

**FY 2024-2025  
SCOPE OF SERVICE**

**NUTRITIONAL SERVICES – IN HOME MEAL SERVICE -  
PREPARATION AND DELIVERY**

I. PURPOSE

The Nutrition Home Delivered Meals Scope describes the service to prepare and / or receive, package and deliver safe and nutritious meals and provide nutrition education to eligible individuals in the designated service area.

II. DEFINITIONS

**AAA:** The Area Agency on Aging

**ACDHS/AAA:** Allegheny County Department of Human Services, Area Agency on Aging

**Consumer:** Any adult, age 60 or older, or their advocate, who is in contact with ACDHS/AAA or an ACDHS/AAA CONTRACTOR and is eligible to receive meals.

**CONTRACTOR:** An agency, government entity or organization under AGREEMENT with the COUNTY which provides services to older adults in the community.

**CONTRACTOR Validation Process:** An ACDHS/AAA monitoring activity undertaken by the CONTRACTOR and reviewed for compliance by ACDHS/AAA to determine the extent to which the program is in compliance with applicable aging program policies.

**DHS:** The Allegheny County Department of Human Services

**Elderly Nutrition Program (ENP):** Program providing meals and related nutrition services to aging individuals in congregate settings or by home delivery.

**IMT:** Integrated Monitoring Tool

**Integrated Monitoring Tool (IMT) Application:** Supporting improved quality, efficiency and collaboration of DHS monitoring efforts, the Integrated Monitoring Tool (IMT) captures key details and summary results from every monitoring visit and shares them across DHS offices. The application is built around administration, policy and procedure, staffing and personnel, environment, service delivery and outcomes.

**Master Provider Enterprise Repository (MPER):** A repository of key CONTRACTORS' demographic data for all CONTRACTORS who provide services for DHS. DHS applications use MPER to validate AGREEMENT, services, facilities, rate information and document program funded budgets and invoices to facilitate documentation of services rendered and claims information by CONTRACTORS. CONTRACTORS are required to keep all agency information including but not limited to contacts, facilities and service offering information up to date.

**Person in Charge (PIC):** A person designated to be on site and in charge during all hours of food service operation.

**WellSky Aging & Disability:** The Pennsylvania Department of Aging's mandated information system used by ACDHS/AAA and CONTRACTORS to document and track specific services provided to consumers with ACDHS/AAA funding and demographics.

**WellSky Aging & Disability Validation Process:** A monitoring process undertaken by the CONTRACTOR and reviewed by ACDHS/AAA to ensure accurate and thorough data entry.

### III. AGING PROGRAM DIRECTIVES (APD) / FEDERAL / STATE REGULATORY REFERENCE AND COMPLIANCE

CONTRACTORS providing services outlined in this Scope of Service shall comply with all federal and state directives listed below. The source documents for the Home Delivered Meals Program Scope of Services are:

- [Pennsylvania Department of Aging Program Directives](#)  
15-03-01 Policies and Standards for the Department of Aging Food Safety and Menu Compliance Monitoring  
15-03-02 Policies and Standards for the Department of Aging Nutrition Services Revised October 24, 2016
- [2020 Reauthorization of the Older Americans Act](#)
- [Pennsylvania Code Title 7, Chapter 46: Food Code](#)
- [Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults](#)

Organizations providing services outlined in this Scope of Service shall also comply with [Allegheny County Health Department, Article III Food Safety](#). This Scope of Service is subject to change based on changes to the above directives.

#### IV. PERFORMANCE EVALUATION

Each contract year the ACDHS/AAA will outline clear standards of acceptable performance to which the CONTRACTOR will be held. These standards relate to compliance with applicable policies, regulatory guidelines, Scopes of Service, Contract Workstatements, and Performance Based Contracting (PBC), where applicable. Standards are set to support quality service that meets or exceeds the needs of the consumer, and to optimize the impact of the service provided.

The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the Scopes of Service and using findings to build on its strengths and develop strategies on opportunities, through a continuous quality improvement process.

Monitoring tools outlining acceptable evidence are used in evaluating compliance with regulatory requirements, service standards, documentation, and reporting requirements. Monitoring tools applicable to this Scope of Service are:

- Pennsylvania Department of Aging ENP Meal Monitoring Tool
- Allegheny County Department of Human Services Area Agency on Aging On-Site Center and Nutrition ENP Monitoring Tool

DHS Monitoring utilizes the Integrated Monitoring Tool (IMT). As such, all service providers are required to access and upload documentation via the online application. For each monitoring visit, the county will utilize IMT to share important documents. Service providers are required to complete the monitoring process through IMT.

## V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

### A. Eligibility and Referral Standards

All consumers will be assessed for eligibility and referred to Home Delivered Meals (HDM) CONTRACTOR by ACDHS/AAA contracted Care Management agencies in accordance with Attachment A. CONTRACTOR will provide HDM to eligible consumers as determined by ACDHS/AAA care management CONTRACTORS.

### B. Employee Health and Personal Hygiene Standards

CONTRACTOR agency shall ensure that all staff and volunteers are trained in, and practice good personal hygiene as follows:

- practice general cleanliness (clean hair and clothing)
- do not work when ill (cold, flu, virus)
- use effective hair restraints when working with food
- practice effective hand washing techniques
- wear single use plastic gloves when touching food
- not eat or drink in the food preparation area
- not use tobacco in the food preparation and serving area

### C. Health and Safety Standards / Regulations

1. CONTRACTOR must ensure that the site has a current, satisfactory Food Safety Inspection to be conducted no less than once during the contract year and / or following the policies of the Allegheny County Health Department (ACHD). The inspection report and permit shall be retained on site and a copy of both submitted to the CONTRACTOR or ACDHS/AAA in the annual Validation / Commissary Monitoring Process. If violations are noted on the Inspection Form they must be corrected in the time frame given by the inspecting agency.
2. Center Based CONTRACTOR must have at least one person with a valid Food Protection Certification from the ACHD or from another nationally recognized organization accepted by ACHD. A copy of the

certificate must be posted on site and submitted in the annual Validation / Commissary Monitoring Process.

3. Non-Center Based CONTRACTOR must have at least one person per shift with a valid Food Protection Certification from the ACHD or from another nationally recognized organization accepted by ACHD. A copy of the certificate must be posted on site and submitted in the annual Validation / Commissary Monitoring Process.

#### D. Food Safety Management Standards

1. Each CONTRACTOR will have a Person in Charge (PIC) (paid or volunteer) during food preparation and service at each HDM site to manage the Home Delivered Meals Program. This individual can be the CONTRACTOR's Food Protection Certified (FPC) individual or an individual trained by the FPC.

