Food, Seniors, and Service

Strategies for Innovating Home-Delivered Meals and Other Senior Hunger Resources in Philadelphia

Prepared for the Mayor's Commission on Aging

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Introduction

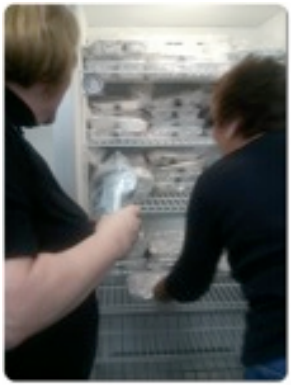
Project Background and Methodology

On any given day in Philadelphia, hundreds of volunteers are making, packing, and delivering meals for homebound seniors in their community. For many seniors who struggle to cook for themselves, volunteer-supported Meals on Wheels programs, as well as home-delivered meals available through the Philadelphia Corporation for Aging, create an essential resource for getting food on the table.

In March 2011, Mayor Michael A. Nutter was one of over a thousand mayors to participate in "Mayors for Meals", a campaign to raise public awareness of senior hunger and to recognize the work of Meals on Wheels programs across the country.

Following that campaign, the Mayor's Commission on Aging recognized there had never been a landscape assessment of Philadelphia's Meals on Wheels programs and that such a study could help ascertain where gaps in services lie and possibilities for improving and innovating resources exist.

This report is the outcome of such an inquiry; it focuses on the role that home-delivered meals programs play in meeting the needs of seniors in Philadelphia who struggle to cook and shop for themselves, including how those programs fit into the larger scheme of issues related to food access for seniors in the city. It also includes recommendations for collaboration and planning that could increase citywide capacity to further address seniors' need for home-delivered meals and other hunger resources.



These findings are derived from research conducted in the summer and fall of 2011, including interviews with staff from home-delivered meals programs in the city, a needs assessment survey of volunteer-supported programs, and a survey of faith based organizations about the support they provide for seniors in their communities. The recommendations were additionally informed by three focus groups conducted in October with a mix of aging professionals, hunger advocates, social workers, home-delivered meals program coordinators, and other community stakeholders. Senior perspectives were drawn from focus groups conducted throughout October and November at eighteen separate locations, including senior centers, community organizations that engage seniors, and senior housing projects.

In support of efforts to create an age-friendly Philadelphia, we hope this report can help catalyze a citywide response to the difficulties seniors face relating to accessing healthy, affordable food as they age in their homes or elsewhere.

Food, Poverty and an Aging Population

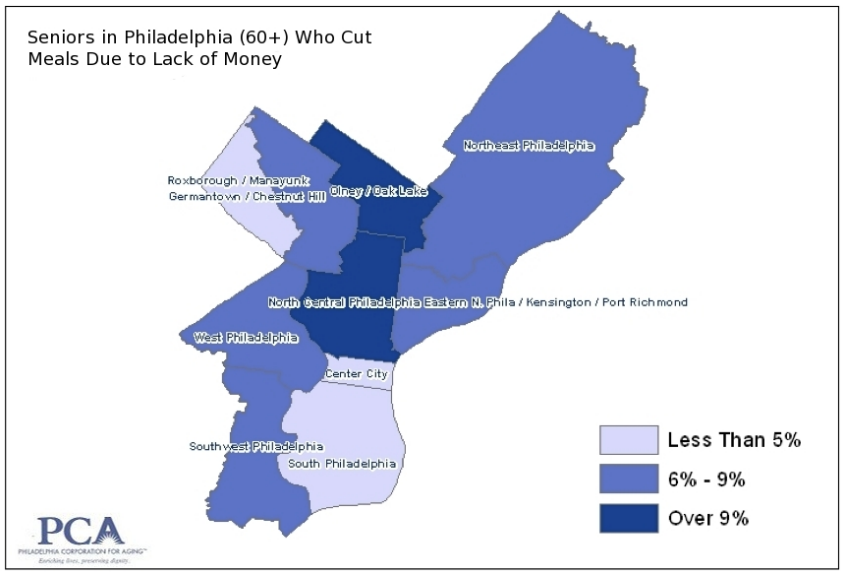
Philadelphia has the highest proportion of adults over 60 of the ten largest cities in the United States, a proportion expected to get higher over the next decade,[1] with 43% of seniors living at or below

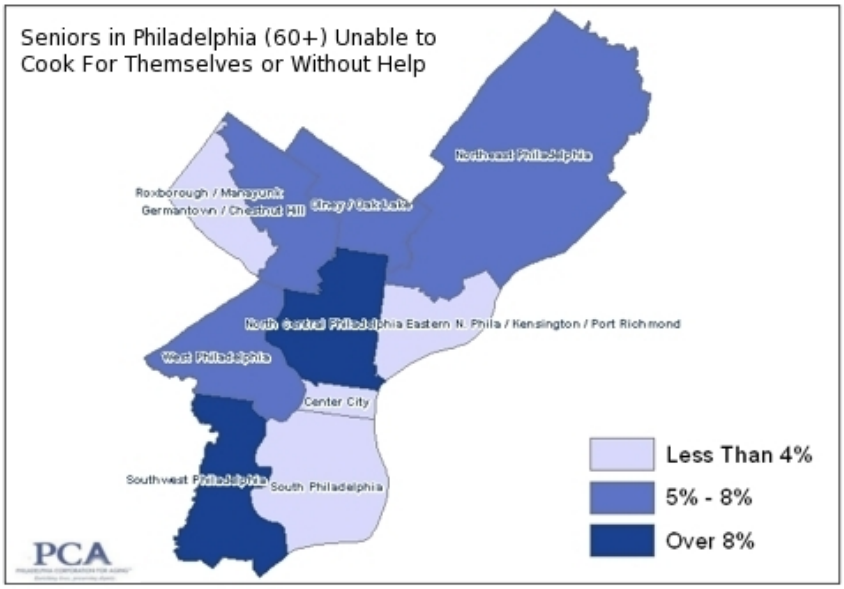
[1] Hetzel, L. and Smith, A. (2001). *The 65 Years and Over Population: 2000*. U.S. Bureau of the Census, U.S. Department of Commerce Economic and Statistics Administration, Washington, D.C.

