

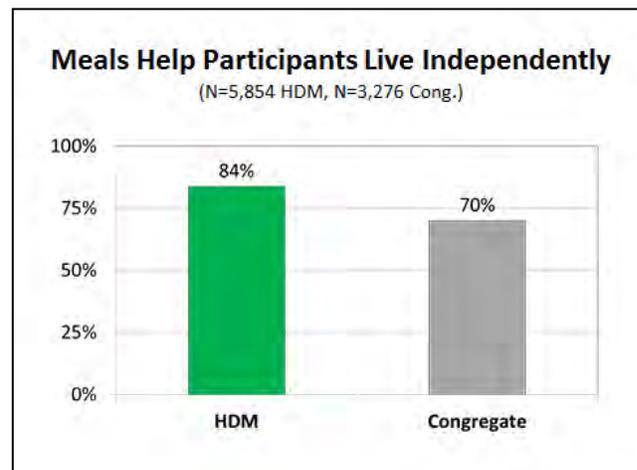
2019 Satisfaction and Outcomes

11,300 seniors participating in the Nutrition Program responded to a survey assessing the impact and quality of services. Meals are provided to seniors age 60 and over at meal sites or are delivered to those that are homebound. 9.4 million meals were provided to 83,000 seniors in order to improve nutrition and health, and reduce hunger and loneliness. These include medically tailored and diverse meal types. Over 7,000 volunteers contribute 45,000 hours yearly. Other services provided include nutrition education and individual Medical Nutrition Therapy.

Promotes Independence

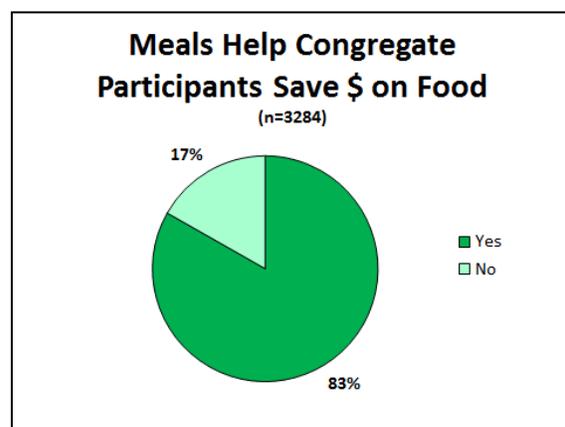
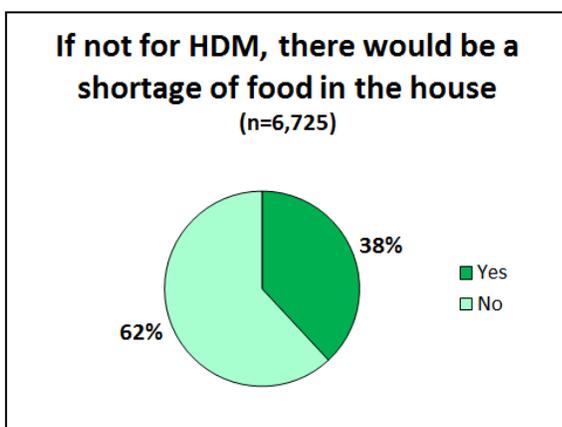
- Eighty four percent of home delivered meal recipients and 70% of congregate meal respondents reported that the meals help them to live independently.
- Approximately 80% of homebound respondents receive 5 or more meals per week with 18% receiving a meal in addition to the lunch meals, such as breakfast, supper or weekend meals.
- Fifty four of the participants who completed surveys were 100 years of age or older and 9 of these attend meal sites.

