

2024

MEALS ON WHEELS NEO CLIENT SATISFACTION SURVEY



MEALS on WHEELS

NORTHEAST OHIO

A PROGRAM OF VANTAGE AGING

vantageaging.org/programs-and-services/meals-on-wheels

330-515-5605

ABOUT MEALS ON WHEELS NEO

Mission

Home-delivered meals promote wellness in those at risk of facing hunger and reduce the risk of hospital re-admissions, malnutrition, and loneliness. Meals on Wheels delivers nutritious, freshly made meals right to your doorstep

At the core, Meals on Wheels provides a nutritious meal, companionship, and a watchful eye on the health and safety of seniors. We are committed to supporting seniors to live healthier and more nourished lives in their homes in Stark, Summit, Wayne, Portage, Carroll, Holmes, and Tuscarawas Counties.



SATISFACTION SUMMARY

Survey Process

Meals on Wheels Northeast Ohio clients received a survey to be completed and mailed back in June of 2024.

99%

Clients reported Meals on Wheels NEO Volunteers and drivers are friendly!

96%

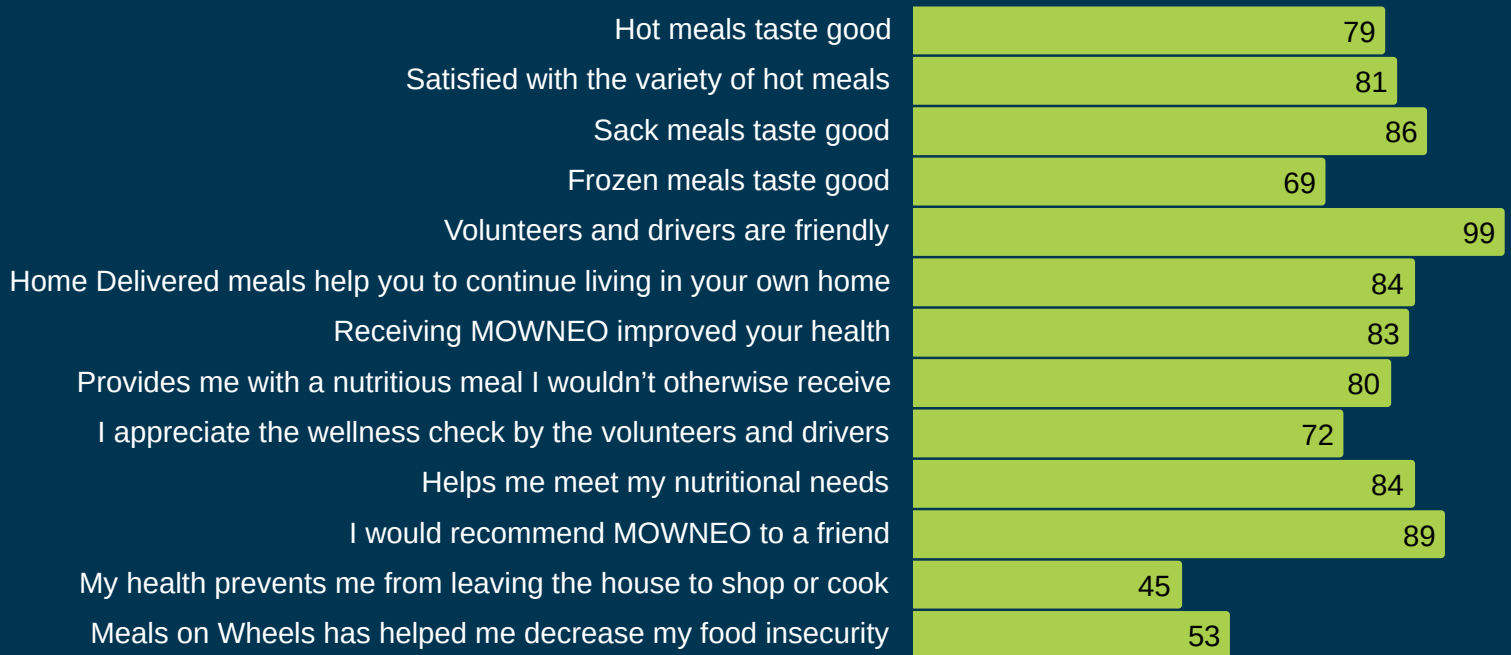
Clients reported Meals on Wheels NEO Client services team is helpful.

89%

Clients would recommend MOWNEO to their friends.



BENEFITS OF RECEIVING MOW



84%



84% of clients say MOW helps me meet my nutritional needs.

I love you all for blessing me with cooked meals that I only heat and eat.
Thank you for all of the preparation, your talents and your time.

“ Gives me more security and peace of mind.

Allows me to live independently in my home.

MOW helps my family - less food prep for them

It means the world to me. I'm paralyzed and bedridden. MOW makes it so much easier on me. I can't say enough about MOW. Thank you from the bottom of my heart. Keep up the good work that you do for so many.

MOWNEO CLIENTS WERE ASKED, "WHAT DOES RECEIVING MOW MEAN TO YOU?"

More balanced meals during the day - seeing a friendly face!

“

I look forward to seeing the volunteers - I have had friendly really nice drivers who seem to care for us. Sometimes the only one I talk to on each day.

Provides a balanced meal. I can't afford the prices of food in the store.