



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

**Summary of a webinar from May 23, 2023**

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### **Introduction**

This webinar is about an organization called Meals on Wheels. Meals on Wheels helps feed older adults across America. They deliver meals to people in their homes and communities. The goal of Meals on Wheels is to make sure no one is hungry or lonely.

### **Personal Stories**

Carter works for the national Meals on Wheels. She talked about how Meals on Wheels does more than provide food. Meals on wheels is also about making friendships with the older adults they serve. They look out for their safety and refer them to services they might need.

Uche also works for the national Meals on Wheels. She talked about the older adults they serve. The number of older adults in America is growing. Many older adults experience hunger and loneliness. This especially applies to older adults of color. Uche also talked about the foods we need to stay healthy as we get older.

Shauna works at Meals on Wheels in New Mexico. In New Mexico, Meals on Wheels delivers meals in person. Many people get free meals. Shauna says they try hard to give people choices over the food they eat. They hired chefs from different cultures to create recipes that people like. They also have friendship services. These services help with pet care. They also give people newspapers so they can stay connected.

### **Panel Discussion**

Carter answered the question, “How do we create partnerships?” She says a good start is to think about the strengths of your community and reach out to them.

Uche answered the question, “How can we be person centered when there is limited resources and a lot of need?” She says, think about what supports are missing, or if the existing supports need to do more.

Shauna gave the advice, “Start somewhere. It doesn’t have to be perfect. It doesn't have to be big... you can build off of what you’ve started [later].”



NCAPPS

National Center on Advancing  
Person-Centered Practices and Systems

The speakers on this webinar were:



**Carter Florence**, DrPH, MPH, is Vice President, Programs, at Meals on Wheels America focused on supporting Meals on Wheels programs to extend reach and impact to serve more older adults. She holds a Bachelor of Science in chemistry from Centre College and a Master and Doctor of Public Health in community health from East Tennessee State University. She is an Appalachian native and enjoys cooking, yoga, and traveling in her spare time.



**Uche Akobundu**, PhD, RDN, is a Nutrition, Senior Director at Meals on Wheels America where she leads the development and implementation of the Association's strategy for senior nutrition programs and services. She holds an M.S. in Nutrition with a concentration in public health from the University of Massachusetts, Amherst, and a Ph.D. in Nutrition from the University of Maryland, College Park. She received her dietetic training at Hunter College, New York, New York.



**Shauna Frost**, MBA, is the Executive Director of Meals on Wheels of Albuquerque. Prior to this role, she served as the Digital Marketing Manager at Don Chalmers Ford and as a Consumer Relations and Research Director at the Marine Corps Community Services. She is an experienced C-Suite executive with a demonstrated prowess in innovative leadership, business development, change management, and process improvement.

*NCAPPS is an initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services to help States, Tribes, and Territories to implement person-centered practices. NCAPPS webinars are open to the public, and are geared toward human services administrators, providers, and people who use long-term services and supports. All NCAPPS webinars will be recorded and archived at <https://ncapps.acl.gov>.*