"I have less food shopping to do. Helps me spread out my meager cash income. Keeps me going – makes me feel cared for. To live better." OCES home delivered meals client



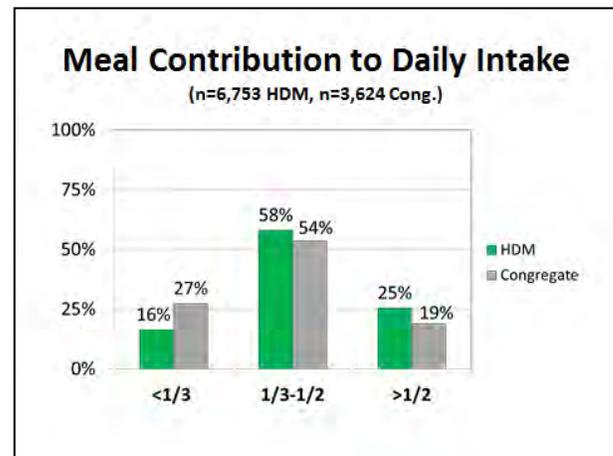
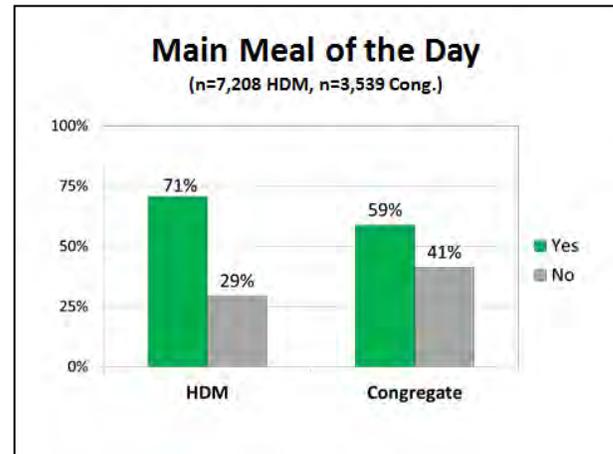
Promotes Food Security

38% of home delivered meal respondents reported they would have a shortage of food in the house if it weren't for the program. 83% of congregate respondents said the meal helps them to save money on food demonstrating the financial impact of the meals.



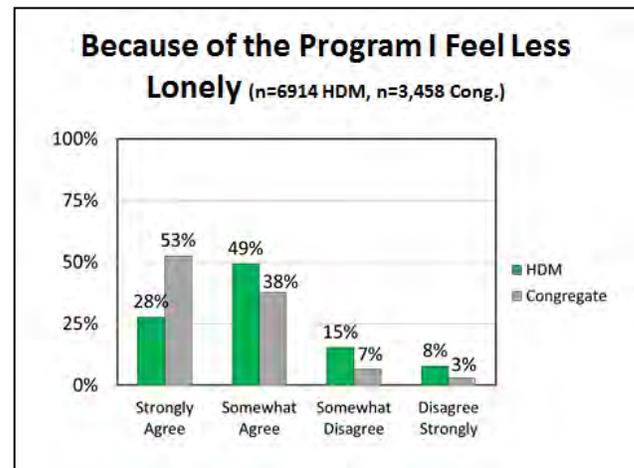
Promotes Nutritional Health and Wellness

- Seventy one percent of home delivered meal respondents reported it is their main meal of the day.
- Eighty three percent of home delivered respondents report that the meals contribute to more than 1/3 of their daily intake with 25% reporting more than 1/2 of their daily intake.
- While all meals meet nutrition standards (1/3 dietary reference intake, protein, sodium, vitamins A & C, etc.), 96% of the programs also offer medically tailored meals (e.g. cardiac, renal, diabetic).
- Home delivered meal recipients report that the meals help them to:
 - Maintain medical condition(s) (72%) (e.g. blood pressure, A1c and other lab results)
 - Feel better (88%)
 - Eat healthier (91%)
 - Maintain weight (81%)
 - Feel better (90%)



Safety Check and Socialization

- More than 1/3 (36%) of home delivered recipients live alone with no one to check on them.
- Both home delivered (77%) and congregate (91%) recipients are less lonely because of the program.



Satisfaction with Services

- Ninety three percent would recommend the program to a friend.
- 82% of those surveyed rated the meals as excellent or good.
- 82% rated highest satisfaction with the variety, taste, appearance, and how the meals were cooked.