

State of Illinois Illinois Department on Aging

FY 2023 HOME DELIVERED DELIVERED MEALS REPORT

October 1, 2021 to September 30, 2022 Report Date: March 2023 In Accordance with Public Act 93-0484

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Legislative History

Public Act 93-0484 added Section 4.07 to the Illinois Act on the Aging (20 ILCS 105). This section states: "Every citizen of the State of Illinois who qualifies for home-delivered meals under the federal Older Americans Act shall be provided services, subject to appropriation."

This Act also requires the Illinois Department on Aging to file an annual home delivered meals report with the General Assembly. At a minimum, the report must include the following information:

- Estimates, by county, of citizens denied service due to insufficient funds during the preceding fiscal year "and the potential impact on service delivery of any additional funds appropriated for the current fiscal year. (Outlined on Pages 25-28)
- Estimates of additional funds needed to provide services to those denied service or on waiting lists, including staffing and equipment needed to prepare and deliver meals. (Outlined on Page 73-74)
- Geographic areas and special populations unserved and underserved in the preceding fiscal year. (Outlined on Page 31)
- Recommendations for increasing the amount of federal funding captured for the program. (Outlined on Page 77-81)
- Recommendations from the Aging Network on potential ways to reach unserved/underserved areas and special populations. (Outlined on Page 82-86)
- Any other information needed to assist the General Assembly and the Illinois Council on Aging in developing a plan to address unserved and underserved areas of the State (Outlined throughout the FY 2023 Home Delivered Meal Report).

Public Act 102-0253 added a requirement for the Department on Aging to develop a fact sheet about public benefit programs available to older adults which is now distributed with home-delivered meals on an annual basis.

THE AGING NETWORK IN ILLINOIS

The Illinois Department on Aging

The Illinois Department on Aging was created by the State Legislature in 1973 for the purpose of improving the quality of life for Illinois' senior citizens by coordinating programs and services enabling older adults to preserve their independence for as long as possible. It is the single state agency in Illinois authorized to receive and dispense Federal Older Americans Act funds, as well as specific state funds, through Area Agencies on Aging and community-based service providers.

The Aging Network in Illinois is intended to provide a comprehensive and coordinated service system for the State's approximately 2,800,000 older adults aged 60 or older, giving high priority to those in greatest need; to conduct studies and research into the needs and problems of the elderly; and to ensure participation by older adults in the planning and operation of all phases of the system. At the state level, the Illinois Department on Aging serves and advocates for older Illinoisans and their caregivers by administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life. In fulfilling its mission, the Illinois Department on Aging responds to the dynamic needs of society's aging population through a variety of activities including:

- Planning, implementing, and monitoring integrated service systems.
- Coordinating and assisting the efforts of local community agencies.
- Advocating for the needs of the State's elderly population
- Cooperating with federal, state, local, and other agencies of government in developing programs and initiatives.

Area Agencies on Aging

The State of Illinois is divided into 13 Planning and Service Areas (PSAs). There is one Area Agency on Aging designated by the Illinois Department on Aging located within each PSA. In Illinois, 12 not-for-profit agencies and one unit of local government serve as Area Agencies on Aging. Each Area Agency on Aging is responsible for planning, coordinating, and advocating for the development of a comprehensive and coordinated system of services for the elderly and their caregivers within the boundaries of the individual PSAs. Use of this type of decentralized planning process is authorized by the Older Americans Act for a three-year cycle set by the Illinois Department on Aging.

This three-year cycle begins with an assessment of the needs of local older adults, family caregivers and grandparents raising grandchildren for services. Through a process of public hearings, surveys, research, and the assistance of the Area Agencies' advisory councils, these needs are ranked in order of importance and matched with available resources. Each Area Agency then incorporates a proposed funding distribution, budget, and other planning information into an Area Plan on Aging following a format prepared by the Illinois Department on Aging. Also included in the plan is an outline of proposed Area Agency on Aging activities for each year of the cycle. Following public hearings, the area plan is submitted to the Illinois Department on Aging for review and approval. Area Agencies on Aging are permitted to amend their area plans annually in response to changing needs, priorities, and available funding. Federal Older Americans Act and State funds are allocated to the Area Agencies on Aging upon approval of the area plan and/or the area plan annual amendments by the Illinois Department on Aging.

The Area Agencies on Aging in Illinois are not, as a rule, direct service providers. They contract with local providers for services that have been identified as needs through the planning process. The Area Agencies on Aging are responsible for monitoring, evaluating, planning for services, and providing technical assistance as needed. In addition, the Area Agencies on Aging function as advocates for older adults and are the primary disseminators of information relating to aging issues within their respective planning and service areas.

For additional information on PSAs and Area Agency on Aging locations and counties served, refer to pages 24 and 25 of this report. The following chart lists the thirteen Area Agencies on Aging in the state.

PSA	Name of Area Agency On Aging
1	Northwestern Illinois Area Agency on Aging
2	AgeGuide
3	Western Illinois Area Agency on Aging
4	Central Illinois Agency on Aging
5	East Central Illinois Area Agency on Aging
6	West Central Illinois Area Agency on Aging
7	AgeLinc
8	AgeSmart Community Resources
9	Midland Area Agency on Aging
10	Southeastern Illinois Agency on Aging
11	Egyptian Area Agency on Aging Inc.
12	Senior Services Area Agency on Aging/CDFSS
13	AgeOptions, Inc.

Service Providers

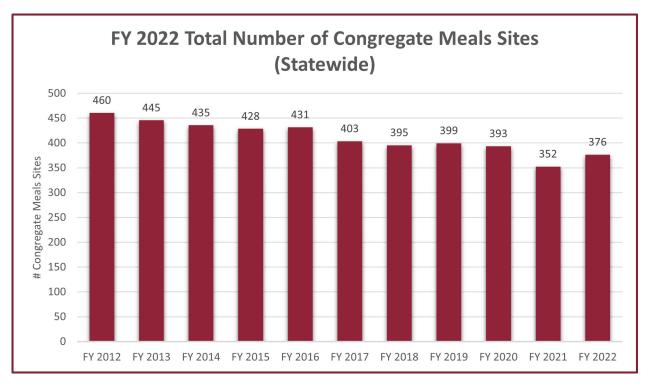
Community-based service providers also represent a key segment of the Aging Network in Illinois because they provide direct service and operate the programs for older adults and their caregivers.

The direct service delivery system consists of agencies who receive funding from Title III of the Older Americans Act and Illinois Department on Aging's Community Care Program. Many agencies receive both Title III and Community Care Program funding. Title III providers offer a wide range of home and community-based services, including home delivered meals. The Community Care Program providers offer in-home care, adult day service, emergency home response, automated medication dispenser, information and referral, care coordination, and services made available through special demonstration or research projects.

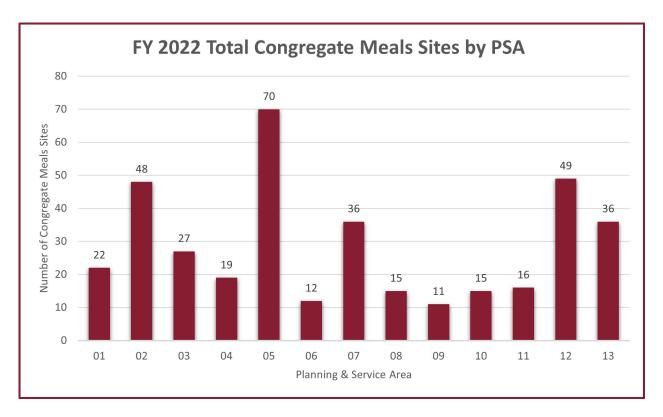
During Federal FY 2022, more than 407,000 older adults, family caregivers and grandparents raising grandchildren were served by nutrition and social service agencies under Title III of the Older Americans Act. These services include information and assistance, outreach, congregate meals, home delivered meals, transportation, legal assistance, respite care, chore, residential repair, senior center activities and health promotion and disease prevention.

In FY 2023, more than 1,522,366 congregate meals are estimated to be served to approximately 47,069 older adults at more than 352 meal sites located throughout the State. Approximately 60,957 homebound older persons will receive an estimated 10,949,044 million home delivered meals. The following pages outline additional information about nutrition programs in Illinois.

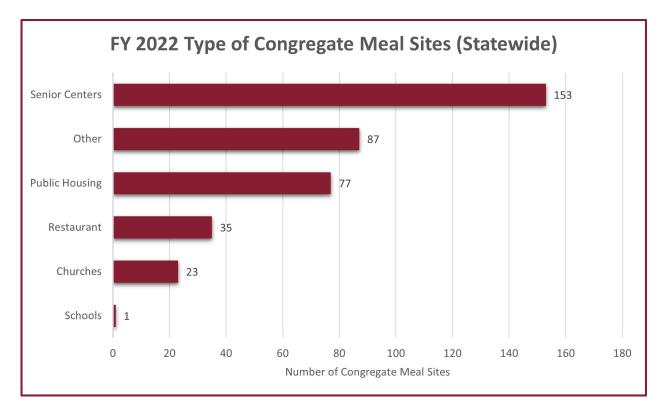
The following charts reflect statewide data for the 376 congregate meal sites.



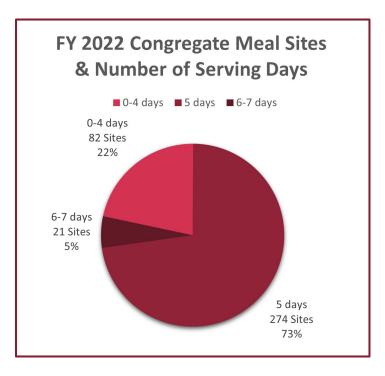
The above table reflects the number of Congregate Meal Sites across the state per fiscal year.



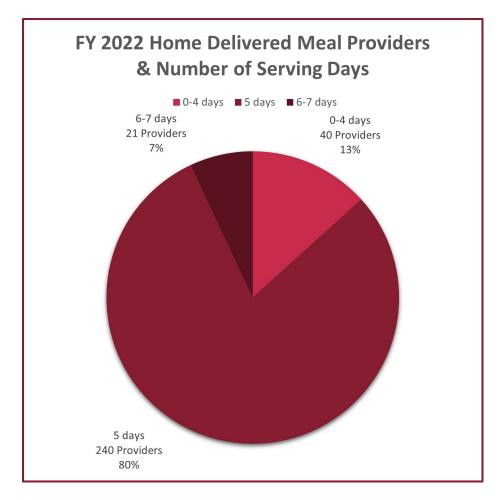
The above table reflects the number of Congregate Meal Sites per PSA in fiscal year 2022.



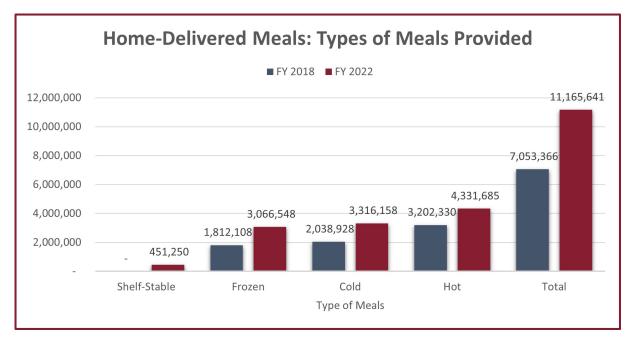
The above table reflects the number of Congregate Meal Sites across the state that are in senior centers, public housing, restaurants, churches, schools, or other locations.



The above chart reflects the number of Congregate Meal Sites and the numbers of days per week meals are served statewide.



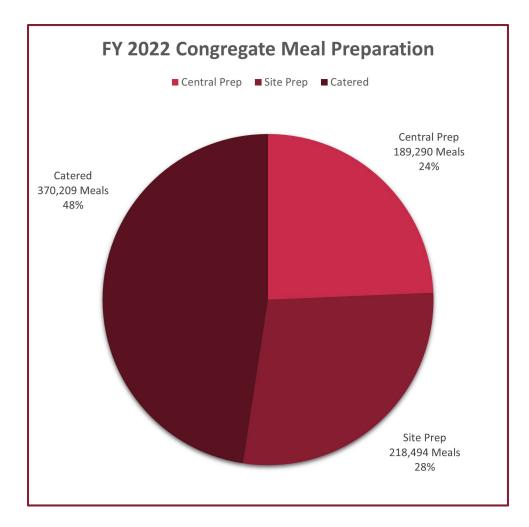
The above chart reflects the number of Home Delivered Meal providers and the number of days served.



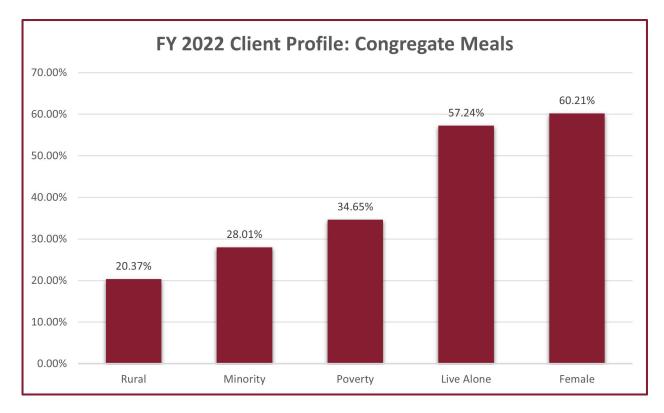
The above chart reflects the number of Home Delivered Meal provided by type: hot, cold, frozen, and shelf stable.

Note: The department temporarily suspended congregate meal services beginning in March of 2020 in an effort to stop the spread of COVID-19 (Coronvirus) during the pandemic. As a result, services provided under the Home Delivered Meals Program began to increase. The above chart reflects the number of home delivered meals provided by type: hot, cold, frozen, and shelf stable.

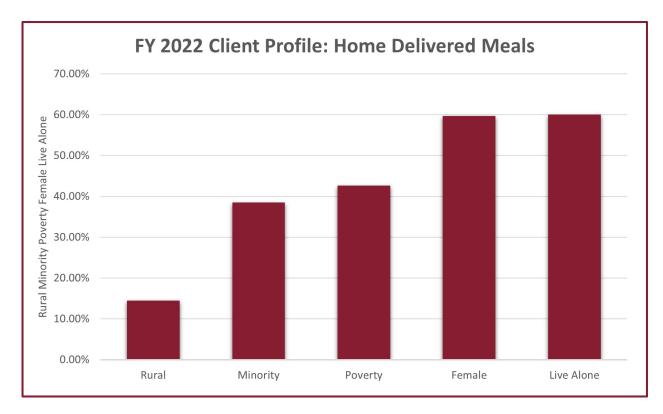
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The above chart reflects the number of Congregate Meals that are prepared on site, at a central prep location, or catered. **Note:** Catered meals are prepared at an offsite facility and are then brought to a congregate meal site. Site Prep includes meals that are prepared on location where the congregate meals are served. Central Prep includes meals that are prepared at a central location and then delivered to satellite locations/meal sites.

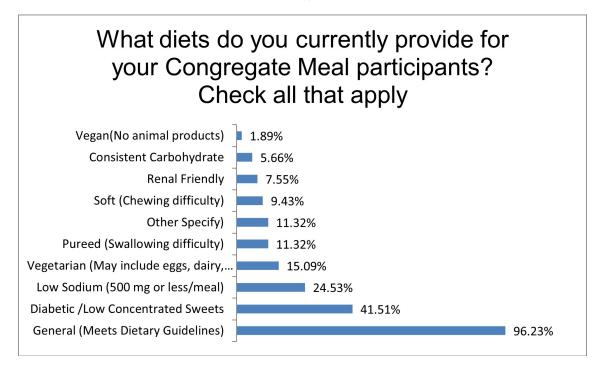


The above chart reflects the client profile of persons who participate in Congregate Meals. Persons who are rural, minority, poverty, living alone, and female are factors considered when determining greatest social need.

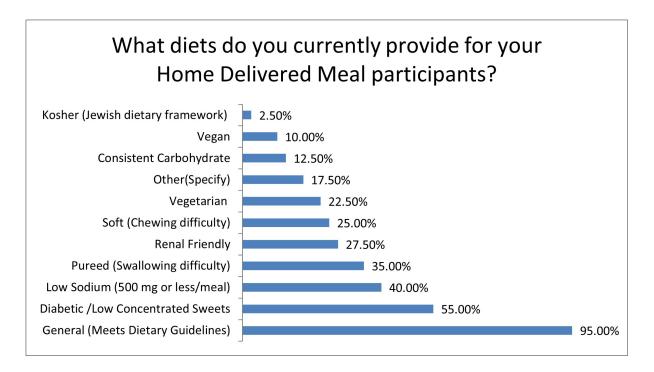


The above chart reflects the client profile of persons who participate in Home Delivered Meals. Persons who are rural, minority, poverty, living alone, and female are factors considered when determining greatest social need.

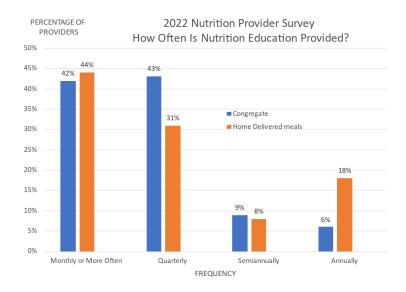
The following charts reflect types of diets provided at congregate and Home Delivered Meal programs throughout the state as collected from the Home Delivered Meals Survey in September 2022.



The above chart indicated the percentage of Congregate Meal providers that provide the noted meal choices. Source: 2022 Nutrition Service Provider Survey conducted by the Illinois Department on Aging



The above chart indicated the percentage of Home Delivered Meal providers that provide the noted meal choices. Source: 2022 Nutrition Service Provider Survey conducted by the Illinois Department on Aging



The above chart indicates how often nutrition education is provided to Congregate and Home Delivered Meal participants. Note: 2022 Nutrition Service Provider Survey conducted by the Illinois Department on Aging.

Background and Analysis

With the aging of the U. S. population, increased attention has been directed to delivering health and related services to older adults in community settings. Since adequate nutrition is critical to health, functioning, and the quality of life, the Senior Nutrition Program is an important component of home and community-based services for older adults.

The Illinois Department on Aging's Senior Nutrition Program, authorized under Title III of the Older Americans Act provides grants to the 13 Area Agencies on Aging who then fund more than 300 nutrition service providers to support nutrition services to older adults throughout Illinois. The Senior Nutrition Program is intended to improve the dietary intakes of older adults. Meals served must provide at least one-third of the daily recommended Dietary Reference Intakes (DRIs) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences, if the older adult is offered one meal per day.

While there is not a means test for participation in the Senior Nutrition Program, services are required by the Older Americans Act to be targeted to older adults with the greatest economic or social need, with special attention given to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.

Many older adults cannot consistently obtain a nutritious diet. Older adults age 85+, minority older adults, older adults in greatest economic need, older adults who live alone, and individuals with chronic health conditions are at the highest risk of being malnourished. Food insecurity is having inadequate access to nutritious foods needed to maintain or live a healthy life. This includes regions of our state with poor access to grocery stores often due to geographic distance and lack of transportation.

In 2020,6.8% (5.2 million) of the U.S. population age 60 and older were considered food insecure, 2.6% (2 million) were considered very low food secure, 26.5% of the U.S. population age 60 or older were below the poverty line, 19.1% of the U.S. population 60 or older were Black, 5.2% of the U.S. population 60 or older were White,13 2% were Hispanic. In Illinois, 7.1% of individuals aged 60 or older were considered food insecure (Ziliak & Gundersen, 2020).

Adequate nutrition is critical for healthy aging, the prevention or delay of chronic disease and disease-related disabilities and helps older individuals recover more quickly from illnesses or injuries. The Aging Network's Nutrition Programs provide congregate and home delivered meals, link older adults to supportive services, decrease social isolation, and provide nutrition education to help decrease or manage chronic health conditions.

