



Food Insecurity in Durham: Meals on Wheels (MOW) Durham

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LOW

LLI Team Members

- ▶ Teddie Brown
- ▶ Tina Falker
- ▶ Marian Olsen
- ▶ Cathy Rege
- ▶ Instructor: Mark Epstein

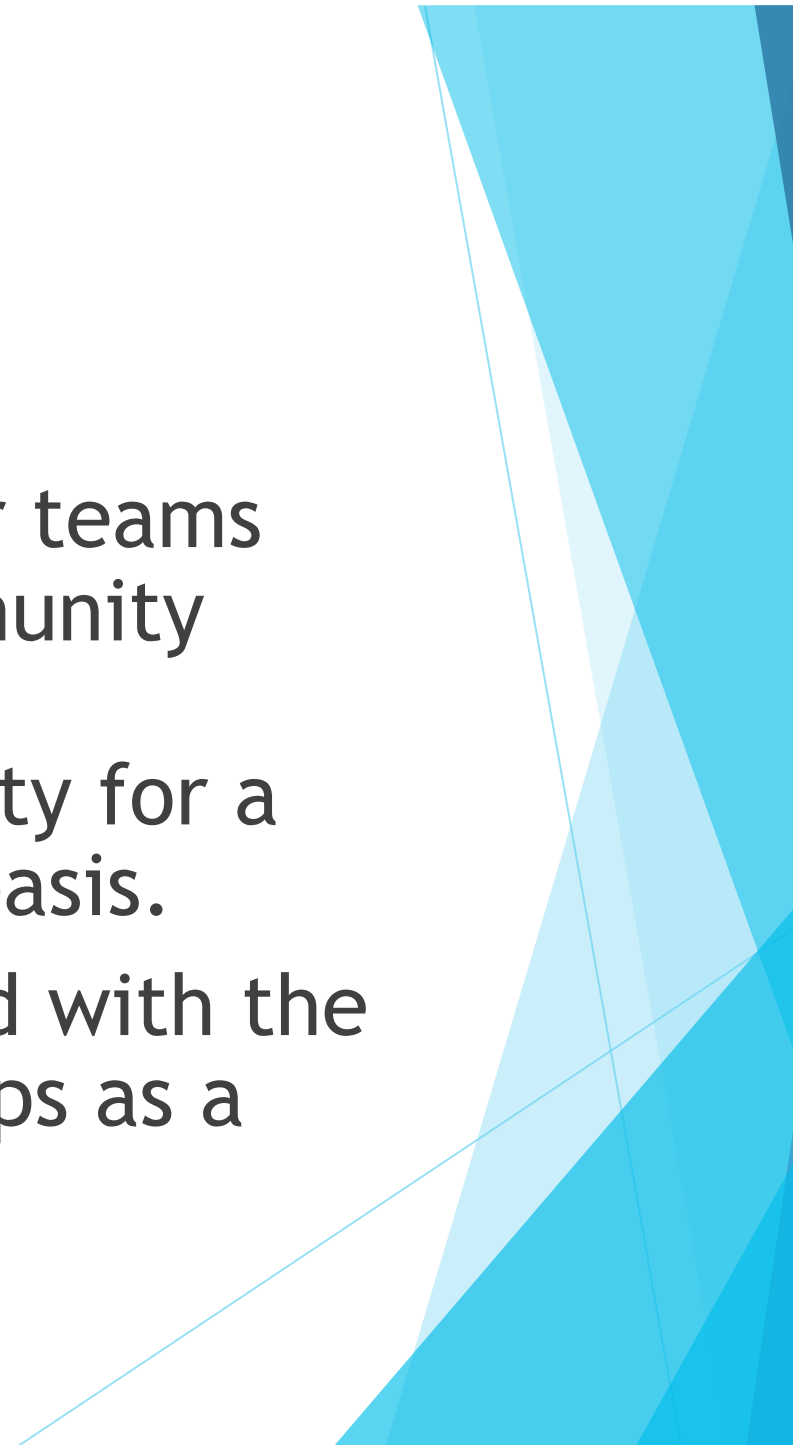


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ur Project Description

Devise a system to recruit volunteer teams from companies, universities, community groups, and religious and service organizations to assume responsibility for a LOW route on a regular long-term basis.

Discuss potential for moving forward with the project using one of the above groups as a pilot.



HOW

Statement Of Services

Mobility Meals on Wheels of Durham delivers a nutritious meal, a safety check and a smile that serves as a lifeline to seniors of limited mobility. This combination goes well beyond fighting the battle against the hunger that threatens one in six of America's seniors - it provides the support and peace of mind that enable them to remain safely and securely in their own homes as they continue to age. Enabling seniors to stay in their own homes means they remain happier, extend their independence and can stay connected to the communities and surroundings that provide them comfort. The powerful side effect of this result is that it means seniors can stay out of expensive nursing facilities and hospitals.

