



National Center on Advancing
Person-Centered Practices and Systems

National and Local Perspectives on Person-Centered Supports in Older Adult Nutrition Programs and Service Delivery

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SPEAKERS

Shauna Frost, Alixe Bonardi, Uche Akobundu, Carter Florence, Bevin Croft

Alixe Bonardi 00:00

As people that are still just coming into the room, we are welcoming people as they join. And we are going to get started so that we can start with our conversation today. Next slide, please.

Alixe Bonardi 00:21

Hello, everyone. My name is Alixe Bonardi, and I am one of the co-directors of the National Center on Advancing Person-Centered Practices and Systems. To provide a visual description, I am a white woman with shoulder length street hair, I have glasses, and I am wearing a dark colored jacket today. And I am sitting in front of a bookshelf with many books.

Alixe Bonardi 00:50

We really want to thank you all for joining us today to learn about how the Meals on Wheels national network designs and adapt their nutrition services to meet the evolving and varied needs of older adults.

Alixe Bonardi 01:07

What started as a compassionate idea back in the 1950s, in the United States, when it was starting in the US, has grown to become one of the largest and most effective social movements in America, operating in virtually every community in the country. As we were talking about Meals on Wheels in preparation for this webinar, I was reflecting that this is rather similar in a way. When we think about person centered movement and Person-Centered approaches, we could argue that that began as what was considered a more compassionate movement and has grown to a national movement in terms of how to best provide services for people. And we're excited to get this conversation going. Today's webinar is sponsored by the National Center on Advancing Person-Centered Practices and Systems and co-sponsored with, with Meals on Wheels America.



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Alixé Bonardi 02:07

We are funded by the Administration for Community Living, and the Centers for Medicare and Medicaid Services. And all of these webinars are free and available to the public. Next slide please.

Alixé Bonardi 02:24

A brief introduction to NCAPPS, our goal is simply to promote systems change that makes person centered principles not just an aspiration, but a reality in the lives of people across the lifespan. And this will be really the core of our conversation with in how this is implemented with through Meals on Wheels programming. Next slide please.

Alixé Bonardi 02:48

A few logistics that I'd like to provide before we get into this webinar is to note that all participants are muted during this webinar. But as I see already, the chat feature in Zoom is an open and welcoming place for all participants who are here. Thank you to everyone who is joining and who is saying their hellos as they join into chat. Please go ahead and continue to engage in chat as you are comfortable. And this is a great opportunity to share and connect with each other.

Alixé Bonardi 03:22

Toward the end of our webinar, our speakers will be responding to questions that have been entered into the chat we will be tracking and monitoring chat. So as questions come up, please go ahead and put them in there as well.

Alixé Bonardi 03:35

This webinar is live captioned in English and live interpreted in Spanish. And to access live English captions, you would click the CC button at the bottom of your Zoom screen and live Spanish interpretation is accessed by clicking the interpretation button. At the bottom of your group, your zoom screen looks like a little round world or ball. Once the Spanish in the Spanish channel, you would need to silence the original audio so that you can hear clearly.

Alixé Bonardi 04:10

Now this live webinar will include polls and evaluation questions. So just a head up please be prepared to interact during those polling times. Next slide please.

**Alixé Bonardi 04:22**

After this webinar, you are welcome to send follow up questions and feedback about the webinar to our email address ncapps@hsri.org. Just to note that this email address isn't being monitored during the webinar. So, for technical questions you would need to go in through chat to reach our team.

Alixé Bonardi 04:48

This recorded webinar along with a PDF version of slides and a plain language summary will be available on our website at ncapps.acl.gov. And as my colleague Saska has been putting into chat, that you can download the slides from today's webinar, there's a link that has been put into chat. Next slide, please.

Alixé Bonardi 05:18

So, let's get started by hearing from you, our speakers and our panelists are always interested in knowing who's joining us here today. So, the poll has popped up on your screen, hopefully. And I can see that people have started to enter their responses to this question in what role or rolls Do you self-identify. So, we are seeing people starting to respond, just to note that you, you can expand the box where the poll is, sometimes you need to do that, so that you can see all of the response options. There's also a scroll bar that you can use to see all of the response options.

Alixé Bonardi 06:03

So, I do see a few more responses coming in from participants. And I know people are making themselves heard. Now, if you are not seeing a category that you feel you fit into here. And you would like to express that you can always put that into chat as well. If you feel comfortable. We're really just interested in knowing generally who is joining us here.

Alixé Bonardi 06:32

So, in a few seconds, the poll will be closing. And the results are now should now be up on your screen. That looks like we have about almost equal parts of people who say that they are government employee, federal, state, tribal, or a municipal and also a community or faith-based service provider organization employees about 39 34% in those two areas. We are also joined by people who represent who express themselves as being a person with a disability or someone who uses long term services and supports family members, and self-advocates and peer specialists or peer mentors. Welcome to all of you. And we're really glad that you're here for this important topic. Additionally, we have social workers,



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counselors, or care managers about 20%. And addition, researchers and analysts who are who are supporting to develop the evidence base and a lot of the work we do. Thank you all for joining and this is an exciting group that we've got here together.

Alixé Bonardi 07:49

Okay, next slide, please.

Alixé Bonardi 07:54

And with that, I have the pleasure of introducing the speaker panelists that we have today with us. We have Carter Florence who is Vice President of Programs at Meals on Wheels America, where Carter focuses on supporting meals on meal wheels programs to extend the reach and impact to serve more adult adults, older adults.

Alixé Bonardi 08:22

Next, we have Uche Akobundu who is a Nutrition Senior Director at Meals on Wheels, America, where she leads the development and implementation of the association strategy for singing, nutrition and services.

Alixé Bonardi 08:40

And finally, we are joined by Shauna Frost who is the Executive Director of Meals on Wheels of New Mexico, formerly Meals on Wheels Albuquerque. With that, I'd like to say welcome to each of you, and I'm going to turn it over to Carter is going to start our discussion around the service model and framework. Welcome Carter.

Carter Florence 09:06

Thank you so much, Alixé and the whole team in caps for having us and engaging with us. It's been great to get to know you all over the last year. Learn more about the tremendous resources that you have, and how we're all striving to make improvements in person centered approaches and practices. In our work. I am thrilled to be here. I'm Carter Florence. I'm a white woman coming to you from Northern Virginia. I have long blonde hair and I'm sitting in a room with a bookshelf and a lovely picture of a sailboat over either shoulder.

Carter Florence 09:57

I am so excited to be a part of today's conversation. And so excited to see so many familiar names and faces in the in the chat. We're so excited to be here



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with you today, I'm going to provide a little bit of context of meals on host programs. And then you'll hear more about the nutrition aspects and then some real-life examples from our local programs. One of the tremendous power of Meals on Wheels is the grassroots nature and the fact that we are in communities across the country. So, if we could go to the next slide, we'll get ourselves started.