The PIC is responsible for but not limited to:

- Assuring safe food handling practices
- Demonstrating knowledge of foodborne disease prevention
- Identifying menu components that may contain a food allergen
- Restricting anyone with a communicable disease from working / volunteering
- Documenting food safety training

#### 2. Safe Food Handling

CONTRACTOR shall schedule an annual food safety training presented by CONTRACTOR using approved materials, ACDHS/AAA staff or other approved trainer. All staff involved in meal packaging and delivery shall be trained to safely handle food through monitoring temperatures and the quality of all meal components. Training should include but not be limited to the following:

- Thermometers are provided and tested for accuracy/calibrated three (3) times a week using the ice

bath method. Results shall be documented on a log and kept on file for one (1) year at the site.

- Thermometers are correctly cleaned and sanitized before and after they are placed into food items. Alcohol wipes are provided and used for this purpose.
- The temperature of refrigerators and freezers is checked on a daily basis. Results shall be documented on a log and kept on file for one (1) year at the site.
- The PIC monitors temperature of cold (41° or lower) food twice during holding period (if longer than one (1) hour) each day. Results shall be documented on a log and kept on file for one (1) year at the site.
- Hair restraints are put on before washing hands and used when working with meal components
- Hand washing sinks / areas are provided and used by staff and volunteers and are equipped with soap, warm water, single service towels and a trash receptacle
- Gloves are put on after washing hands and worn when manual contact is made with food products
- An approved sanitizing agent is provided and used per directions on the container/bottle. Agents include unscented bleach and quaternary ammonium tablets.
- Appropriate test strips are provided and used on a daily basis to test sanitizing solution used for cleaning and as the last step in the three (3) step manual washing procedure.
- Delivery containers are cleaned and sanitized daily.

Documentation of training (agenda, sign in sheet) must be provided to ACDHS/AAA within ten days and kept on file at the site for one year. CONTRACTOR agency shall ensure adherence to safe food handling through periodic monitoring of staff and volunteers.

#### E. Volunteer Training Standards

As applicable to the staff and / or volunteers job responsibilities, CONTRACTOR will provide training for all individuals (paid or volunteer) to include at a minimum:

- ACDHS/AAA eligibility requirements
- how to interact with older adults
- change of condition observation
- emergency procedures
- Health Insurance Portability and Accountability Act (HIPAA) requirements

CONTRACTOR shall use Attachment B HDM Volunteer Guide or other ACDHS/AAA approved program to provide training. Documentation of training (agenda, sign in sheet) must be provided to ACDHS/AAA within ten days and kept on file at the site for one year. This document represents the minimum ACDHS/AAA expectations for volunteer training.

#### F. Facility Standards

The CONTRACTOR will ensure that the site has appropriate equipment and workspace to facilitate meal packaging and adequate storage space for supplies and complies with local/state sanitation regulations.

#### G. Meal Ordering / Delivery Standards

Applies only to Center Based HDM sites

##### 1. Meal Ordering Procedure

- The CONTRACTOR HDM coordinator or designated individual will electronically place meal orders or changes with the Food CONTRACTOR before 1:00 p.m. at least two (2) work / business days in advance of the meal serving day.
- If a consumer has specific medical dietary needs / restrictions, the following modified diet is available with a prescription from a doctor and AAA approval: calorie restriction (1,000-1,100 or 1,500).



- The CONTRACTOR designated individual must contact the Food CONTRACTOR by 3 a.m. of any day's order to cancel the ordered meals for that day.

## 2. Meal Delivery Procedure

Meal delivery must be monitored by the PIC or trained individual designated by the CONTRACTOR.

- Test/calibrate thermometer for accuracy.
- Review the menu.
- Determine the number of meals and modified diets ordered for the day.

The following procedures will be used during each delivery:

- a. All frozen foods must be shipped, received and stored frozen. Do not accept frozen foods that show signs of thawing.
  - Make sure freezer storage units are operating at the proper temperature level. Keep daily log of refrigerator and freezer temp checks. Retain for one (1) year. See Equipment Temperature Log (Attachment D-2).
  - Rotate freezer inventory.
  - Do not overcrowd freezers.
- b. Compare the food items delivered to the menu, determine quality and quantity.
- c. Visually inspect the frozen meal. If food does not appear to be frozen, the PIC will contact the commissary supervisor to report the problem. The commissary supervisor then institutes the contingency plan.
- d. Take temperature of one carton of milk (at or below 41° for cold) and record on the Daily Food Temperature Monitoring Sheet (Attachment D-1). Maintain required temperature until

meal is delivered. Retain Temperature Sheet on site for one (1) year.

- e. If the meal delivery is correct, sign the Delivery Sheet with a complete name and time of delivery. Request copy of the delivery receipt and retain on site for one (1) year.
- f. If any part of the meal is incorrect (i.e. temperatures are above or below standards, quality is unacceptable or quantity is incorrect), the PIC will contact the commissary supervisor to report the problem. The commissary supervisor then institutes the contingency plan which includes contacting the ACDHS/AAA. The Food CONTRACTOR will replace and / or substitute the item. All shortages and food quality issues should be reported on the Monthly Home Delivered Meal Summary Report (Attachment E). Return any unacceptable products to the FOOD CONTRACTOR the following day.
- g. Checklist for Receiving Food (Attachment C) is to be used by the designated person checking in the meal. It should be completed two times a month and kept on file at the site for one (1) year.

#### H. Delivery Standards

1. The Food CONTRACTOR will correctly portion and package meals in one or two inch high, two (2) or three (3) compartment, laminated trays with film/lid in insulated containers for safe, sanitary delivery to HDM sites / consumers.
2. Food CONTRACTOR shall package meals individually in separate leak proof containers that have sufficient insulation to maintain required temperature of cold items and frozen meals during delivery.
3. CONTRACTOR shall use appropriate cold packs in delivery containers to maintain required minimum temperatures (at or below 41° for cold and frozen items) through delivery to the consumer.

4. CONTRACTOR will ensure that all delivery containers are covered / closed completely during a route and as soon as possible after removing a meal to maintain required temperature and to prevent possible contamination.
5. CONTRACTOR should perform daily and record periodic temperature checks, which includes checking that freezer equipment/delivery storage units are properly working, must be completed at least monthly and recorded and kept on file at the HDM site for one (1) year.
6. A delivery route should be completed within the time frame that ensures safe temperatures (at or below 41° for cold and frozen meals) are maintained at all times.
7. The CONTRACTOR agency staff must speak to and / or see the consumer at each delivery. Persons delivering the meals are responsible for reporting the following situations as they occur:
  - a. Significant changes in the consumer's situation / condition
    - The CONTRACTOR staff is responsible for immediately relaying this information electronically / verbally to the CONTRACTOR'S HDM designated staff person and / or appropriate Care Management Agency with written documentation to follow
  - b. Consumer's request or possible need for additional services
  - c. Each instance when consumer is not at home
  - d. Each instance when someone other than the consumer answers the door, or the delivery person does not see the consumer
8. In case of an emergency, or a change in meal service the consumer will be notified of the revised delivery time.