Since the Covid-19 pandemic suspension of program services on March 12, 2020, many congregate meal programs adapted by offering virtual activities such as: Get Set Up, a social and learning community designed for older adults, with classes available around the clock on every topic. Additionally, some Planning and Service Areas offered virtual exercise classes, concerts, and Memory Cafes, which has afforded a socialization component for seniors while using a grab and go meal option for their congregate meal participants and provided home delivered meals to some participants who were previously attending congregate meal sites. Frequently, nutrition providers have been told by congregate participants that a major reason they attend the meal sites is to participate in the social activities and to enjoy the companionship of other participants. These social virtual activities in conjunction with the meal are important for older adults in combatting social isolation and loneliness especially for those who are still afraid of becoming sick from being around others in a congregate setting.

The home delivered meal program serves the homebound older adult in need of long-term support and also those in need of short-term rehabilitation due to an illness or surgery. The Older Americans Act Nutrition Program serves individuals who are older, poorer, more functionally impaired, and more likely to be women, minority, rural or to live alone. They are more likely to have more chronic health conditions, take more medications, and to have been in the hospital or nursing home in the past year. They also are at higher risk for long-term nursing home placement than the general older population. Based on the results of Administration on Community Living national surveys, the typical home delivered meal client is an elderly woman between the age of 75-84 who lives alone. She is functionally impaired and has three or more diagnosed chronic health conditions with an income at or below the poverty level.

The following chart illustrates that participants of the OAA Nutrition programs value the program which allows them to remain at home. Source: *Meals on Wheels America: Hunger in Older Adults Challenges and Opportunities For the Aging Services Network Report* (February 2017) by Jean Loyd.

Benefit of OAA Nutrition Programs	Congregate Participants %	Home Delivered Meal Participants %	
Eat healthier	77%	85%	
Improve health	77%	84%	
Feel Better	85%	90%	
Help them stay home	61%	93%	

Participants indicate the programs enable them to adopt healthier eating habits and bolster their food intake. Some Older Americans Act Nutrition Program participants need assistance in staying at home. Home-delivered meals programs (HDMs) may offer "more than a meal." Research sponsored by AARP Foundation with individuals enrolled in programs represented by Meals on Wheels America investigated the impact of meal delivery on the health and well-being of adults age 60+, and found:

- Those receiving and/or requesting home delivered meals are significantly more vulnerable than a nationally representative sample.
- Those who received daily home delivered meals experienced the greatest improvements in health and quality of life.
- Those who received daily delivered meals reported greater benefits when compared to a group receiving frozen meals.
- Those who live alone and received home delivered meals were more likely to report decreases in worry about being able to continue to live at home, and improvements in feelings of isolation and loneliness compared to other groups. (Meals on Wheels America study, 2017).

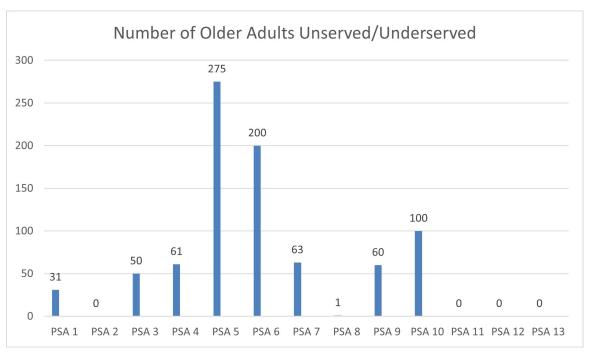
For the full report refer to this link: <u>https://www.mealsonwheelsamerica.org/docs/default-source/research/hungerinolderadults-fullreport-feb2017.pdf?sfvrsn=2</u>

As outlined on the following page, the congregate meal program provides older adults with a nutritious meal, social interaction, and volunteer opportunities. However, participation in the congregate meal program has declined over the past 10 years. In FY 2013, the congregate meal program provided meals to more than 81,939 older adults. In FY 2022, the congregate meal program provided meals to 33,392 older adults, which is a decline of 59 percent since FY 2013. This substantial decline in the number of congregate participants served in FY 2020, FY 2021, and FY 2022 is due to the COVID-19 (coronavirus) pandemic and the temporary suspension of congregate meal sites.

This decline in the number of older adults participating in the congregate meal program is occurring throughout the nation and was significantly impacted by the COVID pandemic. It is primarily due to younger older adults not participating in the congregate meal program for various reasons (lack of interest in group meal programs targeted for older adults and more nutritional and service options in their communities; persons are working further into older adulthood). For more information on the value of congregate meals for older adults go to: <u>https://acl.gov/sites/default/files/programs/2019-03/MealProgramValueProposition.pdf</u>

In contrast, participation in the home delivered meal program has varied during the past 10 years. In FY 2013, the home delivered meal program provided meals to more than 34,022 older adults. The highest level of participation was in FY 2020 when over 88,000 individuals were served. Prior to the pandemic surge in utilization of HDMs, the number of meals had been on a gradual decline from FY 2013 to FY 2016 to just over 31,000 individuals, and then an increase since 2016. In FY 2022, the home delivered meal program provided meals to an estimated 79,516 older adults. This number is continuing to be influenced by the increase in participation in HDMs due to the lingering fear of getting sick while attending a meal at a congregate site.

There are still areas in Illinois that are not served by home delivered meal programs due to a lack of funding and/ or resources, typically in the most rural areas of Illinois. The following chart illustrates the number of older adults in each PSA who are unserved/underserved.



Data from Home Delivered Meal Survey September 2022

Many of the current clients need more than one meal per day plus weekend meals due to being at high nutritional risk. Some of these needs were met with American Rescue Plan Act funding on a temporary basis. The Senior Nutrition Program cannot address most of these needs without additional funding in the future. Additionally, the

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need for home delivered meals will continue to grow as the number of older adults increases, an issue that will particularly affect the group aged 85 and over, which is the fastest growing segment of the older population. Nationwide, the 85+ age group is projected to increase from 13% of the 65+ population nationwide in 2014 to 20% of the 65+ population nationwide in 2060. (Ortman, et al., 2015). In 2000, the 85+ population in Illinois was 192,031, and in 2010, the number rose to 234,912 (U. S. Census Bureau, 2010). This population is projected to increase to 351,941 by 2030, which is an increase of 83.3% from 2000 (U. S. Census Bureau, 2005).

The following information outlines the growth of the age 85+ population in Illinois since 1970:

1970 Census	1980 Census	1990 Census	2000 Census	2010 Census	2021 Census Estimates	% Increase Between 1970 & 2021	% Increase Between 2010 & 2021
81,181	110,945	147,549	192,031	234,912	255,197	+214%	+8.6%

Age 85+ Population in Illinois

Senior Nutrition Program Services During the Past 11 Years Persons Served and Meals Provided in Illinois

	Home Deliv	vered Meals	Congregate Meals		Total Program	
Fiscal Year	Persons Served	Meals Provided	Persons Served	Meals Provided	Persons Served	Meals Provided
2013	34,022	6,021,135	81,939	2,412,344	115,961	8,433,479
2014	33,930	5,738,511	81,545	2,360,019	115,475	8,098,530
2015	33,350	5,936,547	82,936	2,403,694	116,286	8,340,241
2016	31,364	5,562,049	87,404	2,341,841	118,768	7,903,890
2017	33,564	6,148,011	78,779	2,234,898	112,343	8,382,909
2018	40,701	7,053,366	81,701	2,249,426	122,402	9,302,792
2019	43,436	7,716,621	85,467	2,258,869	128,903	9,975,490
¹ 2020	88,395	11,520,280	55,638	1,004,845	144,033	12,525,125
2021	87,759	12,226,604	11,056	235,116	98,815	12,461,720
2022	79,516	11,165,641	33,392	778,158	113,448	11,943,799
² 2023	60,957	10,949,044	47,069	1,522,366	108,026	12,471,410

¹ The increase in Home Delivered Meals in FY 2020 and decrease in Congregate Meals was due to the temporary suspension of Congregate Meal Services during the COVID-19 (Coronavirus) pandemic.

² FY 2023 "Persons Served" and "Meals Provided" numbers are projections. The number of "Persons Served" and "Meals Provided" for Congregate services are projected to be lower related to the lingering effects of the COVID-19 (Coronavirus) pandemic.

Statewide Senior Nutrition Program Expenditures During the Past 11 Years

HOME DELIVERED MEALS					
Fiscal Year	Federal	State	Other	Total	
2013	7,462,467	10,943,060	16,114,683	34,520,210	

2014	8,297,861	11,828,976	16,961,880	37,088,717
2015	7,926,312	11,796,131	16,977,003	36,699,446
2016	8,219,033	11,764,216	15,752,225	35,735,474
2017	8,041,981	17,600,000	17,546,450	43,188,431
2018	8,765,366	21,777,387	16,963,059	47,505,812
2019	11,544,592	21,004,507	22,007,848	54,556,947
2020	9,625,256	23,719,757	39,224,355	72,569,368
¹ 2021	11,644,941	23,745,683	44,590,952	79,981,576
² 2022	8,723,007	30,393,192	25,736,908	64,853,107
² 2023	8,944,755	44,300,000	22,327,483	75,572,238

CONGREGATE MEALS

	CONGREGATE MERED						
Fiscal Year	Federal	State	Other	Total			
2013	10,446,143	39,735	13,328,224	23,814,102			
2014	10,356,601	39,735	12,497,572	22,893,908			
2015	10,850,580	53,611	12,184,589	23,088,780			
2016	9,437,175	69,772	11,986,733	21,493,680			
2017	10,242,080	175,451	12,412,998	22,830,529			
2018	10,522,961	224,147	11,667,100	22,414,208			
2019	10,412,703	589,004	13,938,393	24,940,100			
2020	6,706,469	254,941	7,028,315	13,989,725			
2021	4,516,289	101,158	3,345,306	7,962,753			
2022	7,311,787	191,122	11,081,005	18,583,914			
² 2023	11,904,919	229,347	12,057,698	24,191,964			

TOTAL MEALS

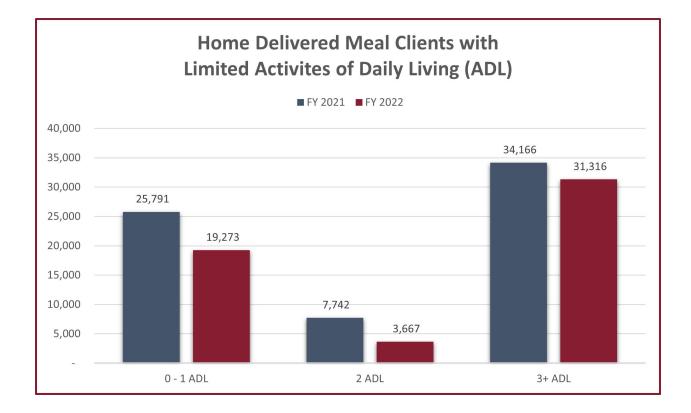
Fiscal Year	Federal	State	Other	Total
2013	17,908,610	10,982,795	29,442,907	58,334,312
2014	18,654,462	11,868,711	29,459,452	59,982,625
2015	18,776,892	11,849,742	29,161,592	59,788,226

2016	17,656,208	11,833,988	27,738,958	57,229,154
2017	18,284,061	17,775,451	29,959,448	66,018,960
2018	19,288,327	22,001,534	28,630,159	69,920,020
2019	21,957,295	21,593,511	35,946,241	79,497,047
2020	16,331,725	23,974,698	46,252,670	86,559,093
2021	16,161,230	23,846,841	47,936,258	87,944,329
¹ 2022	16,034,794	30,584,314	36,817,913	83,437,021
² 2023	20,849,674	44,529,347	34,385,181	99,764,202

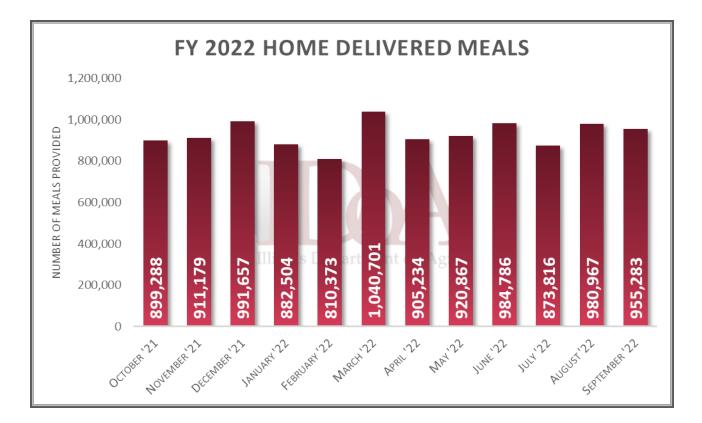
Note: The "Other" column includes Program Income, Local Match, and/or Nutrition Services Incentive Program (NSIP) awards.

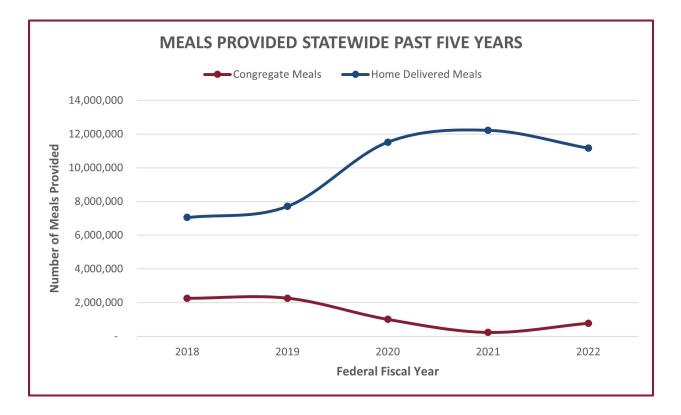
¹ FY 2022 is based on Fourth Quarter Expenditures. The FY 2021 increase in "Other" expenditures for Home Delivered Meals is related to the shift in funding sources to the **Consolidated Appropriations Act** (CAA) funding due to the COVID-19 (Coronavirus) pandemic, which are included in the "Other" column.

² FY 2023 is based on the Area Plan projections, which do not reflect the additional Consolidated Appropriations Act and American Rescue Plan Act funding in the "Other" column.



Note: Activities of Daily Living indicates the person's total score on the Katz Index of Independence in Activities of Daily Living (ADL). Activities include bathing, dressing, toileting, transferring, continence, and feeding. A limitation is defined as unable to perform the activity without substantial assistance (including verbal reminding, physical cuing, or supervision).



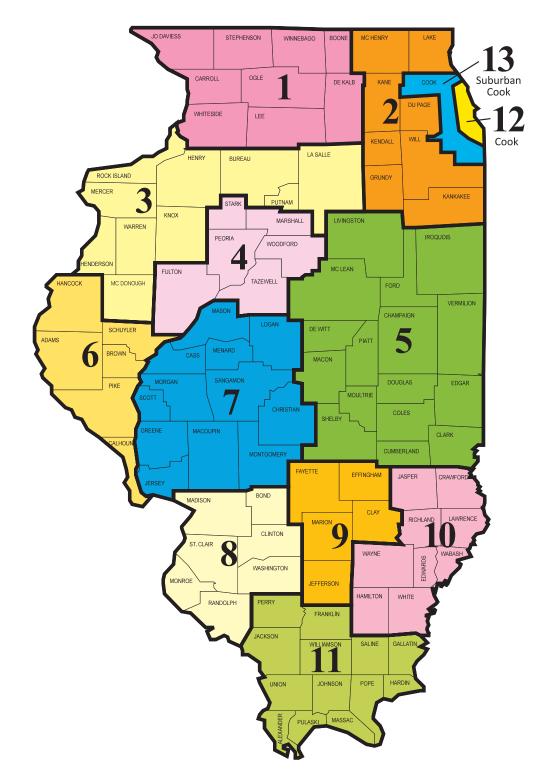


The federal Administration on Community Living conducts the National Survey of Home Delivered Meal Program Clients annually. Due to the COVID 19 pandemic, this survey was not conducted in 2020. This national survey collects information on client satisfaction, consumer assessment of service quality, and consumer reported outcomes for clients participating in state and community programs funded by the Older Americans Act. The Home Delivered Meal Program authorizes meals and related nutrition services for older individuals and their spouses of any age. Home delivered meals are often the first in home service that an older adult receives, and the program is a primary access point for other home and community-based services. The program often serves frail, homebound, or isolated individuals who are age 60 and older, and in some cases, their caregivers, and/or persons with disabilities. The following data was collected by Administration on Community Living from their 2022 National Survey of OAA participants. This data demonstrates how the Home Delivered Meal Programs throughout the country are effectively targeting individuals who most need the services provided.

National Survey Results for Home Delivered Meals

National Performance Measures Project Results	FY 2022 % of Home Delivered Meal Clients
Portion of Food that Home Delivered Meals Represents on a Daily Basis	
Half or more of the food eaten for the day	57%
Health Issues	
Arthritis/Rheumatism	65%
High Blood Pressure/Hypertension	75%
Heart Attack/Coronary	40%
High Cholesterol	55%
Diabetes or High Blood Sugar	35%
Asthma	48%
Length of Time Receiving Home Delivered Meals	
6 months or less	19%
More than 6 months but less than 1 year	20%
At least 1 Year but less than 2 years	22%
2 to 5 years	30%
More than 5 years	10%
Home Delivered Meals Help Clients To	
Continue to live in own home	92%
Eat healthier foods	79%
Feel better	90%
Improve health	77%
HDMs Are Good or Excellent	87%
75 years or older	58%
Older Adults Would Recommend HDMs to Friend	95%
Live Alone	56%
Have Difficulty Leaving Home	43%

ACL Aging, Independence, and Disability (AGID) Program Data Portal 2022Home Delivered Meals Weighted data) Forthcoming on https://agid.acl.gov



PLANNING AND SERVICE AREAS IN ILLINOIS

AREA AGENCIES ON AGING

AREA 01

Northwestern Illinois Area Agency on Aging

Grant Nyhammer, Executive Director & General Counsel 1111 South Alpine Road, Suite 600 Rockford, IL 61108 815/226-4901; FAX: 815/226-8984; 1-800-542-8402 (nine county area ONLY) Web: www.nwilaaa .org E-Mail: gnyhammer@nwilaaa.org

<u>AREA 02</u>

Age Guide Northeastern Illinois

Marla Fronczak, CEO 1910 S. Highland Ave , Suite 100 Lombard, IL 60148 630/293-5990; FAX: 630/293-7488 Web: <u>www.ageguide.org</u> E-Mail: <u>info@ageguide.org</u> or <u>mfronczak@ageguide.org</u>

AREA 03

Western Illinois Area Agency on Aging

Lacey Matkovic, Executive Director 729 34th Avenue Rock Island, IL 61201-5950 309/793-6800; FAX: 309/793-6807 1-800-322-1051 (I & A) Web: <u>www.wiaaa.org</u> E-Mail: <u>Imatkovic@wiaaa.org</u>

AREA 04

Central Illinois Agency on Aging, Inc.

Keith Rider, President & CEO 700 Hamilton Boulevard Peoria, IL 61603-3617 309/674-2071; FAX: 309/674-3639 1-877-777-2422; 309/674-1831 (TTY) Web: <u>www.ciaoa.net</u> E-Mail: <u>krider@ciaoa.net</u>

AREA 05

East Central Illinois Area Agency on Aging, Inc.

