were less reliant on the HDM program relative to 2016 survey respondents.

**FIGURE 7: Recommendation of Service**



RECOMMEND MEAL SERVICE	2016		2017	
	YES	TOTAL	YES	TOTAL
Would Recommend Meal Service	222	227	223	233

Almost all 2017 respondents reported that they would recommend the HDM service to others. This percentage, however, was slightly lower than that reported for the 2016 HDM Satisfaction Survey. Similarly, 99% of MTAM survey respondents responded affirmatively to the survey item, “Would you recommend the HDM program to others?”

## Respondent Preferences

Respondents were asked to write their five “most favorite” and five “least favorite” meals from the program. Open-ended text responses were categorized into common topics.

**TABLE 8: Most Favorite Food Items**

MOST FAVORITE	COUNT
Chicken	63
Pasta	47
Fish	47
Meatloaf	43
Beef	43
Salad	32
Vegetable	31
Stuffed Cabbage	31
Turkey	28
Potatoes	23
Stuffed Pepper	20
Pork	20
Hamburger	10
Fruit	8
Baked Goods (Cake)	7
Stew	6
Soup	6
Sandwiches	6
Hot Dogs	6
Milk (Chocolate, Regular)	4
Macaroni and Cheese	4
Chili	4
Pudding	3
Jell-O	3
Coleslaw	3
Bread	3
Meatballs	2
Tuna Salad	2
Stuffing	2
Pierogi	2
Orange Juice	2
Meat and Potatoes	2
Cookie	2
Cheese	2
Cabbage Rolls	2

*“Most Favorite Foods” with only one count included: yogurt, white bread, well-cooked meals, warm meals, veal, thighs, sweets, sweet potatoes, soft drinks, porridge, olive, noodles, meat, marinara sauce, ice cream, gravy, cube baked potatoes, coffee, butter, breakfast, and baked sandwich.*

**TABLE 9: Least Favorite Food Items**

LEAST FAVORITE	COUNT
Fish	43
Chicken	25
Vegetable	15
Beef	14
Pork	13
Pasta	12
Fruit	8
Chili	5
Meatloaf	5
Barley	3
Ground Meat	3
Bean	2
Liver	2
Macaroni and Cheese	2

*"Least Favorite Foods" with one count included: cold dinner, cold salads, coleslaw, couscous, deli meats, gravy like water, ham, hamburger, holiday dinner, hot dog with chili, hot dogs, juices, mashed potatoes, and not fresh meat.*

### General Feedback

Respondents were able to provide additional comments in response to an open-ended question. Text responses were categorized into common topics.

**TABLE 10: General Comments**

COMMENT TYPE	COUNT	PERCENTAGE
Food Complaints	60	39%
General Positive	43	28%
Satisfaction with Staff	40	26%
Suggestions	27	18%
Satisfaction with Food	21	14%
Satisfaction with Service	20	13%
Complaints of Service	14	9%
Helpfulness of Meals	11	7%
"Would Recommend" Service	1	1%
Total Count of Comment Types	237	
Number of Comments	153	*

*\*Topic type percentages were calculated using a denominator of 153 comments. Because comments could be categorized under more than one topic, topic percentages will add up to >100%.*

The most common comment types were "Food Complaints," "General Positive" and "Satisfaction with Staff."

### Respondent-Inspired HDM Service Recommendations

- New delivery people should attempt to call HDM participants ahead of their deliveries and should introduce themselves to HDM recipients.
  - Instructions for reheating HDM meals should be included with the meals (e.g., how many minutes to cook in the microwave).
  - The HDM service should have increased publicity so that more older adults are aware and able to take advantage of the HDM service.<sup>6</sup>
  - HDM meal packaging could be improved to make HDM meals more easily accessible.
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#### CONTENT AND ANALYSIS

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<sup>6</sup> Consumers may contact AAA's SeniorLine to receive personalized information related to the AAA's home- and community-based services: 412-350-5460.