9. Meals will not be left at the door if the consumer is not at home to accept the delivery and has not notified CONTRACTOR of an alternate arrangement.
10. The CONTRACTOR agency contracting to deliver meals is responsible for the vehicles used in this service.

#### I. CONTRACTOR Emergency Preparedness Plan

Each CONTRACTOR agency / meal delivery site must develop and submit a plan for an alternative means to provide Home Delivered Meals in the event of an emergency situation that includes the delivery of multiple meals on any given day.

A copy of the plan must be submitted to ACDHS/AAA with the Annual Provider Validation Report, and should include but not be limited to:

- Using an alternate facility
- Developing relationships with community organizations to deliver meals
- Developing alternate delivery options, i.e. multiple meals delivered before a weather emergency
- Procedures for notifying consumers, ACDHS/AAA, designated media contact, volunteers, and other personnel when meals cannot be delivered as scheduled.
- A fact sheet outlining CONTRACTOR'S emergency procedures delivered to each consumer by November 1<sup>st</sup>.
- Information regarding suggested emergency provisions such as shelf stable foods that consumers should purchase in advance of an emergency.

The ACDHS/AAA Emergency Plan will be located on the Allegheny County website:

<https://www.alleghenycounty.us/Services/Human-Services-DHS/DHS-Annual-Plans-and-Budgets>

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#### J. Nutrition Education Requirements

At a minimum, each HDM site shall provide nutrition education biannually. Approved education material can be distributed to the individual or the caregiver. In the HDM setting, nutrition screening shall be done annually using materials attached to the DETERMINE checklist. If education is not provided based on the nutrition screening tool, then alternate nutrition education material shall be provided. Each site shall document and retain for one year (hard copy or electronically) the date and topic presented. Documentation shall be submitted to AAA on the Quarterly Report.

#### K. Reporting Requirements

1. The CONTRACTOR will have the capacity to retrieve and submit data, information, reports and other communication through electronic internet capabilities within a timeframe specified by the ACDHS/AAA. Failure to receive or read ACDHS/AAA communications sent to the CONTRACTOR MPER e-mail address in a timely manner does not absolve CONTRACTOR from knowing, responding to or complying with the content of that communication.
2. The ACDHS/AAA retains the ability to hold CONTRACTORS accountable to comply with reporting requests whenever and however they may emerge.
3. The CONTRACTOR is responsible for accurately recording all consumer service and program data into the appropriate information management system (WellSky Aging & Disability), by the 7<sup>th</sup> business day of the month for the prior month's services. The CONTRACTOR is responsible for coordinating appropriate information management system training (WellSky Aging & Disability) and the transfer of knowledge and information to existing and new staff.
4. The following reports shall be submitted electronically to ACDHS/AAA by the 7<sup>th</sup> business day of each month:
  - Monthly Home Delivered Meal Summary Report (including shortages) (Attachment E)

5. The CONTRACTOR is responsible to reconcile and confirm the meal count on the following two documents/processes by the 7<sup>th</sup> business day of the month for the prior month's services:

- WellSky Aging & Disability Meal Reconciliation Report
- Daily Meal Delivery Receipt provided by Food CONTRACTOR

6. Unit/s of Service/s

For the Purpose of this Scope of Service the following unit applies:

- 1 Unit = One Meal Packaged and Delivered to a Consumer

VI. RESPONSIBILITIES / EXPECTATIONS OF THE PROGRAM OFFICE (AREA AGENCY ON AGING)

1. ACDHS/AAA will communicate to CONTRACTORS ACDHS/AAA information and Pennsylvania Department of Aging information that is pertinent to this Scope of Service.
2. ACDHS/AAA will offer opportunities including but not limited to meetings, conference calls, planning sessions and e-mail updates that are pertinent to this Scope of Service.
3. ACDHS/AAA will perform an on-site monitoring at a minimum annually and in the event of concerns expressed by consumers, community or volunteers.
4. ACDHS/AAA will meet with the CONTRACTOR to evaluate and plan innovative, creative and or different meal services.
5. ACDHS/AAA will reconcile the CONTRACTOR meal count data in WellSky Aging & Disability with the Food PROVIDER invoice data monthly.
6. The ACDHS/AAA will provide technical assistance, direction and cooperation to assist the CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system (WellSky Aging & Disability, etc.).
7. ACDHS/AAA will be responsible for developing interim policies and procedures that meet PA Department of Aging and ACHD local requirements arising during the term of the contract.
8. ACDHS/AAA will offer technical assistance / education as appropriate upon a request from a CONTRACTOR/S.
9. ACDHS/AAA will determine and implement the wait list protocol and priorities in the event of demand exceeding resources.

## ATTACHMENT A

### **IHMS Eligibility (Policy & Procedure Manual, OPTIONS Chapter):**

To be eligible for this service, an individual shall demonstrate a nutritional need and the need shall be documented in the NAT (or NAT-E for consumers who receive In-Home Meals only). The consumer may have nutritional needs such as, but not limited to, the inability to obtain food or prepare meals due to a physical or cognitive disability, lack of resources (money) for meals or absence of someone willing or able to prepare meals for them as evidenced by the completed NAT (or NAT-E). Prior to providing In-Home Meal Service, consumers should be referred to all available community nutritional resources including congregate meal sites.

**NOTE:** Mandatory enrollment does not apply to In-Home meal service when the meals are the only service the individual requires. In addition, when a consumer has no resources (money) for food and is determined not to be nutritionally at risk, according to the nutritional risk score; the AAA may choose to provide meals if the consumer is still without food after being referred to all available community food resources, including congregate meal sites. Document these extenuating circumstances in the SAMS journal notes.

### **Eligibility Guidelines**

To qualify for In-Home Meals an eligible individual must be:

- 60 years of age or older and
- a resident of Allegheny County.

In addition, the eligible individual must also be:

- At nutritional risk as evinced by a completed Needs Assessment Tool (NAT or NAT-E). See OPTIONS Chapter definition above.
- Physically or mentally unable to obtain food or prepare meals and have no one willing or able to prepare meals for them (family, friends, faith-based resources).
- Cannot attend a senior center in their area.

Other Qualifying Individuals:

- the spouse of an eligible consumer or
- an individual with disabilities that resides with an eligible individual.