<https://www.mowdurham.org/>

LOW Additional Services

Weekend meals provided free-of charge for food insecure clients

Two weeks of emergency meals for any Durham County resident being released from the hospital or rehabilitation

Free pet food for clients' companion animals

Box fans for clients with limited or no air conditioning

A holiday gift for all clients

Birthday cards and granola bars for each client

Connections to other local nonprofits for assistance with:

- ▶ prescription medication management and affordability
- ▶ in-home care and companionship
- ▶ basic home repair



LOW resident Eligibility

Any resident of Durham County who is homebound due to:

- ▶ Age
- ▶ Disability
- ▶ Illness

Durham areas served:

- ▶ All of Durham County as far as:
 - ▶ Bahama
 - ▶ Southpoint
 - ▶ RTP



MOW Daily Operations

Meals prepared by a professional food service company that delivers the meals to MOW's facility on Ross Road.

Volunteers then pack the meals in preparation for the 32 volunteer route drivers

Route drivers deliver Monday-Friday between 10 a.m. and 12:30 p.m.

Drivers pick up meals at the Ross Road facility for their assigned route, which typically has 10 to 12 clients.

Volunteer drivers receive specifics details on their clients

Drivers also have the option to use a smart phone App with the same information

MOW Real Volumes

Most routes are delivered by teams of two people. So, exactly how many route drivers are needed? Let's do the math...

- ▶ Each day, 32 routes x 2 volunteers = **64 volunteers/day**
- ▶ Each week, 32 routes x 5 days x 2 volunteers = **320 volunteers/week**
- ▶ Each month, 32 routes x 4 weeks x 5 days x 2 volunteers = **1280 volunteers/month**

Options if a volunteer team is unexpectedly unable to deliver a route:

- ▶ The MOW volunteer coordinator has two options:
 - ▶ Enlist another volunteer driver
 - ▶ Call “pinch hitters” who are paid to deliver

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Small Group Planning

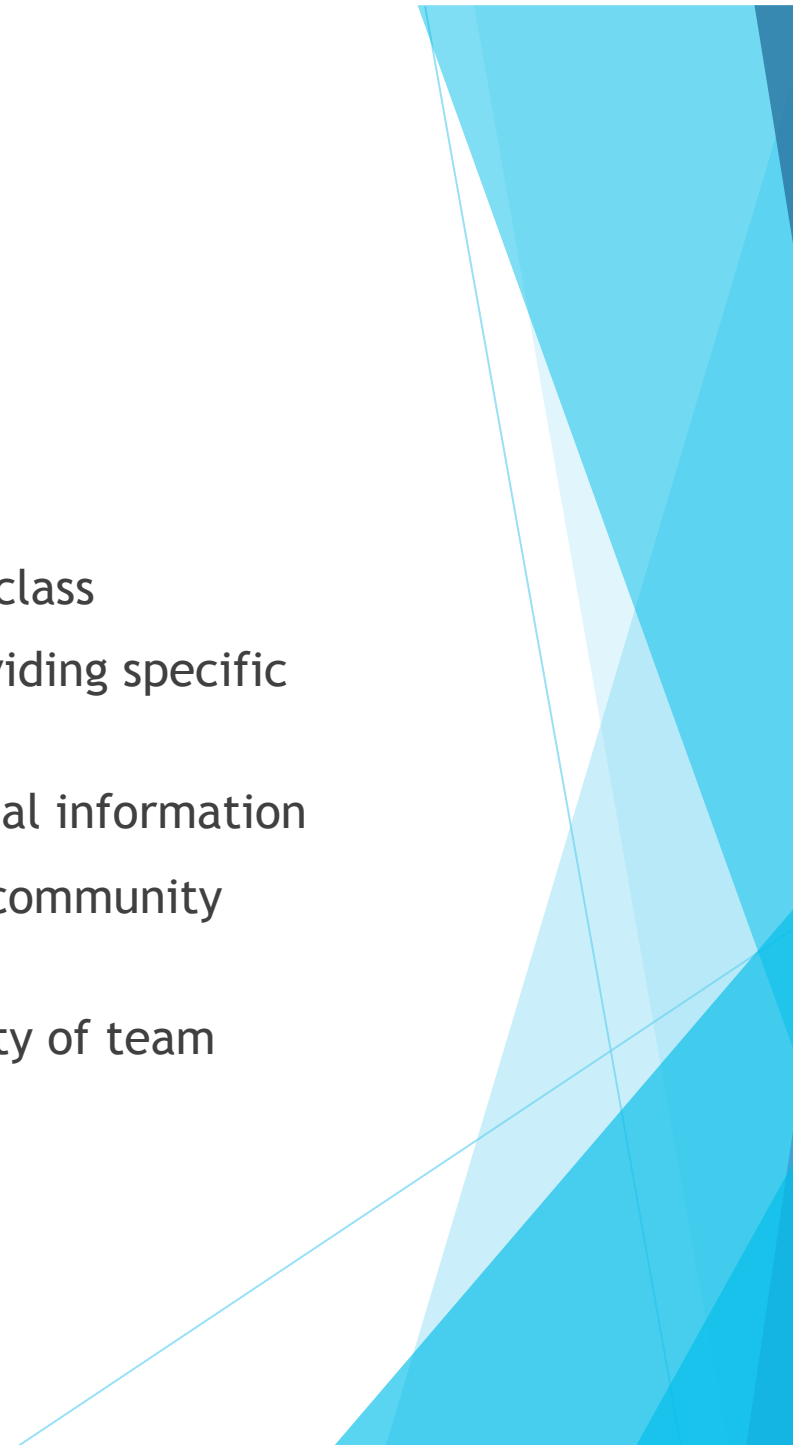
Project team met several times- either before or after OLLI class