Carter Florence 10:41

We'll go one more.

Carter Florence 10:43

Thank you so much. So, Meals on Wheels America, we are the largest leadership organization, for older for Meals on Wheels programs. Our vision is an America in which all seniors live nourished lives with independence and dignity. And I really wanted to start here, because as a national membership organization, representing our local programs, we have a shared commonality of the work. And we are really all committed to working with older adults to ensure that they're able to live independently with dignity.

Carter Florence 11:26

And in particular, at Meals on Wheels America, we're working hand in hand with our local programs to empower them to be able to improve health and quality of life of the seniors they serve. So, no one is left hungry and isolated. Again, we're a decentralized grassroots network. So, meals on post programs are going to be very reflective of the communities that they live and starred in. So, you'll really be able to see that come out throughout our presentation today. But despite that grassroots network, there's a shared history and a shared commonality of the work that is done in Meals on Wheels programs.

Carter Florence 12:08

So, in the next slide, I wanted to start briefly, with where with our history. Again, we are a compassionate idea, as Alixe said in the beginning, really starting out thinking of that neighbor helping neighbors. And as I was preparing for this thinking about person-centered approaches, person centered practices and thinking, really wanted to understand how, how that's been embedded in some form or fashion since our conception and thinking about that first known delivery of meals on wheels in Philadelphia in 1954. Really thinking how our programs have evolved over time to best meet the needs of older adults' clients. And we've seen that throughout our history. And one of the big primary ways that that was



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solidified in our country was in 1972, when the senior nutrition programs were included in the Older Americans Act, providing federal funding for Meals on Wheels programs. So, this established a true public private partnership to be able to provide these services. But even within the exception of the Older Americans Act, there's flexibility to be able to meet the needs of the older adults as they change and adapt their programs to ensure that their nutrition needs are met, as well as provide social connection for older adults. So, we really try to continue to foster and lift that up as much as possible. We are in a changing environment as all of the folks here on the call are experiencing.

Carter Florence 13:51

Our world is shifting, and so we are shifting our services to continue to meet the needs and the changing needs of older adults. So, on the next slide, with our graph our solution, I want to ground us in the solution and talk about how these changes have come to be and what impacts their solution provide for older adults. Our solution really starts with the meal. And the meal meets national dietary standards. It's offered on a regular regularly based on lead of the older adult client. In some cases, that's five days a week. Sometimes that may be five meals delivered three days a week. It's also delivered to the home or through community dining. So, for some older adults, they are able to congregate and be in a senior community or in a dining location, sometimes a restaurant voucher program, their unique ways that we're trying to continue to meet the needs of older adults and deliver those services in the home or the community.

Carter Florence 14:58

And our solution starts with that and you but through that meal, we create additional opportunities for even more services to be delivered, whether those are standalone services or individual interactions that may help support the older adult to maintain their independence. That's one of the primary ways that opportunities that we see is retailer nutrition. And he will speak some to this as well. But really what I indicate that Meals on Wheels programs are looking to serve meals designed to meet distinct needs and preferences of the community. This is an area where we're adapting. And so, this may include things like being able to offer renal meals or diabetic meals, which can better meet a chronic illness.

Carter Florence 15:43

And again, this is a growing area. So going back to our solution starts with the meal. And through that meal, the additional opportunities are created. Speaking



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of social connection, this one has been in the news so much lately, especially with the US Surgeon General's recent declaration, around social isolation and loneliness. And I really just commend Meals on Wheels programs, because we've really been building and maintaining personal connections, through meal delivery, and additional programming and assistance since inception, moving on from tailored nutrition, social connection, really grounding and the third opportunity that's created through the meal delivery, which is around safety. And this is an opportunity where programs are able to assess the environment and addressing identified issues. That that may be they're really helping to ensure that the physical environment around the older adult client is safe and conducive to them aging in place which I can already even if even though I can't see the audience, I can see the wheels turning in your head about opportunities in your work that may be connected here that how we are meeting older adults needs to help keep them safely at home, and where they want to be. And then our fourth and final opportunity is really around resources and referrals. And this is a place where we're able to share important information, connect clients to additional services, maybe that's partnering back with other organizations in your local community or region or even state windows.

Carter Florence 17:34

So, wrapping up, our solution starts with the meal from the meal, there are multiple opportunities that come to bear to support the older adult client in maintaining independence and dignity. Those primary opportunities fall into four buckets, tailored nutrition, safety, social connection, resources and referrals. And what we know on the next slide is just some of the impact that we've seen through our research.

Carter Florence 18:02

These are all some of the powerful statistics that kind of support our solution. So that we know that our solution is improving health. It's enabling independence, it's providing peace of mind and fostering dignity and respect.

Carter Florence 18:18

So, this is a little bit of our history in the model. I'm going to now turn it over to my colleague and friend Uche, who hopefully will not have the same technical difficulties that I did. We can go on to the next slide and we'll pull her up and I will troubleshoot on my end.



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Uche Akobundu 18:37

Hi, everyone. Such a pleasure to be here today and follow on my colleague Carter's excellent remarks. I too hope that I'm being heard loudly and clearly by folks on this call today, but please let me know if you're not. Again, my name is Uche Akobundu. I serve at Meals on Wheels America leading our nutrition strategy. I am an African woman with black hair. I'm wearing black rimmed glasses and have a brown cardigan on sitting in front of a white wall.

Uche Akobundu 19:09

I'm here to talk to you about our Meals on Wheels programs across the country and how they meet the nutritional needs of community dwelling older adults. And so, with that, I'll advance to the next slide and on from there to the next slide. So as part of my stage setting, remarks today, we'll talk a little bit about the growing problem that we're facing as a nation. Our nation's Senior Nutrition Program, Senior Nutrition population rather, is growing exponentially and sadly outpacing available resources and leaving more vulnerable older adults to face challenges related to hunger and isolation on their own. And in some cases, putting their health and wellbeing.

Uche Akobundu 19:57

We know that one in four Americans is turning 60 with over 10,000, turning 60 every day. And this figure is to give you a sense of scale for the challenge that we're facing as the older adult population grows. And this population as we think of how we design Person Centered solutions, it is diverse and diverse in so many ways. For instance, many some have a veteran status. Some are differently abled, some live alone and have access to some social supports, or more social support. This population on math in the face of this diversity is slated to reach almost 100 million in the next decade, with well over 115 million expected by 2060. So, in some few short years.

