

AMHERST MEALS ON WHEELS 2023 STUDY EXECUTIVE SUMMARY

METHODOLOGY:

From July 13 – August 4, 2023, calls were placed by professional interviewers to Amherst Meals on Wheels clients from a provided list of names/phone numbers. The completion rate of 215 surveys provided a 95% confidence level and a +/-0.05 error rate.

TOP RATED FACTORS:

When asked to rate their satisfaction with various aspects of Amherst Meals on Wheels, the top-rated factors were satisfaction with volunteer (99% very/extremely satisfied) and helpfulness of the staff (96% very/extremely satisfied). Lowest factor ratings were the taste of the food (82% very/extremely satisfied) and meals are appropriate for my diet (83% very/extremely satisfied).

All of the factors tested remained within the margin of error regarding the changes between 2019 and 2023. The largest increase in improvement since 2019 was in the variety of food within meals (up 4 points) and the appealing look of meals (up 4 points), while the largest decrease was for meals being appropriate for diet (down 5 points).

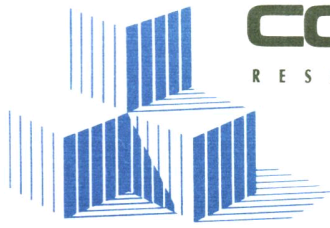
It is important to note that all attributes did receive a positive satisfaction rating over 80%, which is the standard used for very positive satisfaction association in the research industry.

EFFECT UPON LIFE:

Regarding the most positively rated effects upon the client's life, the ability to continue to live at home (97% agree), eating regularly scheduled meals (91% agree) and eating healthier meals (89% agree) were the most positive.

My health has improved was the effect with the largest point increase since 2019 (up 17 points to 70% agree), followed by I feel better (up 12 points to 77% agree) and the quality of my life has improved overall (up 11 points to 78% agree). There were no statistically substantial decreases since 2019 in any quality of life factors in this year's data.

93% feel the program meets their expectations (down 1 point since 2019, not significant). The dependability/promptness, excellent/good food, eating healthier/better and do not have to/can't



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cook were the top reasons mentioned behind meeting expectations. Meal quality not always fresh/not good was the most mentioned verbatim reason behind not meeting expectations (4 respondents, not significant).

SOURCE OF AWARENESS:

Family member (49%, down 7 points since 2019) continues to be the most mentioned source of awareness for Amherst Meals on Wheels, followed by social worker (20%, up 3 points) and Amherst Senior Center (15%, up 4 points).

FEARS OF RUNNING OUT:

19% said they worried/worried a lot that they would run out of food before they got money to buy more (up 6 points). In both 2019 and 2023, 15% claimed this actually happened/a lot.

LIKELIHOOD TO RECOMMEND:

96% would be likely/very likely to recommend Amherst Meals on Wheels to a friend or family member (up 4 points since 2019).