Susan Real, Executive Director 1003 Maple Hill Road Bloomington, IL 61704-9327 309/829-2065; FAX: 309/829-6021 1-800-888-4456 (I & A) (sixteen county area ONLY) Web: <u>www.eciaaa.org</u> E-Mail: <u>SREAL@eciaaa.org</u>

<u>AREA 06</u>

West Central Illinois Area Agency on Aging

Michael Drew, Director 639 York Street, Suite 333 Quincy, IL 62301 217/223-7904; FAX: 217/222-1220 1-800-252-9027 (I & A) (Voice & TTY) Web: <u>www.wciagingnetwork.org</u> E-Mail: <u>michael.drew@wciagingnetwork.org</u>

<u>AREA 07</u>

Age Linc

Carolyn Austin, Executive Director 2731 S. MacArthur Blvd. Springfield, IL 62704 217/787-9234 (Voice & TTY); FAX: 217/787-6290 1-800-252-2918 (I & A) (217, 309 & 618 area codes ONLY) Web: www.agelinc.org E-Mail: caustin@agelinc.org

<u>AREA 08</u>

Age Smart Community Resources

Joy Paeth, Chief Executive Officer 801 W. State St. O'Fallon, IL 62269-1809 618/222-2561; FAX: 618/222-2567 1-800-326-3221 Web: <u>www.AgeSmart.org</u> E-Mail: <u>jpaeth@AgeSmart.org</u>

<u>AREA 09</u>

Midland Area Agency on Aging

Tracy Barczewski, Executive Director 434 South Poplar Centralia, IL 62801-1420 618/532-1853; FAX: 618/532-5259 1-877-532-1853 Web: <u>www.midlandaaa.org</u> E-Mail: <u>tracy@midlandaaa.org</u>

<u>AREA 10</u>

Southeastern Illinois Agency on Aging, Inc.

Shana Holmes, Chief Executive Officer 602 E. 5th Street Mount Carmel, IL 62863-1558 217/262-0678; FAX: 610/854-9117 1-800-635-8544 (618 area code ONLY) Web: <u>www.seiaoa.com</u> E-Mail: <u>southeasternaaaceoshana@gmail.com</u>

<u>AREA 11</u>

Egyptian Area Agency on Aging, Inc.

Becky Salazar, Executive Director 200 East Plaza Drive Carterville, IL 62918-1982 618/985-8311; FAX: 618/985-8315 1-888-895-3306 Web: www.egyptianaaa.org E-Mail: Becky.salazar@egyptianaaa.org

AREA 12

Senior Services Area Agency on Aging

Chicago Department of Family and Support Services Margaret Laraviere, Deputy Commissioner 1615 West Chicago Avenue, 3rd Floor Chicago, IL 60622 312/746-5682; FAX: 312/744-8168 312/744-6777 (TTY) Web: www.cityofchicago.org/aging E-Mail: margaret.laraviere@cityofchicago.org

AREA 13

Age Options, Inc. Diane Slezak, President & CEO 1048 Lake Street, Suite 300 Oak Park, IL 60301 708/383-0258; FAX: 708/524-0870; 708/524-1653 (TTY) 1-800-699-9043 (Suburban Cook County area ONLY) Web: www.ageoptions.org E-Mail: diane.slezak@ageoptions.org

Number of Older Adults Denied Home Delivered Meals and Number of Older Adults on Waiting Lists

The following information outlines the number of older adults denied home delivered meals in FY 2022 and the current number of older adults on waiting lists due to insufficient funding as reported by the AAAs in a survey completed in September,2022. Five older adults were denied home delivered meals in FY 2022 due to insufficient funding. It was also reported that seven older adults were on a waiting list for home delivered meals throughout Illinois at the time of the survey. The number of older adults on waiting lists and number of older adults still in need of meals continued to change as federal funding was released to the Area Agencies on Aging. Some waiting lists have been eliminated, while other PSAs currently have a waiting list that previously did not have one.

Planning & Service Area	Name of County	FY2022 Number of Older Persons Denied HDMs Due to Lack of Funding	Current Number of Older Persons on Waiting Lists
01	Boone	0	0
01	Carroll	0	0
01	DeKalb	5	0
01	Jo Daviess	0	0
01	Lee	0	0
01	Ogle	0	0
01	Stephenson	0	0
01	Whiteside	0	0
01	Winnebago	0	0
Total		5	0
02	DuPage	0	0
02	Grundy	0	0
02	Kane	0	0
02	Kankakee	0	0
02	Kendall	0	0
02	Lake	0	0
02	McHenry	0	0
02	Will	0	0
Total		0	0
03	Bureau	0	0
03	Henderson	0	0
03	Henry	0	0
03	Knox	0	0
03	LaSalle	0	0
03	McDonough	0	0
03	Mercer	0	0
03	Putnam	0	0
03	Rock Island	0	0
03	Warren	0	0
Total		0	0

Planning & Service Area	Name of County	FY2021 Number of Older Persons Denied HDMs Due to Lack of Funding	Current Number of Older Persons on Waiting Lists
04	Fulton	0	0
04	Marshall	0	0
04	Peoria	0	0
04	Stark	0	0
04	Tazewell	0	0
04	Woodford	0	0
Total		0	0
05	Champaign	0	0
05	Clark	0	0
05	Coles	0	0
05	Cumberland	0	0
05	De Witt	0	0
05	Douglas	0	0
05	Edgar	0	0
05	Ford	0	0
05	Iroquois	0	0
05	Livingston	0	0
05	Macon	0	0
05	McLean	0	0
05	Moultrie	0	0
05	Piatt	0	0
05	Shelby	0	0
05	Vermilion	0	0
Total		0	0
06	Adams	0	0
06	Brown	0	0
06	Calhoun	0	0
06	Hancock	0	0
06	Pike	0	0
06	Schuyler	0	0
Total		0	0

Planning & Service Area	Name of County	FY2021 Number of Older Persons Denied HDMs Due to Lack of Funding	Current Number of Older Persons on Waiting Lists
07	Cass	0	0
07	Christian	0	0
07	Greene	0	0
07	Jersey	0	0
07	Logan	0	0
07	Macoupin	0	0
07	Mason	0	0
07	Menard	0	0
07	Montgomery	0	0
07	Morgan	0	0
07	Sangamon	0	7
07	Scott	0	0
Total		0	7
08	Bond	0	0
08	Clinton	0	0
08	Madison	0	0
08	Monroe	0	0
08	Randolph	0	0
08	St. Clair	0	0
08	Washington	0	0
Total		0	0
09	Clay	0	0
09	Effingham	0	0
09	Fayette	0	0
09	Jefferson	0	0
09	Marion	0	0
Total		0	0
10	Crawford	0	0
10	Edwards	0	0
10	Hamilton	0	0
10	Jasper	0	0
10	Lawrence	0	0
10	Richland	0	0
10	Wabash	0	0
10	Wayne	0	0
10	White	0	0
Total		0	0

Planning & Service Area	Name of County	FY2021 Number of Older Persons Denied HDMs Due to Lack of Funding	Current Number of Older Persons on Waiting Lists
11	Alexander	0	0
11	Franklin	0	0
11	Gallatin	0	0
11	Hardin	0	0
11	Jackson	0	0
11	Johnson	0	0
11	Massac	0	0
11	Perry	0	0
11	Роре	0	0
11	Pulaski	0	0
11	Saline	0	0
11	Union	0	0
11	Williamson	0	0
Total		0	0
12	Cook (Chicago)	0	0
Total		0	0
13	Cook (Suburban)		
Total		0	0

Source: Home Delivered Meals survey, 2022.

Number of Older Adults Needing Home Delivered Meals in Unserved Areas

The Illinois Department on Aging surveyed the 13 Area Agencies on Aging (AAA) in September 2022 on the number of older adults needing home delivered meals in unserved areas. "Unserved areas" is defined as geographic areas (e.g., rural township areas or neighborhoods in cities, etc.) that are not served by the home delivered meal program due to lack of funding or the need for additional volunteers to deliver the meals. In Fiscal Year 2022, the Area Agencies on Aging reported that a total of 841 older adults needed home delivered meals in unserved areas of Illinois.

The following pages outline the results of the survey by PSA and by county. Only counties with reported older adults needing meals are listed.

Planning & Service Area	Name of County	# of Older Persons Needing HDMs
01	Boone	5
01	Lee	5
01	Winnebago	21
	PSA 1 Total	31
02	None	0
	PSA 2 Total	0
03	Henderson	5
03	Mercer	25
03	Warren	20
	PSA 3 Total	50
04	Marshall	13
04	Stark	5
04	Woodford	43
	PSA 4 Total	61
05	Piatt	25
05	McLean	45
05	Livingston	45
05	Iroquois	45
05	Ford	25
05	Dewitt	35
05	Champaign	55
	PSA 5 Total	275

Name of County	# of Older Persons Needing HDMs
Adams	75
Calhoun	15
Hancock	65
Pike	45
PSA 6 Total	200
	10
	8
	21
	15
	2
	7
PSA 7 Total	63
Bandolph	1
	1
Clay	14
Effingham	14
Fayette	14
Jefferson	10
Marion	8
PSA 9 Total	60
l la ca lla a	
	60
	40
PSA TU TOtal	100
None	0
PSA 11 Total	0
	0
PSA 12 Total	0
None	0
PSA 13 Total	0
State Total	841
	Adams Calhoun Hancock Pike PSA 6 Total PSA 6 Total PSA 6 Total (Macoupin Jersey Christian Montgomery Morgan Sangamon Sangamon PSA 7 Total (Norgan Sangamon (Sangamon (Sangamon (Sangamon (Sangamon) (Sangamon (Sangamon) (Sangamon (Sangamon) (Sangamon (Sangamon) (Sangamo

Average Number of Older Adults Served Meals Each Day

The Illinois Department on Aging surveyed the 13 Area Agencies on Aging (AAA) in September 2022 on the average number of persons served each day with congregate meals and home delivered meals by nutrition site.

Congregate meal sites were encouraged to reopen for service starting July 1, 2021 after closures from the Covid 19 pandemic. An average number of persons served per day by the congregate meal program increased from 3,044 to 6,111 (based on the period from October 1, 2021 to September 30, 2022).

An average number of persons served per day by the home delivered meal program decreased from 36,252 to 32,986 (based on period from October 1, 2021 to September 30, 2022). The following charts include the number of persons served congregate and home delivered meals each serving day for each PSA in the state.

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
01	Boone	Keen Age Center	6	0
01	Boone	Ned's Rest	43	0
01	Carroll	Savanna Table	15	149
01	DeKalb	Taylor Street Plaza	25	0
01	DeKalb	FVOAS	35	295
01	Lee	Amboy	3	0
01	Lee	Dixon Senior Center	0	0
01	Ogle	Rochelle	13	0
01	Ogle	Oregon RRC	9	0
01	Stephenson	Freeport Central Kitchen	52	278
01	Whiteside	Golden Meals 11	20	156
01	Winnebago	Benton St. Diner	48	0
01	Winnebago	GPAC	7	0
01	Winnebago	Skyrise	5	10
01	Winnebago	Valley View	11	8
01	Winnebago	Lifescape	0	796
01	Jo Daviess	Savanna Table	0	0
Total	9 Counties	17 Sites	292	1,692
02	DuPage	Castle Towers – Bensenville	0	120
02	DuPage	Peace Memorial Manor – Downers Grove	0	25
02	DuPage	Glendale Heights Center for Sr. Citizens	0	95
02	DuPage	York Township Senior Center	0	100
02	DuPage	Mercy Housing Marian Park	0	95
02	DuPage	Addison Park District	0	40
02	DuPage	Bloomingdale Township Sr. Center	0	80

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
02	DuPage	Alfred Rubin Riverwalk Community Center	0	110
02	DuPage	Westmont Park District	0	155
02	DuPage	Vaishnav Samaj of Midwest Temple	0	0
02	DuPage	Bawarchi Biryanis Restaurant	0	0
02	DuPage	Shahi Nihari Restaurant	0	0
02	DuPage	Abbington Banquets	600	0
02	DuPage	Downers Grove Township	15	55
02	DuPage	Castle Towers Bensenville	0	120
02	DuPage	Peace Memorial Manor Downers Grove	0	25
02	DuPage	Glendale Heights Center/ Senior Citizens	0	95
02	DuPage	York Township Senior Center	0	100
02	DuPage	Mercy Housing Marion Park	0	95
02	DuPage	Addison Park District	0	40
02	DuPage	Bloomingdale Township Senior Center	0	80
02	DuPage	Alfred Riverwalk Community Center	0	110
02	DuPage	Westmont Park District	0	155
02	DuPage	305 Truck East DuPage	0	40
02	DuPage	303 Truck Northwest DuPage	0	45
02	DuPage	306 Truck Southern DuPage	0	40
02	Grundy	Saratoga Tower	17	125
02	Grundy	Coal City Lions Club	0	0
02	Grundy	Mazon American Legion	1	0
02	Grundy	Village of Minooka	0	0
02	Grundy	R Place Anytime Meal Voucher	1	0
02	Grundy	Whistle Stop Anytime Meal	1	0
02	Kane	Elgin Senior Services Associates	10	115
02	Kane	Green Castle of North Aurora	0	100
02	Kane	United Methodist Church of Geneva	0	75
02	Kane	Truck Aurora 109	0	65
02	Kane	Truck West Kane 110	0	55
02	Kane	Truck North Kane 111	0	65
02	Kane	Truck Elgin 112	0	55
02	Kane	Truck Southwest Kane 113	0	30
02	Kane	Gaslight Manor	300	0

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
02	Kankakee	Pembroke Township Senior Center	23	0
02	Kankakee	Catholic Charities of Joliet	0	219
02	Kankakee	Lori's Restaurant Senior Dine	16	0
02	Kankakee	Ralph J Bailey Community Center	27	0
02	Kendall	Beecher Community Center	25	97
02	Lake	Hanul Family Alliance	20	0
02	Lake	Foss Park District	15	0
02	Lake	Schrieber Center	15	145
02	Lake	Maravela's Banquet Hall	80	0
02	Lake	Island Lake Café	25	0
02	Lake	Antioch Lake Villa Township	20	40
02	Lake	Park Place Waukegan Township	0	215
02	McHenry	McHenry Senior Center	10	290
02	McHenry	Walden Oaks Apartment	40	0
02	McHenry	Marengo Park District	15	0
02	McHenry	Dorr Township	15	0
02	McHenry	Maravela's Banquet Hall	1	0
02	Will	Central Nutrition Site	0	178
02	Will	Frankfort Township	0	46
02	Will	Guy A. Sell	0	37
02	Will	J & S Levy Center	4	146
02	Will	Joshua Arms	1	69
02	Will	Lockport Township	0	52
02	Will	Park Towers	7	0
02	Will	St. Paul UCC	0	69
02	Will	Wilmington Lions Club	0	27
02	Will	Troy Township	6	0
02	Will	Sara's Grill	60	0
02	Will	Bolingbrook Community Center	40	0
02	Will	Mom's Meals	0	152
02	Will	Absolute BBQ	55	0
Total	8 Counties	72 Sites	1465	4287

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
03	Bureau	Bureau County Senior Center	10	0
03	Bureau	Voluntary Action Center	0	50
03	Henderson	Oquawka	3	20
03	Henderson	Stronghurst	2	15
03	Henry	Henry County Senior Citizens	59	223
03	Knox	VNA Community Services	21	0
03	Knox	Blue Bell Towers	7	0
03	Knox	New Copley Township	3	0
03	Knox	Moms Meals	0	68
03	LaSalle	Voluntary Action Center	3	74
03	LaSalle	Voluntary Action Center Streator	4	52
03	LaSalle	Voluntary Action Center Ottawa	21	101
03	LaSalle	Voluntary Action Center Sandwich	8	15
03	McDonough	Macomb	0	82
03	McDonough	Bushnell Program Center	0	34
03	McDonough	Colchester	0	6
03	Mercer	Aledo	3	48
03	Mercer	Alexis	0	22
03	Putnam	Putnam Community Center	7	0
03	Putnam	Voluntary Action Center	0	11
03	Rock Island	Friendship Manor	52	141
03	Rock Island	Mom's Meals	21	328
03	Warren	Jamieson Community Center	0	85
03	Warren	Strom Center	5	0
03	Warren	Roseville	0	8
03	Warren	Kirkwood	0	5
Total	10 Counties		229	1,388
04	Marshall	Henry Nutrition Site	0	25
04	Marshall	Henry	0	33
04	Marshall	Lacon	0	20
04	Marshall	Sparland	0	6
04	Marshall	Toluca/Varna	0	22
04	Marshall	Wenona Nutrition Site	0	6
04	Stark	Toulon Nutrition Site	0	20
04	Stark	Toulon	0	15
04	Stark	Wyoming Nutrition Site	0	3
04	Stark	Wyoming	0	13
04	Stark	Bradford	0	7
04	Stark	La Fayette	0	3

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
04	Woodford	Washburn Nutrition Site	0	10
04	Woodford	Benson/Roanoke	0	5
04	Woodford	Metamora	0	5
04	Fulton	Canton Maple Manor	12	90
04	Fulton	Cuba Senior Center	5	16
04	Fulton	Lewistown Nazarene Church	4	40
04	Fulton	Lewistown SRT	0	14
04	Fulton	South Fulton Senior Ct Astoria	4	16
04	Peoria	Heartland Apartments	0	22
04	Peoria	South Side Manor	0	16
04	Peoria	Saint Sharbel Apartments	0	10
04	Peoria	Sterling Towers	0	18
04	Peoria	Pearce Community Center	0	50
04	Peoria	Heritage Princeville Museum	0	18
04	Tazewell	None	0	0
Total	6 Counties	26 Sites	25	503
			I	
05	Champaign	Champaign HDM	0	173
05	Champaign	Rural Champaign	0	44
05	Champaign	Champaign Housing	11	0
05	Champaign	Fisher	0	8
05	Champaign	Homer	1	1
05	Champaign	Ludlow	13	3
05	Champaign	Mahomet	0	24
05	Champaign	Rantoul	9	91
05	Champaign	Sidney	0	4
05	Champaign	Tolone	0	0
05	Champaign	Urbana	0	0
05	Clark	Casey	4	35
05	Clark	Martinsville	0	12
05	Coles	Charleston	20	74
05	Coles	Life Span	5	0
05	Coles	Fellowship	6	152
05	Coles	Oakland	6	23
05	Cumberland	Toledo	8	65
05	De Witt	Clinton	0	22
05	De Witt	Farmer City Site	3	15
05	De Witt	Farmer City Restaurant	13	0
05	De Witt	Weldon	0	3
05	DeWitt	DeWitt Housing	0	0

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
05	Douglas	Arcola	0	9
05	Douglas	Atwood	0	9
05	Douglas	Murdock	0	6
05	Douglas	Tuscola	6	26
05	Douglas	Villa Grove	1	18
05	Edgar	Brocton	0	6
05	Edgar	Chrisman	0	6
05	Edgar	Hume	0	1
05	Edgar	Kansas	0	8
05	Edgar	Paris	3	22
05	Edgar	Paris Restaurant	10	0
05	Ford	Gibson City	4	0
05	Ford	Paxton	5	18
05	Ford	Roberts	5	3
05	Iroquois	Cissna Park DQ	174	19
05	Iroquois	Cissna Park Restaurant	10	0
05	Iroquois	Watseka Restaurant	22	0
05	Iroquois	Milford	3	7
05	Livingston	Dwight	0	26
05	Livingston	Pontiac	0	37
05	Livingston	Flanagan	0	13
05	Livingston	Streator	0	5
05	Macon	Decatur Memorial Hospital	0	353
05	Macon	Spring Creek	1	0
05	Macon	Lexington	2	0
05	Macon	Oxford	5	0
05	Macon	Woods	3	0
05	Macon	Reserve	1	0
05	Macon	Senior Center	12	0
05	Macon	Concord	0	0
05	Macon	Hartford	3	0
05	McLean	Bloomington HDM	3	301
05	McLean	Bloomington Lincoln Towers	5	16
05	McLean	Bloomington Phoenix Towers	60	22
05	McLean	Bloomington Woodhill Towers	10	16
05	McLean	McLean County Rural	0	38
05	McLean	Chenoa	10	13
05	McLean	Danvers	3	8
05	McLean	LeRoy	2	15
05	McLean	Lexington	7	7