Uche Akobundu 20:52

Even as the population explodes, it's important to consider that it will also be diverse and yet another facet, older Americans of color will continually make up the population. From this chart on the slide on the right-hand side, you can see that from 2020 to 2060. Older adults of color will increasingly make up a larger share, almost reaching 50% of the population by 2060. All this is to say we want to look at the population holistically in terms of number but really also in terms of the composition to allow us to consider the different aspects and opportunities for person-centered service delivery and design. And with that, I'll invite us to move



to the next slide please.

Uche Akobundu 21:39

At a time in our nation when people are advocating more and more for an inclusive and equitable society. Sadly, we know that in many cases, older adults are being left behind marginalized by hunger, in some cases, poverty, and in some cases, just age. Today, one in eight older Americans is a danger of going hungry. Of course, this leads to devastating consequences for their health and wellbeing that one in eight number translates to about 10 million seniors threatened by or experiencing hunger.

Uche Akobundu 22:12

In any case, across the country, the Meals on Wheels network, as a nation is there to support. They do this excellent support every day tirelessly by serving 2.8 million seniors more than 240 million years, million meals annually.

Uche Akobundu 22:34

Let's please move to the next slide. We noted earlier that the older adult population is becoming larger and larger, becoming more and more diverse in a number of ways. We'll talk a little bit about race ethnic diversity now, due to a myriad of challenges including the impact of systemic racism. That has resulted in limited access to healthy food in different communities. A greater proportion of the ethnic population in this country remains at risk for chronic diet related diseases, including diabetes, cardiovascular disease, and others to really related meals is an important strategy for this population in order to maintain health and wellbeing. On the slide you can see different information about how food insecurity and that is the inability to consistently access enough food to live an active and healthy life differs for older adults of color.

Uche Akobundu 23:33

Seniors who struggle with food insecurity are often twice as likely to have diabetes, more than 50% likely to have heart attacks or develop asthma and are 60%. More likely to experience depression. The same seniors also experienced a myriad of challenges of daily living, including, as mentioned, being able to access sufficient nutrition, which can lead to the disadvantage of challenges with maintaining a healthy body weight and increasing the risk of adverse challenging conditions.

**Uche Akobundu 24:06**

In addition to these demographic shifts, we know that the palates and the different kinds of meals and foods that older adults want to consume given the changes in our population will be changing as well. More and more older adults of diverse cultural heritage and background expect to have access to the kinds of meals that they want to eat that align with their sense of health and wellbeing to this provides an opportunity for the provision of contemporary or modernized senior nutrition programming. Our network stands ready to step into the gap, providing culturally appropriate nutrition services contemporized meals that are offered and also providing a cultural bridge and local communities.

Uche Akobundu 24:53

Next slide, please.

Uche Akobundu 24:56

So, let's talk a little bit on these next set of slides about the age related nutrition needs of the older adult population, and just how and in what ways Meals on Wheels is a solution. I know my colleague Carter presented the general solution. That is the Meals on Wheels service model. Let's talk a little bit about how this solution as it relates to tailored nutrition really aligns with the nutrition needs of older folks. Next slide, please.

Uche Akobundu 25:27

Alright, so, on this slide, we're talking a little bit about the nutritional intakes of older adults. This data comes from the dietary guidelines for older Americans 2020 2025. And we're looking at this information to get a pre pandemic snapshot of the nutrition status of older adults. Even before the COVID-19 public health pandemic. Older adults were not necessarily meeting nutrient recommendations. From this chart, we can see a contrast between the recommended ranges of dietary intakes for key food groups, and those are those noted on the bottom. These include total vegetables, fruits, grains, dairy and protein foods. These are marked on this slide in a light blue color.

Uche Akobundu 26:15

On the slide also is our dark blue circles. And they let us know where the average intakes are on this range of recommended intakes. So, it's clear that in the older adult population in general, from this pre pandemic data, we have some improvements to make access to nutrient nutritious foods is so important for this population.



Uche Akobundu 26:40

Let's talk a little bit more on the next slide as to why. Next slide, please.

Uche Akobundu 26:45

When you consider the different factors that affect the nutritional health of older adults, I like to look at it as a puzzle. So, there are different aspects of the puzzle that we'll be talking about today. But taken together, when we're able to attend to all the puzzle pieces, we can put together the most optimal health for the older adult. So in this puzzle, there are different functional, nutrition and health pieces to consider their psychological aspects that we must also pay attention to their social factors that may make a difference there specific nutrition needs that older adults have, and their psychological considerations as we get older that also play a role in impacting our overall nutrition health. So, let's take these bit by bit over the next couple of slides. Next slide please.

Uche Akobundu 27:36

All right. So, then the nutrition needs of older adults. Sometimes as we get older, we may suffer from poor nutrition because of marginal intakes of critical vitamins, minerals, and essential dietary components that are necessary for optimal health and wellness. This situation sadly, can be exacerbated or made worse by age related changes in how our bodies processed the foods we eat. Eating foods that are appropriate for one's life stage is really important because our nutrition needs change based on what key nutrients, we're able to access from the diet or not. Some of the key nutrients that older adults need I noted on the slide. These include calcium, several vitamins, D, B, six and b 12, protein and fiber. For instance.

Uche Akobundu 28:29

Based on our current dietary guidance, older adults that are over the age of 70 may need more calcium and vitamin D to maintain healthy bones. Older Adults need to consume similarly protein as do younger folks, but the research suggests that older adults may need more protein to support good health, support recovery from illness and maintain the health of our muscles. Consuming something like fiber, for instance, is important to maintain healthy digestion, promote satiety or feeling full after one eats and lower the risk of chronic conditions. So, you can see that for older folks, these key nutrients play an important role and it's really important that we get them from the diet.



Uche Akobundu 29:13

Next slide please.

Uche Akobundu 29:17

However, so taking the nutrient needs on one hand, let's look at some of the physiological or psychosocial considerations that are in our lives in general that can also play a role in terms of the foods and the nutrition that we need. Age related changes in our biology, our functionality, our ability to use our bodies and the social settings that we're in can often have a profound impact on an older person's ability to access and consume the right foods to support their health. For instance, as we get older, we may experience age related changes in our appetite, our perception of thirst, taste and the ability to again digest key foods changes in our social situation for instance, living alone, bereavement changes in our employment status, for instance, or changes in cognition, our ability to function. The loss of a spouse, for instance, may also play a role in terms of what foods we consume, how much we eat, when we eat, altogether impacting our health losses and mobility, changes in our eyesight or dentition. Our teeth may also further limit our ability to access good nutrition. So taken together, you can see that not only our nutrient needs specific as we get older, our physiological or psychosocial situation can play a role as well. And so, it's really important to have nutrition that access to nutrition that is mindful of these changes. Next slide please.