## APPENDIX A

## APPENDIX A: SURVEY INSTRUMENT



Allegheny County DHS Area Agency on Aging  
Home Delivered Meals – Participant Satisfaction Survey  
FY 2017-18

This survey is voluntary and confidential. Your answers to the following questions will help us to improve services to meet your needs. The responses will not have any effect on the service you currently receive.

**1. What is your gender?**

- Male  Female

**2. What is your age?**

- 60 – 69 years  80 – 89 years  
 70 – 79 years  90+ years

**3. What kind of meals do you receive? (Check all that apply.)**

- Hot meals  Frozen meals  Special diet  
 Cold meals  Regular diet  Emergency meals

**4. What time does your meal arrive?**

- Before 10:00am  11:00 – 12:00pm  1:00 – 2:00pm  
 10:00 – 11:00am  12:00 – 1:00pm  After 2:00pm

**5. About what time of the day do you eat your meal?**

- As soon as it arrives  
 Later (If you eat your meal later, please tell us the time you eat it: \_\_\_\_\_)

**APPENDIX A**

<b>Please tell us how satisfied you are with your meals in the following areas of service:</b>	<b>Extremely Satisfied</b>	<b>Moderately Satisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Moderately Dissatisfied</b>	<b>Extremely Dissatisfied</b>
6. Delivery time of your meals?					
7. The people who deliver your food?					
8. Packaging of your food?					
9. Temperature of the food when it is delivered?					
10. Appearance of your food?					
11. Smell of your food?					
12. Taste of your food?					
13. Variety of your meals?					
14. Amount of food in your meal?					
15. Overall quality of your meals?					

<b>Do services received from your home delivered meals program help in the following?</b>	<b>Yes</b>	<b>No</b>	<b>Refused</b>	<b>Don't Know</b>
16. Help you to eat healthier foods?				
17. Help you achieve or maintain a healthy weight?				
18. Help you improve your health?				
19. Help you feel better?				
20. Help you continue to live at home?				
21. Help you feel less lonely?				

<b>If you did not receive home delivered meals service, would you say the following?</b>	<b>Yes</b>	<b>No</b>	<b>Refused</b>	<b>Don't Know</b>
22. I could manage my meals okay on my own?				
23. I could get help with my daily meals from a family member or a friend?				
24. It would be hard to stay where I am living now?				
25. I would have to go live somewhere else?				
26. I would eat less well than I do now?				
27. I would have little daily contact with people?				

**APPENDIX A**

**28. Would you recommend HDM services to your friends who may need assistance?**

- Yes
- Refused
- No
- Don't Know

**29. Please list your 5 MOST FAVORITE meals that you receive or would LIKE to have.**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**30. Please list your 5 LEAST FAVORITE meals that you receive or would NOT like to have.**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**31. Use this space below to write anything else you want to tell us about the meals you receive.**

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**Thank you for taking the time to respond to this survey!**

## APPENDIX B

## APPENDIX B: PROVIDER-SPECIFIC SATISFACTION RESULTS

*Note: due to small sample sizes, satisfaction scores provided in Appendix B for individual providers may not be representative of the providers' total clientele.*

In 2016-2017 home-delivered meals providers were:

Catholic Youth Association of Pittsburgh (CYA)  
 Eastern Area Adult Services (EAAS)  
 Hill House Association (HHA)  
 Northern Area Multi-Service Center (NAMSC)  
 Penn Hills Senior Services (PHSSC)  
 Lifespan (LS)  
 Jewish Association on Aging (JAA)  
 Plum Senior Community Center (PSCC)  
 Riverview Community Action Corporation (RCAC)

Network Satisfaction with Delivery Time

2016	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	126	85	128	104	112	356	27	42	33	<b>1,013</b>
Total Responses	28	19	28	24	24	83	6	9	7	<b>228</b>
<b>Average Score</b>	<b>4.5</b>	<b>4.5</b>	<b>4.6</b>	<b>4.3</b>	<b>4.7</b>	<b>4.3</b>	<b>4.5</b>	<b>4.7</b>	<b>4.7</b>	<b>4.4</b>
2017	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	130	139	123	134	100	337	21	30	35	<b>1,049</b>
Total Responses	29	30	29	31	21	79	5	6	7	<b>237</b>
<b>Average Score</b>	<b>4.5</b>	<b>4.6</b>	<b>4.2</b>	<b>4.3</b>	<b>4.8</b>	<b>4.3</b>	<b>4.2</b>	<b>5</b>	<b>5</b>	<b>4.4</b>

The two HDM providers with the highest HDM delivery time-related satisfaction scores, PSCC and RCAC, had low counts of survey respondents (<10 in both years). For that reason, the higher satisfaction score should be interpreted with caution.

