Am I eligible to get Meals on Wheels?
To be eligible to receive the Meals on Wheels (MOW) home-delivered-meals you must:
(1) Be 60 years of age and older, (2) Be homebound, meaning that due to illness or
disability you are unable to leave your residence to easily shop for food and/or cook and
you do not have someone do so for you on a consistent basis, (3) Live alone or with
someone else that is also homebound, and (4) Be a Resident of Santa Clara County. A
MOW Nutrition Coordinator will conduct a confidential eligibility assessment to determine
your eligibility.

I am disabled; can I get Meals on Wheels?
You must meet the eligibility requirements previously listed. A disability alone does not
automatically qualify you for this program.

Where do I get an application?
The eligibility intake process is started over the phone in a very simple format. Just call
408-350-3246 (direct line) or 408-350-3200 Option 4 and leave your name, phone
number and brief message indicating “I am applying for Meals on Wheels.” You can
also submit a request on-line by clicking this link: MOW FORM. Someone will call you
back within one business day.

How much does it cost?
We encourage all participants to contribute $1.80 per day or $54.00 per month. This
amount only covers a portion of the total cost of the weekly food delivery. While no one
will be denied a meal for not contributing, we ask everyone to contribute what they can
afford as the contributions allow us to service more seniors.

How many days a week can I get meals?
You will receive one delivery per week consisting of 14 meals (2 meals per day) and
grocery items for week.

What kind of food do you serve?
Weekly deliveries include seven entrees, seven breakfasts and grocery items. The
entrees can be used as lunch or dinner and consist of a fresh sandwich or wrap, a fresh
salad (both made the morning of the delivery) and five frozen meals. The frozen
entrees consist of one protein and two vegetables. These meals can be micro-waved
and enjoyed at the participant’s convenience. The seven breakfasts include hot and
cold cereals and other breakfast entrees. Additional grocery items such as milk, juice,
fresh fruit, yogurt, cheese, bread, crackers and peanut butter and are also provided.

What if I have am a on a restricted diet or have food allergies?
The meals are not specially designed for disease management. However, a registered
dietitian develops menus that meet a wide variety of nutritional needs. Our meal plan is
well balanced and low in fat, sodium and sugar content. The menu fulfills approximately
two-thirds of the daily nutritional requirements for a senior.
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Note: We can provide a list of the nutritionals for you and your health professional to review prior to your enrollment to determine whether or not the program is right for you.

Can I order what I like, or substitute for meals I don’t like?
No, a fixed menu is designed for each week and changes to accommodate dietary preferences or restrictions cannot be made.

What time of day will my food be delivered?
It depends on your resident address. The assignment of the delivery day and time is based on your address and will remain the same every week. You must be available ½ hour before and ½ hour after your assigned delivery time to account for traffic fluctuations. For example: If your assigned delivery time is every Tuesday at 10:00 a.m., it is your responsibility to be at home and available to receive and sign for the delivery every Tuesday from 9:30 a.m. to 10:30 a.m.

Can you leave the meals at my doorstep or in a cooler if I am not home?
No. We cannot risk our clients’ health by leaving food un-refrigerated for an unknown period of time. On occasion, deliveries can be left with a neighbor if you let us know in advance. We will work with you on the best plan for handling these rare exceptions.

Can I call you to cancel a delivery for the week?
If you are unable to be at home when your delivery is scheduled, you may call and cancel the delivery for that week. You can also make arrangements to deliver your meals to a next door neighbor or have someone receive and sign for your meals at your address. If you are not going to be available (hospital/vacation/etc.) for an extended time you may call 408-350-3246 and place a temporary hold on the meal deliveries.

Do I pay the driver?
No. Each month with your meal delivery, you will receive a pre-addressed and stamped blue envelope addressed to “Meals on Wheels – Santa Clara County Social Services Agency”. You can send/mail a check or money order to Meals on Wheels (MOW) as a contribution. Please do not mail cash or give money or envelope to the driver to mail.

How is the program funded? Isn’t Meals on Wheels a government program?
The Meals on Wheels is not an entitlement program, nor is it means-tested. State and Federal funding through Sourcewise under the Older Americans Act combined with funding from Santa Clara County only covers part of the total cost. Community donations and participant contributions are an important part of maintaining the program.

MOW FAQ Oct2016