Uche Akobundu 30:53

So, the Meals on Wheels solution then provides an attention to each of these areas of challenge in that puzzle piece that I shared earlier. The meal solution Meals on Wheels solution provides a solution to the socialization needs, is mindful of our functional needs, the ways our bodies operate, and summarize site physiological and nutrient needs as well. So, for socialization, for instance, which need for social connection, folks can access meals and community settings, if they're ambulatory, if they're up and about and able to go from their home to a community dining location. In these locations, they have engaged in programming in addition to the ability to access key community resources, and that is a mindful of the need for socialization.

Uche Akobundu 31:42

Attending to functional needs, meals can also be delivered to the homes of folks who are homebound and not able to leave their homes and meals are available in



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many cases to caregivers of individuals who are also homebound. Appropriate feeding utensils may be available to, and meals can be texture modified to meet challenges that folks might have with dentition with their ability to chew or swallow. And lastly, looking at this physiological a nutrient needs meals provided through the Meals on Wheels network for healthy age, appropriate nutrient dense and portion control to ensure that they align with current national dietary guidance. And so, you can see this Meals on Wheels offering provides an important age specific nutrition solution to meet the needs of older adults mindful of the ways the nutrition needs have changed as they get older.

Uche Akobundu 32:37

Next slide please.

Uche Akobundu 32:40

So, the role of Meals on Wheels programs meets this foundational purpose, which is to ultimately reduce hunger, provide supports for food insecurity and address malnutrition in older adults. Through the programming that's offered across our national network socialization is promoted at the home between individuals receiving meals and those delivering them or at Community dining sites or at a restaurant for instance, where folks can gather and eat communally. It's also important that these programs promote the health and wellbeing of the older folks they serve through nutrition education, nutrition support, and access to chronic disease, self-management, programming.

Uche Akobundu 33:26

And our next slide, please, I think will bring us home.

Uche Akobundu 33:30

While we know that senior nutrition programs function in a social health care, public and privately funded, community-based system of care, but ultimately always are seeking to be more person centered and appealing to the diversity of older adults that I mentioned that we are serving more and more so now offering high quality and sustainable nutrition services. To meet this rising demand for current seniors and seniors of tomorrow is a vital aspect of the services that we offer.

Uche Akobundu 34:05

Aging and nutrition network are exploring different opportunities to expand their reach and contemporized service delivery to meet the needs, again, and address



inequities of service delivery that may be present. There's also a growing realization that equity is important that it's important to access not only sufficient foods, but the right foods, foods that are wholesome, appropriate and nourishing, that meet both nutrition, wellness, cultural and a range of additional person-centered needs. And this is important so that the right meal gets to the right senior at the right time.

Uche Akobundu 34:46

And with that, I will close my remarks here and transfer things over to Shauna.

Shauna Frost 34:54

Hello everyone. My name is Shauna Frost. I am in Albuquerque, New Mexico, I am a white woman with medium length brown curly hair. I am wearing maroon rimmed glasses, a wireless headset, and a dark blue polo shirt. And I am sitting in front of a blurred background.

Shauna Frost 35:18

Next slide please.

Shauna Frost 35:22

I am with Meals on Wheels, New Mexico, and our mission is delivering healthy meals and friendship neighbor to neighbor. We opened in 1972, and in that time have delivered over 4.5 million meals. Our person centeredness really focuses a lot on enabling access to meals and services, self-determination with multiple choices, and working with partners to enhance the quality of life of our clients. We just launched a million meals campaign representing a doubling of services over the next five years. And sorry, and our mission is delivering healthy meals and friendship neighbor to neighbor.

Shauna Frost 36:14

We are going to double our services over the next five years. And we are going to achieve this in four ways. First is we are going to eliminate our waitlist and increase our services right here in the Albuquerque area. This is something that we started actually at the beginning of the year. And in just a few short months, we have seen the need for our services and the calls increase between 30 and 50%. The second is expanding our face-to-face delivery area to the north and south of our current face to face delivery area. Third, we are partnering with MCOs to provide medically tailored meals to patients either after a hospital stay or long term. And finally, we are partnering with other meal service organizations



outside of Central New Mexico in order to help them supplement their services with additional services that we offer that they may not. So, for example, a lot of this circles around medically tailored meals. Sometimes if a county or a city is providing meals, especially in New Mexico that is typically very rural, they may only be able to deliver or create one type of meal typically a heart healthy meal, or they might not have an actual home delivered meal program. Instead, they'll do a congregate meal site where people actually have to travel to that meal site. So, what we are doing is we are partnering with those organizations to be able to provide them with various medically tailored meals so that they can expand the people that they are servicing. We also have a pretty sophisticated volunteer management system along with a meal routing system that we use. And we can offer that to them in order to help them get a home delivered meal route started in their area so that they can then also serve as people who might not be able to leave their home.

Shauna Frost 38:16

Next slide please.

Shauna Frost 38:27

So, our meal services are pretty robust. We have our own kitchen, and we make our own meals in our own kitchen Monday through Friday. We have a staff of 2311 of whom work in the kitchen, and they are all specially trained. In order to be able to prepare these meals. We offer eight different types of meals, which are listed there. And in addition to that, we offer seven additional accommodations on top of those eight different meal types. And we work on a 10-week rotating menu. So, all told we offer over 3300 different meal combinations to our clients. Another point for us is that although the majority of our clients are over the age of 65, we serve all ages, and our youngest client right now is the age of 24. We have no waitlist. We only take Older Americans Act funding for our medically tailored meals in partnership with other city programs.

Shauna Frost 39:39

We charge for meals, but we do offer varying subsidies based off of somebody's income. And we do have many individuals who do receive free meals from us in fact that is the largest tear in our program is the free meal program that we have. Like I mentioned before we offer, we deliver face to face throughout the greater Albuquerque metro area. But we do deliver statewide either through shipments to partner programs, or direct to people's doors via a drop shipment program with UPS.



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Shauna Frost 40:22

Next slide please.

Shauna Frost 40:26

In addition to meal services, we offer also offer friendship-based services as well. Many of these we handle in house, but we do provide some of these through partnerships with other programs. Probably the biggest quality of life service that we provide is our pet program. We know that pets are a very big part of our client's lives. And we feel that keeping a pet happy, healthy and in a home directly contributes to client wellbeing. So, we offer pet food free pet food. But in addition to that, we also offer weekly dog walks yearly and emergency veterinary care, mobile grooming emergency boarding services in case a client ends up in a hospital, we never like to see that. But if they do, the last thing we want them to worry about is actually you know, where does their pet go? And so, we do offer emergency boarding services for that. And we have just started offering adoption services as well. For individuals who might be interested in adopting a senior pet that they can have in their home. We also offer a weekend pantry program.