HHA and JAA had the lowest HDM delivery time-related satisfaction scores in 2017 also experienced the biggest decreases in satisfaction percentages across the two survey years.

Network Satisfaction with Delivery People

2016	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	131	94	139	117	116	404	30	44	34	<b>1,109</b>
Total Responses	27	19	28	24	24	83	6	9	7	<b>227</b>
<b>Average Score</b>	<b>4.9</b>	<b>4.9</b>	<b>5.0</b>	<b>4.9</b>	<b>4.8</b>	<b>4.9</b>	<b>5.0</b>	<b>4.9</b>	<b>4.9</b>	<b>4.9</b>
2017	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	139	147	130	155	104	398	25	30	35	<b>1,163</b>
Total Responses	29	30	27	31	21	81	5	6	7	<b>237</b>
<b>Average Score</b>	<b>4.8</b>	<b>4.9</b>	<b>4.8</b>	<b>5.0</b>	<b>5.0</b>	<b>4.9</b>	<b>5.0</b>	<b>5.0</b>	<b>5.0</b>	<b>4.9</b>

The satisfaction levels with HDM delivery people were consistently high across all providers and across the two survey years, with average scores ranging from 4.8 to 5 out of 5.

## APPENDIX B

Network Satisfaction with Meal Packaging

<b>2016</b>	<b>CYA</b>	<b>EAAS</b>	<b>HHA</b>	<b>NAMSC</b>	<b>PHSSC</b>	<b>LS</b>	<b>JAA</b>	<b>PSCC</b>	<b>RCAC</b>	<b>Network</b>
Total Score	121	90	133	108	108	370	26	43	34	<b>1,033</b>
Total Responses	27	19	28	24	24	83	6	9	7	<b>227</b>
<b>Average Score</b>	<b>4.5</b>	<b>4.7</b>	<b>4.8</b>	<b>4.5</b>	<b>4.5</b>	<b>4.5</b>	<b>4.3</b>	<b>4.8</b>	<b>4.9</b>	<b>4.6</b>
<b>2017</b>	<b>CYA</b>	<b>EAAS</b>	<b>HHA</b>	<b>NAMSC</b>	<b>PHSSC</b>	<b>LS</b>	<b>JAA</b>	<b>PSCC</b>	<b>RCAC</b>	<b>Network</b>
Total Score	121	139	133	129	99	363	23	29	32	<b>1,068</b>
Total Responses	29	30	29	31	21	81	5	6	7	<b>239</b>
<b>Average Score</b>	<b>4.2</b>	<b>4.6</b>	<b>4.6</b>	<b>4.2</b>	<b>4.7</b>	<b>4.5</b>	<b>4.6</b>	<b>4.8</b>	<b>4.6</b>	<b>4.5</b>

PSCC and PHSSC had the highest meal packaging-related satisfaction levels in 2017. Only two of the nine network providers, PHSSC and JAA, experienced improvements in their HDM packaging-related satisfaction scores across the two years. CYA, EAAS, HHA, NAMSC and RCAC had lower satisfaction scores in 2017 than in 2016.