### **General Procedure Steps**

1. AAA I&A Department registers new Consumers and sends triage referral to CMA.
2. CMA (Care Management Agency) completes NAT-E or NAT to determine if the Consumer is eligible for IHMS.
3. CMA enters Care Management Service Plan.
4. CMA enters IHMS Service Orders through the Consumer's Care Plan.
5. Email referrals are made to the Kitchen Provider for eligible IHMS Consumers. (Request for Kosher meals are made to Jewish Association on Aging.)
6. Annual NAT / NAT-E assessment is completed and Service Delivery recorded.

### **Standard Referral Email to Kitchen Providers contains the following:**

- Consumer's name and SAMS ID #
- Meal service start date default to as soon as possible unless otherwise stated.
- Modified diet Y or N (Doctor's prescription)
- Special Instructions some examples: Allergies, HOH (hard of hearing), uses walker/cane, call before arriving, go to back door, etc.

### **If IHMS Consumer is no longer eligible, follow closing guidelines listed below:**

#### Care Management Driven

- CM will email Kitchen Provider, advising them of closing date.
- Closing letter sent to the consumer.
- Journal entry is made in SAMS at time of determination.
- Outstanding Future Service Orders closed in SAMS.

#### Service Provider / Kitchen Driven

- Will advise the CMA of activities that indicate the consumer may no longer meet the eligibility criteria.
- Will email CMA when the consumer wants to stop meals, goes into hospital and other events.

### **Problem Solving/Appeals**

- Initially attempt to resolve minor issues between Kitchen Providers and CMA.
- If there is no response provided then resend email & cc' person's supervisor.
- If the problem remains unresolved, contact the AAA for assistance.
- The Care Management Agency handles appeals.
- Formal appeal information on the DHS Website is under this link:  
<http://www.aging.pa.gov/publications/policy-procedure-manual/Pages/default.aspx#>, go to II. Hearing & Appeals.

**CSP Consumer Only and receiving meal:**

- Make sure the caregiver is not providing meals.
- Open an OPTIONS Care Enrollment. Reason: HDM Only
- Care Management Service Plan.
- Complete Care Plan/Service Plan & Service Orders.

**Voter Registration:**

- Send voter registration form to consumer, if requested.
- Complete signed voter preference form and attach to consumer record.

**Modified Diet Request:**

- Consumer can choose to receive a lower calorie modified diet with a doctor's prescription.
- Upon receiving prescription, scan and email to Jennifer Baker ([jennifer.baker@allegHENYcounty.us](mailto:jennifer.baker@allegHENYcounty.us)) for approval.
- Kitchens cannot address food preferences, puree or food allergies.

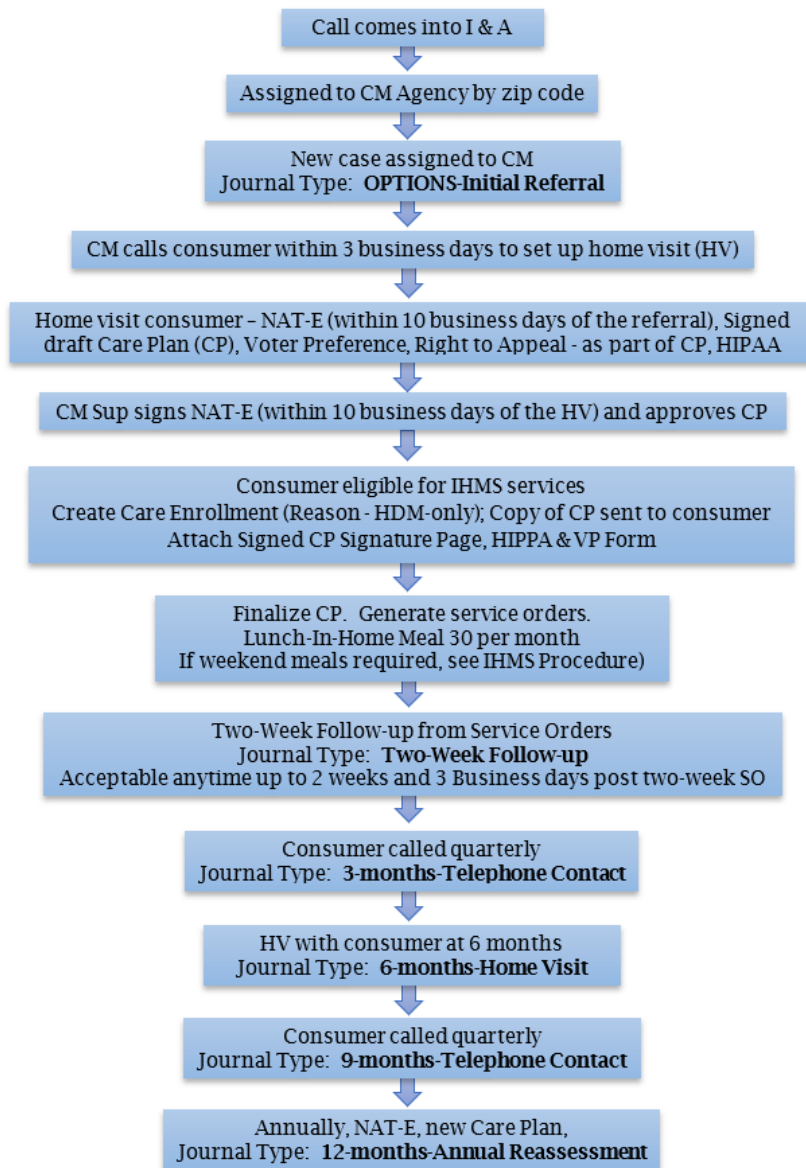
**Kosher Meal:**

- Contact Jewish Association on Aging to see if they can deliver to the consumer.

**Points of Emphasis for IHMS-Only consumers:**

- NAT-E completed and signed by Supervisor
- Active OPTIONS Care Enrollment
- Reason: HDM Only
- OPTIONS Care Manager checked as primary
- Care Management Agency checked as primary
- Service Plan with 30 Lunch-In-Home Meals per month
- Service Plan with 10 Frozen-In-Home Meals per month, only if getting weekend meals
- Care Management in Service Plan (see Addendum #21 of OPTIONS CM Procedure Manual)

## HDM-Only Flow Chart



**ACDHS/AAA  
HOME DELIVERED MEALS  
HDM CONTRACTOR Agencies**

**Area Agency on Aging**

[jennifer.baker@allegHENYcounty.us](mailto:jennifer.baker@allegHENYcounty.us)

Phone: (412) 350-4032

Fax: (412) 350-7321

**Catholic Youth Association**

[mow@catholicyouthassociation.com](mailto:mow@catholicyouthassociation.com)