Ongoing e-mail communication between team members providing specific assignments for review by team

Communication with Gale Adland and MOW staff for additional information

Contact with the Chamber of Commerce for information on community churches and organizations

Challenges included: lost time due to weather and availability of team members



HOW Project Plan

Identify reasons why participation would be a benefit to a company

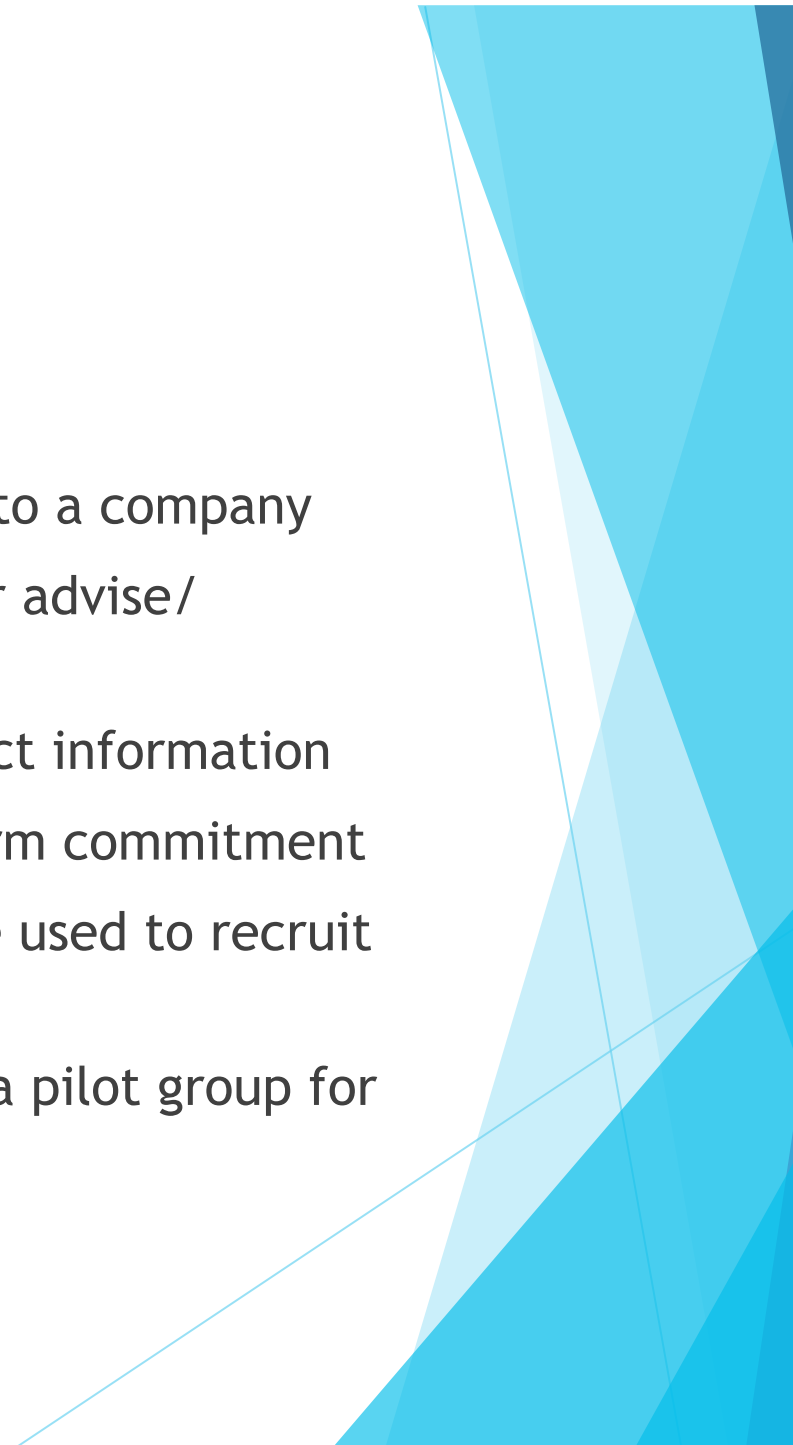
Contact company/church already managing a route for advise/
feedback

Identify specific organizations and provide their contact information

Set up guidelines for trial run before making a long term commitment

Create a flyer with detailed information that would be used to recruit
teams

Chose one group from list of potential participants as a pilot group for
the project



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What We Learned!

The service of MOW fulfills a great need and is very valuable to the community and its recipients

MOW does more than provide meals

The challenges of running an all volunteer organization

The great responsibilities of the few paid staff

The goals and mission of MOW have little variance which result in limited innovation

Volunteer issues and emergencies can arise daily

There is a waiting list of people eligible for the service

Not all clients receiving meals are financially disadvantaged- cost is based on several factors