200% of the poverty line.[2] When it comes to accessing healthy, affordable meals, older adults often face a unique set of challenges. Many seniors on fixed incomes struggle to accommodate greater dietary restrictions that come with age while food costs rise. Seniors also often face limited mobility, making independent grocery shopping and cooking more wearing, and for many, impossible.

Given these difficulties, the need for resources that connect seniors to food in Philadelphia is great. According to the AARP, approximately 18% of Philadelphia's seniors were food insecure or marginally food insecure in 2009.[3] A particularly high number of seniors in Philadelphia also age "in place", or in their own homes, making it especially important to consider seniors' abilities to access meals in their neighborhoods through convenient and safe public transportation, home-delivered meals programs, and/or other resources.

According to a recent survey, 7% of Philadelphians over sixty cut meals due to lack of money in 2009 (Map 1), and 7% indicated needing help preparing meals or were completely unable to cook for themselves (Map 2).[4] The areas where seniors indicated the highest levels of these needs correspond with the areas with higher poverty in the city, particularly North Philadelphia. While each senior's circumstances are different, studies show a significant correlation between poverty, food insecurity and poor health status.[5] Similarly, the Meals on Wheels Association of America reports that seniors who suffer from food insecurity are also more likely to have higher Activities of Daily Living (ADL) limitations, thus making it more difficult to





Data Source: Public Health Management Corporation Household Health Survey

[2] Glicksman, Allen and Kate Clark (2011). "Research Report from Age-Friendly Philadelphia: Food Access and Older Philadelphians." Philadelphia Corporation for Aging, March 15, 2011.

[3] Includes Wilmington, DE and Camden, NJ. Ziliak, James P. and Craig Gunderson. *Food Insecurity Among Older Adults*. AARP Foundation. August 2010.

[4] Glicksman and Clark, 2011. According to the Philadelphia Corporation for Aging's analysis of data from the Public Health Management Corporation's Household Health Survey from 2010. These numbers are probably lower than the reality, given that the survey was conducted over the phone, and only in English and Spanish.

[5] Ziliark and Gunderson, August 2010.

prepare meals independently.[6] That said, being higher-income does not insulate seniors from experiencing food insecurity due to isolation, mobility limitations, health conditions, or other reasons. Access to public transportation or other means of getting to grocery stores, plus health problems, also play a large role in a senior's ability to eat healthily and sufficiently on a regular basis.

> "Everything is harder when you get older. It's just hard to put together meals now."
>
> 81-year old, Germantown

There are several ways older adults adapt to these limitations, including often depending on the support of family and friends. But for those isolated from connections such as these or who cannot rely on them consistently, home-delivered meals, available through both the Philadelphia Corporation for Aging and volunteer-supported programs, often fill in the gaps.

Home-Delivered Meals in Philadelphia

Philadelphia Corporation for Aging

Philadelphia Corporation for Aging (PCA) is the largest provider of home-delivered meals in the city, serving approximately 4,500 seniors across the city. A senior is eligible for frozen or hot home-delivered meals from PCA if he or she qualifies for other home-based services through PCA or participates in an in-home support program operated by one of five PCA-affiliated senior centers.

Eligibility for home-based services through PCA, and thus PCA meals, is determined by clinical assessment and financial criteria. Once deemed eligible for a PCA care plan, clients may be eligible for home-delivered meals if they are unable to cook for themselves or do not have access to meals regularly provided from other sources, such as a senior center, family member, or a personal care aide.

> PCA's Home-Delivered Meals
>
> * Available for recipients of PCA services based on income eligibility and ADL limitations
> * Current enrollment is approximately 4,500
> * Meals are reviewed by a dietician to be appropriate for diabetic diets and are moderately low in sodium and fat

Clients enrolled in PCA's in-home support programs, operated out of five senior centers for those rendered temporarily homebound by surgery or other health conditions, are also eligible for meals. The average number of meals a consumer receives is five to seven per week and the majority receive frozen meals.

PCA's home-delivered meals bear much similarity to congregate meals in senior centers. As of December 2011, PCA's home-delivered meals are contracted to two companies, Whitson's and BTC Foods, Inc (Betty the Caterer) and include an entree, milk, juice, dessert, and bread with margarine. The meals are approved by a dietician to meet Pennsylvania state nutritional requirements and are moderately low in sodium and fat, and can be served as part of a diabetic diet. Sandwich packs are delivered to hot meal consumers for the weekend.

[6]Ziliak, James P. and Craig Gunderson. "The Causes, Consequences and Future of Senior Hunger in America." Meals on Wheels Association of America Foundation. 2008.

Volunteer-Supported Programs

If a senior is not eligible for PCA meals or is not enrolled in an in-home support program, PCA regularly makes referrals to several volunteer-supported and community-based programs that deliver meals to seniors and other homebound individuals. PCA also facilitates an annual collective fundraising effort, PhillyMeals on Wheels Corporate Dineout, to support volunteer-supported meals programs.