Phone: (412) 621-3342

Fax: (412) 682-2484

**Eastern Area Adult Services**

[mow@eaas.net](mailto:mow@eaas.net)

Phone: (412) 824-6880

Fax: (412) 824-3527

**Jewish Association on Aging  
(Mollie's Meals)**

[srubin@jaapgh.org](mailto:srubin@jaapgh.org)

Phone: (412) 421-7616

**Lifespan, Inc.**

[mow@lifespanpa.org](mailto:mow@lifespanpa.org)

Phone: (412) 464-1300

Fax: (412) 461-7118

**Macedonia FACE**

[mow@macedoniaface.org](mailto:mow@macedoniaface.org)

Phone: (412) 636-4910

**Northern Area Multi-Service Center**

[mow@namsc.com](mailto:mow@namsc.com)

Phone: (412) 781-1175

Fax: (412) 781-3107

**Penn Hills Senior Center**

[mow@pennhills.org](mailto:mow@pennhills.org)

Phone: (412) 244-3405

Fax: (412) 242-7078

**Plum Senior Community Center**

[mow@plumboro.com](mailto:mow@plumboro.com)

Phone: (412) 744-4861

Fax: (412) 795-4199

**Riverview Community Action Corp.**

[meals@rcacorp.org](mailto:meals@rcacorp.org)

Phone: (412) 828-1062

Fax: (412) 828-6985

## Consumers Receiving IHMS Service Plan

To enter a service plan from within a care plan, click on "Add New".

The screenshot shows the top navigation bar with tabs: Details, Activities & Referrals, Assessments, Billing, Calls, Care Plans, File Attachments, Journals, Routes, Service Deliveries, Service Orders. Below the navigation bar, there is a header for 'Care Plan - OPTIONS 3/1/2022 - 2/28/2023'. The main content area shows 'OPTIONS [ Active : 01/01/2022 - (Not Specified) ] Care Plan Dates: 03/01/2022 - 02/28/2023 Active as of 01/21/2022 Reason: Current'. A menu bar includes 'Save', 'Save and Close', 'Close', 'Reject Changes', 'Make a Copy', 'Print', 'Format Panels', 'Calendar', 'Worksheet', and 'Add New' (highlighted with a red box). Below this is a 'Comments' section and a 'Cost Cap Utilization' section showing 'Expiring (Not Specified)'.

The following screen appears.

The screenshot shows the 'Add New' service plan form. The top navigation bar is the same as in the previous screenshot. The header shows '3/1/2022 - 2/28/2023' and 'Unspecified status'. The form is divided into two main sections, both highlighted with red boxes. The left section is the 'Service' section, which includes fields for 'Service Category', 'Service', 'Unit Type', 'Agency' (set to 'Allegheny County DHS AAA'), 'Provider', 'Subprovider', 'Unit Price' (\$0.00), 'Start Date' (3/1/2022), 'End Date' (Enter date), 'Status', and 'Status Date' (Enter date). The right section is the 'Schedule' section, which includes a 'Subservices' list, a 'Schedule' section with 'Summary' (1 Unit Monthly), 'Units Allocated' (1.00), 'Allocation Type' (Monthly), 'Frequency' (1), 'Start Date' (3/1/2022), and 'End Date' (Enter date).

- First set the Status to "Active".
- Be Sure Agency is set to "Allegheny County DHS AAA".
- The Provider will be set to whichever kitchen will be providing the meals.
- Set Service to either "Lunch-In-Home Meal" or "Frozen-In-Home-Meal".
- Service Category will auto-populate.
- Start Date will default to the start date of the care plan.
- End Date—leave blank. (This will later auto set to the end date of the care plan.)
- Unit Type will auto-populate to "Meal".
- Site—Enter a provider kitchen site based on consumer residence zip code.
- Reason— set to "Agency"
- Status date—leave blank.
- Unit price—leave blank.
- In the schedule section, the start date will auto-populate to the service start date.
- End date—leave blank. (This will later auto set to the end date of the care plan.)

**For "Lunch-In-Home Meal"**

- Set Allocation Type to "monthly".
- Set units allocation to the maximum of "30" per month.
- Subservice—leave blank.
- Be sure to to check your service start dates and schedule dates.

**For "Frozen-In-Home Meal" (only for consumers receiving weekend meals)**

- Set Allocation Type to "monthly".
- Set units allocation to the maximum of "10" per month.
- Subservice—leave blank.
- Be sure to to check your service start dates and schedule dates.

Note: Each service is only allowed to have one schedule and unit allocation at any time. Do not enter in more than one schedule as this will negatively affect the delivery of meals to the consumer.

- Click "ok" at the top of the schedule section.

Care Plan - OPTIONS 9/1/2022 - 8/31/2023 X

Service Plan - Allegheny County DHS AAA; Life Span, Inc-0004; Lunch-In-Home Meal; 9/1/2022 - ? X

**Lunch-In-Home Meal 9/1/2022 - 8/31/2023**

Total Cost: \$0.00 Average Monthly Cost: \$0.0  
Total Units: 360.00 Average Monthly Units: 30.0  
Delivered Units: 0.00 Ordered Units: 0.0

Active as of  
Reason:  
Agency

OK | Cancel | Add Next | Print | Format Panels | Service Deliveries | **Service Orders** | Add New

Service: Lunch-In-Home Meal (0 items)

Unit Type: Meal

Agency: Allegheny County DHS AAA

Provider: Life Span, Inc-0004

Site: Steel Valley Resource Center

Unit Price: \$0.00

Start Date: 9/1/2022

End Date: Enter date

Status: Active

Reason: Agency

Status Date: Enter date

Format

**Schedule**  
OK | Cancel | Add Next |

**Schedule**

Summary: 30 Units Monthly.

Units Allocated: 30.00

Allocation Type: Monthly

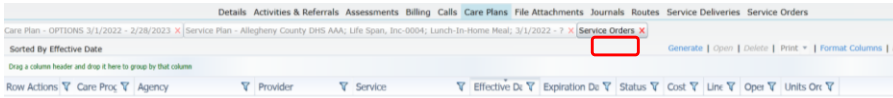
Frequency: 1

Start Date: 9/1/2022

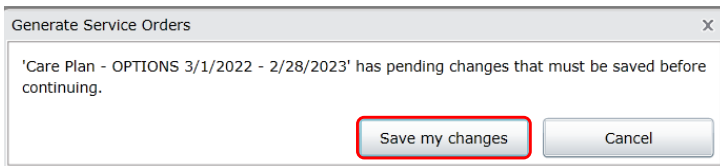
End Date: Enter date

Subservice:

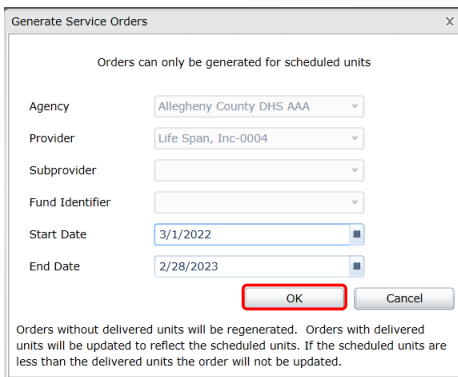
- Fill in the Desired Outcome section, as needed.
- Fill in the Special Instructions section, as needed.
- Click Service Orders to create orders.



