



September 14, 2011

## **Outcomes Study Reveals “Meals on Wheels & Case Management” Program Makes a Difference in Senior Health**

Community SeniorServ, the largest nonprofit senior nutrition program in California and one of the largest in the nation, has completed an extensive outcomes study on the impact of its combined Meals on Wheels and Case Management program. The program is for frail, homebound seniors and is funded through the Older Americans Act (Title III Home Delivered Meals).

### ***OUTCOMES REVEAL IMPACT***

The Community SeniorServ study included 1,279 frail, homebound senior citizens who received Home Delivered Meals and Case Management services between July 2009 to June 2010. The research was independently designed, monitored and analyzed by DoctorS Nonprofit Consulting in Fullerton, California, under the direction of Drs. Dallas Stout and Debbie Stout. The study revealed the following statistically significant findings about new program participants:

- **Receive 141% more referrals to supportive services**
- **Gained an average of 2 pounds**
- **Demonstrated a sustained 20% increase in sense of well-being**
- **Had 34% reduction in new clients hospitalized and 62% length of stay reduction**

Ninety percent of program survey participants were low income, very low income or below poverty level. Further, eighty percent of participants were age 70 or older, more than sixty percent were women, and one-third of participants were ethnic minorities.

### ***ABOUT THE PROGRAM***

Community SeniorServ, a social services nonprofit organization, provides Home Delivered Meals and Case Management services to more than 1,100 seniors a day in central and north Orange County, California. Program participants, who can no longer shop or cook for themselves, receive three meals a day, five days a week. The meals and case management services help participants stay in their own homes longer while maintaining their independence.

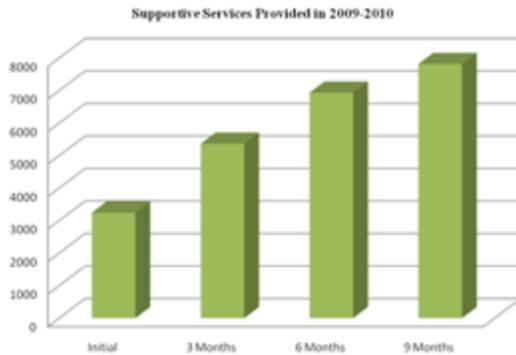
Community SeniorServ also provides Senior Lunch programs in 27 senior centers in 20 cities throughout Central and North Orange County. The nonprofit also operates two Adult Day Health Care Centers and an Adult Day Care.

For more information about Community SeniorServ or the survey results, contact Phil Beukema, Vice President Development & Communications, at [pbeukema@communityseniorserv.com](mailto:pbeukema@communityseniorserv.com) or 714-220-0224.

For information about DoctorS Nonprofit Consulting, contact Dr. Dallas Stout or Dr. Debra Stout at [www.doctorsconsulting.org](http://www.doctorsconsulting.org).

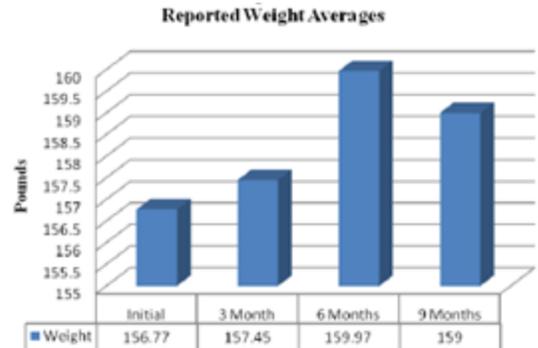
## “Meals on Wheels & Case Management” Outcomes – Results at a Glance

### INCREASED SUPPORTIVE SERVICES



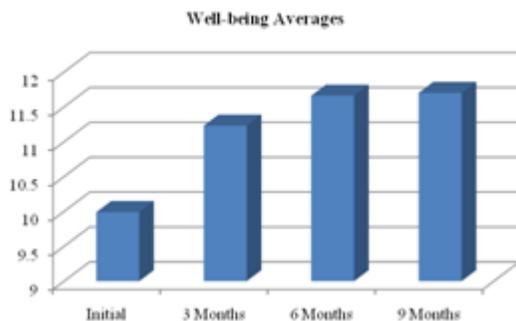
- Participants receive 141% more referrals to community resources
- Referrals provide more resources to live independently

### GAINED OR MAINTAINED WEIGHT



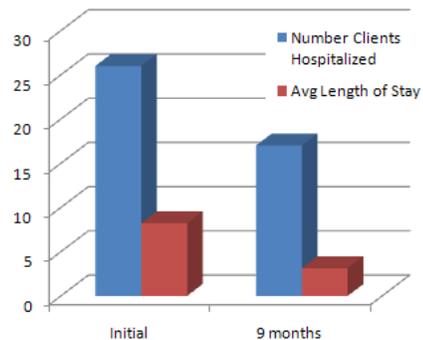
- Participants maintain or gain weight while on the program (2 pounds on average)
- This contributes to improved health for frail seniors

### SUSTAINED INCREASE IN WELL-BEING



- Well-being evaluated by Case Managers on defined factors
- Participants benefit from regular and healthy nutrition, social contact with delivery drivers, and case management services

### FEWER CLIENTS HOSPITALIZED AND REDUCED LENGTH OF STAY



- The number of new participants on Meals on Wheels and Case Management services who reported a hospital stay dropped 34%, from 26 to 17.
- For those who were hospitalized, the average length of stay was reduced 62%, from 8.2 days prior to the program to 3.1 days.

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