Network Satisfaction with Meal Temperature

<b>2016</b>	<b>CYA</b>	<b>EAAS</b>	<b>HHA</b>	<b>NAMSC</b>	<b>PHSSC</b>	<b>LS</b>	<b>JAA</b>	<b>PSCC</b>	<b>RCAC</b>	<b>Network</b>
Total Score	119	87	124	105	104	351	25	42	34	<b>991</b>
Total Responses	27	19	28	24	24	83	6	9	7	<b>227</b>
<b>Average Score</b>	<b>4.4</b>	<b>4.6</b>	<b>4.4</b>	<b>4.4</b>	<b>4.3</b>	<b>4.2</b>	<b>4.2</b>	<b>4.7</b>	<b>4.9</b>	<b>4.4</b>
<b>2017</b>	<b>CYA</b>	<b>EAAS</b>	<b>HHA</b>	<b>NAMSC</b>	<b>PHSSC</b>	<b>LS</b>	<b>JAA</b>	<b>PSCC</b>	<b>RCAC</b>	<b>Network</b>
Total Score	121	110	104	125	87	318	20	30	32	<b>947</b>
Total Responses	28	24	25	30	21	73	5	6	7	<b>219</b>
<b>Average Score</b>	<b>4.3</b>	<b>4.6</b>	<b>4.2</b>	<b>4.2</b>	<b>4.1</b>	<b>4.4</b>	<b>4.0</b>	<b>5.0</b>	<b>4.6</b>	<b>4.3</b>

PSCC had the highest food temperature-related satisfaction score in 2017. Though slight decreases in HDM temperature-related satisfaction scores were observed across most providers, improvements in HDM temperature-related satisfaction scores were observed for two network providers, PSCC and LS.

Network Satisfaction with Meal Appearance

<b>2016</b>	<b>CYA</b>	<b>EAAS</b>	<b>HHA</b>	<b>NAMSC</b>	<b>PHSSC</b>	<b>LS</b>	<b>JAA</b>	<b>PSCC</b>	<b>RCAC</b>	<b>Network</b>
Total Score	122	89	124	106	110	348	25	40	32	<b>996</b>
Total Responses	27	19	28	24	24	83	6	9	7	<b>227</b>
<b>Average Score</b>	<b>4.5</b>	<b>4.7</b>	<b>4.4</b>	<b>4.4</b>	<b>4.6</b>	<b>4.2</b>	<b>4.2</b>	<b>4.4</b>	<b>4.6</b>	<b>4.4</b>
<b>2017</b>	<b>CYA</b>	<b>EAAS</b>	<b>HHA</b>	<b>NAMSC</b>	<b>PHSSC</b>	<b>LS</b>	<b>JAA</b>	<b>PSCC</b>	<b>RCAC</b>	<b>Network</b>
Total Score	127	133	123	133	95	350	22	29	30	<b>1,042</b>
Total Responses	29	29	28	31	21	80	5	6	7	<b>236</b>
<b>Average Score</b>	<b>4.4</b>	<b>4.6</b>	<b>4.4</b>	<b>4.3</b>	<b>4.5</b>	<b>4.4</b>	<b>4.4</b>	<b>4.8</b>	<b>4.3</b>	<b>4.4</b>

Providers' 2016 and 2017 appearance-related satisfaction scores were generally comparable. However, one provider, PSCC, earned the highest 2017 satisfaction scores for food appearance, with an average 2017 score of 4.8, reflecting an increase in participant appearance-related satisfaction over time.

Network Satisfaction with Meal Smell

<b>2016</b>	<b>CYA</b>	<b>EAAS</b>	<b>HHA</b>	<b>NAMSC</b>	<b>PHSSC</b>	<b>LS</b>	<b>JAA</b>	<b>PSCC</b>	<b>RCAC</b>	<b>Network</b>
Total Score	119	88	123	106	106	358	26	43	31	<b>1,000</b>
Total Responses	27	19	28	24	24	83	6	9	7	<b>227</b>

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Average Score	4.4	4.6	4.4	4.4	4.4	4.3	4.3	4.8	4.4	4.4
2017	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	109	135	113	127	93	323	21	28	29	978
Total Responses	27	29	24	31	21	74	5	6	7	224
Average Score	4.0	4.7	4.7	4.1	4.4	4.4	4.2	4.7	4.1	4.4

Satisfaction scores for 2017 related to HDM smell ranged from 4.0 to 4.7, with EAAS, HHA and PSCC having the highest satisfaction levels. EAAS, HHA and LS experienced increases in smell-related satisfaction scores between 2017 and 2016, whereas CYA, NAMSC, JAA, PSCC and RCAC experienced decreases in satisfaction levels in that time.