- Click Generate to make the following box appear.



- Click "Save my changes".
- The following box will appear.



- Click "ok".

As you can see, service orders have been generated for whatever the length of the care plan or schedule were set to. SAMS has calculated the number of units per month for you based upon the allocation you set in the service schedule.

Row Actions	Care Plan	Agency	Provider	Service	Effective Dt	Expiration Dt	Status	Cost	Line	Open	Units	Ort
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	08/01/2023	08/31/2023	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	07/01/2023	07/31/2023	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	06/01/2023	06/30/2023	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	05/01/2023	05/31/2023	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	04/01/2023	04/30/2023	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	03/01/2023	03/31/2023	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	02/01/2023	02/28/2023	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	01/01/2023	01/31/2023	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	12/01/2022	12/31/2022	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	11/01/2022	11/30/2022	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	10/01/2022	10/31/2022	Open	\$0.00	1	1	30.00	
	OPTIONS	Allegheny County DHS AAA	Life Span, Inc-0004	Lunch-In-Home Meal	09/01/2022	09/30/2022	Open	\$0.00	1	1	30.00	

- You can now close the consumer record.

**If adding meals for Other Qualifying Individual**

Need to determine:

- Is person a Household member?
- Not in any other program that provides meals.
- Their situation related to the consumer, i.e., dependent spouse, child, etc.
- Summary journal indicating if eligibility and, if yes, complete the following steps:

Additionally:

- If other qualifying individual is not entered in SAMS, create a record.
- Create OPTIONS Care Enrollment (reason HDM Only)
- Add care manager's name and CMA in details.
- Add care plan Initial and annually.
- Create Care Plan / Service Plan, generate Service Orders.
- In Details Section, complete the following:
  - Check "NSIP Meal Eligible"
  - Select the correct "NSIP Eligibility Type"
- No NAT-E required, no 3-month contact/no 6-month HV/no 2 week follow-up.
- On an annual basis, complete the "Need to Determine" criteria and journal.
- If Meals need to continue, add another care plan/service plan/service orders.

Details Activities & Referrals Assessments Billing Calls Care Plans File Attachments Journals Routes Service D

Save | Save and Close | Close | Reject Changes | Print | Open Audits | Format Panels | Status Wizard | Merge | Copy Client ID | Add New

Insurance Provider Name: UPMC for You 1234

**NAPIS**

Ethnicity	Not Hispanic or Latino
In Poverty?	No
Lives Alone?	Yes
High Nutritional Risk?	No
Is Rural?	No
Number of ADLs	2
Number of IADLs	6
NSIP Meal Eligible	Yes
NSIP Eligibility Type	Spouse
Is Ethnic Race specified	Yes

**Directions To Home**

**Ethnic Races**

Other

**Notes**

**HDM Kitchen Sites**



Zip Code	Communities Served	HDM Provider	HDM Site	Options CM Agency
15018	Buena Vista	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15025	Jefferson, Clairton	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15034	Dravosburg	Life Span, Inc-0004	Homestead Center	Familylinks
15035	East McKeesport	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15037	Elizabeth	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15045	Glassport	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15047	Greenock	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15063	Monongahela	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15068	New Kensington	Plum Senior Community Center	Plum Senior Community Center	Familylinks
15085	Trafford	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15088	West Elizabeth	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15089	West Newton/Elizabeth Twp.	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15104	Braddock, North Braddock, Rankin	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15110	Duquesne	Life Span, Inc-0004	Homestead Center	Familylinks
15112	Chalfont, East Pittsburgh	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15120	Homestead, West Homestead, Munhall	Life Span, Inc-0004	Homestead Center	Familylinks
15122	West Mifflin	Life Span, Inc-0004	Homestead Center	Familylinks
15123	West Mifflin	Life Span, Inc-0004	Homestead Center	Familylinks
15129	South Park, Library	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15131	White Oak	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15132	McKeesport	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15133	McKeesport, Liberty, Port Vue	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15135	McKeesport, South Versailles	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15137	North Versailles	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15140	Pitcairn	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15145	Turtle Creek, Wilkins Township	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15146	Monroeville	Eastern Area Adult Services-0003 Plum Senior Community Center	Turtle Creek Center Plum Senior Community Center	Familylinks

Zip Code	Communities Served	HDM Provider	HDM Site	Options CM Agency
15148	Wall, Wilmerding	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15218	Swissvale	Eastern Area Adult Services-0003	Turtle Creek Center	Familylinks
15221	Forest Hills, Churchill, Braddock Hills, Wilkinsburg, Wilkins Township	Catholic Youth Association of Pittsburgh - 0003 Eastern Area Adult Services-0003	Stephen Foster Center Turtle Creek Center	Familylinks
15236	Pleasant Hills, Bethel, South Park	Life Span, Inc-0004	Steel Valley Resource Center/Knoxville Center	Familylinks
15239	Plum	Plum Senior Community Center	Plum Senior Community Center	Familylinks
15332	Finleyville	Life Span, Inc-0004	Steel Valley Resource Center	Familylinks
15001	Crescent Township	Life Span, Inc-0004	Imperial Center	LifeSpan
15017	Bridgeville	Life Span, Inc-0004	Imperial Center	LifeSpan
15026	Clinton	Life Span, Inc-0004	Imperial Center	LifeSpan
15031	Cuddy	Life Span, Inc-0004	Imperial Center	LifeSpan
15046	Crescent Township	Life Span, Inc-0004	Imperial Center	LifeSpan
15057	McDonald	Life Span, Inc-0004	Imperial Center	LifeSpan
15064	Morgan	Life Span, Inc-0004	Imperial Center	LifeSpan
15071	Oakdale	Life Span, Inc-0004	Imperial Center	LifeSpan
15102	Bethel Park	Life Span, Inc-0004	Steel Valley Resource Center	LifeSpan
15106	Carnegie, Collier, Heidelberg	Life Span, Inc-0004	Imperial Center	LifeSpan
15108	Coraopolis, Moon Twp.	Life Span, Inc-0004	Imperial Center	LifeSpan
15126	Imperial	Life Span, Inc-0004	Imperial Center	LifeSpan
15136	McKees Rocks	Northern Area Multi Service Center-0058 Life Span, Inc-0004	Sharpsburg Center Imperial Center/Knoxville Center	LifeSpan
15142	Collier	Life Span, Inc-0004	Imperial Center	LifeSpan
15201	Arsenal	Catholic Youth Association of Pittsburgh - 0003	Stephen Foster Center	LifeSpan
15203	South Side	Macedonia Family and Community Enrichment Center, Inc.	Macedonia FACE - HDM	LifeSpan
15204	Corliss	Life Span, Inc-0004	Imperial Center	LifeSpan
15205	Crafton	Life Span, Inc-0004	Knoxville Center/Imperial Center	LifeSpan
15207	Hays, Lincoln Place	Life Span, Inc-0004	Homestead Center	LifeSpan
15207	Hazelwood	Macedonia Family and Community Enrichment Center, Inc.	Macedonia FACE - HDM	LifeSpan
15208	Homewood	Catholic Youth Association of Pittsburgh - 0003	Stephen Foster Center	LifeSpan

