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FOR IMMEDIATE RELEASE

Senior Citizens Grateful for Meals on Wheels and More

A meal satisfaction survey recently sent to the one-hundred-thirty (130) clients of the Meals on Wheels program received sixty-five (65) responses with overall positive feedback. As the pandemic placed restrictions on services and person-to-person contact, the Hobbs Senior Center stayed committed to providing this service to clients come rain or shine. Most of the clients receive meals delivered to their front door 5 days a week through the Meals on Wheels program. This is a program with hot, nutritious meals delivered to homebound elderly individuals of 60+ years of age who meet the requirements.

The Senior Center had an exactly fifty percent (50%) response rate with one-hundred thirty (130) surveys sent out and sixty-five (65) responses returned. That is over thirty (30) percent higher than the average response rate of this type of survey and about three percent (3%) higher than the response rate the previous year. Additionally, Meals on Wheels gained twenty-one (21) new clients in 2020. This is in part due to the population this program serves (60+ years of age) and them taking precautions to socially distance to stay healthy and avoid contracting the COVID-19 virus.

Typically, the Hobbs Senior Center also provides an in-person lunch for members to visit with each other and receive a nutritious meal designed by a professional nutritionist. With mass gatherings and restaurant style services paused by Public Health Orders, Senior Center staff came up with a plan for the members who usually received theirs at the facility's in-person lunch to pick up their meals in drive-thru fashion in the facility parking lot. Additional local residents signed up to receive meals in this fashion due to the convenience and no need to enter the facility.

This type of commitment to their purpose and mission has helped Senior Center staff to establish strong personal relationships with their clients. Drivers of the Meals on Wheels program know exactly where clients prefer their meals placed, what their children's names are, their hobbies, and more. This type of attention earned an overwhelming score of 59 out of the 65 responses describing staff as courteous and helpful. See below for additional responses:

Overall Quality	Excellent – 46	Satisfactory – 15	Poor – 1
Food Appearance	Excellent – 42	Satisfactory – 20	Poor – 0
Food Taste	Excellent – 34	Satisfactory – 27	Poor – 1
Menu Variety	Excellent – 39	Satisfactory – 21	Poor – 1
Meat Tenderness	Excellent – 35	Satisfactory – 27	Poor – 0

Cooked Vegetables
Selection

Excellent – 35

Satisfactory – 25

Poor – 3

In addition to providing nutritious meals, Senior Center Staff organized and provided COVID-19 vaccination clinics for members also in a drive-thru fashion. These clinics were mentioned in the additional comment section of responses, showing how safe and appreciative clients are for this additional service.

Staff at the Hobbs Senior Center are excited and proud of the overall positive feedback, but that does not mean they are content. They will continue training to always be improving customer service and work with the company who provides the meals to improve the quality of the products.

Recreation Director Doug McDaniel stated, “As an organization, we have been very happy with the Senior Center Staff’s commitment to continue providing this service during all phases of the COVID-19 pandemic. Bad weather, such as snow days, affect us every year to an extent, but this pandemic was something which required adjustments we never would have predicted. In every way, Staff rose to the challenges and continued their purpose to keep our homebound clients healthy and give them if only a couple minutes of person-to-person contact they would not receive otherwise. We are proud of these results and thankful to clients for their responses.”

Do you know a senior citizen living in Hobbs who could benefit from the Meals and Wheels program? Call the Hobbs Senior Center at (575)397-9301 to apply and for more information.

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