

Meals on Wheels for Western New York History and Background:

Meals on Wheels for Western New York, Inc. (MOW) was founded in 1969, serving our first meals to 25 residents on the West Side of Buffalo. Today, we are the second-largest Meals on Wheels program in the United States, serving more than one million meals annually to our clients throughout Erie County. Each homebound client receives a hot and a cold meal daily, meeting 2/3 of the recommended daily allowance (RDA) for a senior. Through our 25 meal delivery sites and 46 congregate sites, MOW served 911,922 meals to homebound clients and 244,918 congregate meals to mobile seniors in 2015.

In 2009, MOW opened a new state-of-the-art commissary, which has vastly expanded the scope of our services. This facility allows us to provide even more nutritious meals to clients via organizations such as Buffalo City Mission, Cornerstone Manor, senior centers, and other congregate meal sites throughout Western New York and in the cities of Mars and Meadville, PA. We serve as a disaster-ready facility and have the ability to prepare meals for emergency personnel, shelters, and warming centers, working in partnership with the American Red Cross and the Food Bank of WNY.

The 3,600 home delivery clients we serve each year are primarily elderly or disabled individuals, who are homebound or who have a limited ability to prepare meals for themselves. For over 45 years, we have proudly served over 27.8 million meals to our homebound neighbors and 12 million meals to our seniors at our congregate sites, fulfilling our mission to enrich lives and to promote independent healthy living by offering nutritious food and a friendly visit and every member of our community will receive a meal that meets their nutritional needs.

Meals Overview:

Home-delivered meals:

Total served in 2015: 911,922 meals

- Each weekday, meals are prepared at our centrally-located commissary and distributed to our 25 meal delivery sites throughout Erie County. We serve between 1,600 and 1,800 clients on a daily basis.
- Each meal recipient receives one hot and one cold ready-to-eat meal.
- Provide recipients with companionship and help them maintain independence, dignity and well-being.

Congregate meals:

Total served in 2015: 244,918 meals

Each weekday, meals are prepared at our commissary and delivered (bulk or unitized) to one of 46 senior centers throughout the county, serving between 1,000 and 1,500 participants daily.

Other Business Contracts:

Buffalo City Mission/Cornerstone Manor: 73,345 meals in 2015

Evergreen Health Services: 12,652 meals in 2015

People Inc.: 8,265 meals in 2015

Livingston County: 72,000 meals in 2015

Meadville, PA: 105,500 meals in 2015

Lutheran: 23,241 meals in 2015

****More than 1.45 million meals were produced in the Meals on Wheels for WNY Commissary in 2015***

Special Diets:

- *Regular:* Menu includes primarily regular food items, with some modifications to control sodium, fat and cholesterol. These modifications include 1% low fat milk and sodium reduced ham and cold cuts. High sodium seasonings/salt are not used in cooking. This category provides approximately 1,300 – 1,500 calories and 70 grams protein in the hot and cold meal.

Average # of clients served monthly in 2015: 1,854

Average # of meals monthly in 2015: 61,786

- **Calorie-Restricted:** In addition to the modifications described in the regular diet, this option eliminates highly sweetened foods. Lower calorie substitutes for sugar containing desserts, gelatins, puddings, cookies, and cakes are included. This menu provides approximately 1,250 calories in the hot and cold meal.
Average # of clients served monthly in 2015: 689
Average # of meals monthly in 2015: 14,128
- **Bland:** In addition to the modifications described for the regular diet, this menu eliminates all tomato products, corn and baked beans.
Average # of clients served monthly in 2015: 37
Average # of meals monthly in 2015: 1,033
- **Renal Calorie Controlled:** A combination of Renal and Calorie-Restricted diets with modifications to control protein, phosphorous, potassium and sodium. These modifications include elimination of such foods as milk, tomato products, spinach, oranges, orange juice, bananas, prunes, dried peas and beans. This also includes a reduction of foods such as cheese and potatoes. Lower sugar substitutes for gelatins, puddings, cookies and cakes are included. This menu provides approximately 1,100 calories in the hot and cold meals.
Average # of clients served monthly in 2015: 35
Average # of meals monthly in 2015: 1,680
- **Ground:** Ground meat (hot entree only) is available for selective participants based upon need. Whole meats such as chicken, roast beef, turkey are ground from fresh meat when on the menu; all soft foods, casseroles and ground meat patties are served in their natural state.
Average # of clients served monthly in 2015: 71
Average # of meals monthly in 2015: 265
- **2016 current pilot programs for new meal options:** Made without gluten and lactose-free.

Pricing (as of 3/2016):

- Total cost of service for home-delivered meals (per day): \$11.45 (inclusive of cost of meals, surcharges, associated services, etc.)
- Cost of two-meal unit only: \$7.24 (please note this is the contracted meal cost through the MOW food vendor which encompasses food, preparation, supplies and delivery to distribution sites)
- Home-delivered meal diet substitution surcharge (per day): \$0.26
- Suggested home-delivered meal client contribution (per day for a two-meal unit): \$7.00; actual average client contribution in 2015 was \$2.36 per day for a two-meal unit or \$1.18 per meal.

Special Programming

Intake and case management referrals

Frozen weekend meals: For our most vulnerable, long-term clients, Meals on Wheels provides meals seven days a week—including Saturdays, Sundays and holidays when the agency is closed. A dietitian will assess whether these meals are needed. For those clients who receive them, weekend meals are delivered frozen on Thursday with the recipients' regular meal delivery.

Total served in 2015: 25,274 meals

Emergency Food Boxes: Each fall, Meals on Wheels reminds clients to stock up on emergency foods for the winter months. "Blizzard Boxes" are also assembled, containing a one-day supply of canned goods. The boxes are delivered to participants who are at highest risk and to police stations throughout our service area. In the rare event that Meals on Wheels service is cancelled due to a severe storm, the police assist in delivering the "Blizzard Boxes."

Total boxes distributed in 2015: 225

Supplemental Nutrition Programs: A select number of clients receive Ensure. Clients are delivered a supply on a monthly basis to supplement the nutrition received in their home-delivered meals.

Total served in 2015: 47 clients

AniMeals pet meals program: All home-delivered clients with pets are eligible to receive free pet food once a month through the AniMeals program. This helps ensure that clients' pets are cared for and that clients can enjoy the benefits of a pet companion.

Total served in 2015: 80-85 clients benefited

Meals Express: Meals Express is the home-delivered meals program for individuals who don't meet the traditional criteria. Meals Express is great as a respite for involved families, for those on bed rest, for those recovering from surgery, for those with a specific nutritional need and even for people who want healthy nutrition and do not like to cook.

Total served in 2015: 41,054 meals

Enlightenment on Wheels: Home-delivered clients who live in South Buffalo and the surrounding area are eligible for free, used books through the Dog Ears Bookstore.

Total served in 2015: 25-30 participants

Individual, family and caregiver counseling