

Results of ORANJ Meal Plan Survey

ORANJ conducted a CCRC Meal Plan Survey in the third quarter of 2012. The questionnaire is attached.

The results show that the basic plan (one meal per day) is still the most popular. However, there is a trend towards more flexibility.

The current status quo is:	One meal plan	61%
	More than one plan	39%
		<hr/>
		100%

There is variability in both duration (20/25-day) plans and in meal options (B/L/D or L/D). Only a few (19%) still offer a dinner only option.

Almost no CCRCs permit guests on the fixed meal plan without additional payment. (The only exceptions are those with voucher plans.)

Meal credits for time away are common. Only a few do not provide a credit. However, there is great flexibility in number of days absent required and per diem credits. The most common is 14-15 days away. The most typical credit is \$5-\$6 per day.

At present (9/30/12) a few (5) CCRCs have a voucher program; several others are considering a switch to one. Voucher plan terms and duration vary considerably.

One topic of special interest was luxury items, e.g. steak or lobster. Only 4 CCRCs in NJ offer this option.

Consistent with the trend towards more flexibility, an increasing number of CCRCs are providing more, as well as different types of dining rooms. For example all except 4 CCRCs offer an informal dining option.

Another topic of interest was the source of menus: about 40% were outsourced. Morrison and Sedexo were the most popular vendors.

Mike Geran

MEAL PLAN SURVEY FOR INDEPENDENT LIVING

In general, there are two types of meal plans in for residents in independent living in CCRCs today. One type fixes the number of meals and the other fixes the amount of money you can spend. In this questionnaire, we call them the "fixed meal plan" and the "voucher/credit option."

1. How many fixed meal plans does your community offer _____

2. For each fixed meal plan indicate the number of meals per month and which meals are included (Breakfast (B), Lunch (L), Dinner (D)).
 - a. Plan A Number of meals per month _____ What Meals included _____

 - b. Plan B Number of meals per month _____ What Meals included _____

 - c. Plan C Number of meals per month _____ What Meals included _____

Other descriptions _____

3. Can you invite outside guests on your fixed meal plan (without paying extra) _____

4. Do you get meal credit (cash back) if you are away? _____
 - a. If yes, how many days before your meal credit starts _____
 - b. If yes, how much do you get per day? _____

5. Does your community have a voucher/credit option? _____
 - a. Do you receive a set amount per month? _____ per 2 months _____ per quarter _____

 - b. Can you carry over if there is unspent credit at the end of the period _____

6. Can you cover outside guests in your voucher plan _____

7. Can you use vouchers/credit to pay for a catered party _____

8. Can you order off-menu luxury items (steak or lobster) _____
 a. Can you use your voucher/credit to pay for this _____
9. What are the eating options in your CCRC?
 a. Number of dining rooms available for Independent Living residents _____
 b. Do you have informal dining (cafeteria, café, bistro) _____
10. If you have a vouchers/credit system where can you use it
 a. Dining room _____
 b. Café or bistro _____
 c. Community store _____ Does it have a frozen food department? _____
 d. Other locations on campus e.g. pharmacy, beauty parlor? _____
 e. To pay for trips organized by your community? _____
 f. Can you use it in any restaurants in town? _____
 g. Other places. Please list _____
11. Who provides (makes up) the menus?
 a. In house _____
 b. Outsourced: Name of Company _____
12. Based on your experience, what, if any, changes in the meal plan offerings do you suggest? _____

Name _____

Position _____

CCRC _____

Telephone Number _____

Please send replies to:

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Thank you very much for helping with the ORANJ Meal Plan Survey.

HIGHLIGHTS OF MEAL PLAN SURVEY RESULTS

At the request of a CCRC resident, Oranj undertook a study of meal plans available to Independent Living residents in CCRC communities in NJ. In the summer of 2012, Michael Geran conducted the study. He devised a questionnaire which was sent to 23 communities that had meal plans. All except one responded. The questionnaire and a full report on the results can be found in the ORANJ website at www.oranjccrc.org.

Preliminary results show, as expected, that meal plan options are proliferating. Only about half the CCRCs still offer just one plan; six offer two or more types of plans and five offer a flexible voucher option.

Most plans fall into two types: fixed meal plans where the community sets the number of meals to be included and voucher/credit plans where the community fixes the amount of money available for meals. Sixteen of the fixed meal plans are the traditional one meal per day but 6 offer a reduced number of meals, usually 20 or 25 meals per month. CCRCs vary in the amount charged for meals outside those covered by the plan.

Meal credits are commonly offered by CCRCs with fixed meal plans for residents who are absent from the community for at least 14-15 days. Three CCRCs with fixed meal plans offer no credits. The value of meal credits varies but usually amounts to \$4 to \$6 per day, except 3 CCRCs that have a \$10 per day policy. The credits bear no relation to the cost of purchasing an extra meal for residents or guests.

Voucher programs are a more recent innovation. Five CCRCs currently have voucher programs and 2 additional CCRCs are considering such an offering. Some voucher programs offer a fixed dollar value for 30, 60, or 90 days and some offer a rollover for unused credits whereas in others such credits are lost.

Four CCRCs offer a plan that includes an option to order luxury items such as steak and lobster. Two of the CCRCs with voucher plans allow residents to use their credits for such purchases.

The value of different meal options depends largely on the number of dining options available at the CCRC. 11 CCRCs have two or more dining rooms and all but 4 now offer an informal, often an a la carte, option e.g. a bistro or cafeteria. An inexpensive alternative to

formal dining allows the residents to stretch their dining budgets to cover meals not included in the plan.

Michael Geran