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
05	McLean	Normal	19	0
05	McLean	Saybrook 0		5
05	McLean	Heyworth	0	12
05	McLean	Miller Park	0	0
05	Moultrie	Bethany	17	13
05	Moultrie	Sullivan	7	18
05	Moultrie	Bethany	19	12
05	Piatt	Bement	0	15
05	Piatt	Monticello	4	27
05	Piatt	Mansfield	0	7
05	Piatt	Deland	0	0
05	Shelby	Findlay	0	6
05	Shelby	Herrick	13	20
05	Shelby	Moweaqua	0	5
05	Shelby	Shelbyville	5	53
05	Shelby	Windsor	4	11
05	Vermilion	CRIS HDM	7	326
05	Vermilion	Georgetown	1	0
05	Vermilion	Order of St Francis Hospital	0	0
05	Vermilion	Off The Bone BBQ	0	0
05	Vermilion	Cahill's	1	0
05	Vermilion	Gilbert Street Café	4	0
05	Vermilion	Hoopeston Multi Agency	0	0
Total	16 Counties	86 Sites	570	2,307
06	Adams	Quincy Senior Center	51	227
06	Adams	Harvest Hills	0	4
06	Adams	Sunset Apartments	17	4
06	Brown	Versailles	4	0
06	Brown	Mt Sterling	6	13
06	Calhoun	Calhoun	10	13
06	Hancock	Carthage 1		9
06	Hancock	Hamilton Senior Center 5		18
06	Pike	Pittsfield 1		39
06	Schuyler	Browning Senior Center	3	0
06	Schuyler	Rushville	4	5
Total	6 Counties	11 Sites	102	332

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
07	Cass	Ashland	0	9
07	Cass	Beardstown	12	38
07	Cass	Virginia 0		13
07	Christian	Assumption	0	9
07	Christian	Kincaid	8	13
07	Christian	Morrisonville	7	9
07	Christian	Pana	14	6
07	Christian	Taylorville	29	66
07	Greene	Greene County Senior Center	10	102
07	Jersey	Jersey County Senior Center	3	80
07	Logan	Friendship Manor	38	44
07	Logan	Logan Courts	32	35
07	Logan	Atlanta	0	18
07	Logan	Hartsburg Emden	0	0
07	Logan	Lincoln	0	150
07	Logan	Mt. Pulaski	0	32
07	Logan	New Holland	0	3
07	Logan	New Holland Café	29	0
07	Macoupin	Illinois Valley Economic Development Corporation	10	200
07	Mason	Forest City/Manito	0	29
07	Mason	Havana	0	51
07	Mason	Mason City	0	16
07	Mason	Торека	0	7
07	Mason	Riverside Club	17	0
07	Mason	CAPCIL Easton	0	8
07	Menard	Athens	0	24
07	Menard	Greenview	5	22
07	Menard	Petersburg	42	94
07	Menard	Tallula	22	27
07	Montgomery	Litchfield	15	53
07	Montgomery	Raymond	0	13
07	Montgomery	Witt	0	10
07	Montgomery	Hillsboro	15	51
07	Montgomery	Fillmore	0	8
07	Morgan	Beecher High Rise	12	6
07	Morgan	Franklin	0	2
07	Morgan	Laborer's Home	1	16
07	Morgan	Turner High Rise	0	64
07	Morgan	Waverly	6	13

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
07	Morgan	Senior Center	10	0
07	Sangamon	Auburn 0		26
07	Sangamon	Divernon	0	6
07	Sangamon	Chatham	27	44
07	Sangamon	Pawnee	0	29
07	Sangamon	Sherman/Williamsville	0	27
07	Sangamon	Springfield	297	561
07	Sangamon	Salvation Army	0	60
07	Scott	Winchester	0	11
07	Scott	Bluffs	0	8
Total	12 Counties	48	661	2,113
08	Bond	Bond County Senior Center	9	104
08	Clinton	Clinton County Collaborative – Carlyle	12	56
08	Clinton	Clinton County Collaborative – 9 Trenton 9		46
08	Clinton	Clinton County Collaborative- Breese	Clinton County Collaborative-	
08	Clinton	Clinton County Collaborative New Baden	18	0
08	Madison	Senior Services Plus Alton	15	153
08	Madison	Senior Services Plus Granite City	4	80
08	Monroe	WEEOC – Waterloo	15	29
08	Monroe	WEEOC Columbia	0	46
08	Randolph	Northeastern Randolph Senior Center	24	48
08	Randolph	Steeleville Senior Center	25	9
08	Randolph	WEEOC – Chester	25	80
08	Randolph	WEEOC Red Bud	0	30
08	St. Clair	Mascoutah Senior Center	19	53
08	St. Clair	Millstadt Senior Center	25	99
08	St. Clair	Lessie Bates Seasoned Circle Café	23	400
08	Washington	Washington County Senior Center – Okawville		53
08	Washington	Washington County Senior Center – Nashville	5	21
Total	7 Counties	18 Sites	241	1,325

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day	
09	Clay	CEFS Flora	18	118	
09	Clay	CEFS Louisville	0	21	
09	Clay	CEFS Clay City 0		0	
09	Effingham	CEFS Altamont 12		57	
09	Effingham	CEFS Dieterich	75	112	
09	Effingham	CEFS Effingham/Evening Meal	0	0	
09	Effingham	CEFS Effingham	22	258	
09	Effingham	CEFS Teutopolis	0	59	
09	Effingham	CEFS Beecher City	15	44	
09	Fayette	CEFS Vandalia	47	229	
09	Fayette	CEFS Ramsey	19	50	
09	Jefferson	Comprehensive Connections	15	240	
09	Marion	BCMW Centralia	54	333	
09	Marion	BCMW Salem	32	234	
Total	5 Counties	14 Sites	309	1,755	
10	Crawford	Crawford Senior Center	10	86	
10	Edwards	Albion	18	33	
10	Edwards	Grayville	7	28	
10	Edwards	West Salem	7	18	
10	Hamilton	McLeansboro	9	59	
10	Jasper	Jasper	13	33	
10	Lawrence	Bridgeport	0	30	
10	Lawrence	Lawrenceville	6	130	
10	Lawrence	St. Francisville	11	11	
10	Lawrence	Sumner	0	1	
10	Richland	Richland Senior Center	27	50	
10	Wabash	WC Cafeteria & Senior Center	29	108	
10	Wayne	Fairfield	18	53	
10	White	Carmi	29	119	
Total	9 Counties	14 Sites	184	759	
11	Alexander	Happy Days-Cairo	18	65	
11	Franklin	Franklin County Sr. Services	35	300	
11	Gallatin	Golden Circle 15		24	
11	Hardin	Golden Circle	23	60	
11	Jackson	Senior Adult Services	100	230	
11	Johnson	Southern Pride	19	54	
11	Massac	Happy Hearts Metropolis	47	67	

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
11	Perry	Gold Plate	15	70
11	Роре	Golden Circle	30	23
11	Pulaski	Smiles Mounds	18	65
11	Saline	Golden Circle	30	90
11	Union	Sunshine Inn Anna	21	62
11	Williamson	Williamson County Program On Aging	75	260
Total	13 Counties	13 Sites	446	1,370
12	Cook (Chicago)	Chinese Community Center	13	201
12	Cook (Chicago)	Hanul Family Alliance	3	77
12	Cook (Chicago)	Indo American Center	2	27
12	Cook (Chicago)	Metropolitan Asian Family Serv	4	94
12	Cook (Chicago)	Southeast Asia Center	2	96
12	Cook (Chicago)	Paul G. Stewart Apartments	0	22
12	Cook (Chicago)	Central West Regional Center	13	19
12	Cook (Chicago)	Racine Apartments	0	45
12	Cook (Chicago)	Montrose Baptist Church	0	17
12	Cook (Chicago)	Gaines Apartments	0	30
12	Cook (Chicago)	Judge Green Apartments	1	27
12	Cook (Chicago)	91 st & S. Chicago Apartments	0	54
12	Cook (Chicago)	Division/LaSalle Apartments	2	32
12	Cook (Chicago)	Southeast Regional Center	5	17
12	Cook (Chicago)	Northwest Regional Center	10	24
12	Cook (Chicago)	Montclare Senior Residences	0	20
12	Cook (Chicago)	Minnie Riperton Apartments	0	57
12	Cook (Chicago)	Hilliard Apartments	2	37
12	Cook (Chicago)	Lincoln Perry Apartments	1	50
12	Cook (Chicago)	Ada S. McKinley Apartments	0	29
12	Cook (Chicago)	Sullivan Apartments	1	52
12	Cook (Chicago)	Vivian Carter Apartments	2	53
12	Cook (Chicago)	Portage Park Satellite	8	36
12	Cook (Chicago)	Southwest Regional Center	14	16
12	Cook (Chicago)	Garfield Ridge Satellite Senior Ct.	2	16
12	Cook (Chicago)	Japanese American Service 20 Cent. 20		0
12	Cook (Chicago)	Dickens/Burling Apts.	1	28
12	Cook (Chicago)	Fisher Apartments	2	45
12	Cook (Chicago)	North Center Senior Satellite	2	21

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
12	Cook (Chicago)	Edgewater Satellite Senior Center	9	36
12	Cook (Chicago)	Abbott Park Satellite Senior Center	1	15
12	Cook (Chicago)	Englewood Senior Satellite Center	8	21
12	Cook (Chicago)	Clark/Irving Apartments	0	56
12	Cook (Chicago)	Lincoln/Sheffield Apartments	4	38
12	Cook (Chicago)	Schneider Apartments	0	37
12	Cook (Chicago)	Devon/Sheridan Apartments	1	50
12	Cook (Chicago)	West Town Logan Square Satellite	8	22
12	Cook (Chicago)	Center on Halsted	26	21
12	Cook (Chicago)	Sheridan/Leland Apartments	4	50
12	Cook (Chicago)	Austin Satellite Senior Center	9	10
12	Cook (Chicago)	Britton Budd Apartments	2	32
12	Cook (Chicago)	Northeast Regional Center	23	28
12	Cook (Chicago)	Pilsen Satellite Senior Center	1	18
12	Cook (Chicago)	South Chicago Satellite Center	2	16
12	Cook (Chicago)	Roseland Satellite Senior Center	1	56
12	Cook (Chicago)	Auburn Gresham Satellite Center	1	27
12	Cook (Chicago)	Chatham Satellite Senior Center	2	31
12	Cook (Chicago)	Norwood Park Satellite	3	25
12	Cook (Chicago)	Kelvyn Park Satellite Center	13	39
12	Cook (Chicago)	Home Delivered Meals Program	0	7,800
Total	1 County (City)	49 Sites	228	9,670
13	Cook (Suburban)	AgeOptions Direct	0	55
13	Cook (Suburban)	Aging Care Connections	0	64
13	Cook (Suburban)	Aging Care Connections – Salerno's	3	44
13	Cook (Suburban)	American Association of Retired Asians	13	96
13	Cook (Suburban)	Arab American Family Services	10	72
13	Cook (Suburban)	Bremen Township	12	11
13	Cook (Suburban)	Calumet Township	11	18
13	Cook (Suburban)	Catholic Charities Northwest	0	9
13	Cook (Suburban)	Catholic Charities South Suburban	0	73
13	Cook (Suburban)	CCLM – Arlington Heights	10	14

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
13	Cook (Suburban)	CCLM – Bremen Township	0	241
13	Cook (Suburban)	CCLM – Calumet/Argento	11	3
13	Cook (Suburban)	CCLM – Clyde Park District	7	43
13	Cook (Suburban)	CCLM – Maine & Wheeling Townships	0	182
13	Cook (Suburban)	CCLM – Markham	11	2
13	Cook (Suburban)	CCLM – Rich Township	0	60
13	Cook (Suburban)	CCLM – Thornton Township	0	251
13	Cook (Suburban)	City of Evanston – Fleetwood Jourdain	10	9
13	Cook (Suburban)	City of Evanston – Levy Senior Center	8	10
13	Cook (Suburban)	CJE Senior Life	0	217
13	Cook (Suburban)	CNN Bellwood	12	5
13	Cook (Suburban)	CNN – Berwyn & Cicero Townships	0	171
13	Cook (Suburban)	CNN – Bloom Township	0	121
13	Cook (Suburban)	CNN – Brookfield	18	14
13	Cook (Suburban)	CNN – Calumet Township	0	110
13	Cook (Suburban)	CNN – Calumet/Phoenix/ Robbins	1	16
13	Cook (Suburban)	CNN – Chicago Heights	16	11
13	Cook (Suburban)	CNN – Dolton	6	22
13	Cook (Suburban)	CNN – Franklin Park	24	12
13	Cook (Suburban)	CNN – Hometown	7	12
13	Cook (Suburban)	CNN – Lemont	12	22
13	Cook (Suburban)	CNN – Lemont Township	0	35
13	Cook (Suburban)	CNN – Leyden Township	0	159
13	Cook (Suburban)	CNN – Lyons Township	0	220
13	Cook (Suburban)	CNN – Melrose Park	16	14
13	Cook (Suburban)	CNN – Proviso Township	0	308
13	Cook (Suburban)	CNN – Schaumburg	63	34
13	Cook (Suburban)	CNN – Worth Township	0	436
13	Cook (Suburban)	Cornerstone Comm. Dev. Center	1	52
13	Cook (Suburban)	Hanover Township	17	165
13	Cook (Suburban)	Hanul Family Alliance	10	109
13	Cook (Suburban)	Kenneth Young Center	0	247
13	Cook (Suburban)	Metro. Asian Family Svc. – Niles	4	50
13	Cook (Suburban)	Metro Asian Family Services Orland Park	8	12

Planning & Service Area	Name of County	Name of Nutrition Site/ Community	# of Persons Served Congregate Meals Each Serving Day	# of Persons Served HDMs Each Serving Day
13	Cook (Suburban)	Metro. Asian Family Svc. – Schaumburg	8	25
13	Cook (Suburban)	North Shore Senior Center	0	27
13	Cook (Suburban)	Oak Park Township Senior Services	20	245
13	Cook (Suburban)	OPTSS – Dine Out	0	14
13	Cook (Suburban)	Our Lady of Mt. Carmel	19	22
13	Cook (Suburban)	Palatine Township Senior Citizens Council	0	103
13	Cook (Suburban)	Pathlights	0	302
13	Cook (Suburban)	Salvation Army Blue Island	7	66
13	Cook (Suburban)	Seniors Assistance Center	0	94
13	Cook (Suburban)	Seniors Assistance Center – Vince's	4	20
13	Cook (Suburban)	Solutions For Care	0	174
13	Cook (Suburban)	Stickney Township Office on Aging	0	155
13	Cook (Suburban)	Stickney Township Office on Aging – LSV	16	73
13	Cook (Suburban)	Stickney Township Office on Aging – North	12	51
13	Cook (Suburban)	The Center of Concern – Des Plaines	6	41
13	Cook (Suburban)	Village of Wheeling	17	32
13	Cook (Suburban)	Xilin – China Buffet (Noodle Deli)	0	91
13	Cook (Suburban)	Xilin – Super China Buffet	0	64
13	Cook (Suburban)	YMCA of Berwyn/Cicero	11	55
Total	1 County	63 Sites	441	5,485

Type of Congregate Meals Provided

The Illinois Department on Aging surveyed the 13 Area Agencies on Aging (AAA) in September 2022 with the Home Delivered Meals Survey on the number of congregate meals that were served hot or cold. Approximately 92% of the congregate meals were hot meals, 8% were cold meals.

PSA	Hot Meals	Cold Meals	Total
1	57,544	0	57,544
2	82,866	5,353	88,219
3	39,718	4,394	44,112
4	3,035	90	3,125
5	143,999	0	143,999
6	27,492	0	27,492
7	52,007	316	52,323
8	48,958	0	48,958
9	10,446	0	10,446
10	42,948	448	43,396
11	118,205	0	118,205
12	5,192	48,076	53,268
13	64,997	0	64,997
Total	697,407	58,677	756,084

Planning & Service Area	Name of Nutrition Program	Number of Hot Congregate Meals	Number of Cold Congregate Meals	Total Number of Congregate Meals Served
1	Golden Meals - Freeport	10,171	0	10,171
1	Golden Meals - Savanah	1,347	0	1,347
1	Golden Meals – 11	1,266	0	1,266
1	Lifescape - Skyrise	1,248	0	1,248
1	Lifescape - Amboy	783	0	783
1	Lifescape Belvidere	1,716	0	1,716
1	Lifescape - Benton	12,004	0	12,004
1	Lifescape GPAC	1,804	0	1,804
1	Lifescape Ned's Restaurant	10,987	0	10,987
1	Lifescape Oregon RRC	2,252	0	2,252
1	Lifescape Rochelle	3,206	0	3,206
1	Lifescape Valley View	2,757	0	2,757
1	Voluntary Action Center	8,003		8,003
Total		57,544	0	57,544
2	Catholic Charities Lake County	6,898	0	6,898
2	Catholic Charities McHenry County	16,772	0	16,772
2	Community Nutrition Network Grundy	4,470	0	4,470

Planning & Service Area	Name of Nutrition Program	Number of Hot Congregate Meals	Number of Cold Congregate Meals	Total Number of Congregate Meals Served
2	DSW Ageguide Kankakee	7,716	852	8,568
2	Community Nutrition Network Senior Services – Will	9,268	0	9,268
2	American Assoc Retired Asians	0	4,501	4,501
2	DuPage Senior Citizens Council	25,736	0	25,736
2	Kane Senior Council	8,598	0	8,598
2	Community Nutrition Network Kendall	3,408	0	3,408
Total		82,866	5,353	88,219
3	VAC LA Salle Main	1,212	557	1,769
3	VAC Streator	750	251	1,001
3	VAC Ottawa	4,849	3,586	8,435
3	VAC Sandwich	2,199	0	2,199
3	Jamieson Community Center	3,504	0	3,504
3	Henry Co. Senior Citizens	59	0	59
3	Putnam Community Center	1,661	0	1,661
3	Rock Island County	18,126	0	18,126
3	VNA Main site	3,843	0	3,843
3	VNA Blue Bell Towers	1,552	0	1,552
3	VNA New Copley Township	202	0	202
3	Bureau County Senior Center	1,761	0	1,761
Total		39,718	4,394	44,112
4	Fulton County	3,035	90	3,125
Total		3,035	90	3,125
5	CRIS Healthy Aging	3,332	0	3,332
5	Catholic Charities MOW	7,526	0	7,526
5	OSF Peace Meal	101,311	0	101,311
5	Sarah Bush Lincoln Peace Meal	31,830	0	31,830
Total	4 Sites	143,999	0	143,999
		1	1	
6	WCI Nutrition Project	27,492	0	27,492
Total	<u> </u>	27,492	0	27,492
7	CAPCIL	3,859	316	4,175
7	CEFS	20,211	0	20,211
7	Illinois Valley Economic Development Corporation	3,832	0	3,832

Planning & Service Area	Name of Nutrition Program	Number of Hot Congregate Meals	Number of Cold Congregate Meals	Total Number of Congregate Meals Served
7	РСОА	9,939	0	9,939
7	SSOC	14,166	0	14,166
Total		52,007	316	52,323
8	Bond County Senior Center	1,613	0	1,613
8	Clinton County Collaborative Carlyle	2,005	0	2,005
8	Clinton County Collaborative Trenton	1,693	0	1,693
8	Clinton County Collaborative New Baden	800	0	800
8	Lessie Bates Seasoned Circle Café	4,615	0	4,615
8	Mascoutah Senior Center	3,606	0	3,606
8	Millstadt Senior Center	10,891	0	10,891
8	Northeastern Randolph Senior Center	3,337	0	3,337
8	Senior Services Plus	3,692	0	3,692
8	Steeleville Senior Center	6,098	0	6,098
8	Washington County Senior Center - Nashville	2,546	0	2,546
8	Washington County Senior Center - Okawville	1,300	0	1,300
8	WEEOC - Chester	4,979	0	4,979
8	WEEOC - Waterloo	1,783	0	1,783
Total	14 Sites	48,958	0	48,958
9	BCMW Comm. Services	0	0	0
9	Comp Connections Meals	0	0	0
9	Meals on Wheels of CEFS	10,446	0	10,446
Total		10,446	0	10,446
			1	
10	Crawford Senior Center	2,415	0	2,415
10	Jasper Senior Center	3,278	0	3,278
10	Richland Senior Center	9,158	0	9,158
10	Edwards Albion	4,432	0	4,432
10	Edwards Grayville	2,117	0	2,117
10	Edwards West Salem	1,805	0	1,805
10	Bridgeport Senior Center	0	0	0
10	Lawrenceville Senior Center	2,173	0	2,173
10	St, Francisville Senior Center	1,365	0	1,365
10	Sumner Senior Center	3	0	3