Zip Code	Communities Served	HDM Provider	HDM Site	Options CM Agency
15210	Mt. Oliver, Carrick	Life Span, Inc-0004	Knoxville Center	LifeSpan
15211	Mt. Washington	Life Span, Inc-0004	Knoxville Center	LifeSpan
15213	Oakland	Macedonia Family and Community Enrichment Center, Inc.	Macedonia FACE - HDM	LifeSpan
15216	Beechview, South Hills	Life Span, Inc-0004	Knoxville Center	LifeSpan
15217	Squirrel Hill	Macedonia Family and Community Enrichment Center, Inc.	Macedonia FACE - HDM	LifeSpan
15220	Parkway Center	Life Span, Inc-0004	Knoxville Center/Imperial Center	LifeSpan
15224	Bloomfield	Catholic Youth Association of Pittsburgh - 0003	Stephen Foster Center	LifeSpan
15225	Neville Island	Life Span, Inc-0004	Imperial Center	LifeSpan
15226	Brookline	Life Span, Inc-0004	Knoxville Center	LifeSpan
15227	Brentwood	Life Span, Inc-0004	Knoxville Center	LifeSpan
15228	Mt. Lebanon	Life Span, Inc-0004	Imperial Center/Knoxville Center	LifeSpan
15232	Shadyside	Catholic Youth Association of Pittsburgh - 0003	Stephen Foster Center	LifeSpan
15234	Castle Shannon	Life Span, Inc-0004	Imperial Center/Knoxville Center/Steel Valley Resource Center (depends on physical address)	LifeSpan
15241	Upper St. Clair	Life Span, Inc-0004	Imperial Center	LifeSpan
15243	Mt. Lebanon, Scott Twp.	Life Span, Inc-0004	Imperial Center	LifeSpan
15260	Pittsburgh	Macedonia Family and Community Enrichment Center, Inc.	Macedonia FACE - HDM	LifeSpan
15275	Robinson Township City Limits/Findlay Twp.	Life Span, Inc-0004	Imperial Center	LifeSpan
15007	Bakerstown	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15014	Brackenridge	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15015	Bradfordwoods	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15024	Cheswick	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15030	Creighton	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15044	Gibsonia	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15049	Harwick	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15051	Indianola	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley

Zip Code	Communities Served	HDM Provider	HDM Site	Options CM Agency
15056	Leetsdale	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15065	Natrona	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15075	Rural Ridge	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15076	Russelton	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15084	Tarentum, Curtisville	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15090	Wexford	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15101	Allison Park	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15116	Glenshaw, Shaler	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15139	Oakmont	Riverview Community Action Corporation-0002	Riverview Senior Center	Wesley
15143	Sewickley/Kilbuck	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15144	Springdale	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15147	Penn Hills Oakmont/Verona Oakmont/Verona	Penn Hills Senior Service Center-0006 Plum Senior Community Center Riverview Community Action Corporation-0002	Penn Hills Senior Center Plum Senior Community Center Riverview Senior Center	Wesley
15202	Bellevue	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15206	East Liberty	Catholic Youth Association of Pittsburgh - 0003	Stephen Foster Center	Wesley
15209	Millvale	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15212	Allegheny, North Side	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15214	Observatory Hill	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15215	Sharpsburg	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15219	Hill District, Polish Hill, Bluff	Macedonia Family and Community Enrichment Center, Inc.	Macedonia FACE - HDM	Wesley
15222	Downtown Pittsburgh	Macedonia Family and Community Enrichment Center, Inc.	Macedonia FACE - HDM	Wesley
15223	Etna	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15229	West View	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley

Zip Code	Communities Served	HDM Provider	HDM Site	Options CM Agency
15233	North Side	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15235	Wilkins Township (Eastmont) Penn Hills Churchill	Eastern Area Adult Services-0003 Penn Hills Senior Service Center-0006 (PH Municipality only) Plum Senior Community Center Catholic Youth Association of Pittsburgh - 0003 (Lincoln/Lemington/Belmar)	Turtle Creek Center Penn Hills Senior Center Plum Senior Community Center Stephen Foster Center	Wesley
15237	McKnight, North Hills	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley
15238	Fox Chapel	Northern Area Multi Service Center-0058	Sharpsburg Center	Wesley



Attachment B

HOME DELIVERED MEALS

# Volunteer Guide



## Home Delivered Meals Volunteer Guide

We are indebted to all our volunteers for their generous gifts of time and energy. Your commitment makes a difference in the lives of the isolated older adults in our community. Our staff will work with you to make your experience meaningful to you and the older adults we serve.

Even if it's a little thing, do something  
for those who have need of a man's help,  
something for which you get no pay but  
the privilege of doing it.  
For, remember, you don't live in a  
world all your own.  
Your brothers are here too.

~Albert Schweitzer

**Agency Name**  
**Home Delivered Meal (HDM) Program**

Kitchen Address: \_\_\_\_\_

HDM Coordinator: \_\_\_\_\_

Office Phone: \_\_\_\_\_

Eligibility Guidelines

To qualify for Non-Congregate In-Home Meals an individual must be:

- 60 years of age or older,
- the spouse of an eligible consumer
- an individual with disabilities that resides with an eligible individual
- a resident of Allegheny County

In addition, the eligible individual must:

- Demonstrate a nutritional risk as evidenced by a completed Needs Assessment Tool (NAT or NAT-E)
- Be physically or mentally unable to obtain food or prepare meals and have no one willing or able to prepare meals for them (family, friends, faith based resources).
- Not be able to attend a senior center in their area for the same meal.