Volunteer-Supported Meals on Wheels

- **Community Cooking**: Aid For Friends, Cook for a Friend, Kosher Meals on Wheels, MANNA
- **Catered Cooking**: 21st Ward Meals on Wheels, Chestnut Hill Meals on Wheels, Home-link's Meals on Wheels, Penn's Village Home-Delivered Meals, Northeast Meals on Wheels
- Combined enrollment is approximately 4,000

The types and costs of meals available through volunteer-supported programs varies by program, as do their organizational models. Of the programs surveyed for this report, most operate according to one of two meal preparation models: 1) those that rely on volunteer groups to cook at the program site and in their communities (referred to here as "community cooking"), and 2) those that contract the preparation of meals to a separate food service ("catered cooking"). Regardless of how the meals are prepared, however, both models rely heavily on volunteers to sustain their operations.

Community Cooking Model

Programs that follow a community cooking model build a network of volunteers to prepare meals either on or off the program site.

The foremost benefit of a community cooking model is that the service capacity can be expanded as the network of volunteers expands. That said, coordinating a large network of volunteers to cook meals also takes significant time, planning, and staff support. Additionally, when meals are cooked at community organizations or in homes, it can be difficult to guarantee standardized quality and nutrition standards. However, cooking often comprises a fulfilling, team-building activity for volunteers.

Aid For Friends, which has the largest service capacity of the volunteer-supported programs, relies on a large network of volunteers to prepare meals in their homes, in cooking groups at community and faith based organizations, or at the program site in Northeast Philadelphia. Meals are then delivered to a nearby Aid For Friends freezer, located at over one hundred churches and community organizations. Volunteer drivers, or "visitors", pick up meals from a freezer location and bring them to the client to whom they deliver regularly. This one-on-one pairing system allows Aid For Friends visitors to spend significant time checking in and building relationships with clients.

While the majority of Aid For Friends clients are paired with one volunteer visitor, there are also generally fifty to one hundred clients who receive meals by paid drivers when visitors cannot be found due to a limited supply of volunteers, perceptions of an unsafe neighborhood, or the possibility of the client endangering a volunteer because of mental illness. Some clients move to the regular volunteer service once a visitor is found, however.

The Klein JCC's Cook for a Friend program supports volunteers in organizing monthly volunteer cooking groups at various community organizations, largely synagogues or senior centers, or on-site at the Klein-JCC. Volunteers also assist in the preparation of meals beyond cooking by packing meals for delivery or being a part of the "Soup Squad", small groups that exclusively make soup to be delivered

along with meals. Cook for a Friend also relies on volunteer drivers who deliver to several seniors per route.

MANNA delivers meals to individuals nutritionally at risk and battling chronic illness, and also depends on volunteers to prepare meals. While MANNA originally was founded to serve clients with HIV, its scope has expanded over the last few years to include those with other conditions. Today, more than half of MANNA's approximately 900 clients are over 60.

Volunteer cooking at MANNA is directed by paid cooks at the program site in Center City. Menu planning, dietician review, and chef supervision allows MANNA to offer nine possible dietary modifications that accommodate the restrictions of the client's disease, including renal disease and post-stroke conditions. In its early years MANNA relied on volunteer drivers to deliver meals, but as the program expanded, it transitioned to using paid drivers.

Catered Cooking Model

Other home-delivered meals programs in the city maintain contracts with dining services, caterers, and other food service providers in order to prepare meals, relying on volunteers mainly for the packing and delivery of meals. With this model, food safety and quality can be more highly controlled, yet the potential for capacity-building can be limited to the number of meals the facility or food service is able to provide based on size, cost, or both.

Homelink's Meals on Wheels provides meals made by Betty the Caterer and delivered by participants in work programs for persons with developmental disabilities. The Klein-JCC's catered Kosher Meals on Wheels program also provides Betty the Caterer meals, relying on the same volunteer drivers as the Cook for a Friend Program. Chestnut Hill Meals on Wheels, 21st Ward Meals on Wheels, and Northeast Meals on Wheels contract with dining services at adjacent retirement or hospice facilities. These programs also often rely on volunteers to pack bags of non-perishable food items for breakfast, snacks or emergency situations. Penn's Village, a paid membership organization based in Society Hill, offers home-delivered meals ordered from a local restaurant menu and delivered by volunteers.

Costs, Capacity, and Service Areas

Philadelphia's volunteer-supported home-delivered meals programs range dramatically in their enrollment, from around 50 to 2,200 clients, and also in their service areas. Aid For Friends, MANNA and Homelink's Meals on Wheels have the widest service areas, covering all or most parts of Philadelphia. Others, such as Chestnut Hill Meals on Wheels, 21st Ward Meals on Wheels, Northeast Meals on Wheels, and Penn's Village, are area-specific and have much smaller capacities.

Costs of meals also differ across the board. Some programs ask for a standard, fixed fee per meal that covers operational costs. Homelink's Meals on Wheels has a relationship with the County Assistance Office so that it can accept SNAP (food stamps) as payment and other programs offer financial assistance or payment on a sliding scale. Meals from Aid for Friends and MANNA, which rely heavily on grants and fundraising to cover costs, are entirely free for the client. For a full list of programs' service areas, eligibility requirements, and costs, see Appendix B.