Planning & Service Area	Name of Nutrition Program	Number of Hot Congregate Meals	Number of Cold Congregate Meals	Total Number of Congregate Meals Served
10	Hamilton County Senior Center	2,219	0	2,219
10	White County Senior Center	7,244	0	7,244
10	Wabash WC Cafeteria	6,739	448	7,187
Total		42,948	448	43,396
11	Happy Days Cairo	3,044	0	3,044
11	Southern Pride	4,560	0	4,560
11	Happy Hearts Metropolis	7,900	0	7,900
11	Smiles Mounds	10,084	0	10,084
11	Sunshine Inn Anna	4,692	0	4,692
11	Williamson County Program	24,452	0	24,452
11	Senior Adult Services	26,279	0	26,279
11	Franklin County Senior Services	6,928	0	6,928
11	Gold Plate	6,114	0	6,114
11	Golden Circle Hardin	4,924	0	4,924
11	Golden Circle Pope	7,716	0	7,716
11	Golden Circle Saline	7,200	0	7,200
11	Golden Circle Gallatin	4,312	0	4,312
Total	13 Sites	118,205	0	118,205
12	CDFSS/Senior Services Area Agency on Aging - Congregate Dining Program	5,192	48,076	53,268
Total		5,192	48,076	53,268
13	Bremen Township	1,572	0	1,572
13	Aging Care Connections Salerno	297	0	297
13	American Association of Retired Asians	839	0	839
13	Arab American Family Services	38	0	38
13	Calumet Township	1,634	0	1,634
13	CCLM – Arlington Heights	2,206	0	2,206
13	CCLM – Calumet/Argento	2,365	0	2,365
13	CCLM – Clyde Park District	1,543	0	1,543
		2.261	0	2,261
13	CCLM – Markham	2,261	0	
	CCLM – Markham City of Evanston Fleetwood	2,261	0	20
13		-		-
13 13	City of Evanston Fleetwood City of Evanston – Levy Senior	20	0	20

Planning & Service Area	Name of Nutrition Program	Number of Hot Congregate Meals	Number of Cold Congregate Meals	Total Number of Congregate Meals Served
13	CNN Calumet/ Phoenix/Robbins	85	0	85
13	CNN – Chicago Heights	3,440	0	3,440
13	CNN Dolton	11	0	11
13	CNN – Franklin Park	5,148	0	5,148
13	CNN – Hometown	1,521	0	1,521
13	CNN – Lemont	2,548	0	2,548
13	CNN – Melrose Park	3,482	0	3,482
13	CNN – Schaumburg	5,502	0	5,502
13	Cornerstone Comm Development Center	1	0	1
13	Hanover Township	3,639	0	3,639
13	Hanul Family Alliance	1,794	0	1,794
13	Metro. Asian Family Svc. – Niles	769	0	769
13	Metro Asian Family Services	876	0	876
13	Metro. Asian Family Svc. – Schaumburg	1,661	0	1,661
13	Oak Park Township Senior Center	338	0	338
13	Our Lady of Mt. Carmel	3,942	0	3,942
13	Salvation Army Blue Island	14	0	14
13	Seniors Assistance Center	8	0	8
13	Stickney Township Office on Aging - LSV	3,448	0	3,448
13	Stickney Township Office on Aging - North	995	0	995
13	The Center of Concern - Des Plaines	1,053	0	1,053
13	Village of Wheeling	3,596	0	3,596
13	YMCA of Berwyn/Cicero	2,389	0	2,389
Total	36 Sites	64,997	0	64,997
Statewide Total		697,407	58,677	756,084

Type of Home Delivered Meal Provided

The Illinois Department on Aging surveyed the 13 Area Agencies on Aging (AAA) in September 2022, on the number of home delivered meals that were served hot, cold, frozen (for later reheating), shelf stable. The number of hot meals increased from 37% to 38%. The number of cold meals decreased from 32% to 30%. The number of frozen meals increased from 27% to 28%. The number of shelf stable meals stayed the same at 4%. "To-Go" meals decreased from 11.5% to 9.5% of the total home delivered meals provided statewide.

PSA	Hot Meals	Cold Meals	Frozen Meals	Shelf Stable Meals	To Go Meals	Total HDM Meals
1	364,261	173,649	52,799	0	2,311	590,709
2	642,339	103,875	258,263	29,752	84,736	1,034,229
3	159,557	176,522	16,891	14,976	1,545	367,946
4	223,675	301	30,317	2,347	43,756	256,640
5	486,315	0	86,739	15,593	51,148	588,647
6	92,579	18,161	12,866	1,289	27,487	124,895
7	316,920	19,550	921	11,801	22,519	349,192
8	196,545	458	389,968	20,740	49,037	607,711
9	189,613	6,009	399	2,480	20,098	198,501
10	179,622	448	7,814	0	4,950	187,844
11	292,640	0	61,998	682	0	355,320
12	445,045	2,236,306	1,597,056	304,470	463,084	4,582,877
13	649,243	579,039	568,271	62,177	286,305	1,858,730
Total	4,238,354	3,314,318	3,084,302	466,307	1,056,976	11,103,241
	38% of Total Meals	30% of Total Meals	28% of Total Meals	4% of Total Meals	9.5% of Total Meals	

Note: To Go Meals are pulled from the Hot, Cold Frozen or Shelf Stable meals and are not in addition to those meals.

Planning & Service Area	Name of Nutrition Program	Number of Hot HDM Meals	Number of Cold HDM Meals	Number of Frozen HDM Meals	Number of Shelf-Stable HDM Meals	Number of HDMs that were considered To Go	Total Number of HDM Meals Served
1	Freeport Central Kitchen	48,322	39,320	7,767	0	0	95,409
1	Savanna Table	26,039	3,960	3,096	0	0	33,095
1	Golden Meals 11	34,330	18,801	5,998	0	0	59,129
1	Lifescape	199,082	105,966	34,437	0	0	339,485
1	Voluntary Action Center	56,488	5,602	1,501	0	2,311	63,591
Total		364,261	173,649	52,799	0	2,311	590,709
2	American Association of Retired Asians	0	1,275	0	0	1,275	0
2	Catholic Charities Lake County	105,930	9,627	460	4,566	8,000	120,583
2	Catholic Charities McHenry County	64,536	4,004	1,800	2,155	19,017	75,810
2	Community Nutrition Network Kendall	18,777	6,243	8,184	1,115	790	34,319
2	Community Nutrition Network Grundy County	15,928	10,488	4,891	510	0	31,817
2	Community Nutrition Network Will County	155,553	41,870	2,910	6,001	7,605	206,334
2	DuPage Senior Citizens Council	179,212	15,814	90,012	7,695	49,986	292,733
2	Kane Senior Council	102,403	10,403	50,064	4,185	20,160	167,055
2	Catholic Charities Joliet	0	3,280	101,390	4,355	0	105,578
Total		642,339	103,875	258,263	29,752	84,736	1,034,229
3	Voluntary Action Center LaSalle	31,269	32,306	0	0	0	63,575
3	Voluntary Action Center Streator	10,797	9,029	0	0	0	19,826
3	Voluntary Action Center Ottawa	16,562	8,992	5,125	0	0	30,679

Planning & Service Area	Name of Nutrition Program	Number of Hot HDM Meals	Number of Cold HDM Meals	Number of Frozen HDM Meals	Number of Shelf-Stable HDM Meals	Number of HDMs that were considered To Go	Total Number of HDM Meals Served
3	Voluntary Action Center Sandwich	6,987	208	885	0	0	8,080
3	Jamieson	26,640	0	10,881	1,801	0	39,322
3	Henry County Senior Citizens	223	0	0	220	1,245	443
3	Rock Island Senior Center	38,506	77,212	0	820	0	116,538
3	VNA Knox County	0	48,384	0	11,343	0	59,727
3	YMCA McDonough	28,573	391	0	792	300	29,756
Total		159,557	176,522	16,891	14,976	1,545	367,946
4	City of Peoria	14,154	0	0	555	14,154	14,709
4	Fulton County	43,787	0	6,766	1,210	14,154	51,763
4	Benson Roanoke	457	3	76	2	0	538
4	Bradford	1,333	13	102	10	0	1,458
4	Henry	6,691	82	927	42	3,716	7,742
4	Lacon	3,576	46	376	36	0	4,034
4	LaFayette	556	6	98	4	0	664
4	Lake Wildwood	0	0	0	0	0	0
4	Metamora	978	16	184	10	0	1,188
4	Sparland	1,118	13	210	8	0	1,349
4	Toluca/ Varna	3,476	37	151	24	0	3,688
4	Toulon	2,919	41	88	20	1,563	3,068
4	Washburn	1,996	26	151	16	0	2,189
4	Wenona	692	5	42	8	0	747
4	Wyoming	2,093	13	204	12	724	2,322
4	Peoria	66,636	0	11,740	-	334	78,376
4	Tazewell	29,768	0	4,420	0	0	34,188
4	Rural Peoria	9,111	0	0	390	9,111	9,501
4	Rural	34,334	0	4,782	0	0	39,116
Total		223,675	301	30,317	2,347	43,756	256,640

Planning & Service Area	Name of Nutrition Program	Number of Hot HDM Meals	Number of Cold HDM Meals	Number of Frozen HDM Meals	Number of Shelf-Stable HDM Meals	Number of HDMs that were considered To Go	Total Number of HDM Meals Served
5	Catholic Charities Meals on Wheels	87,069	0	2,198	444	0	89,711
5	OSF Peace Meal	253,004	0	401	10,088	51,148	263,493
5	SBL Peace Meal	146,242	0	288	4,039	0	150,569
5	CRIS Healthy Aging	0	0	83,852	1,022	0	84,874
Total		486,315	0	86,739	15,593	51,148	588,647
б	WCI NUTRITION PROJECT	92,579	18,161	12,866	1,289	27,487	124,895
Total		92,579	18,161	12,866	1,289	27,487	124,895
7	CAPCIL	27,250	18,787	366	870	5,260	1,943
7	CEFS	59,935	0	0	0	0	59,935
7	IVEDC	92,850	0	0	0	4,800	92,850
7	PCOA	35,930	0	0	0	0	35,930
7	SSOCI	93,475	0	555	10,869	12,459	104,889
7	GANT	7,480	763	0	62	0	8,305
Total		316,920	19,550	921	11,801	22,519	349,192
				1			
8	Bond County Senior Center	19,082	0	5,557	1,000	1,417	25,639
8	Clinton County Collaborative	37,859	0	2,519	1,500	3,096	41,878
8	Lessie Bates Seasoned Circle Café	19,566	40	108,579	5,000	19,566	133,185
8	Mascoutah Senior Center	18,119	0	321	590	6,298	19,030
8	Millstadt Senior Ctr	25,128	0	5,771	1,400	5,046	32,299
8	Northeastern Randolph Senior Center	16,194	0	1,266	590	5,186	18,050
8	Senior Services Plus	8,061	379	230,147	7,000	1,561	245,587
8	Steeleville Senior Center	3,132	0	0	300	0	3,432

Planning & Service Area	Name of Nutrition Program	Number of Hot HDM Meals	Number of Cold HDM Meals	Number of Frozen HDM Meals	Number of Shelf-Stable HDM Meals	Number of HDMs that were considered To Go	Total Number of HDM Meals Served
8	Washington County Senior Centers	19,479	39	7,029	1,100	2015	27,647
8	WEEOC	29,925	0	28,779	2,260	4,852	60,964
Total		196,545	458	389,968	20,740	49,037	607,711
9	BCMW Comm. Services	69,083	0	0	1,520	20,098	70,603
9	Comp Connec- tions Meals	22,267	3,804	399	126	0	26,596
9	Meals on Wheels of CEFS	98,263	2,205	0	834	0	101,302
Total		189,613	6,009	399	2,480	20,098	198,501
				I			
10	Crawford	21,227	0	0	0	0	21,227
10	Edwards	19,731	-	-	-	3,200	19,731
10	Hamilton	13,909	0	720	0	0	14,629
10	Jasper	8,221	0	0	0	0	8,221
10	Lawrenceville	29,662	0	0	0	0	29,662
10	St Francisville	2,874	0	0	0	0	2,874
10	Sumner	388	0	0	0	0	388
10	Bridgeport	7,379	0	0	0	0	7,379
10	Richland	12,343	0	0	0	0	12,343
10	Wabash	22,368	448	4,286	0	750	27,102
10	Wayne	13,340	0	0	0	1,000	13,340
10	White	28,180	0	2,808	0	0	30,988
Total		179,622	448	7,814	0	4,950	187,844
11	Happy Days Cairo	13,499	0	1,500	0	0	14,999
11	Southern Pride	12,722	0	1,280	0	0	14,002
11	Happy Hearts	13,534	0	1,540	0	0	15,074
11	Smiles Mounds Sunshine Inn	13,378 13,065	0	1,356 1,240	0	0	14,734 14,305
11	Anna Williamson County	67,393	0	0	0	0	67,393
11	Senior Adult Services	14,088	0	46,586	0	0	60,674
11	Franklin County	78,478	0	0	682	0	79,160

Planning & Service Area	Name of Nutrition Program	Number of Hot HDM Meals	Number of Cold HDM Meals	Number of Frozen HDM Meals	Number of Shelf-Stable HDM Meals	Number of HDMs that were considered To Go	Total Number of HDM Meals Served
11	Gold Plate	15,950	0	8,496	0	0	24,446
11	Golden Circle	50,533	0	0	0	0	50,533
Total		292,640	0	61,998	682	0	355,320
12	CDFSS/Senior Services Area Agency on Aging Home Delivered Meals Program	445,045	2,236,306	1,597,056	304,470	463,084	4,582,877
Total		445,045	2,236,306	1,597,056	304,470	463,084	4,582,877
13	AgeOptions Direct	-	8,400	0	0	0	8,400
13	Aging Care onnections	9,367	7,056	0	1,729	0	18,152
13	Aging Care Connections - Salerno's	0	0	11,404	0	11,404	11,404
13	American Association of Retired Asians	28	18,005	0	0	15,153	18,033
13	Arab American Family Services	0	0	19,573	1,260	19,573	20,883
13	Bremen Township	-	-	1,661	385	1,661	2,046
13	Calumet Township	0	0	4,565	259	4,565	4,824
13	Catholic Charities Northwest	0	10,101	0	0	0	10,101
13	Catholic Charities South Suburban	0	80,451	0	0	0	80,451
13	CCLM - Arlington Heights	0	0	3,580	119	3,580	3,699
13	CCLM - Bremen Township	57,257	4,143	0	3,080	0	64,480
13	CCLM - Calumet/ Argento	0	0	690	0	690	690
13	CCLM - Clyde Park District	0	0	10,650	595	10,650	11,245
13	CCLM - Maine & Wheeling Twps.	38,206	6,850	4,724	2,849	0	52,629
13	CCLM - Markham	0	0	403	140	403	543
13	CCLM - Rich Twp	13,659	1,613	0	728	0	16,000

Planning & Service Area	Name of Nutrition Program	Number of Hot HDM Meals	Number of Cold HDM Meals	Number of Frozen HDM Meals	Number of Shelf-Stable HDM Meals	Number of HDMs that were considered To Go	Total Number of HDM Meals Served
13	CCLM - Thornton Township	52,257	9,403	1,901	1,904	0	65,465
13	City of Evanston - Fleetwood Jourdain	0	0	2,280	33	2,280	2,313
13	City of Evanston - Levy Senior Center	0	0	2,642	189	2642	2,831
13	CJE Senior Life	18,080	0	43,567	3,535	0	65,182
13	CNN Bellwood	0	0	107	0	107	107
13	CNN - Berwyn & Cicero Townships	35,952	14,156	8,126	2,478	0	60,712
13	CNN - Bloom Twp	20,501	10,225	13,932	0	0	44,658
13	CNN - Brookfield	0	0	3,474	0	3474	3,474
13	CNN - Calumet Township	23,451	24,435	10,962	826	0	59,674
13	CNN - Calumet/ Phoenix/Robbins	0	0	4,070	0	4070	4,070
13	CNN - Chicago Hts.	0	0	2,787	819	2787	3,606
13	CNN - Dolton	0	0	4,400	147	4400	4,547
13	CNN - Franklin Park	0	0	3,016	2,128	3016	5,144
13	CNN - Hometown	0	0	2,979	4,837	2979	7,816
13	CNN - Lemont	0	0	5,613	0	5613	5,613
13	CNN - Lemont Township	7,470	2,596	0	994	0	11,060
13	CNN - Leyden Twp	32,200	22,191	9,077	0	0	63,468
13	CNN - Lyons Twp	49,598	18,967	14,864	3,619	0	87,048
13	CNN - Melrose Park	0	0	3,681	0	3681	3,681
13	CNN - Proviso Twp	72,169	26,677	9,743	3,199	0	111,788
13	CNN - Schaumburg	0	0	8,667	700	8667	9,367
13	CNN - Worth Twp	82,794	25,216	18,672	0	0	126,682
13	Cornerstone Comm. Dev. Ctr.	0	25,536	6,020	1,414	6020	32,970
13	Hanover Township	23,430	7,496	14,816	3,668	10898	49,410
13	Hanul Family Alliance			11,062	1,281	11062	24,236

Planning & Service Area	Name of Nutrition Program	Number of Hot HDM Meals	Number of Cold HDM Meals	Number of Frozen HDM Meals	Number of Shelf-Stable HDM Meals	Number of HDMs that were considered To Go	Total Number of HDM Meals Served
13	Kenneth Young			47,690	1,855	0	83,385
13	Metro. Asian Family Svc - Niles			12,835	0	12835	12,835
13	Metro Asian Family Svc Orland Park			1,253	0	1253	1,253
13	Metro Asian Schaumburg			6,404	0	6404	6,404
13	North Shore Senior Center			0	0	0	30,267
13	Oak Park Township Senior Services			69,149	4,354	13,396	74,426
13	OPTSS - Dine Out			979	0	979	979
13	Our Lady of Mt. Carmel			5,707	980	5,707	6,687
13	Palatine Township Senior Citizens Council			6,904	0	0	16,132
13	Pathlights			32,133	2,492	0	72,177
13	Salvation Army Blue Island			16,561	1,603	16,561	18,164
13	Seniors Assistance Center			0	0	0	35,737
13	Seniors Assistance Center - Vince's			4,187	2,371	4,187	6,558
13	Solutions For Care			0	0	0	161,637
13	Stickney Township Office on Aging			0	0	0	61,629
13	Stickney Township Office on Aging - LSV			18,354	0	18,354	18,354
13	Stickney Township Office on Aging - North			5,073	0	5,073	5,073
13	The Ctr of Concern - Des Plaines			20,916	1,232	20,916	22,148
13	Village of Wheeling			8,474	3,038	8,474	11,512
13	Xilin - China Buffet (Noodle Deli)			14,304	0	14,304	14,304

Planning & Service Area	Name of Nutrition Program	Number of Hot HDM Meals	Number of Cold HDM Meals	Number of Frozen HDM Meals	Number of Shelf-Stable HDM Meals	Number of HDMs that were considered To Go	Total Number of HDM Meals Served
13	Xilin - Super China Buffet			16,718	0	16,718	16,718
13	YMCA of Berwyn/ Cicero			5,580	1,337	5,580	6,917
Total				568,271	62,177	286,305	1,858,730
Statewide Total			3,084,302 Frozen Meals	466,307 Shelf- Stable Meals	1,056,976 To Go Meals	11,106,688 Total Meals	

Note:

The "To Go" meals are not in addition to the hot, cold, frozen, and shelf stable meals but pulled from those meals if they were provided as "To Go" meals.