Shauna Frost 41:44

So, we only deliver meals Monday through Friday, and some clients may need additional meal support. So, we have partnered with a local food bank to provide boxes of shelf stable meals, and food. Next is also newspapers. And this is probably one of my favorite programs. So, keeping isolated clients connected to community is really a big part of our mission and our vision. And a newspaper is a really great way for us to help facilitate this connection. So, we offer a complimentary newspaper with each delivery.

Shauna Frost 42:19

We also offer address painting, and this helps our delivery drivers or emergency services find somebody's house, we have an immediate needs pantry. So, we created a small pool of funding to help assist clients with some immediate needs. Most often we find the need for fans in the summertime heaters in the winter, blankets, microwaves, utensils, electric can openers, things like that are things that we are able to help provide somebody. Larger needs are generally referred to various partners that we have, such as you know, need help with utility bills and Home Repair and modifications, that kind of thing. Some of the other partnerships services that we have. So, we have partnered with somebody who trains home health care aides to provide paid internships for a number of our



clients. And so those are some of the that's another one of our partner services that we are able to provide our clients as well.

Shauna Frost 43:29

And so next slide, please.

Shauna Frost 43:35

So how do we know that we are actually providing what the clients want? And what our clients need? And the simple answer for that? That actually is not too simple. But it sounds simple, is we ask. And so, we are a very data driven organization. And we have incorporated different feedback techniques into our program.

Shauna Frost 43:59

Surveys of clients, we ask about meal satisfaction, service satisfaction, things like that. We do an intake survey or pre intake survey, we do another survey when somebody is within 30 days of starting our service. We when somebody leaves our service, we ask them why what else could we have provided to them that, you know, might have enhanced their experience. We do yearly client surveys as well. Another thing we really look for, we use surf tracker to track our meals. And along with that comes with something called change of condition feedback. And so, we get a lot of feedback from our clients and our volunteer drivers through this method. And it allows us to compile real time feedback on client experiences and needs. And we can use these this feedback to help connect clients to additional services. So, for example, if somebody says, you know, I think this person needs some in home care, we can try to connect them with an in home care partner, things like that. One of the things that came out of this change of condition form is actually the address painting, we were getting a lot of feedback that the delivery drivers were having difficulty finding the address, they would put this in the change of condition, they would try to add little bits and pieces of how do you actually find this person's house, since you can't really see the address. And the delivery instructions were getting very long. And so, we decided, well, let's try to get some address painting. And it's been a very popular program, actually. And so that came directly from the change of condition forms.

Shauna Frost 45:49

We also know our services are helping because of survey comparisons. So, a lot of what we do, will do a pre intake survey and a post intake survey. And in that we have seen a 47% decrease in the number of times a response on a client has



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fallen in their home in the past three months 42% decrease in the number of clients who reported battling with depression, a 33% decrease in the number of times somebody had to go to visit the doctor for something other than a routine appointment. And a 12% decrease in the number of times a respondent has had to choose between paying for food or paying for bills.

Shauna Frost 46:35

Some additional things that we are looking at doing in the future that have come through these surveys are culturally appropriate meals, this one is pretty interesting and actually fairly intricate. We're not just looking at adding meals that beat like, for example, we have a lot of Hispanic culture here, as well as indigenous culture. So, we're not just going to say, you know, we want please give us some more tamales which we actually do serve, and it is one of our most popular meals here. But what we are interested in doing is bringing in chefs that are from that particular culture to train our chefs on what are the ingredients that we're using? Why are we using them? How do we use them in a meal, as well as using them to help create actual recipes that follow the nutritional guidelines that we are creating for our clients. And so, we're hoping to do that by the end of next year, we're hoping to have about between 12 and 24 different culturally appropriate meals in our meal rotation, and in that 10 week meal rotation.

Shauna Frost 47:52

The other thing that we would be looking really closely into is meal choice. This is another feedback thing that we receive from our clients as well is I would like more variety, I would like more variety, well. We're offering well over 3600 choices that they can have. So, the variety that they're looking for is the variety to be able to choose like, do you want beef or chicken today? Like what is it what is that particular meal, and we think that increases their will increase their satisfaction, because they're actually having a say in what kind of protein or what kind of side dishes they may be receiving. So that is something that we're looking into as well. And finally, we're also looking into quality-of-life services, partnering with estheticians, and people who do manicures and pedicures, hair care, shaving. There is a program out here called dental care in your home, we would love to be able to partner with them to be able to provide dental services to our homebound clients, things like that. And this is all from the various surveys just asking, you know, what else do you need? What else can we provide? Obviously, our primary function for our clients is to deliver meals. But if we can also begin to act as a conduit to other services that they might need. We would definitely want



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to be able to do that.

Shauna Frost 49:27

Next slide, please.

Shauna Frost 49:33

That is, it. And with that I do believe I think we can take it back and maybe do some questions.

Bevin Croft 49:44

Yes. Hello, everyone. This is Bevin Croft. You heard my voice earlier with the Zoom gremlins and the sound. But I'll introduce myself a little more. I am a white woman with blond hair bangs, I'm wearing some turquoise-colored earrings. And I'm in a room with some plants and a framed picture of a whale. I'm trying to remember what kind of whale that is behind me, there's a picture of a whale behind. And I co-direct the National Center on Advancing Person-Centered Practices and Systems with Alixe, who you met at the top of the hour. And I will be facilitating a panel discussion with our three panelists. So, Carter and Uche and Shauna, if you'd like to bring cameras on. Carter has joined by phone. So, we're gonna hope that the sound is working.

Bevin Croft 50:51

I have some questions for you. I've been monitoring chat, we also asked you when you registered if you had any questions. So, we looked over all of those. So, we have a hodgepodge of questions to ask that will hopefully enable us to dig a little deeper into really thinking about person centeredness, and home delivered meals. So, and please do continue to put some questions in chat, and we'll see how many we can get to, we likely won't get to all of the questions in chat and registration. But we will work with the panelists to provide written responses to any questions that we don't get to and then we'll post them on the website.

Bevin Croft 51:36

But I'd like to start with something, something kind of a big question for all three of you. And this is probably the most asked question when people registered for this webinar. And I and maybe, you know, kind of a question of the day, and that's really thinking about being person-centered, that's about tailoring services and supports to the to the person themselves, providing supports that are culturally competent. And you have given examples of what that looks like in the context of Meals on Wheels of home delivered meals. But how do we do that? How do we



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hold on to that, in the reality of 2023, when we have a growing need for these services, growing diversity in the population in terms of culture and the types of needs and what matters? And, you know, so growing complexity and differences and diversity growing need limited resources? So, what are your sort of top ideas about how we really preserve person-centeredness in the reality of limited resources? High need?

Bevin Croft 53:03

Oh, and Carter, we cannot hear you yet. But I bet there's probably an unmute or something that you could try. We'll give you a sec.