Volunteer Engagement and Fundraising

For programs that engage volunteers as drivers, meal deliveries are often "not just about the meals" for either the seniors or the volunteers. For clients particularly isolated from other social contacts, a delivery of meals may be the only interaction with the outside world in his or her week. For a volunteer, the relationships formed with those to whom they deliver often become similarly meaningful. In many cases, older adults themselves have provided a reliable volunteer base for home-delivered meals programs. Offering time as cooks, drivers, or food packers, older adults also benefit themselves from the structure and fulfillment that a regular volunteer commitment provides. Among these volunteers

there is a high concentration of seniors who are retired from service-oriented careers such as former firefighters, teachers, and police officers. Some programs are also increasingly depending on other volunteer bases, including student and corporate groups.

	PCA	Aid For Friends	MANNA	Cook for a Friend/ Kosher Meals on Wheels	Homelink's Meals on Wheels	Penn's Village	21st Ward Meals on Wheels	Northeast Meals on Wheels	Chestnut Hill Meals on Wheels
Approx. Client Enrollment	4500	2200	900	500	150	120	50	50	45
Cost Per Dinner Meal	Free	Free	Free	Cook for a Friend: $2, donation, or determined by social worker. Kosher: $5	$5	Price of entree ($10-$12 average) plus membership fee	$5	$8	$7
Service Areas	Philadelphia, all parts	Philadelphia, Chester, Bucks, Delaware, Montgomery counties	All parts of Philadelphia, suburbs, parts of South Jersey	Northeast Philadelphia, Center City, South Philadelphia, parts of Lower Bucks County and Montgomery County	Northwest, Southwest, West Philadelphia, parts of North Philadelphia.	Society Hill/ Center City/ Queen Village/ Bella Vista/ Fitler Square/ Logan Square/ South of South	Roxbor-ough, Mana-yunk, Wissa-hickon	Northeast Philadelphia	Germantow n, Mt. Airy, Chestnut Hill, parts of Springfield Township

Other Senior Hunger Resources in Philadelphia

All of the 34 senior centers and congregate meal satellites funded by PCA serve congregate meals. Although meals are provided at no cost to eligible consumers, voluntary contributions are requested. But there are several other resources that address senior food insecurity in Philadelphia beyond home-delivered meals programs and senior centers. For seniors it is often not just one of these resources that helps alleviate the risk of food insecurity but a combination of them according to their needs.

Beyond Meals on Wheels: Other Resources Available to Address Senior Food Insecurity

- Senior Center Congregate Meals
- SNAP
- Grocery Shopping Support
- Emergency Food Programs
- Commodity Supplemental Food Program
- Community Gardens
- Farmer's Market Vouchers/Philly Food Bucks

Supplemental Nutrition Assistance Program (SNAP)

The most far-reaching of these resources is SNAP (formerly food stamps) in which 18.2% of Philadelphians over 65 were enrolled in 2010.[7] While seniors qualify for a wide range of benefits according to their income, SNAP frequently helps low-income seniors allocate money for housing, utilities or other expenses that they otherwise would need to be spending on food. SNAP is also highly important in a time of rising food costs, particularly for seniors who must buy more expensive foods to accommodate diabetic, lactose-free, and other dietary restrictions.

> "I have diabetes. I can't eat just any food. Food stamps help me buy healthier food."
>
> -80-year old Northeast Philadelphia

However, the paperwork and steps required to enroll in SNAP can often be daunting for seniors, and others are not aware they are eligible or that they could be eligible for enough benefits to justify the application process. Benefits Data Trust, which operates a targeted benefits outreach campaign for seniors called BenePhilly, estimates that approximately 60,000 seniors are eligible for SNAP but are not currently receiving benefits. BenePhilly helps seniors complete SNAP applications for seniors through direct mail and phone calls. Last year, the campaign successfully completed 10,000 SNAP applications on behalf of seniors across the city. SNAP outreach to seniors has also been undertaken by other organizations, including the Greater Philadelphia Coalition Against Hunger.

Grocery Shopping Support

For may seniors, getting to the grocery store and carrying groceries is one of the most frequent barriers to easy food access, and even more so during bad weather. Seniors who have no one to help them make regular trips to the grocery store often take advantage of other ways to access transportation and grocery shopping assistance.

Seniors receiving PCA services or in-home support services are often eligible for assistance with grocery shopping, as are seniors enrolled in a care plan

[7] "2010 American Community Survey 1-Year Estimates". http://www.census.gov/acs/www/.

through one of the Philadelphia's three LIFE (Living Independently For Elders) programs. Senior housing facilities often also offer transportation to grocery stores for a fee, while other seniors independently hire "hack" van services to bring them to the store.

There are also volunteer-supported initiatives to connect seniors to grocery shopping assistance. Communicare, for instance, operated by the Community Outreach Partnership, organizes volunteers to bring seniors shopping for no charge. Penn's Village follows a similar volunteer-driven model to help seniors grocery shop and complete other tasks at home. My Way, in Northwest Philadelphia, offers grocery shopping along with other services for an hourly fee.

> "Getting to the store and waiting for the bus with groceries is hard - I'm wobbly. But I have to eat."
>
> -94-year old, South Philadelphia

Emergency Food Programs and "Senior Boxes"

Seniors experiencing food insecurity are often no stranger to emergency food programs, including food pantries, cupboards, soup kitchens, and feeding programs that offer free congregate meals. Both the Greater Philadelphia Coalition Against Hunger and the SHARE Food Program, which support networks of emergency food programs, report that the number of seniors receiving food through the State Food Purchase program has nearly tripled within the past decade.[8]

Additionally, the federally-funded Commodity Supplemental Food Program (CSFP), or "senior boxes", distributes boxes for eligible low-income seniors at over 90 agencies across the city, including senior centers, senior housing, and food cupboards. CSFP, managed by Philabundance, currently provides a little under 10,000 boxes of shelf-stable foods per month for seniors who are at or below

Photo credit: Philabundance.