Congregate Meals - Number of Serving Days per Week

The Illinois Department on Aging surveyed the 13 Area Agencies on Aging (AAA) in September,2022 on the number of available serving days at each nutrition program site under the Congregate Meal Program. Approximately 4.4% of the nutrition sites served congregate meals 6 to 7 days per week, 73% of the nutrition sites served congregate meals 5 days per week, 7.7% of the nutrition sites served congregate meals 3 to 4 days per week, and 14% of the nutrition sites served congregate meals 1 or 2 days per week. Congregate Meal sites included those that were open from the period of October 1,2021 to September 30, 2022. Congregate Meal sites were encouraged to reopen starting July 1, 2021, after closures from the COVID-19 pandemic.

The following table has updated numbers as of December 31, 2022.

PSA	Serve 6-7 days/week	Serve 5 days/week	Serve 0-4 days/week	Total sites
01	7	15	0	22
02	3	9	36	48
03	0	18	9	27
04	0	12	7	19
05	11	55	4	70
06	0	11	1	12
07	0	27	8	35
08	0	12	3	15
09	0	10	1	11
10	0	15	0	15
11	0	16	2	18
12	0	48	1	49
13	0	26	10	36
Total	21	274	82	377

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
01	Golden Meals Freeport	0	0	4	0
01	Golden Meals Savanna Table	0	5	0	0
01	Golden Meals 11	0	0	4	0
01	Lifescape - Dixon	0	0	0	0
01	Lifescape - Rochelle	0	1	0	0
01	Lifescape - Amboy	0	1	0	0
01	Lifescape - Benton St.	1	0	0	0
01	Lifescape - GPAC	0	1	0	0
01	Lifescape - Keen Age Center	0	1	0	0
01	Lifescape - Ned's Rest.	1	0	0	0
01	Lifescape - Rock River Center	0	1	0	0
01	Lifescape - Skyrise	0	1	0	0
01	Lifescape - Valley View	0	1	0	0
01	Voluntary Action Center	0	2	0	0
Total	24 sites	2	14	8	0
02	American Association of Retired Asians	0	0	0	3
02	Catholic Charities of the Archdiocese of Chicago - Lake Nutrition	0	3	0	6
02	Catholic Charities of the Archdiocese of Chicago - McHenry Nutrition	0	1	1	3
02	Community Nutrition and Net- work Senior Services – Kendall	0	0	1	0
02	Community Nutrition and Network Senior Services – Will	0	3	0	5
02	Community Nutrition Network & Senior Services Association – Grundy	2	1	0	3
02	DSW - Age Guide – Kankakee	1	0	1	1
02	DuPage Senior Citizens Council	0	4	1	6
02	Kane Senior Council	0	0	0	3
Total	49 sites	3	12	4	30

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
03	Bureau County Senior Center	0	1	0	0
03	Henry Co. Senior Citizens	0	1	0	1
03	Jamieson Community Center	0	2	1	2
03	Putnam Community Center	0	1	0	0
03	Rock Island County Senior Center	0	4	0	2
03	Voluntary Action Center	0	4	0	0
03	VNA Knox County	0	3	0	0
Total	22 sites	0	16	1	5
			-		-
04	City of Peoria Congregate	0	4	0	0
04	Fulton County Nutrition	0	4	1	0
04	MSW - Henry Nutrition Site MSW - Toulon Nutrition Site	0	1	0	0
04	MSW - Washburn Nutrition Site	0	1	0	0
04	MSW - Wenona Nutrition Site	0	0	1	0
04	MSW - Wyoming Nutrition Site	0	1	0	0
04	Rural Peoria Congregate	0	0	2	0
Total	16 sites	0	12	4	0
	1		1		
05	CRIS	6	1	0	1
05	Catholic Charities MOW	0	7	0	0
05	OSF Peace Meal	2	27	0	3
05	SBL Peace Meal	2	17	0	0
Total	66 sites	10	52	0	4
06	WCI Nutrition Project	1	10	1	0
Total	12 sites	1	10	1	0
07	CADCIL				2
07	CAPCIL Illinois Valley Economic Development Corporation	0	2 5	0	3
07	Meals on Wheels of CEFS	0	6	0	0
07	PCOA	0	7	0	2

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
07	SSOCI	0	5	1	0
Total	31 sites	0	25	1	5
08	Bond County Senior Center	0	1	0	0
08	Clinton County Collabora- tive -Carlyle	0	0	1	0
08	Clinton County Collabora- tive - Trenton	0	1	0	0
08	Clinton County Collabora- tive New Baden	0	0	1	0
08	Lessie Bates Seasoned Circle Café	0	1	0	0
08	Mascoutah Senior Center	0	1	0	0
08	Millstadt Senior Center	0	1	0	0
08	Northeastern Randolph Senior Center	0	1	0	0
08	Senior Services Plus	0	0	0	0
08	Steeleville Senior Center	0	1	0	0
08	Washington County Senior Center - Nashville	0	1	0	0
08	Washington County Senior Center – Okawville	0	1	0	0
08	WEEOC - Chester	0	1	0	0
08	WEEOC - Waterloo	0	0	1	0
Total	13	0	10	3	0
09	BCMW Comm. Services	0	2	0	0
09	Comp Connections Meals	0	1	0	0
09	Meals on Wheels of CEFS	0	7	0	0
Total	10 sites	0	10	0	0
10	Crawford	0	2	0	0
10	Albion Senior Center	0	1	0	0
10	West Salem Senior Center	0	1	0	0
10	Jasper Senior Center	0	1	0	0
10	Grayville Senior Center	0	1	0	0
10	Richland Senior Center	0	1	0	0
10	Fairfield Senior Center	0	1	0	0
10	Bridgeport Senior Center	0	1	0	0
10	Lawrenceville Senior Center	0	1	0	0
10	St Francisville Senior Center	0	1	0	0

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
10	Sumner Senior Center	0	1	0	0
10	Wabash WC Cafeteria	0	1	0	0
10	Hamilton County Senior Center	0	1	0	0
10	White County Senior Center	0	1	0	0
Total	15 sites	0	15	0	0
11	Happy Days Cairo	0	1	0	0
11	Southern Pride	0	1	0	0
11	Happy Hearts Metropolis	0	1	0	0
11	Smiles Mounds	0	1	0	0
11	Sunshine Inn Anna	0	1	0	0
11	Williamson County	0	2	0	0
11	Senior Adult Services	0	2	0	0
11	Franklin County Senior Services	0	1	0	0
11	Gold Plate	0	1	0	2
11	Hardin	0	1	0	0
11	Pope	0	1	0	0
11	Saline	0	1	0	0
11	Gallatin	0	1	0	0
Total	17 sites	0	15	0	2
12	CDFSS/Senior Services Area Agency on Aging	0	48	1	-
Total	49 sites	0	48	1	0
13	Bremen Township	0	0	1	0
13	Calumet Township	0	1	0	0
13	Aging Care Connections Hodgkins	0	0	0	1
13	American Association of Retired Asians	0	0	0	1
13	Arab American Family Services	0	1	0	0
13	CCLM - Arlington Heights	0	1	0	0
13	CCLM - Calumet/Argento	0	1	0	0
13	CCLM - Clyde Park District	0	1	0	0
13	CCLM - Markham	0	1	0	0
13	City of Evanston Fleetwood Jourdan	0	1	0	0

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
13	City of Evanston - Levy Senior Center	0	1	0	0
13	CNN - Brookfield	0	1	0	0
13	CNN Bellwood	0	1	0	0
13	CNN Calumet /Phoenix/ Robbins	0	1	0	0
13	CNN - Chicago Heights	0	1	0	0
13	CNN - Franklin Park	0	1	0	0
13	CNN Dolton	0	0	1	0
13	CNN - Hometown	0	1	0	0
13	CNN - Lemont	0	1	0	0
13	CNN - Melrose Park	0	1	0	0
13	CNN - Schaumburg	0	1	0	0
13	Cornerstone Comm Dev Center	0	0	1	0
13	Hanover Township	0	1	0	0
13	Hanul Family Alliance	0	0	1	0
13	Metro. Asian Family Svc – Niles	0	1	0	0
13	Metro. Asian Family Svc – Schaumburg	0	1	0	0
13	Metro Asian Family Services Orland Park	0	1	0	0
13	Oak Park Township Senior Services	0	0	0	1
13	Our Lady of Mt. Carmel	0	1	0	0
13	Salvation Army Blue Island	0	1	0	0
13	Seniors Assistance Center	0	0	0	1
13	Stickney Township Office on Aging - LSV	0	1	0	0
13	Stickney Township Office on Aging - North	0	0	0	1
13	The Center of Concern - Des Plaines	0	0	1	0
13	Village of Wheeling	0	1	0	0
13	YMCA of Berwyn/Cicero	0	1	0	0
Total	36 sites	0	26	5	5

Home Delivered Meals - Number of Serving Days per Week

The Illinois Department on Aging surveyed the 13 Area Agencies on Aging (AAA) in September, 2022 on the number of available serving days at each nutrition program site under the Home Delivered Meal Program. Approximately 5.7% of the nutrition sites served home delivered meals 6 to 7 days per week, 81% of the nutrition sites served home delivered meals 5 days per week, 9.1% of the nutrition sites served home delivered meals 3 to 4 days per week, and 4.4% of the nutrition sites served home delivered meals 1 or 2 days per week. The following table has updated numbers as of December 31, 2022.

PSA	Serve 6-7 days/ week	Serve 5 days/week	Serve 0-4 days/ week	Total Sites
01	4	13	0	17
02	3	35	2	40
03	3	3	0	6
04	0	3	0	3
05	0	65	0	65
06	1	10	1	12
07	0	32	11	43
08	8	2	0	10
09	0	11	0	11
10	0	5	0	5
11	0	17	2	19
12	1	0	0	1
13	1	43	23	67
Total	21	239	39	299

The following detailed information was submitted in November 2022 by each PSA. Some differences in numbers compared to the table above are due to updated information submitted by each PSA after the survey was completed.

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
01	Freeport Central Kitchen	0	0	4	0
01	Savanna Table	0	5	0	0
01	Golden Meals 11	0	0	4	0
01	Lifescape	0	1	0	0
01	Skyrise	0	1	0	0
01	Valley View	0	1	0	0
01	Voluntary Action Center	0	2	0	0
Total	18	0	10	8	0

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
02	Catholic Charities Joliet	1	0	0	0
02	Catholic Charities of the Archdiocese of Chicago - Lake Nutrition	0	3	0	0
02	Catholic Charities of the Archdiocese of Chicago - McHenry Nutrition	0	1	0	0
02	Community Nutrition and Network Senior Services Kendall	1	0	0	0
02	Community Nutrition Network & Senior Services Association - Grundy	1	0	0	0
02	Community Nutrition Network & Senior Services Association - Will	0	8	0	0
02	DuPage Senior Citizens Council	0	14	0	1
02	Kane Senior Council	0	9	0	1
Total	40	3	35	0	2
03	Henry Co. Senior Citizens	0	1	0	0
03	Jamieson Community Center	0	3	1	3
03	Voluntary Action Center	0	4	0	0
03	Rock Island County Senior Center	0	3	0	0
03	VNA Knox County	0	1	0	0
03	YMCA McDonough County	0	3	0	0
Total	19	0	15	1	3
04	Fulton County Nutrition	0	4	1	0
04	City of Peoria	0	4	0	0
04	Rural Peoria	0	0	2	0
04	Stark County	0	2	0	0
04	Marshall County	0	1	1	0
04	Woodford County	0	1	0	0
Total	16	0	12	4	0

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
05	CRIS	0	1	0	0
05	Catholic Charities Meals on Wheels	0	1	0	0
05	OSF Peace Meal	0	37	0	0
05	SBL Peace Meal	0	25	0	0
Total	66	2	64	0	0
06	WCI NUTRITION PROJECT	1	10	1	0
Total	12	1	10	1	0
07	CAPCIL	0	1	10	0
07	Illinois Valley Economic Development Corporation	0	5	0	0
07	Meals on Wheels CEFS	0	9	0	0
07	GANT Senior	0	1	0	0
07	PCOA	0	8	0	1
07	SSOCI	0	9	1	0
Total	45	0	33	11	1
08	Bond County Senior Center	0	1	0	0
08	Clinton County Collaborative-Carlyle	1	0	0	0
08	Clinton County Collaborative – Trenton	1	0	0	0
08	Clinton Collaborative Breese	1	0	0	0
08	Millstadt Senior Center	1	0	0	0
08	Mascoutah Senior Center	1	0	0	0
08	Lessie Bates Seasoned Circle Cafe	1	0	0	0
08	Northeastern Randolph Senior Center	1	0	0	0
08	Senior Services Plus	1	0	0	0
08	Steeleville Senior Center	0	1	0	0
08	Washington County Senior Center - Nashville	1	0	0	0
08	Washington County Senior Center - Okawville	1	0	0	0
08	WEEOC - Chester	1	0	0	0
08	WEEOC - Waterloo	1	0	0	0

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
08	WEEOC-Red Bud	1	0	0	0
08	WEEOC-Columbia	1	0	0	0
Total	16	14	2	0	0
09	BCMW Comm. Services	0	2	0	0
09	Comp Connections Meals	0	1	0	0
09	Meals on Wheels of CEFS	0	7	0	0
Total	10	0	10	0	0
10	Crawford	0	1	0	0
10	Jasper	0	1	0	0
10	Richland	0	1	0	0
10	Edwards Albion	0	1	0	0
10	Grayville	0	1	0	0
10	West Salem	0	1	0	0
10	Wayne Fairfield	0	1	0	0
10	Bridgeport Senior Center	0	1	0	0
10	Lawrenceville Senior Center	0	1	0	0
10	St Francisville Senior Center	0	1	0	0
10	Sumner Senior Center	0	1	0	0
10	Hamilton County Senior Center	0	1	0	0
10	White County Senior Center	0	1	0	0
10	Wabash WC Cafeteria	0	1	0	0
Total	14	0	14	0	0
11	Happy Days Cairo	0	1	0	0
11	Southern Pride	0	1	0	0
11	Smiles Mounds	0	1	0	0
11	Happy Hearts Metropolis	0	1	0	0
11	Sunshine Inn Anna	0	1	0	0
11	Williamson County Program	0	1	0	0
11	Senior Adult Services	0	1	0	0
11	Franklin County Senior Services	0	1	0	0
11	Gold Plate	0	1	0	0

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
11	Golden Circle Hardin	0	1	0	0
11	Golden Circle Pope	0	1	0	0
11	Golden Circle Saline	0	1	0	0
11	Golden Circle Gallatin	0	1	0	0
Total	13	0	13	0	0
12	CDFSS HDM/Open Kitchen	1	0	0	0
Total	1	1	0	0	0
	5/Senior Services AAA provid the clients. All meals are deli				
13	AgeOptions Direct	0	0	0	1
13	Aging Care Connections	0	1	0	0
13	Aging Care Connections - Salerno's	0	1	0	0
13	American Association of Retired Asians	0	0	1	0
13	Arab American Family Services	0	0	1	0
13	Bremen Township	0	0	1	0
13	Calumet Township	0	1	0	0
13	Catholic Charities North- west	0	0	0	1
13	Catholic Charities South Suburban	0	0	0	1
13	CCLM - Arlington Heights	0	1	0	0
13	CCLM - Bremen Township	0	1	0	0
13	CCLM - Calumet/Argento	0	1	0	0
13	CCLM - Clyde Park District	0	1	0	0
13	CCLM - Maine & Wheeling Townships	0	1	0	0
13	CCLM - Markham	0	1	0	0
13	CCLM - Rich Township	0	1	0	0
13	CCLM - Thornton Town- ship	0	1	0	0
13	City of Evanston - Fleet- wood Jourdain	0	0	0	1
13	City of Evanston - Levy Senior Center	0	1	0	0
13	CJE SeniorLife	0	1	0	0

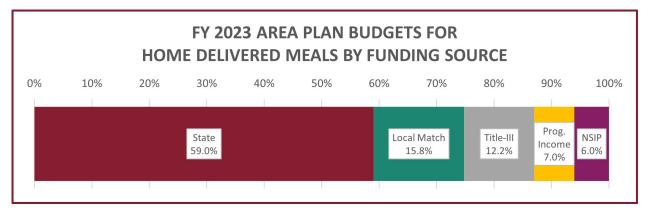
Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
13	CNN - Berwyn & Cicero Townships	0	1	0	0
13	CNN - Bloom Township	0	1	0	0
13	CNN - Brookfield	0	1	0	0
13	CNN - Calumet Township	0	1	0	0
13	CNN - Calumet/Phoenix/ Robbins	0	1	0	0
13	CNN - Chicago Heights	0	1	0	0
13	CNN - Dolton	0	0	1	0
13	CNN - Franklin Park	0	1	0	0
13	CNN - Hometown	0	1	0	0
13	CNN - Lemont	0	1	0	0
13	CNN - Lemont Township	0	1	0	0
13	CNN - Leyden Township	0	1	0	0
13	CNN - Lyons Township	0	1	0	0
13	CNN - Melrose Park	0	1	0	0
13	CNN - Proviso Township	0	1	0	0
13	CNN - Schaumburg	0	1	0	0
13	CNN - Worth Township	0	1	0	0
13	Cornerstone Comm. Dev. Center	0	0	1	0
13	Hanover Township	0	1	0	0
13	Hanul Family Alliance	0	0	1	0
13	Kenneth Young Center	0	0	1	0
13	Metro. Asian Family Svc - Niles	0	1	0	0
13	Metro. Asian Family Svc - Schaumburg	0	1	0	0
13	Metro Asian Family Svc Orland Park	0	1	0	0
13	North Shore Senior Center	0	0	0	1
13	Oak Park Township Senior Services	0	0	0	1
13	OPTSS - Dine Out	1	0	0	0
13	Our Lady of Mt. Carmel	0	0	0	1
13	Palatine Township Senior Citizens Council	0	0	1	0
13	Pathlights	0	0	0	1
13	Salvation Army Blue Island	0	1	0	0
13	Seniors Assistance Center	0	1	0	0

Planning & Service Area	Name of Nutrition Program	Number of Sites Serving 6-7 Days per Week	Number of Sites Serving 5 Days per Week	Number of Sites Serving 3-4 Days per Week	Number of Sites Serving 1-2 Days per Week
13	Seniors Assistance Center - Vince's	0	0	1	0
13	Solutions For Care	0	0	0	1
13	Stickney Township Office on Aging	0	1	0	0
13	Stickney Township Office on Aging - LSV	0	1	0	0
13	Stickney Township Office on Aging - North	0	0	0	1
13	The Center of Concern - Des Plaines	0	0	0	1
13	Village of Wheeling	0	1	0	0
13	Xilin - China Buffet (Noodle Deli)	0	1	0	0
13	Xilin - Super China Buffet	0	1	0	0
13	YMCA of Berwyn/Cicero	0	1	0	0
Total	63	1	42	9	11

Local Cash Match and Program Income Resources

Based on Area Plan budgets submitted by the 13 Area Agencies on Aging, local resources (both cash and in-kind contributions) and program income (client contributions) provide significant financial support to the nutrition program. In FY 2023, it is estimated that local match will provide almost \$12 million (15.8% of total budget) statewide and that program income will provide \$5.3 million (7 % of total budget) to support the home delivered meal program.

The following charts outline how the various resources are used to fund the average cost of home delivered meals (HDM) and congregate meals.

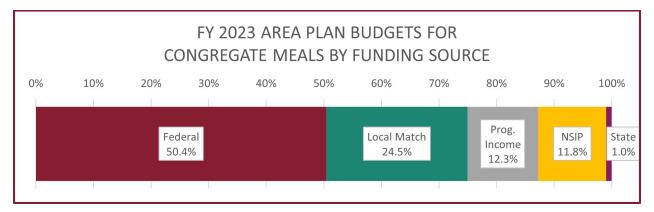


Note: NSIP stands for the Nutrition Services Incentive Program. Meal count used to determine a state's allotment under OAA Title III, Part A (Section 311).