Uche Akobundu 53:12

Go ahead, Carter a while you sort that out. Am I jumped in? Oh, yeah, we can hear you go for it.

Carter Florence 53:18

I just had double muted myself. So, I have unmuted myself. Hopefully this will work if not. Uche and Shauna and Bevin will keep you in great, great hands. I love this question. Bevin. And I love this question because there's no one answer. I don't have a right answer necessarily, but I have some thoughts and some of the things that we're trying to do here this is such a big systems level, sticky, wicked problem all the all the jargon you want to use it is that but what I think it comes down to is what's at the heart of person centeredness, which is the people and so the more that we can maintain and build relationships, whether that's with individuals or with organizations who are better at serving individuals than we may be in a certain group. Figuring out how to partner with is really critical I think for this so those were my pieces and then just undergirding the, the need for training and continued learning to grow our own skills in this as well. So those are my big takeaways. And it looks like my sound is working. So, I'm very excited to be a part of this. This is that and it's working excellently. Uche, go ahead.

Uche Akobundu 54:47

Yes. Hello. Glad to have you on the sound Carter and yes, I would love to plus up your comment on centering the person and taking stock because I think when we think about scale, we are a network of individuals with servant hearts. And we want to do so much for the folks that we serve and exemplified by Shauna talking about the different nutrition and non-nutrition services that they offer. But centering that individual and really trying to understand what the scale looks like for the individual based on the needs that they are articulating across a



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continuum of care, is it truly more? Or is it in greater depth? Are there different dimensions of choice or access, that are important for the individual individuals that are being served that can drive what scale can look like in this environment at this time, with the resources we have available, and that can determine the kinds of partnerships, the kinds of extensions that one can look towards, really trying to understand where support can be come from, and evolving our conception of support, we have human supports technological operational, but looking at these as flexibly as possible, sometimes they're local, and sometimes the supports are not. So, when we think about working capacity come from, we're limited by volunteers in our local for instance, but perhaps they are some other supports that can come remotely. So really challenging ourselves to look at, to do an audit of resources that we have resources that we might have, if we think differently, extensively, creatively, and really being driven by the individuals what they need as to what is that? What is the dimension or the scale of the support we're seeking to provide? Is it truly more? Or is it in greater depth with greater nuance?

Bevin Croft 56:35

This is Bevin and I really want to highlight that as a takeaway more, is it more that's needed or more depth? I think that's really fantastic. Thank you for that, for that nugget. Shauna, any reflections on this?

Shauna Frost 56:53

Yeah. So, I would like to kind of build off of what Uche had mentioned. Another thing to look at is realizing that you don't necessarily have to do everything yourself, we do a lot of what we do through partnerships with other organizations that might be better equipped to provide the services that somebody would need. And in addition to that, so one of the primary things that we try to focus on, first and foremost is access, you can't have person-centered anything if people have difficulty accessing your programs. And so that really goes back to why we are mostly privately funded. Because there are less restrictions on what we're able to do, and how we are able to utilize our funding to be able to meet the needs of different individuals. The other piece of what we do a lot of, especially here in New Mexico, we do a lot of like interpretation services, we don't do the interpretation services, but we have interpretation services available to people who call, it is something that we asked on all our intake forms, all our employees are trained on how to access those services. And we've really integrated that actually into our hiring processes as well. We pay additional stipends to our



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employees who are fluid, or fluent in specific languages that we, we need a lot of access to. And so really encouraging that. And that really helps us also to reach out to various underserved populations as well, if they know that they can call us and we're, they're going to be able to access our services and be able to speak with somebody, it's a lot easier for people who might have been hesitant before, to go ahead and pick up that phone and access those services that we're able to provide. And then from there, we can then you know, better target exactly what those particular individual needs.

Bevin Croft 59:06

This is Bevin. Thank you, Shauna, for those concrete examples. This is very useful. So, I'm gonna go next to I'm going to try to smush together a few different questions that I saw in chat, i.e., all three of you mentioned the critical importance of partnerships in your response to the last question, and so I'd like to dig a little bit deeper into partnerships.

Bevin Croft 59:42

So, this might be a multi part question because we've got a few different, different pieces. But I think, you know, Shauna, you've already kind of talked about some innovative partnerships, but I'm wondering if anyone has any other kind of examples or ideas about it. Innovative partners, someone in chat asked if there's partnerships with farmers in the area to provide farm fresh foods. Any other I guess, kind of notable partnerships, and I'd also invite folks in chat. If you have any partnerships that you think are cool, let's crowdsource that question and hear from our participants as well.

Shauna Frost 1:00:22

I just I want to hop in. And I do want to say we do have partnerships with multiple local organizations. And we have committed to about 20%, of what we provide in our meals is locally sourced. And that's kind of the baseline that we provide here in New Mexico. And so that's something that we're very proud of it but I'll let other people talk sorry.

Carter Florence 1:00:49

I'll chime in a bit with the partnerships because I think I love this question because it looks because we do represent different levels of a chain are part of a national organization. And Shauna is a more local organization. Those partnerships take some different forms. But one of the kinds of system level partnerships that I'm really proud of at Meals on Wheels America has been with



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our animal welfare partners. And so, Shauna mentioned the pet assistance work that they do. That is very common in meals on host programs. And it comes really, most often what we hear is local programs. We're trying to figure out pet food assistance, because the nutritional components of the meals were being shared with the pets themselves. So, the older adults aren't getting the full nutritional value that was being delivered. So, kind of how can we address that. And so again, we're not animal welfare experts. But we've been able to partner nationally with PetSmart charities who's been able to open doors to additional pet animal welfare experts. And so, we're able to bring new understanding of what it means to have access to pet food, or how do you transport? How do you have a dog walking program? What's the liability involved there? These are some really interesting challenges that I certainly didn't think about when I started, but have definitely been figured out solutions, both hyperlocal. And in the national level as well. And I'm loving seeing all the other partnership ideas coming in the chat.

Uche Akobundu 1:02:32

Definitely keep them coming. It's great to see and provide solutions for your peers on this call as we talk about very specific partnerships here. As a panel, thinking also, on our nutrition side, a recent partnership that we are pleased to have with grocery store Food Lion in the northeast, Mid-Atlantic southeast region. And again, this particular partnership is to ensure that seniors are a focus of this particular food retailer. And so with that they're able to provide through the retail relationship, access to product access to information capacity through local volunteers at the store who can support the meals program in a variety of ways, either in kind with services, engaging the store as an opportunity for connection, awareness, raising events that uplift both the Meals on Wheels program and the stories. It's as well as supporter of seniors and senior nutrition. So, it has been a recent partnership, but it's one that's paying dividend as this partnership continues to grow. So happy to see this as one example of partnership to offer that has national level operation as well as really hyper local impacts as well.

