

## **PSA 30 Area Agency on Aging (AAA) Home Delivered Meals Policy and Procedures**

The Elderly Nutrition service provider shall ensure that all Home Delivered Meals policies and procedures are in compliance with Title 22 and the AAA Policy and Procedures for Home Delivered Meals.

### **Eligibility**

- I. In order to receive home delivered meals, the following criteria must be met:  
The person must:
  1. Be 60 years of age or older
  2. Or be the spouse of an eligible client,
  3. Or be an individual with disabilities that resides at home with an eligible individual.
- II. In addition the eligible individual must also:
  4. Be primarily homebound (unable to leave his/her home under normal circumstances i.e. other than medical appointments and or requires assistance or has great difficulty with transportation).
  5. Be unable to participate in the congregate meal program because of physical or cognitive difficulties.
  6. Be unable to obtain or prepare food because of physical or cognitive difficulties.
  7. **NOT** have an able bodied adult residing with them that is able and willing to prepare/provide meals for them.
  8. Be able to feed him/herself without assistance from the provider staff other than opening a carton.
  9. Agree to be home when meals are delivered, or contact the program when absence is unavoidable.
- III. There shall be no ineligible meals served to HDM clients unless:
  1. There is no waiting list and the AAA has approved the criteria/exception in writing in advance of any such meal delivery.

### **Contributions**

- I. There is no fee for the Home Delivered Meals for those participants that meet the eligibility criteria.
- II. No eligible person shall be denied a meal because of failure to contribute.
- III. A suggested contribution toward the cost of the meal service shall be requested of the participants on a regular basis, usually weekly.
- IV. Contributions shall be voluntary and confidential. Participants shall determine for themselves what they are able to contribute toward the cost of the meal service.

## **Nutrition Education & Counseling**

- I. Nutrition Education shall be provided quarterly at minimum.
- II. Educational handouts must be pre-approved by a Registered Dietitian and follow a yearly schedule created with feedback from participants regarding topics they would like more information about.
- III. Verification of the distribution date and topic of the education must be kept on file available for review upon request of the AAA.

## **Assessment and Reassessment Procedures**

### **Initial Assessment**

- I. Each potential HDM recipient shall be assessed initially by phone in order to determine eligibility.
- II. A participant shall be notified of their eligibility and expected start day (if eligible) within 3 working days of their request for service.
- III. Meal service shall begin no later than seven days after the request for service has been received. (\*>7 day wait is considered a wait list).
- IV. Meal delivery for those eligible participants determined to need immediate meal support must begin within 2 working days of the request for service. Examples shall include at minimum: clients referred by discharge planners, or other social worker, status post hospitalization and/or that have had a sudden unexpected loss of a caregiver.
- V. An in-home assessment shall be completed within two-weeks of the start of the meal service and must include an evaluation of the type of meal appropriate for the participant in their living environment.
- VI. Each HDM participant shall be provided the HDM policies and procedures including information about how to contact the provider, cancellations, temporary suspensions, safe food handling, and special request i.e. allergies or religious requests.
- VII. Reassessments must be conducted quarterly. The reassessments must be conducted in the participants' home at least every other quarter.
- VIII. The HDM service must also be in compliance with: Title 22 Division 1.8 Elderly Nutrition Program, the California Department on Aging Elderly Nutrition Guidelines, and PSA 30 Senior Meals Program Menu Requirements.

### **Wait List**

\*If a need for a wait list occurs, the nutrition provider shall notify the AAA in writing immediately. A written notice of intent to begin a wait list must be received prior to starting a wait list. The notice must include the course of action that will be taken to help reduce or eliminate the need for the wait list.

## Wait Lists Continued

- I. A prioritization policy and procedure must be developed and pre-approved by the AAA.
- II. The prioritization system must distribute services equitably but also ensure priority to those determined to be at greatest need.
- III. Wait list clients shall be served on basis of priority ranking and then chronologically as service becomes available.
- IV. Priority shall be given to those with an immediate need as defined above.
- V. Clients with the lowest income may receive priority however; income shall not be used to determine eligibility.
- VI. When a wait list exists the nutrition provider shall submit a monthly status report to the AAA. The report shall include the number of participants currently on the wait list, the number added to the wait list, and those from the wait list that had service initiated during the month in question. The report should also include any actions taken during that time to help eliminate the wait list.