130% of the poverty line. While the majority of CSFP participants pick up their boxes from distribution points themselves, boxes can also be picked up by a proxy as long as a senior signs up for the program in person. One concern raised by seniors and agencies alike is the weight of the boxes. According to Philabundance, some agencies support the delivery of the boxes to seniors who cannot leave their homes, however many more agencies express the need for home-deliveries than have the manpower to provide that service.

> "Food costs have gone up. Everything's gone up. It's not easy living anymore."
>
> -80-year old, North Philadelphia

Community Gardens and Farmers Markets

Community gardens are becoming a more visible resource to meet senior food insecurity. While gardens have always helped communities meet the needs of hungry neighbors, connections between community gardens and more formal infrastructures to serve seniors has grown within the past couple years. Grow for a Friend, operated by the Klein JCC's Retired Senior Volunteer Program, helps develop raised beds at senior centers and housing

[8] Greater Philadelphia Coalition Against Hunger. Accessed December 2011. <http://www.hungercoalition.org/issue-state-food>

complexes; senior gardeners may harvest fresh produce for themselves, and food from the gardens is additionally used to supplement meals cooked for Klein's home-delivered meals program. The Nationalities Services Senior Center has also taken advantage of the gardening skills of its primarily immigrant senior community in order to expand its senior garden in North Philadelphia into a food production network for seniors, who often bring produce to homebound members of their communities.

There are also two primary resources that can connect seniors to farmer's markets in the city at lower costs. Philly Food Bucks, operated by the Food Trust in partnership with the City's Get Healthy Philly initiative, allows SNAP-recipients to get $2 back for every $5 spent at participating farmer's markets. The Senior Farmer's Market Nutrition Program, funded by the Pennsylvania State Department of Agriculture and operated in Philadelphia by PCA, additionally distributes $20 worth of vouchers to income eligible seniors during the summertime. The vouchers, which are distributed at senior centers and PCA, are valid until November 30th and can be spent on fresh fruits and vegetables grown or growable in Pennsylvania. According to PCA, this year the program distributed produce vouchers to over 36,000 older Philadelphians. Some markets also host stands at senior centers and housing complexes.

Recommendations

A heightened response to senior food insecurity in Philadelphia should entail innovation of resources available through the public sector as well as the strategic leveraging of community-based and volunteer-supported services. For policy-makers, aging agencies, food programs, hunger advocacy organizations, and other stakeholders there are several opportunities for action to improve and expand access. Recommendations in the following areas emerged from focus groups conducted with seniors, social service providers, food program coordinators, and other community members with a stake in senior food security.

Information Sharing

✱ *Create a senior hunger resource guide.* An updated guide with information about food and hunger resources for seniors in Philadelphia could help social service providers, non-aging neighborhood based organizations, information services such as 311 and seniors themselves become better aware of available options.

✱ *Expand training in aging services for non-aging agencies.* Increased outreach to block captains and non-aging neighborhood-based organizations about food-related resources and other senior services could expand community leaders' awareness of ways to connect needy seniors in their communities to healthy, affordable food. Building on PCA's community outreach program, aging professionals or other volunteers could facilitate hands-on workshops that would include an introduction to age-friendly considerations, aging services in the city, how to effectively find information about those services, and tips on training community member volunteers to work with seniors.

✱ *Increase informal networking opportunities*. Staff from organizations that address senior hunger, aging agencies, and others with a stake in senior food insecurity could benefit from increased networking

events to share ideas, experiences, and resources related to senior-specific needs. Networking opportunities that emphasize the interconnectedness of senior food security with other issues that impact both the aging community and other populations in Philadelphia, such as access to public transportation, healthy food, and public benefits, could lead to more effective advocacy and collaboration.

✱ *Streamline connections to food resources for adults under 60.* Food programs that serve seniors often receive calls from individuals under 60 looking for emergency food or other social services, thus making it important to link these programs to information networks about social services and food programs for non-seniors.

✱ *Connect formal networks with informal faith based networks*. Diverse faith communities throughout the city offer a support network for homebound seniors in their congregations, bringing meals to their homes on a regular or temporary basis. Continued outreach to these communities and analysis of their resources could help connect congregations to more information and ideas about serving homebound seniors in their communities.

Food and Nutrition

✱ *Expand dietary options for home-delivered meals.* Particularly with Philadelphia's public health challenges surrounding diabetes and other diet-related conditions, advocacy for greater accommodation of the dietary needs of seniors is essential to more effectively addressing senior health and hunger. In addition to basic nutritional balance, PCA's home-delivered meals program as well as volunteer-supported programs should explore ways to accommodate the dietary needs created by health challenges common to seniors, such as renal disease, dialysis, lactose intolerance, and chewing problems.

✱ *Ensure food safety*. In order to protect clients' health, additional support should be provided to volunteer-supported home-delivered meals programs to ensure they comply with up-to- date regulations regarding food safety, storing, heating, cooling, transportation, labeling, and expiration requirements at their program sites and that this information is also passed to volunteers.

✱ *Expand cultural competency of meals.* Greater education and advocacy surrounding the different tastes, diets, and religious accommodations of culturally diverse residents could help home-delivered meals programs and other senior feeding programs better meet the needs of growing numbers of seniors from Southeast Asia, Africa, Latin America, and Eastern Europe.

