

United Way of Laramie County End-of Year Report

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Agency Name: Meals on Wheels of Cheyenne, Inc.
Program: Home delivered meals and ancillary services to the homebound of Cheyenne and Laramie County
Reporting Period: Jan - Dec 20

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Agency Mission/Vision:	Meals and ancillary services provided to the homebound & seniors in Laramie County to promote the highest quality of life, maintain independence, create choices for their future and opportunities to age in place
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Community Issue Program Targets:	Helping Neighbors in Crisis & Strengthening Families : Families, individuals & seniors have adequate safety net & awareness of human services resources
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Program Target Population:	<ul style="list-style-type: none"> ➤ Disabled, elderly, ill, convalescing, frail, minorities, at risk elderly and homebound, and those with greatest physical, nutritional, social and economic need in Cheyenne & Laramie County ➤ Require a therapeutic diet to maintain or improve their health needs ➤ Vulnerable at risk people due to multiple health problems ➤ Need daily contact to feel safe and secure in their homes ➤ Disabilities, frailty and mobility concerns ➤ Isolation and crisis intervention
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Program Significance to the Community	<ul style="list-style-type: none"> ➤ Provides basic needs so the person can remain at home ➤ Provide a safety net to the homebound ➤ Improve the health and quality of life for those with the greatest physical, nutritional, social, and economic needs ➤ Provide and coordinate a continuum of nutrition, health, safety and individualized care services to the homebound ➤ 88% of people on in Jan09 are still on ➤ Conducted 298 interventions, saved 5 lives and stopped a fire in a house, contacted families on all, sent some to the hospital, saw that all were safe. ➤ Prevents isolation ➤ Provide ongoing life skills and services to seniors so they can age in place ➤ 94% said they could stay in their own homes because of our services ➤ 94% said they felt better after receiving meals ➤ 93% said they feel safer because they know we will check on them ➤ 96% said they were satisfied with the meals ➤ 100% of clients are on a therapeutic doctor ordered diet ➤ 100% of clients have been assessed to identify and coordinate services they need ➤ There is no waiting list for services-everyone who need the services receives them ➤ Aging population is increasing and the 85+ senior group is growing at 22% ➤ More seniors and under 60 year olds have severe multiple health problems which make them homebound ➤ Diabetic diets have increased 135%
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Program Resources		Program Activities	
<ul style="list-style-type: none"> ➤ Offices, kitchen, mart store, equipment, storage, filing room, computers, meeting rooms, vehicles ➤ 10 FTE-2PTE-197 volunteers weekly ➤ Partnerships with WY. Aging Division, civic groups, counseling services, Hispanic groups, NEEDS, COMEA, Protection & Advocacy, Housing Authority, Health Departments, etc. ➤ Homeland Security provides disaster kits for our clients ➤ Nutritious therapeutic DRI compliant meals ➤ Frozen and shelf stable meals for weekends, evenings, and emergencies 		<ul style="list-style-type: none"> ➤ Nutritious therapeutic meals daily ➤ Nutrition education and consultation ➤ Case management ➤ Crisis intervention ➤ Intake, assessment, referrals and coordination of services needed ➤ Financial assistance ➤ Daily contact, interaction, and intervention ➤ Communication with families for assurance and support 	
Outcome	Performance Measure	Method of Measure	
<ul style="list-style-type: none"> ➤ Clients will stay in homes and age in place ➤ Clients will feel safe and secure in their homes 	<ul style="list-style-type: none"> ➤ 84% of clients on in January are still on in December ➤ 100% of clients had a doctor ordered therapeutic diet appropriate for health ➤ 100% of clients are checked on daily ➤ 100% of clients are assessed for services needed ➤ 100% of clients receive a nutritional analysis risk assessment ➤ 100% of clients served receive nutrition and other information monthly 	<ul style="list-style-type: none"> ➤ Meals charts ➤ Doctor diet confirmations ➤ Client records ➤ Client logs ➤ Assessment tools ➤ Client change slips ➤ Referral logs ➤ Emergency logs 	
Program Results		Results Analysis and Next Steps	
<ul style="list-style-type: none"> ➤ 84,324 meals were delivered ➤ 2545 emergency contacts with 334 interventions ➤ 2746 client changes were done by staff ➤ 780 educational information items were sent out to all clients monthly ➤ 742 assessments were done ➤ 94% of clients said they were still in their homes because of our services ➤ Increase in elderly over 85 ➤ Increase in numbers served in outlying Laramie County ➤ More minorities were on program increase of 4% ➤ 94% said they feel better after receiving meals ➤ We saved 17 lives by crisis intervention ➤ We do not have a waiting list for services ➤ Mart store has kept us going so we do not need to have a waiting list ➤ Helped clients fill out and apply for energy assistance ➤ Conducted a media blitz in the county ➤ Place information in churches, newspapers, senior housing, senior centers monthly and quarterly ➤ Dietitian is working more hours and does diet consultations ➤ Made presentations to Leadership Cheyenne, Rotary, XJWC etc. 		<ul style="list-style-type: none"> ➤ Annual survey of clients show that we do make a difference in their lives ➤ Partnerships with the Hispanic groups have been very beneficial ➤ Media plans for county have been successful but still need to find other options for delivery ➤ Continue ongoing partnerships so that no homebound person goes hungry ➤ Continue to inform and educate clients and their families ➤ Continue to find other sources of revenue ➤ Need to replace our oldest steamer ➤ Continue to do presentations about the program ➤ Develop a choice program for meals especially for waiver clients 	