Bevin Croft 1:03:53

This is Bevin, I thank you for these examples. And I'll also just read some examples here in chat to for folks who may not have access to chat. Shauna mentioned that they partner with their local farmers market and deliver bags of produce biweekly and that runs through the summer into the fall. Lourdes describes a partnership with local restaurants. Karina uses a partnership with the dietary department at the local hospital to look at dietary supervised meals and



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notes that getting back to the question of scarce resources. One staff person was 60 volunteers and that is essential. So, you know, clearly a way to maximize limited resources. So excellent. Oh, and Lourdes is cool partnerships, describing partnerships who can provide culturally appropriate meals such as Korean South Asian meals, phenomenal, so many different ways that partnerships can be developed.

Bevin Croft 1:04:58

Okay, so I asked you about the type of couple of examples of partnerships. Now I'd like to hear your wisdom about how do we develop these partnerships? How do we find partners? And what does the, you know, what does the beginning of the relationship look like? That's fun. Maybe a question for you to start with Shauna as a as our local rep,

Shauna Frost 1:05:25

I can tell you that you the best way to start is Google. Google tells you a lot of different things. I mean, if you're looking for a partnership in an area that you're not familiar with Google who is doing that work for you, and then just reach out and tell them, hey, I'm with your organization, and I'm interested in a partnership and set up a meeting, I've always found that face to face meetings are probably the best way to get across, you know, partnership intentions. So I was, yeah, Google. And then a phone call is really the best way. And lots of times, the larger you expand your partnership network, you'll be able to tap into those various partners to then connect you with other partners that you're looking for as well. It's really just the very, very beginnings of forming multiple partnerships that might be the most difficult. Once you have a network established, it's really going to be much easier to reach out and talk to somebody, especially if there's like a warm handoff as well.

Uche Akobundu 1:06:37

I really encourage folks to consider the nontraditional folks as you do your Google search, or for those of us old enough to remember your yellow book, search, who are the people in your neighborhood that share a stake in a healthy, vital nourished, senior population living lives with independence and dignity. And some names immediately come to mind. But there are other partnerships that I think that could also be there. And it's my contention that everyone is in the aging business, they just don't know they're in aging. And so, a couple of perspectives have come to me of late. There's often a focus on child nutrition, and rightly so. And it's important to remember the children do grow. And so, because of that,



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even in the aging network, we have a stake in the children in our community. So again, you might not consider in the aging services network, that children are a key stakeholder group. But that's a partnership that can pay dividends for the moment and for the future. Also, important to consider, folks that just may fall out of our realm of thinking and thinking about our programs that participated in a wonderful congregate meal focused innovations network in Texas. And this collaborative yielded a diversity of different partnerships. One being perhaps a funeral home, may not be something you think about. But individuals who need access to good nutrition, as social situations in their life change can also be important partners. So, I encourage folks to think, generally and broadly and expansively who are stakeholders at the table who are invested in happy, healthy, nourished older adults, now and in the future, and consider that as a lens for partnership building.

Carter Florence 1:08:29

I love that. This is Carter, I was thinking about really grounding. Well, let me back up, I adore relationships and partnerships. That's one of my favorite things to do. It is not it does not come naturally for everybody. And I don't know that it necessarily comes naturally. For me. It's just something that I've seen, benefit time and time again, and the power of collaboration, and just how much how many more resources can be brought to bear when you're looking at that. But it can be really difficult. And it can be a little scary to think about what you're giving up. When you're going into a partnership, you are really inviting people in in a very different way. And so one of the practices that I really encourage folks to do early on in the conversations of establishing a partnership is to articulate what you are getting from, from everybody, but what you're also getting, but to really have that clarity of okay, this is this is what I'm putting up in this partnership relationship collaboration and have check checkpoints to really you know, know if it is going to be fruitful in the long run.

Carter Florence 1:09:39

I think those are just some of the that and then to reiterate Uche and Shauna's googling or whatnot, the practice of collectively, identifying assets in your community, I think can be a really great place to start. So, I have a public health background. So, asset mapping is always going to be one of my go twos when looking to establish relationship. And there are very good and fairly simple techniques to doing windshield surveys and asset mapping that you can find resources on how to do that, and how to do that with the clients that you're that



you're engaging with and serving and having them be part of the solution to identifying partners, that can really be a powerful way to having lasting partnerships.

Bevin Croft 1:10:31

And this is Bevin, and I would be remiss if I didn't mention that NCAPPS has developed an asset mapping toolkit, which I knew Saska was going to put the link in chat, I think she would put it in before I even asked her to, and she did. So please.

Carter Florence 1:10:48

I was pretty sure you had one Bevin, but I didn't want to lift it up if I had misremembered.

Bevin Croft 1:10:54

So yes, we do. And we're actually working on a second edition of the asset mapping toolkit for you know, kind of new and improved. So, stay tuned for that. But the original is pretty solid. So yeah, feel free to download and use.

Bevin Croft 1:11:15

Okay, and Shauna I have a question for you. And that is kind of interested in are there any person-centered approaches or services that you've tried that haven't worked.

Shauna Frost 1:11:31

Um, I mean, there's always there's probably too many to count to that we've tried or tried to find a partner that we've done it unable, that doesn't mean that it goes away, it just means that it gets put on, we call it the parking lot, things like that get put in the parking lot. And when we are maybe further along in our learnings about a particular need, then we can go ahead and revisit that. And there's nothing wrong with that you can only focus on so many things at a time. And you have to really focus on the places where you're going to be able to have the most impact. And so, if something that you're trying to do isn't having the level of impact that you want. There's nothing wrong with putting it in a parking lot. And then coming back and seeing if you could look at that later, at some of the challenges that we've had, have really been the feedback from the client. So, we do a lot of surveys. And one of the reasons why we do a lot of surveys is because we haven't really been able to find a better method. We have struggled with being able to contact individual homebound clients focus groups are not necessarily an



option for them.

Shauna Frost 1:12:54

So, we have toyed with the idea of well, maybe we can have a volunteer call them and they can do a one-on-one survey, which does take a lot of background training, especially for the volunteer to be able to do that. So really the best method that we found so far, is this. The surveys that we do, we do a lot of surveys.

Shauna Frost 1:13:20

Yeah, so I would say probably if we're talking about issues and things that we've had around person-centeredness is getting the feedback that we need. For that is probably the biggest issue that we've had.