A meal provided to a qualified individual at his/her place of residence through a program using OAA Title III C funds that meets all the criteria listed below:

- Meal served to an eligible individual (i. e., a person who is qualified to receive services under the OAA as defined in Title III); and
- Meal served to an eligible person who has NOT been means-tested for participation; and
- Meal must be compliant with the nutrition requirements; and
- Meal served by an eligible agency (i. e., has a grant or contract with a SUA or AAA); and
- Meal served to a person who has an opportunity to contribute toward the cost of the meal.

Meals served under Title III-E supplemental services may be included if all the above criteria are met. (Source: OAA)



Note: NSIP stands for the Nutrition Services Incentive Program. Meal count used to determine a state's allotment under OAA Title III, Part A (Section 311). Nutrition Services Incentive Program provides incentives to encourage and reward effective performance by states and tribal organizations in the efficient delivery of nutritious meals to older individuals.

A meal provided to a qualified individual in a congregate or group setting through a program using OAA Title III C funds that meets all the criteria below:

- Served to an eligible individual (i. e., a person who is qualified to receive services under the OAA as defined in Title III); and
- Served to an eligible person who has NOT been means-tested for participation; and
- Meal must be compliant with the nutrition requirements; and
- Served by an eligible agency (i. e., has a grant or contract with a State Unit on Aging or Area Agency on Aging); and
- Served to a person who has an opportunity to contribute toward the cost of the meal.

Meals served under Title III-E supplemental services may be included if all the above criteria are met. (Source: OAA)

The following are questions from the Home Delivered Meals survey distributed in September,2022 to the thirteen Area Agencies on Aging (AAAs) which are funded by the Illinois Department on Aging throughout the state of Illinois.

QUESTION #1

What additional fund dollar amount would be needed to provide home delivered meals to the persons denied services in your PSA for the previous fiscal year?

This table reflects the funding totals as reported by each PSA to provide meals for those individuals who were denied services in FY 2022.

PSA	Additional Funds
PSA 1	\$75,000
PSA 2	N/A
PSA 3	N/A
PSA 4	N/A
PSA 5	N/A
PSA 6	N/A
PSA 7	\$255,470
PSA 8	N/A
PSA 9	N/A
PSA 10	N/A
PSA 11	N/A
PSA 12	N/A
PSA 13	N/A
Total	\$330,470

<u>PSA 1</u>

Currently no person is denied service unless they do not meet criteria, but some were on a waiting list.

\$75,000 for replacing delivery vehicles, steam table, and covering increased costs to pay staff due to minimum wage increase.

<u>PSA 7</u>

Meals on Wheels of CEFS:

We do not have a waiting list, but several seniors have requested hot meals and because of the location of their residence they were offered a hot meal and 4 frozen but they denied service because they wanted a hot meal each day.

I can't get volunteers to go that far without reimbursement of mileage. 80 miles/day x 248 serving days x \$.58/mile = \$11,507.20

Prairie Council on Aging:

Opening a new site in rural Morgan County would be the only additional funding needed. Cost associated with this for a full fiscal year would be

- 1. Staff \$15 X 3hrs X 248 serving days, = 11,160 +FICA 7.65% = \$12,000
- 2. Supplies including food cost \$15,000 Total cost \$27,000

We would need funding of \$27,000 for a new location, staff, food, serving older adults 248 days per year.

Senior Services of Central Illinois:

We would need funding of \$189,970 for an additional delivery route.

QUESTION #2

How were the Consolidated Appropriations Act (CAA) funds and American Rescue Plan Act (ARPA) funds used to expand Home Delivered Meals in the PSA in the past year (October 1, 2021, to September 30, 2022) including but not limited to eliminating/addressing waitlists, establishing new meal routes, providing more than one meal per day, etc.?

<u>PSA 1</u>

- 1. Purchased HDM delivery vehicles.
- 2. Increased our delivery routes.
- 3. Eliminated the waiting list.
- 4. Purchased ovens and other small equipment.
- 5. Implemented a new meal packaging system.

<u>PSA 2</u>

- 1. Increased home delivered meals and number of older adults served.
- 2. Hired additional staff for home delivered meals and congregate meals.
- 3. Hired an outreach coordinator to help increase our visibility in the community.
- 4. Purchased a new vehicle that will be used for HDM delivery.
- 5. Purchased new technology for efficient program delivery.
- 6. Expanded options in serving older adults including drive through pick up of frozen meals, ethnic meal choices, shelf stables and expanded types of meals by providing ethnic meals for HDM.

<u>PSA 3</u>

- 1. Added new delivery routes.
- 2. Increased the number of participants for the home delivered meal program.
- 3. Purchased new vehicles for meal delivery.
- 4. Added staff as delivery driver.
- 5. Purchased equipment such as thermal meal carriers, freezers, steamers, steam tables, computers, and phone equipment.
- 6. Completed vehicle maintenance.
- 7. Covered increasing costs of food, travel, and payroll to maintain current programs.

<u>PSA 4</u>

- 1. Increased home meal client delivery routes.
- 2. Purchased and assembled boxes of five days of shelf stable meals for each home delivered meal client.
- 3. Purchased disinfectant sprays/wipes, hand sanitizer, masks, and other PPE.

<u>PSA 5</u>

- 1. Provided clients with shelf stable meals.
- 2. Purchased equipment and supplies such as walk-In cooler shelving, convection oven, freezer, dishwasher, ice machine and utility carts.
- 3. Provided second meals from each kitchen to those identified as highest nutritional risk.
- 4. Added pureed meals.
- 5. Offered additional calcium choice as a milk alternative.
- 6. Expanded routes to cover all area of counties.
- 7. Provided frozen weekend meals to those clients that are determined to be at high nutritional risk.
- 8. Purchased laptop computers to assist our client advocates with assessments and reassessments.
- 9. Allowed each person to receive an additional meal each day.
- 10. Prevented a waiting list.

<u>PSA 6</u>

- 1. Expanded the opportunity for qualifying individuals to receive frozen meals in unserved/underserved communities. Volunteers transported frozen meals to a central pick-up location once a week. This initiative improves access to the program by eliminating transportation barriers and accommodating caregiver schedules.
- 2. Continued to provide meal service in our six-county service area.

<u>PSA 7</u>

- 1. Covered extra costs due to inflation.
- 2. Provided an extra meal on weekends and holidays to those in need.
- 3. Provided shelf stable groceries, in limited quantities, during the winter months, to those most at risk for food insecurity or malnutrition.
- 4. Avoided implementing a waiting list.
- 5. Purchased equipment, delivery bags, coolers, and heaters to keep the food at the proper temperature while delivering.
- 6. Purchased a food truck for delivering meals.
- 7. Used funds to cover Indirect costs such as meal bags and accessories, first aid kits, ice packs and items for blizzard bags.
- 8. Completed vehicle maintenance.
- 9. Purchased volunteer recognition supplies.
- 10. Added additional staff.
- 11. Purchased weekly groceries for meal participants on the wait list.

<u>PSA 8</u>

- 1. Expanded services to include weekend meals to participants at nutritional risk.
- 2. Expanded services to include Mom's meals for participants on special diets.
- 3. Purchased shelf stable meals for emergencies.
- 4. Provided subsidies to help offset the rising cost of fuel and food.
- 5. Purchased equipment such as labeling machine, freezers, and delivery bags and coolers.

<u>PSA 9</u>

- 1. Purchased shelf stable meals and food for hot meals.
- 2. Increased the number of participants who receive meals.

<u>PSA 10</u>

- 1. Purchased new delivery trucks, kitchen equipment, food, and supplies.
- 2. Delivered to people that wouldn't have normally qualified.
- 3. Added more delivery routes.
- 4. Increased staffing.
- 5. Served more home delivered meal participants.

PSA 11

- 1. Eliminated waiting lists and provided meals to underserved service areas.
- 2. Served the increased number of eligible Home Delivered Meal clients.
- 3. Purchased new delivery vehicles, kitchen appliances, freezers, or countertops.
- 4. Added additional delivery routes.

<u>PSA 12</u>

- 1. Ensured the provision of home delivered meals to older adults lacking resources during the COVID 19 pandemic.
- 2. Provided 343,458 home delivered meals in FY22.
- 3. Developed and expanded current home delivered meal diet offerings such as Indian, Pakistan, Vietnamese, Korean, and Chinese foods.

<u>PSA 13</u>

- 1. Opened new meal sites to serve under-served areas.
- 2. Encouraged home delivered meal providers and assessment agencies to promote the availability of second daily meals, weekend meals and medically tailored meals.
- 3. Encouraged partners and other community organizations to explore teaming up with restaurants to provide ethnically appropriate meals in certain areas.

QUESTION #3

FY 2023 Recommendations from the Aging Network on Potential Ways to Increase Federal Funding for Home Delivered Meal Programs

The Department on Aging in September of 2022 surveyed the 13 Area Agencies on Aging (AAAs) and nutrition service providers in September 2022 on potential ways to increase the amount of federal funding for the home delivered meal program. The following chart summarizes each area's feedback from the survey.

PSA	Recommendations for Potential Ways to Increase Federal Funding For Home Delivered Meals
	VOLUNTARY ACTION CENTER(VAC)
	Increase local match credit for volunteers
	 Allow more flexibility for use of Congregate and HDM funding to maximize existing awards. As COVID looks to be with us for a long time to come, traditional congregate services may be forced to shift to accommodate virus mitigation efforts.
	 Offer an additional allotment of federal funds for capital needs in nutrition programs. Ongoing maintenance and replacement of aged equipment is a struggle to address while also maintaining current services.
1	Northwestern Illinois Community Action Agency (NICAA)
1	1. More money for lobbyists
	2. Provide more data on the need
	Lifescape
	 Change the way nutrition is funded. Currently, there are two (2) types of nutrition programs: HDM and Congregate. Many times, congregate is not a feasible way to feed food insecure seniors. If, instead of separating the programs, just fund "Nutrition" and allow local AAAs to establish the needs in each PSA.
	2. More storytelling. Our HDM programs are truly remarkable. The public should be made aware of it.
	1. Identify participants and their families that benefit from home delivered meals and discuss how receiving meals has allowed them to remain at their own homes and then connect a price saving by not having to place that person in LTC.
2	2. Demonstrate that the COVID-19 pandemic uncovered a new group of older adults who are food insecure but do not qualify for home delivered meals and do not choose to attend strictly regulated in-person community dining locations.
	3. Identify additional community resources for program and services for older adults.
	 Provide more flexibility with how they are able to spend their funds to best meet the needs of their participants. Our providers know best how to best serve their communities, but having such limitations on spending, limits their ability to provide the best quality services. For example, due to the pandemic congregate meal numbers have decreased while the number of HDMs has increased. Having the flexibility to spend the congregate meal money on HDMs could allow our providers to serve more people.
3	2. Invite representatives and federal officials to see some of our provider sites and allow those who directly provide these services to explain their needs and the struggles they have with funding these programs could be helpful.
	3. Share the stories of those who receive meals. Our providers know how many people would go hungry without their services. The pandemic showed us just how many people needed meals, and just because COVID numbers are waning, our participants continue to need meals.

PSA	Recommendations for Potential Ways to Increase Federal Funding For Home Delivered Meals
4	N/A
5	 CRIS: Apply for grants Order of Saint Francis (OSF) Hospital: Advocacy – education of all the moving parts within the meal program. For example, money to support one piece of funding is often affected by other pieces of the program (we are grateful for all/any financial support), but all spokes of the program need support as they impact each other intricately. For example: increase in HDM clients (need money for kitchen team to prepare food, vehicles to transport food, gas money, vehicle repairs, kitchen equipment, etc., not just the cost of food and food containers). Advocacy – raising money in local communities. It's tough to continuously ask local support when many companies/entities/individuals are struggling financially as well. Sarah Bush Lincoln: Advocacy that educates legislators about the non-food associated costs of doing business. The perception appears to be that increased funding must lead to increased meals, while not providing for the infrastructure necessary to make that happen. Interchangeable or combined funding for C1 and C2 that allow the funds to be used where most needed. Advocacy that educates legislators about the struggle for raising local cash match in rural areas and areas that do not have foundations, funding sources, etc. CC Meals On Wheels: Have lawmakers come and see the program in action.
	3. Have lawmakers interview clients in need.
6	 Find ways to reduce overhead and other operating costs to stretch existing Title III and NSIP funds. Examples might include: Identify opportunities for grants to be made to municipalities/counties/townships, etc. that could be used to support local OAA nutrition sites by covering operating expenses and upkeep costs for community-owned facilities (e.g., utilities, repairs, pay or subsidize rent). This would reduce costs for the service providers, enabling more Title III/NSIP funds to go to direct service provision. Explore partnerships with community businesses, organizations, and/or educational institutions (e.g., restaurants, grocery stores, culinary training programs, vocational training providers) and OAA nutrition program service providers/sites to expand capacity and to foster innovation. As in the above example, offsetting startup and/or maintenance costs, along with potentially expanding the pool of staff and/or volunteers, could extend the life of existing Title III grant funds. Collaborate with the Veterans Administration or other groups serving veterans and their family caregivers to build and/or enhance Meals on Wheels service capacity.

PSA	Recommendations for Potential Ways to Increase Federal Funding For Home Delivered Meals	
	Illinois Valley Economic Development Corporation (IVEDC)	
	 Seek out Large Corporate Funding Sponsors, especially those in the food service industry. Offer the opportunity for employees of the U.S Department of Health and Human Services and all other Federal Employees to withhold any amount of their salary, as they personally chose, to contribute to a fund to "Feed the People". This would be a voluntary donation and funds could be split accordingly or applied for through grant opportunities.3. Federal Tax Referendum, i.e., increase in sales tax, wealth tax, etc. Local governments, statewide, create laws in which a certain amount of all property taxes collected must be reserved for an account for taking care of the senior populations in all counties. 	
	Meals on Wheels of Christian Effingham Fayette Shelby (CEFS): It would be important to emphasize that we are serving a rapidly growing aging population and that in-home services are much less expensive than costs for those institutionalized in a long-term care facility.	
	Greater All Nation Tabernacle (GANT)Health Ministry	
	1. Increase federal funding by increasing the number of clients served.	
	2. Partner with other social agencies to increase program participation.	
	3. Deliver meals to minority and unserved populations.	
7		
	Prairie Council on Aging (PCOA)	
	 Rural support is needed to provide meals in grocery store desert areas Combat social isolation and decrease loneliness. 	
	 Extend life span of people in the community by providing nutritious meals. 	
	3. Separate line item for shelf stable meals so seven-day food supply can be provided.	
	 Develop a program for microwave distribution to the participants to properly heat the meals safely. 	
	5. Have bar coding be universal.	
	Senior Services of Central Illinois (SSOCI) 1.Survey seniors and caregivers from the community who receive home delivery meal services, to speak on how the meal delivery program is beneficial for them and how it assists them to stay at home. 2.Survey seniors and caregivers on how the social interaction of staff and volunteers, when delivering meals, impacts their life in a positive way, and gives them something to look forward to on daily basis. 3.Cost of food and meal preparation for just one meal participant monthly is \$196.56. Senior Services of Central Illinois serves older adults with annual income of \$10,500. Because of cost of living and inflation, purchasing groceries is a struggle for meal participants with low income. Our meal program prevents participants from choosing between a hot meal or paying a bill and helps them avoid skipping meals. Donation for a meal is \$3.00.	
8	 Highlight success stories that demonstrate the impact of the program Analyze and present the measurable outcomes – improved health status 	

PSA	Recommendations for Potential Ways to Increase Federal Funding For Home Delivered Meals
9	 <u>Christian Effingham Fayette Shelby (CEFS)</u> 1. To show we are an aging country. 2. To show that it is cheaper to provide in home services rather than long term care of taxpayers <u>Comp Services</u> 1. Educate our legislators on the need for these services and ask for more funding. 2. By decreasing other federally funded programs. 3. Special funding for special projects. <u>Bond Clinton Marion Washington (BCMW)</u> Highlight the benefits of the meal program which is nutrition and socialization for older adults on a regular basis.
10	 Edwards/Wayne: Redesign the intra-state formulary to funnel some additional dollars for rural community seniors. Hamilton/White: Advocate for passage of human infrastructure bills and educate seniors about which law makers have consistently voted against senior issues. As prices continue to rise on food, gasoline, paper products, etc., increased federal and state funding will be essential in keeping the home delivered meal program going. In addition, we should commemorate and celebrate the Older Americans Act passage and renewal. Lawrence: We need to accommodate meal delivery times and on-site availability for our seniors that are still working full time. The Home Delivered Meal Program is expensive but vital in keeping the cost of caring for seniors down. It is less expensive to deliver a meal than to put a senior in a nursing home for malnutrition because they haven't had a nutritious meal in months and their health has steadily gone downhill. Maybe instead of restructuring congregate centers we need to look at restructuring how meals are offered, schedules of our working seniors and include drive-thru meals. Not everyone lives on a day schedule and not all can attend the congregate sites. They will find a drive-thru but with poor nutrition guidelines, they could utilize ours and meet the 33 1/3 criteria. Those who do not work, could be night owls and still on a night schedule, maybe they would like their breakfast at 3 in the afternoon? Maybe funding for a new type of Home Delivered Meal Program would help everyone more. Wabash: Increase HDM clients, increase number of days served, and increase number of meals served each day.
11	 Collaborate with AARP, I4A, and other strong advocacy groups to increase the knowledge of federal legislators on the prevalence of malnutrition and the necessity of the meal programs for older adults. Ensure a strong group of lobbyists in Washington by networking with AARP and other strong advocacy groups. Utilize social media to educate the community about the importance of home-delivered meals. Use human interest stories and get more publicity on the impact this service provides. Find someone well-known to do a public service announcement on the meal services of the OAA. A sport professional or a Tik Tok star who has had a grandmother or someone close to them benefit from the meals do a short ad on the importance of funding HDMs. Find a university with students interested in doing a study of the health differences between older adults who receive HDMs and those who do not and see if there are better health outcomes for those who receive HDMs. This would be evidence to share with legislators on the importance and necessity of the service.

PSA	Recommendations for Potential Ways to Increase Federal Funding For Home Delivered Meals
12	Earmarking new or existing revenue streams toward funding for Home Delivered Meals.
	Increasing data collection to track the longitudinal benefits of congregate and home delivered meals. The near-daily contact that our providers have with meal recipients represents a unique opportunity to harvest long-term local data on client health. This effort would require an investment of resources (i. e., funding) to collect the data and demonstrate the return on investment for nutrition programs. We would work with IDoA to explore how this might be done effectively and determine funding needs to support the effort. Providing deeper analysis of the needs of our population(s). For example: documenting how many older adults may be unable to attend congregate meal sites because of work or caregiver conflicts. Uncovering these needs may lead to additional service options. Piloting program enhancements to justify additional funding.
	These could include:
	1. Documenting the effects of expanded meal choice to determine if choice affects participation rates, outlook and attitudes, and physical health. Areas to study:
13	2. Providing a minimum of two meal choices for general wellness diets each day, both congregate and home delivered.
	3. Offering therapeutic diets (including but not limited to diabetic, renal, and very low sodium) at congregate dining sites.
	 Making culturally appropriate meals more accessible, perhaps by using restaurant partnerships.
	5. Expending the Older Americans Act nutrition services to include grocery boxes with menus. Thanks to a three-year grant from the Administration on Community Living, AgeOptions is currently conducting a pilot program to study how grocery deliveries can become a funded Older Americans Act program. We are targeting the little-studied segment of older adults who may not be benefitting from either congregate or home delivered meals. These include individuals who may live in food deserts or may have limited transportation, yet they are still able and willing to cook for themselves. Now entering the second year of the pilot, we are also exploring how deliveries of fresh produce, fruits, frozen meats, packaged staples can be tailored for therapeutic diets.