Expanding Access

✱ *Build relationships with neighborhood and community leaders in underserved areas.* Many volunteer-supported home-delivered meals programs have grown out of localized efforts to serve seniors in a particular area or faith based community. In order to grow the capacity of these programs to reach across cultural, economic, racial, linguistic, and religious differences, building relationships between volunteer-supported Meals on Wheels programs and neighborhood leaders could help identify seniors in need of services, volunteers to help programs expand, and culturally appropriate

outreach methods. Such connections could also provide opportunities for community leaders to learn about and share strategies for organizing new programs.

✱ *Innovate current models according to cultural differences.* Greater awareness of the needs of non-English-speaking populations and other cultural minorities could help volunteer-supported programs strategize on innovative infrastructures to accommodate the diets and needs of diversifying populations. Long-term planning for programs that aim to address senior hunger should include individualized research into the needs and experiences of culturally diverse seniors within the programs' service areas so that service models can adapt accordingly.

✱ *Increase access to farmer's markets for seniors.* In focus groups, seniors expressed great interest in utilizing farmer's markets, though often faced barriers in accessing them primarily due to location and cost. More farmer's markets in underserved areas and stands at seniors centers and housing complexes will benefit seniors, particularly when compounded with programs that incentivize shopping by lowering costs, such as Philly Food Bucks and the Senior Farmer's Market Nutrition Program's produce vouchers.

Planning and Research

✱ *Build a coalition to support strategic planning around senior hunger.* In order to further investigate ways to improve and expand access to home-delivered meals programs and other senior hunger resources, a committed team of individuals could meet regularly to research, plan, and strategize for collaborative efforts across the city. In order to effectively take advantage of current networks and information sources, this coalition could be organized as a subcommittee of the Mayor's Commission on Aging and consult the Commission on food and hunger-related issues.

> "If you don't have a car around here, there's no way to get to the stores."
> -75-year old, Southwest Philadelphia

✱ *Prioritize food-related needs of seniors in urban planning models*. Key to creating an age-friendly Philadelphia is the examination of resources that address seniors' needs in their homes and elsewhere in order to identify long-term strategies to meet need. In urban planning processes across the city, those with a stake in senior hunger and food access should advocate for close proximity between senior housing, grocery stores and public transportation.

✱ *Conduct neighborhood-based needs assessment of senior hunger and resources.* Data about senior hunger in Philadelphia is sorely limited, particularly on a neighborhood level and for cultural and linguistic minorities. Research institutions could help build significant knowledge about how the City, the Philadelphia Corporation for Aging, other aging agencies, and agencies that address broader hunger and food access issues could plan strategically around senior hunger needs by examining the following research questions:

- In which neighborhoods are seniors most at risk of food insecurity, due either to financial constraints, ADL limitations, or other reasons?
- What are the factors leading to hunger for seniors in high need neighborhoods?
- How does neighborhood-based need correspond with enrollment in PCA's home-

delivered meals program and volunteer-supported programs?

- How do factors causing need overlap with challenges shared by other segments of the population, especially low access to healthy, fresh food within neighborhoods?

Volunteer Engagement

✱ *Enhance recruitment and training of home-delivered meals program volunteers.* In order to support both senior clients and volunteers, Meals on Wheels programs could expand volunteer training on interacting with clients, supporting clients' safety, and connecting clients with other social services. Skills-based training for volunteers in areas such as non-profit management for board members and grants acquisition skills development could also help build the capacity of current programs.

✱ *Improve access to volunteer opportunities around senior hunger*. Strong networks of volunteers reachable through community organizations like CDCs and neighborhood advisory councils, which may be linked into online resources even if their constituents aren't, could help current programs that address senior hunger build capacity. Links with centralized volunteer recruitment efforts in the city, such as SERVE Philadelphia, Greater Philadelphia Cares, and Global Citizen Martin Luther King Day of Service could also raise awareness about volunteer opportunities.

✱ *Engage younger volunteers through service-learning and corporate volunteering.* Strategies for engaging younger volunteers around senior hunger could expand and diversify the volunteer base of Meals on Wheels programs and other senior hunger resources as well as increase intergenerational interest in solving senior hunger in Philadelphia. Pitching deliveries as team-building opportunities to groups of students and corporate employees could increase the capacity of current home-delivered meals programs. Capacity-building opportunities such as SNAP outreach, support in filling out applications for the CSFP program, and professional development for home-delivered meals programs could also help expand access to resources for seniors while increasing the experience of student interns and younger adults related to senior hunger.

Public Benefits Advocacy and Outreach

✱ *Support SNAP outreach to seniors*. For seniors connected to social workers through PCA, senior centers, senior housing facilities or other community organizations, connections to benefits is often a highly streamlined process. But for income-eligible seniors who are isolated from those resources, outreach campaigns about SNAP and support in filling out applications such as BenePhilly are essential to maintain and expand over time.

> "There are all these people, like myself, who don't get food stamps because we're a dollar or two over the limit. That's not fair."
>
> -67-year old, Southwest Philadelphia

✱ *Participate in national dialogues about funding and eligibility requirements for benefits programs.* SNAP allocations and funding for the CSFP program are often threatened on a federal level. Additionally, while food costs are rising, the income eligibility for USDA benefits is not, leaving many seniors whose incomes are just above the limit to fall through the cracks. For those with an interest in meeting the hunger needs of seniors in Philadelphia, engagement in national conversations about USDA benefits according to seniors' needs locally is important.