Shauna Frost 1:13:36

Some other things that we have encountered are maybe not being able to fully carry out what we want to so a lot of the, I'll give you an example of that, because that didn't really make sense. But, for example, we deal a lot with hoarding issues. We deal a lot with people in different stages of Alzheimer's and dementia, and different mental health conditions that we nor our volunteers are unnecessarily equipped to handle. And being seeing that somebody needs additional supports that we are unable to provide for them. And either having them refuse the connections that we are able to make or not being able to make good connections because the supports just aren't there can be very difficult. And so that's probably one of the things that we deal most with in terms of trying to be able to get people the services and support that they need while meeting them where they are. So those are some of the issues that we have run into there. I'm not sure if that 100percent answered your question or not?

Bevin Croft 1:15:02

Yeah, this is Bevin, Shauna, it did. And actually, you anticipated another question that's very important for us at NCAPPS, which is really around like, how do you engage people who, you know, receive the services use the services, in shaping the delivery, and you named, you know, just the challenge of reaching folks as an issue. And I think that makes a lot of sense to me and glad that you named it it's not we've heard it before, too. And so, kudos to putting your energy there and keeping going with that work.



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Bevin Croft 1:15:39

I have a couple of questions for Uche and Carter, kind of zooming out to the national level. And to add to what you already presented on any efforts nationally to promote person, these beautiful person centered approaches that you've listed any efforts nationally, that that you all are doing to highlight?

Carter Florence 1:16:04

I definitely think we are we are constantly looking at our opportunities for that as a membership organization, it's been interesting to say, embed that into the work that we're providing. So, we are definitely in our education and training, looking at ensuring that we're lifting up person centered resources, that we're making sure that your all's great resources are available to our members. And I'm looking to experts to bring in in that. I think one of the other ways we do have a grant making function as the organization and we're looking at ways of designing our grant making to help support that. But we also know that not all programs, not all Meals on Wheels programs are ready to go further in certain areas. So, it's a push pull, for sure. But we are looking at ways to embed person-centered where it makes sense and create opportunities for it nationally. But those are, as I was kind of thinking about the question, those were some of the low hanging fruits that I really feel like we are able to point to and say, this is some of our area that we're looking at. And.

Bevin Croft 1:17:21

Yeah, your audio went out.

Uche Akobundu 1:17:24

All right and with that I will chime in at this time to say that yes, I agree to plus up Carter's comments in the areas of focus that she mentioned, I will say that we're increasingly having conversation and engaging partners, and our network at large, of course, in really ensuring that the conversation remains broad around senior nutrition. And that folks really understand the how the nutrition needs as we all get older, evolve and change how the Meals on Wheels solution is tailored to fit these needs as they evolve, lifting up the purpose of our network to really meet seniors where they are as their own individual needs evolve from living independently ably in the community to having perhaps as Shauna mentioned, some additional challenges that need either a higher intensity or a different approach to solve. But that all seniors all of us moving back and forth along a continuum where our nutritional needs are evolving in time. And that is the lens in which we want to celebrate the aging and nutrition network and really highlight



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the work that they do so that we are ensuring broad access to nutrition services for seniors, and that we're not favoring one particular type of access, really trying to make sure that that continuum of need aspect, it remains front and center. So, if we're designing policy solutions, programmatic solutions, we're doing it with this broad continuum in mind with the notion of flexibility with the notion of really being having the senior at the center, where are they on that continuum today? What are the services they need today, understanding that in time, which may change too, we want to advocate again for age and client appropriate nutrition services and solutions. And really center the nutrition the Meals on Wheels service provider as the expert in the room, who has not only the lived experience living in that community, but that lived professional experience and is that go to person that we can turn to and network that is 50 years strong and network that is able to yesterday, today and tomorrow to meet these needs. And so, these are the kinds of talking points and fossa that we have in order to ensure that person centeredness remains front and center.

Bevin Croft 1:19:42

Excellent. Thank you, this is Bevin. Carter, do you want to do a soundcheck?

Carter Florence 1:19:48

No. Because I'm a bit nervous, but I think I'm back. So just in time to say thank you.

Bevin Croft 1:20:01

Well, we're, we're just minutes till the end. There are lots of questions. And I think, you know, definitely we'll send out an email to everyone when we have the materials up. And we'll, we'll get your questions answered, there were a lot of more specific questions that I think we could definitely get answered for you. So, stay tuned for an email back from us once. Once that's on our website.

Bevin Croft 1:20:25

I think what I'd love to do is just do one more quick go round and see if you have parting words, any points that you wanted to make that you haven't quite made yet, or anything to highlight? You know, as we say goodbye for the afternoon. And perhaps Shauna, will we'll start with you.

Shauna Frost 1:20:46

Yeah, thank you. First, I'd like to say thank you for having me here, I really enjoyed getting to talk about our program and what we've done. If I'm going to



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leave with some parting wisdom, it would probably be to start somewhere. It doesn't have to be perfect; it doesn't have to be big; it just needs to be something. And you can really build off of what you've started. After you. After you start. You can build on it. But you can't build on nothing. So, start somewhere.

Bevin Croft 1:21:22

Nice. And let's go to Carter next. Last time.

Carter Florence 1:21:33

Maybe. I will reiterate Shauna, thank you so much for being here. Thank you for your resources, Bevin and your team. They really have been very helpful to me, and my work and I believe to our network as well. So really appreciate your willingness to put together this opportunity. I know that one of the questions that had been asked that I do want to just touch on is that we have some folks who are actually curious as to where they could find local meals and health services. And there is a resource on Meals on Wheels America's website. So, I'm going to ask Saska to put that and then the chat just so folks are looking to know more about what your local providers doing. Again, it may not look exactly like New Mexico, it's gonna look like the community you're in. But I really encourage you to look that and if you have any questions for us, we're excited to continue this journey. And just appreciate the time here Bevin.

Bevin Croft 1:22:35

And Uche you get the last word.

Uche Akobundu 1:22:40

How about that? All right. Well, I just want to thank everyone for his time and opportunity say that may mean so much to many of us. It also means that it's Older Americans Month and I'm really excited and thrilled about this year's theme aging Unbound, that means so many things in the context of today's conversation, but chief amongst these, it's embracing flexible, flexible thinking around how we age. And focusing on making sure that older adults remain included, engaged, independent and supported and all the way that we do that. So, centering the older adult, to ensure that they can live this nourished, unbounded life is a focus for us and man, it just really encourages folks in the waning days of this month to really embrace that fully.

Bevin Croft 1:23:26

Beautiful. Thank you to Uche, Carter, and Shauna, for your wisdom for your time.



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Thanks to everyone for joining us. Before you leave. If you would please answer the six questions that just popped up. This is our post webinar evaluation poll that we use to make sure our webinars are good quality and accessible. And please, you know, stay tuned to our newsletters. We have some pretty cool webinars coming up this summer. And as always, you know we're here if you have questions if you'd ever like to reach out ideas for future webinars, you can get in touch with us by email, social media, all that good stuff. Have a great afternoon to everyone.