QUESTION #4

FY 2023 Recommendations from the Aging Network on Potential Ways to Reach Unserved/Underserved Areas and Special Populations

The Department on Aging surveyed the 13 Area Agencies on Aging (AAAs) and nutrition service providers in September, 2022 on potential ways to reach unserved and underserved areas and special populations in the home delivered meal program. The following chart summarizes feedback from the survey.

PSA	Recommendations for Serving Unserved/Underserved Areas and Special Populations
	VOLUNTARY ACTION CENTER (VAC)
	1. Investment in new systems, such as routing software, has the potential to create delivery efficiencies to allow for more service with current resources.
	2. More standardized tools for outreach will allow a template for better communications with clients within confines of existing staffing.
	3. Development of more partnerships at the regional and state level will offer more resources at the local level to offer to individuals served.
	Northwestern Illinois Community Action Agency (NICAA)
	1. Increase marketing
1	2. Hire more drivers
	3. More funding
	Lifescape
	 Change the congregate and home delivered meal funding to just "Nutrition" and allow local programs to decide what is the best use of the nutrition funding.
	2. Policy makers should understand the difference between "rural" and "urban" clients. Currently, funding is divided based on population It is much more efficient to deliver meals in an urban setting. The cost per meal rises exponentially in rural areas.
	3. Policy makers should understand that small Home Delivered Meal providers are not as equipped to
	handle "special populations" in rural areas as larger ones are. Cost per meal rates explode with these two populations and smaller organizations may not be equipped to absorb those additional costs.
	1. Provide additional meal options which includes medically-tailored diet options and ethnic meals.
2	2. Provide a wider range of meal service. Offer additional funds to cover personnel costs to
2	accommodate meal service times later in the day. Host pick-up Meal Program in the community.
	3. Outreach to older adults of racial ethnic minority for elderly nutrition program.
	1. Our providers continue to struggle with reaching non-English speaking communities. Having a state-wide call center for non-English speakers could help alleviate the difficulties local providers have with reaching their non-English speakers. If the call center could do the intake/ assessment of needs for individuals then provide that information to the local providers, that would allow providers to serve these individuals without struggling to overcome the language barrier.
3	2. Our providers are very limited in their ability to advertise. Advertising is costly and that expense
	would be a burden on our providers.
	3. We would love to have a better way of connecting with other agencies and individuals who serve in the community, for example health care workers. Developing partnerships with healthcare providers could be a beneficial way of spreading information via word-of-mouth.

PSA	Recommendations for Serving Unserved/Underserved Areas and Special Populations
4	 Increase funding for additional meal delivery vehicles and drivers to serve outlying areas. Increase funding to serve special populations such as disabled clients under 60 years of age and clients on modified diets which are more costly to prepare.
	3. Increase funding to support expansion of service to less populated areas of all PSA 04 areas served.
	 Order of Saint Francis (OSF): I think about the locations of where special populations/underserved/unserved areas are located: 1. Funding vehicles - keeping food hot/cold long enough to be food safe upon delivery, having a vehicle available to travel, paying for repairs, oil changes, gas, new tires, etc. 2. Paid staff – extending service areas - Kitchen team to prepare/plate additional food, kitchen equipment and kitchen space (seeking new location or use of current location), driver(s) available to deliver.
	Sarah Bush Lincoln (SBL):
5	1. Funding for delivery vehicles (heated and cooled), including maintenance and fuel, to allow for safe transport of meals into isolated/rural areas.
	2. Funding for paid staff for delivery into isolated/rural areas.
	3. Funding for equipment in kitchens to increase capacity.
	CC MOW:
	Address the staffing shortages in the workforce.
	CRIS:
	1.We would have additional significant funding marketing campaigns designed for volunteers.
	2.We would have additional significant funding to reimburse them for their mileage.
	Find ways to build and/or increase mobile service provision and seek out partnerships with groups who may not already be part of the conversation in some areas.
	Examples might include:
6	 Develop mobile/flexible HDM provision that is less reliant on traditional brick-and-mortar infrastructure. For example, Meals on Wheels "food trucks" (retrofitted school buses) that are self-contained small kitchens, and that could access rural/remote communities unable to be served through typical HDM routes. A mobile unit could provide a hybrid service that offered hot meals a few days a week supplemented with frozen meals. The service schedule would incorporate stops at the "home base" and routes into several underserved communities during the week. Partner with Centers for Independent Living and other community service providers who work with older adults who are deaf, deaf/mute, blind, or have other disabilities who may not be accessing OAA nutrition services due to barriers, to recruit HDM volunteers who have ASL skills (and to provide for outreach materials in audio format or braille) Partner with local mass transit providers to build a "Lunch Hour" program. Transit providers could
	potentially assign a smaller van to do "lunch duty", taking Meals on Wheels volunteers around the community to deliver each day of the week. This could expand service route capacity, open volunteer opportunities to people who don't drive/don't have their own cars. This would have the added benefit of demonstrating the value/availability of mass transit for potential senior riders.

PSA	Recommendations for Serving Unserved/Underserved Areas and Special Populations
	Christian Effingham Fayette Shelby (CEFS) Additional money for mileage of reimbursement of volunteers to reach those areas.
	Where you live shouldn't matter for services but for very rural areas it's difficult to get volunteers to go that far without reimbursement.
	Illinois Valley Economic Development Corporation (IVEDC)
	1. Grants to award delivery vehicles to providers, along with fuel discounts for agencies providing the service.
	2. Larger pool of volunteers to select from, especially in downstate rural areas, to offer delivery to those who are sparsely located; sometimes driving 20 miles just to serve 5 people in one general area.
	3. IDOA or other IL state agency create committees devoted to delivering meals, throughout the state, on a regular, routine basis. This may be individuals working remotely, volunteers provided by IDOA, IDOA staff and/or relatives, political leaders, advocacy groups, etc. The larger number of individuals devoted to serving others is, the more likely providers will be able to serve ALL. "It takes a village."
	Prairie Council on Aging (PCOA)
7	1. Work with PSA07/Age Linc's Aging and Disability Resource Collaborative (L-ADRC) to have existing programs reach a larger, more diverse populations including NAACP, LGBTQ, Congolese, and Hispanic groups.
	2. Connect with church coalitions to share program services.
	3. Be sure that current staff across all 5 counties (Morgan, Cass, Scott, Greene, and Jersey) are fully educated to coordinate referrals and attend all interagency meetings to disseminate information.
	Senior Services of Central Illinois (SSOCI)
	1. Work with our team members to better educate ourselves about more effectively meeting the needs of those unserved, those underserved, and special populations.
	2. We are working with the local Phoenix Center in Springfield to offer training and education for team members on engaging with the LGBTQ community as well as the importance of diversity and inclusion for all seniors in our service area.
	3. Working to build more positive engagement for our seniors at our congregate sites throughout our service areas. We have seen a significant decline in the number of seniors at the congregate site. Some of this is because of the closures during the initial onset of COVID, but many seniors are still hesitant to return. We were having discussions about engagement, looking at what interests and needs would bring more seniors to the sites even before COVID.
	4. Working to look at ways to decrease social isolation for our participants.
8	1. Increase funding to provide additional drivers and routes to cover unserved area.
	2. Campaign/education to inform the public about HDM and dispel the myths and stigma related to the program.
	3. Continue to offer HDM to congregate clients to increase access to nutritious meals.

PSA	Recommendations for Serving Unserved/Underserved Areas and Special Populations
	Christian Effingham Fayette Shelby (CEFS)
	 Receive additional money just to reimburse volunteers to drive that far in the rural areas five days a week.
	Comp Services
	1. Build a Senior Center in Mt. Vernon.
9	2. Expand funding for Congregate and Home Delivered Meals.
	3. Educate Seniors about the Home Delivered Meal Program
	Bond Clinton Marion Washington (BCMW)
	 Expand funding for meals, and the additional choices we will have to put in place. Funding for meeting the needs of the existing clients, as well as additional/new clients that we have seen during the past two years.
	Edwards/Wayne: N/A
	Hamilton/White:
10	1. Continue to work with other agencies, hospitals, churches, etc. to get the word out to those who need our services.
	2. Lawmakers need to remember that just because we have a lower population in the southern part of the state, it is more rural and more expensive for us to provide meals to those who need them. However, we receive considerably less money than those in larger cities. Hamilton County has a population of approximately 8,200 people, and White County has a population of approximately 13,700. Most of these people live in the country on gravel and dirt roads that it can take as long as an hour one-way to get to. This isn't taken into consideration when funding is provided for our centers. Senior citizens in rural areas need our services as much, if not more than those in the big cities. They don't have the other resources and options available to them that those in the city have available. This needs to be considered and addressed when funding is provided to the different centers and PSAs. You can't just look at the number of people served. You must also look at what all went in to serving those people. What works in Chicago, Peoria, or Springfield, does not work in Carmi or McLeansboro. One size fits all does not work and never will work when it comes to providing services for our senior citizens. Lawrence: Our recommendation for serving underserved is to revisit the intra-state funding formula
	to develop a stronger infrastructure including buildings and regular route transportation.
	Wabash: Finding available space to provide meals in rural areas.
11	 Have printed materials available on the meals and greater flexibility of food options at trusted sites for these populations. This would include local churches, coffee shops, or other locations where rural persons, minorities, or those who socially isolate visit.
	2. Have trusted messengers refer or invite these populations to receive a home-delivered meal and try to arrange for the trusted messengers to deliver the meal the first time.
	 Utilize outreach staff to focus on going to the areas with these populations to encourage "trying" HDMs for a trial period and assessing for social isolation.
12	Not applicable. We are serving meals citywide.

PSA	Recommendations for Serving Unserved/Underserved Areas and Special Populations
13	1. Continue the availability of take-out meals. It is difficult to measure the number of younger, over-60 adults who are currently underserved, or perhaps unable to take advantage of current meal programs due to their limited serving times. Increasingly, people are continuing to work full or part-time into their 70's. Many others are time constrained because they care for grandchildren or other older adults. Continuing the availability of take-out meals, especially configurations such as frozen five-packs, will allow many of these time-constrained older adults to take advantage of the program, learn about other services that might be available to them, and feel supported.
	2. Expand the use of restaurants as meal sources where underserved populations exist . Established restaurants can offer a low-risk, lower-capital opportunity to create access to nutrition for at least two underserved population segments:
	• Individuals who prefer or require culturally appropriate meals. Ethnic restaurants can provide meals for sit-down dining programs or home delivered programs.
	 Individual who may live in areas of scarcity for access to fresh foods, meals and, in many cases, individually packaged home delivered meals. They can also offer the advantage of easily offering a daily choice of meals and, in some cases, greater flexibility of dining times.
	3. Expand access to therapeutic diets . Meeting these needs will require increasing both the type of therapeutic diets available and the number of nutrition providers who offer them:
	 Currently, therapeutic diets are available to HDM clients in our service area. This is because HDMs can be individually packaged and labeled, allowing their accurate distribution to individuals on meal routes. Congregate sites have traditionally used bulk-delivered food, which is plated at the site. Since a limited number of participants would require a therapeutic diet, it would not be practical to order them in bulk. However, since the pandemic, congregate sites have relied on individually packaged meals, making the possibility of including therapeutic diets possible.
	 As the population ages, the need for different types of diets will continue to increase. While the range of therapeutic diets available in our service area has increased steadily over the past few years, it is essential that we find efficient, cost-effective ways to supply the widest possible array of medically tailored meals to our older adult population.

QUESTION #5.

What are some ways you plan to invigorate and increase participation in your congregate meal sites?

<u>PSA 1</u>

- 1. Open more restaurant sites.
- 2. Provide more menu choices.
- 3. Increase community participation and support through volunteer activities.
- 4. Develop frequent diner program with incentives.
- 5. Explore financial feasibility of alternative menus

<u>PSA 2</u>

- 1. Continue to support the reopening and rebuilding of congregate sites and engaging with older adults to feel safe about attending community dining.
- 2. Increase outreach by hosting senior resource fair, utilizing radio, targeted postcards, and Spanish newspaper ad. for marketing about HDM, Congregate dining and new programs being implemented.
- 3. Utilize new program innovative design ideas such as introducing the "Frequent Dining card."
- 4. Work in partnership with existing programs. For example: if there is a successful morning walking group at a park district, a breakfast could be served following the walking period.
- 5. Increase expansion of the Senior Dine Program by opening restaurants.
- 6. Offer more ethnic meals and theme parties to entice new participants.
- 7. Offer breakfast or a box meal at local city concerts in the summer.
- 8. Create a marketing plan with the host locations that encourages new participation by contacting older adults on their contact list to come to the congregate dining location.

<u>PSA 3</u>

- 1. Provide activities before, during or after the meal.
- 2. Improve dining spaces to feel more welcoming.
- 3. Have a bring a friend day to increase numbers.

<u>PSA 4</u>

- 1. Continue to educate the seniors on the safety practices that are implemented to ensure their safety against COVID.
- 2. Contact bingo sponsors who sponsored prior to COVID to see if they can sponsor bingo or craft days.
- 3. Marketing would be done to raise awareness that the nutrition sites are open.
- 4. Follow safety practices so participants feel safe.
- 5. Provide activities and events other than the meal.

<u>PSA 5</u>

Order of Saint Francis Hospital

- 1. Provide guest speakers to present on topics relevant to older adults.
- 2. Provide fitness experts to lead a class in low-impact exercises, yoga, or stretching.
- 3. Have special events to celebrate birthdays or holidays.
- 4. Have board or card game days, craft project days, make a recipe day (no bake).
- 5. Create a club (gardening, book, music, etc.).
- 6. Enhance the environment by redecorating the dining space after asking participant's ideas, such as new chairs, kitchenware, and linens.

Sarah Bush Lincoln

- 1. Provide activities that are well received locally (communities vary so much in interests).
- 2. Promote the enhancements implemented with the ARPA funds.
- 3. Promote restaurant programs. While this is of course not something we can do without a change to the current policies for senior nutrition, we encourage the consideration of the value of carryout meals as a congregate meal service. Post-pandemic, more people would like the option to carry out meals as a choice, not a need that involves a C2 assessment. Those individuals can still receive nutrition education and fellowship, just as happens at a restaurant program, while not being forced to remain on site to eat. We are missing opportunities to positively impact nutrition with the current model.

CC Meals On Wheels

- 1. Clients love the enhancements to the sites.
- 2. Increased activities that interest the clients.
- 3. Create a warm and social atmosphere.
- 4. Loosen the restrictions caused by the DRI's.

CRIS

- 1. Add more restaurants or on-site locations within low-income areas
- 2. Use technology to provide updates on "what's new in nutrition"
- 3. Connect meals to fun and educational activities that happen on a regular basis

PSA 6

- 1. Enhance the menu to offer more diet options, such as plant based, Mediterranean, gluten-free, weight-conscious, renal, heart healthy, or diabetic.
- 2. Partner with local agencies to provide education classes that are of interest to the participants.
- 3. Enhance the overall dining experience by redecorating, adding tablecloths, centerpieces, placemats.
- 4. Having special themed meals with special menu items that are not on the regular menu.

<u>PSA 7</u>

Illinois Valley Economic Development Corporation (IVEDC)

- 1. Hold presentations given by groups who have the best interest of older Americans in mind (i.e., Attorney General, local Sheriff, Health Departments, etc.)
- 2. Cosmetic updates; setting up internal libraries; updating decor, etc.
- 3. Poll the current participants for ideas to invigorate existing locations and services

Meals on Wheels of Christian Effingham Fayette Shelby (CEFS)

- 1. We might try to implement a soup and salad bar once a week with a time frame of eating between 11am 1:00pm
- 2. Offer a "Bring a Friend" contest
- 3. Poll the current participants for ideas to invigorate existing locations and services

Community Action Partnership of Central Illinois (CAPCIL)

- 1. Offer better games and prizes.
- 2. Introduce a USDA exercise and nutrition activity called Eat Smart, Live Strong monthly.

Prairie Council on Aging (PCOA)

- 1. Offer salad bars
- 2. Offer panini press sandwiches and made to serve options
- 3. Use bar coding systems to eliminate administrative costs to run the program.
- 4. Offer a breakfast option

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Senior Services of Central Illinois (SSOCI)

- 1. Host Re-Grand openings at each congregate site.
- 2. Market our programs to remind seniors we are still active in the community.
- 3. Make meals tasty and appetizing.
- 4. Provide more menu choices and offer more appetizers and desserts.
- 5. Redecorate and modernize each site to create a more appealing atmosphere.
- 6. Offer different activities for each site that attracts younger seniors and new patrons.
- 7. Make it a social atmosphere by playing music, having fun activities and different educational speakers on certain days.
- 8. Offer healthy cooking classes.

<u>PSA 8</u>

- 1. Develop an events planning committee comprised of older adults to bring more participants in.
- 2. Increase programming directed specifically towards the male population as there is low male attendance.
- 3. Increasing funds to improve the quality of the food as well as having more menu choices available.

<u>PSA 9</u>

Christian Effingham Fayette Shelby (CEFS):

Until the state lifts the emergency status, it will be hard to have people come back. Once the restrictions are lifted, we will have a nice return of congregate clients. Until then, there is nothing that will really get them to come back.

Comprehensive Connections:

- 1. We plan to open a new senior center this coming year. We will be promoting the new site through our local television station and newspaper.
- 2. We plan to incorporate different services and special events at the senior center that will help increase interest and participation.

Bond Clinton Marion Washington (BCMW):

- 1. Redecorate with a new look that is much more inviting.
- 2. Add additional services at the site that we feel will bring more individuals to the site.

<u>PSA 10</u>

Lawrence

- 1. Survey participants regarding what they would like to see in the center to bring them here and trips they would like to take.
- 2. Change time of day meals are served for example serving 3 days a week at noon and 2 days a week at 5:00pm

Hamilton/White

- 1. Market program to other agencies such as hospitals, churches.
- 2. Communicate to law makers that funding needs to consider the added expenses of delivering meals in rural communities.

Wabash

- 1. Add new activities,
- 2. Market program on social media
- 3. Make cold calls to clients who are not coming to the senior center.

<u>PSA 11</u>

- 1. We have a senior center workgroup that is currently meeting to develop ideas for increasing participation in meals and activities at senior centers.
- 2. Offer new activities before and/or after lunch, like paint class, speaker, band with dancing, etc.
- 3. Offer new food choices, a later meal option, or partner with a food truck to provide a trendy lunch

<u>PSA 12</u>

- 1. We have increased the number of social events to include fitness, computer, and enrichment activities.
- 2. We are scheduling social events before and after meal service.
- 3. We have incorporated additional menu variety by offering Southern Fusion and Latin Fusion meals.
- 4. We continue to promote congregate meal programs by marketing to community partners, advocates, and city of Chicago sister agencies.
- 5. We provide "Special Event Meals" at least eight times per year which feature menu items that are not on the regular cycle menu.

<u>PSA 13</u>

- 1. We are opening new congregate sites to serve lower-income populations that are geographically distant from already existing sites.
- 2. We have implemented a program to provide medically tailored meals at meal sites which has been attractive to a wider range of potential new participants and helps keep current participants attending for a greater number of years.
- 3. Based on the popularity of the current take home meal option at congregate meal sites, we believe that the ability to provide a take-home meal along with a hot, sit-down meal daily would increase participation at sites. We believe this will be especially true in areas of greatest socio-economic need. Many older adults in south suburban Cook County face multiple transportation hardships: longer distances to meal sites, poor public transportation, and the likelihood of owning an older, less reliable vehicle. These difficulties often make going to a meal site for a single meal prohibitive. We expect the possibility of one or more to-go meals with each visit will provide a much stronger incentive for attendance in these areas.
- 4. Provide increased menu choices such as deli trays which allows participants to select their protein, vegetable, and grain for the meal. Other sites that continue to offer a regular choice of hot, daily prepared meals firmly believe this adds to their participation rates.

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Illinois Department on Aging

One Natural Resources Way # 100 Springfield, Illinois 62702-1271 ilaging.illinois.gov

Senior HelpLine: 1-800-252-8966; 711 (TRS) (8:30am to 5:00pm, Monday through Friday)

24-Hour Adult Protective Services Hotline: 1-866-800-1409

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