Appendix A: Key Literature

Recent Research

Mathematica Policy Research. *Feeding America: National Report 2010*. Feeding America. January 2010.

Glicksman, Allen and Kate Clark (2011). "Research Report from Age-friendly Philadelphia: Food Access and Older Philadelphians." Philadelphia Corporation for Aging, March 15, 2011.

Vitiello, Domenic and Michael Nairn. "Community Gardening in Philadelphia: 2008 Harvest Report." Penn Planning and Urban Studies, University of Pennsylvania. October 2009.

Wolfe, Wendy S., Edward A. Frongillo and Pascale Valois. "Understanding the Experience of Food Insecurity by Elders Suggests Ways to Improve its Measurement." American Society for Nutritional Sciences. March 2003.

Ziliak, James P. and Craig Gunderson. *The Causes, Consequences and Future of Senior Hunger in America*. Meals on Wheels Association of America Foundation. March 2008.

Ziliak, James P. and Craig Gunderson. *Food Insecurity Among Older Adults*. AARP Foundation. August 2010.

Ziliak, James P. and Craig Gunderson. *Senior Hunger in the United States: Differences across States and Rural and Urban Areas*. Meals on Wheels Association of America Foundation. November 2009.

Campaigns and Other Resources

Meals on Wheels Association of America: www.mowaa.org

AARP's Drive to End Hunger: www.drivetoendhunger.org

Feeding America's facts on senior hunger: www.feedingamerica.org/hunger-in-america/hunger-facts/senior-hunger.aspx

Laying the Foundation for an Age-Friendly Philadelphia. Philadelphia Corporation For Aging. June 2011.

Appendix B: Home-Delivered Meals Program Directory

	Aid For Friends
Phone	215-464-2224
Address	12271 Townsend Road, Philadelphia, PA 19154-1204
Website	www.aidforfriends.org
Service Areas	Philadelphia, Bucks, Montgomery, Chester, Delaware Counties
Eligibility Requirements	Homebound adults unable to cook for themselves. Eligibility assessment taken by outreach specialists.
Type of Meal	Frozen dinners + breakfast bags
Dietary Modifications	Varies by distribution point
Cost	Free
Delivery Frequency	Weekly
Notes	Also provides occasional gifts, blankets, pajamas, towels, and other household items at discretion of visitor. Includes over 100 distribution points in Philadelphia.

	Chestnut Hill Meals on Wheels
Phone	215-233-5555
Address	8765 Stenton Ave, Wyndmoor, PA 19038
Website	www.chestnuthillmow.com
Service Areas	Germantown, Mt. Airy, Chestnut Hill, parts of Springfield Township
Eligibility Requirements	Homebound adults and/or disabled adults who struggle to cook for themselves.
Type of Meal	Hot meals + breakfast bags
Dietary Modifications	Many modifications can be made in consultation with program and dining service.
Cost	$7/day, $35/week
Delivery Frequency	Daily, Monday-Friday
Notes	Meals prepared through hospice dining service (Keystone House). Volunteers prepare breakfast bags donated by Starbucks. Financial assistance available.

Cook For a Friend/Kosher Meals on Wheels	
Phone	215-698-7300 ext. 197
Address	10100 Jamison Avenue, Philadelphia, PA 19116
Website	www.kleinjcc.org
Service Areas	Northeast Philadelphia, Eastern Montgomery Country, Lower Bucks County, Center City and a small number of clients in South Philadelphia
Eligibility Requirements	Homebound adults unable to cook for themselves or those who experience challenges in preparing their own food
Type of Meal	Frozen dinner + Frozen soup + breakfast bag + Bread/Produce
Dietary Modifications	Many modifications can be made in consultation with program and dining service according to needs of client.
Cost	1. Cook for a Friend: $2.00 per meal contribution, or otherwise decided with social worker 2. Catered Kosher meals: $5.00 per meal
Delivery Frequency	Weekly
Notes	All menus are reviewed by a certified nutritionist.

Homelink's Meals on Wheels	
Phone	267-682-1026
Address	5 W. Mt Airy Avenue, Philadelphia, PA 19119
Website	www.homelinkinc.org/home_delivered_meals.html
Service Areas	Northwest, Southwest, West Philadelphia, parts of North Philadelphia (specific zip-codes listed online)
Eligibility Requirements	Homebound adults unable to cook for themselves
Type of Meal	Frozen dinner + bread/juice/milk
Dietary Modifications	N/A
Cost	$5/meal
Delivery Frequency	1 to 3 times/week
Notes	SNAP (food stamps) accepted. Other financial assistance is available for a limited time.

Northeast Meals on Wheels	
Phone	(215) 745 – 9066
Address	6500 Tabor Road, Philadelphia, PA 19111
Website	www.pphfamily.org/mealsonwheels
Service Areas	Lower Northeast Philadelphia, parts of Montgomery County
Eligibility Requirements	Homebound adults unable to cook for themselves
Type of Meal	Hot dinner + cold dinner + supplements bag
Dietary Modifications	Diabetic and low-sodium
Cost	$40/week
Delivery Frequency	Weekly
Notes	Meals prepared by dining services of Philadelphia Protestant Home retirement community.