#### Network Satisfaction with Meal Taste

2016	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	114	87	125	100	100	329	27	41	32	955
Total Responses	27	19	28	24	24	83	6	9	7	227
Average Score	4.2	4.6	4.5	4.2	4.2	4.0	4.5	4.6	4.6	4.2
2017	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	116	126	113	135	92	319	22	27	29	979
Total Responses	28	29	28	31	21	78	5	6	7	233
Average Score	4.1	4.3	4.0	4.4	4.4	4.0	4.4	4.5	4.1	4.2

In general, 2017 survey respondents were less satisfied with HDM taste relative to 2016 survey respondents. Only NAMSC and PHSSC experienced taste-related satisfaction score increases over time. The lowest 2017 satisfaction levels with taste were in LS and HHA.

#### Network Satisfaction with Meal Variety

2016	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	119	87	126	107	104	337	27	40	33	980
Total Responses	27	19	28	24	24	83	6	9	7	227
Average Score	4.4	4.6	4.5	4.5	4.3	4.1	4.5	4.4	4.7	4.3
2017	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	120	134	120	130	94	344	22	28	30	1,022
Total Responses	29	30	29	31	21	80	5	6	7	238
Average Score	4.1	4.5	4.1	4.2	4.5	4.3	4.4	4.7	4.3	4.3

PSCC, PHSSC and EAAS had the highest 2017 satisfaction with respect to meal variety. Only PHSSC, LS and PSCC experienced increases in meal variety satisfaction scores between 2016 and 2017.

#### Network Satisfaction with the Amount of Food included with Meal

2016	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	120	87	125	101	99	328	25	42	32	959
Total Responses	27	19	28	24	24	83	6	9	7	227
Average Score	4.4	4.6	4.5	4.2	4.1	4.0	4.2	4.7	4.6	4.2

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2017	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	121	127	117	139	95	334	23	28	30	<b>1,014</b>
Total Responses	29	30	29	31	21	81	5	6	7	<b>239</b>
<b>Average Score</b>	<b>4.2</b>	<b>4.2</b>	<b>4.0</b>	<b>4.5</b>	<b>4.5</b>	<b>4.1</b>	<b>4.6</b>	<b>4.7</b>	<b>4.3</b>	<b>4.2</b>

PSCC, JAA and PHSSC had the highest 2017 satisfaction levels for amount of food provided with meals. HHA and LS had the lowest 2017 satisfaction levels with respect to the amount of food provided with meals.

Network Satisfaction with Overall Meal Quality

2016	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	122	88	127	107	101	337	27	39	32	<b>980</b>
Total Responses	27	19	28	24	24	83	6	9	7	<b>227</b>
<b>Average Score</b>	<b>4.5</b>	<b>4.6</b>	<b>4.5</b>	<b>4.5</b>	<b>4.2</b>	<b>4.1</b>	<b>4.5</b>	<b>4.3</b>	<b>4.6</b>	<b>4.3</b>
2017	CYA	EAAS	HHA	NAMSC	PHSSC	LS	JAA	PSCC	RCAC	Network
Total Score	123	128	121	150	102	346	23	27	31	<b>1,051</b>
Total Responses	29	30	29	31	21	82	5	6	7	<b>240</b>
<b>Average Score</b>	<b>4.2</b>	<b>4.3</b>	<b>4.2</b>	<b>4.8</b>	<b>4.9</b>	<b>4.2</b>	<b>4.6</b>	<b>4.5</b>	<b>4.4</b>	<b>4.4</b>

Between 2016 and 2017, four providers experienced decreases in overall satisfaction scores (CYA, EAAS, HHA and RCAC) and five providers experienced increases in overall satisfaction scores (PHSSC, NAMSC, PSCC, JAA and LS).

NAMSC and PHSSC had the highest 2017 satisfaction levels with respect to overall meal quality. In contrast, LS had the lowest overall quality satisfaction scores in both 2016 and 2017.