MANNA	
Phone	1-866-626-6209 (client services)
Address	12 S. 23rd Street, Philadelphia, PA. 30181
Website	www.manna.pa.org
Service Areas	Philadelphia, Greater Philadelphia suburbs, parts of South Jersey
Eligibility Requirements	Individuals nutritionally at risk and battling chronic illness. Eligibility determined through nutritional assessment by MANNA staff
Type of Meal	Frozen + Non-perishable breakfast/lunch bags
Dietary Modifications	13 dietary modifications available, including diabetic, dialysis, and pureed
Cost	Free
Delivery Frequency	Weekly
Notes	Clients generally receive meals for limited time, not indefinitely. Additional assessments occur after 6 months. Approximately half of clients are 60+.

Philadelphia Corporation For Aging	
Phone	215-765-9040
Address	642 N. Broad Street, Philadelphia, PA, 19130-3424
Website	www.pcacares.org
Service Areas	Philadelphia, all parts.
Eligibility Requirements	Isolated, homebound adults age 60+ eligible for PCA home-care services or in-home support program.
Type of Meal	Frozen or hot entree + milk/juice/dessert/bread. Hot meals clients receive cold sandwiches for the weekend.
Dietary Modifications	All meals are appropriate for diabetic diets and moderately low in sodium and fat.
Cost	Free
Delivery Frequency	Weekly for frozen meals clients, daily Monday-Friday for hot meals clients.
Notes	Care manager determines whether client should receive hot or frozen meals based on clinical assessment and financial criteria.

Penn's Village Home-Delivered Meals	
Phone	215.925.7333
Address	201 S. 21st Street, Philadelphia, PA 19103
Website	www.pennsvillage.org
Service Areas	Society Hill/Center City/Queen Village/Bella Vista/ Fitler Square/Logan Square/South of South
Eligibility Requirements	Penn's Village membership
Type of Meal	Hot
Cost	Cost per menu item (average entree is $10-$12) plus Penn's Village membership fee ($200 base rate for home-delivered meals)
Delivery Frequency	Weekly
Notes	Financial assistance available to reduce membership fee. Meals catered from restaurant.

21st Ward Meals on Wheels	
Phone	215-482-0249
Address	630 E. Cathedral Road, Philadelphia, PA 19128
Service Areas	Roxborough, Manayunk, Wissahickon
Eligibility Requirements	Homebound adults unable to cook for themselves
Type of Meal	Hot dinners, cold sandwiches
Dietary Modifications	Diabetic
Cost	$5/day, $25/week
Delivery Frequency	Daily, Monday-Friday
Notes	Meals provided through Cathedral Village retirement community's dining service

Appendix C: Directory of Other Senior Hunger Resources in Philadelphia

For a list of senior centers that serve congregate meals provided through the Philadelphia Corporation for Aging and information about the Senior Farmer's Market Nutrition Program, call the PCA Helpline at 215.765.9040.

For distribution points and eligibility requirements for the Commodity Supplemental Food Program (senior boxes), call the Philabundance Food Help line at 1.800.319.3663.

For a list of food pantries, soup kitchens, and other emergency food programs in Philadelphia:

- contact the Greater Philadelphia Coalition for Hunger at 215.430.0556, or search by location at: www.hungercoalition.org/need-food
- browse the Food Resource Guide at http://www.foodresourceguide.org/

For a list of community gardens with raised senior beds participating in the Grow for a Friend program, contact Sue Aistrop, RSVP Hunger Relief Volunteer Coordinator, at 267.345.7786.

For more information about the Nationalities Services Center/Senior Center Garden, located at 5200 North Broad Street, call 215.324.7554.

For more information about the Philly Food Bucks Program and a list of participating farmer's markets, call 311 or visit http://www.foodfitphilly.org/eat-healthy/philly-food-bucks/.

For more information about Benefits Data Trust and the BenePhilly benefits outreach campaign, call 215.207.9100 or visit www.bdtrust.org.

Appendix D: Focus Group Locations

North Philadelphia
Guild House West
1221 Fairmount Avenue
Philadelphia, PA 19123

Somerset Villa
200 East Somerset Street
Philadelphia, 1934

Casa Caribe
173 West Allegheny Avenue
Philadelphia, PA 19133

Nationalities Services Center (Senior Center)
110 West Rockland Street
Philadelphia, PA 19141

Congreso de Los Latinos Unidos
2800 North American Street
Philadelphia, PA 19133

Eastern North Philadelphia
Lutheran Settlement House
1340 Frankford Avenue
Philadelphia, PA 19125

Northeast Philadelphia

Klein JCC, Russian Speakers Center
10100 Jamison Avenue
Philadelphia, PA 19116

Ephraim Goldstein Apartments
12003 Bustleton Avenue
Philadelphia, PA 19116

West Philadelphia
Angela Court Apartments
4400 Fairmount Avenue
Philadelphia, PA 19104

Southwest Philadelphia
Ann Thomas Presbyterian Apartments
2000 South 58th Street
Philadelphia, PA 19143

Star Harbor Senior Citizen Center
4700 Springfield Avenue
Philadelphia, PA 19143

Center City
Penn Center House, Inc.
1900 JFK Boulevard
Philadelphia, PA 19103

Casa Farnese
1300 Lombard Street
Philadelphia, PA 19147

Philadelphia Senior Center, Coffee Cup Branch
247 South 10th Street
Philadelphia, PA 19107

MANNA
2323 Ranstead Street
Philadelphia, PA 19103

Casa Farnese
1300 Lombard Street
Philadelphia, PA

South Philadelphia
South Philadelphia Older Adult Center
1430 East Passyunk Avenue
Philadelphia, PA 19147

Germantown
Center in The Park
5818 Germantown Avenue
Philadelphia, PA 19144