*Note: HDM does not need to be 5 days per week  
but can be 7 days if necessary*



**HDM Agency Responsibilities:**

- Screen/approve each volunteer, including validating license and insurance if applicable. Criminal clearance checks are considered a best practice.
- Provide appropriate training for volunteers
- Prepare and/or package meals
- Provide appropriate containers for transporting meals
- Provide route information (name, address, special instructions)

**Volunteer Responsibilities:**

- Be dependable and punctual; arrange for a substitute if you are unable to make your assignment. Try to notify the HDM coordinator at least 24 hours in advance.
- Check in with coordinator; review the route for cancellations, road problems, new addresses
- Load delivery containers into car; pick up route sheet
- Observe and communicate situational information (consumer and/or home issues)
- Maintain a clean neat appearance
- Maintain a valid PA license and current car insurance policy
- Have identification – personal photo id or agency issued card
- May have the option/be requested to use personal vehicle
- Be willing and capable of picking up and delivering meals in all weather conditions
- Handle consumer donations (envelopes, checks)

**Performance/Ethical Standards:** Since volunteers have daily contact with older adults it is important to remember all consumer personal, medical and financial information is considered strictly confidential. All volunteers must sign and adhere to a Confidentiality Policy.

- Be courteous and respectful of older adults
- Make the older adult's needs the focus of the visit
- Maintain the confidentiality of every older adult
- Maintain an appropriate distance from the older adults; do not counsel anyone unless you are trained to do so
- Do not give your personal information to anyone
- HDM volunteers/staff are not permitted to accept gifts, cash or gratuities
- Respect the cultural, religious and political views of clients and refrain from imposing your personal views on consumers.

**Personal Safety:** The personal safety of all volunteers is very important; please review the following precautions:

- Leave valuables at home or locked in secure place
- Always lock your car
- Never leave the car running or the keys in the car while delivering a meal
- Be alert during the delivery; pay attention to sidewalk, yard and floor conditions
- Do not enter a yard with an unrestrained dog
- Do not try to negotiate unsafe steps
- Use common sense; report any situation that makes you uncomfortable, you are not obligated to go anywhere you do not feel safe

**Sanitation/Meal Safety:** Proper handling of the meal, from preparation through delivery and consumption is essential to prevent food borne illness. This agency uses a time-temperature system to ensure the safety of each meal. The system begins when the meal temperature is recorded during packaging and is completed when the temperature of the last meal is taken. Please follow the steps below for each delivery:

- Make sure containers/coolers are tightly closed to keep cold and frozen food cold (at or below 41°).
- Load the vehicle as soon as possible
- Keep the containers level during delivery to prevent spillage
- Use sanitizing wipes between deliveries
- During the route, be sure to close containers after removing a meal to retain safe temperatures
- Do not leave a meal in a bag on the door or in a cooler; meal must be delivered to a person, preferably the consumer
- Encourage consumers to refrigerate the meal if they are not going to eat it immediately
- On the scheduled day, take and record the temperature of the last meal

NOTE: Please notify the HDM agency if the previous day's meal has not been eaten and whether it has been touched or moved from the location it was placed the day before. If a previous day's meal is found uneaten, please remove it from the home. It could contain spoiled food and because of poor vision and sense of smell, a recipient might accidentally eat a spoiled meal and get very sick.

**Delivery Procedures:** In addition to providing a meal, volunteers are able to observe a consumer's overall situation and relate all concerns to the HDM coordinator. Follow the established procedures listed below:

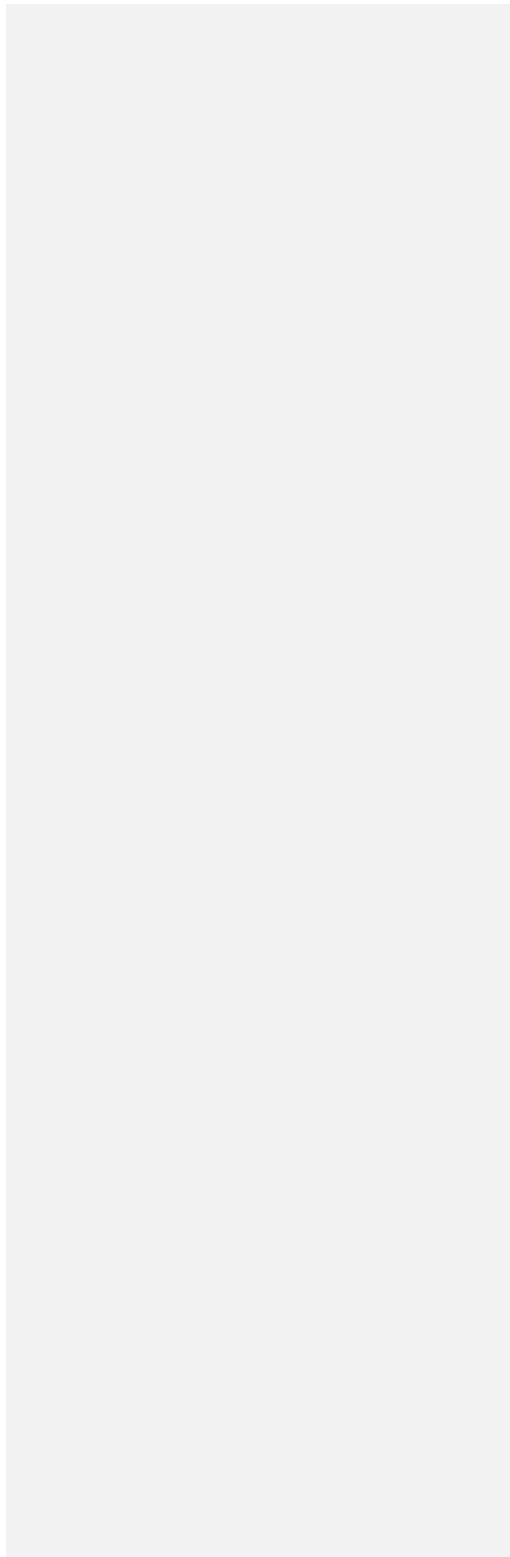
- Knock loudly or ring the bell several times
- Identify yourself
- Call out the consumers name
- Allow adequate time for older adult to answer and come to the door
- Assist older adult if asked
- Talk to or briefly see each older adult
- Notice changes in condition or environment such as:
  - Disorientation to time or place
  - Speech
  - Changes in mobility
  - Shortness of breath or labored breathing
  - Unopened meals from previous days
  - Lack of other food
  - Inadequate heating or cooling
  - Safety issues: broken steps, throw rugs, extension cords
  - Lack of utilities

**Emergency Procedures:** If the door or phone is not answered follow the steps below or your HDM agency's policy:

- Call the HDM office for instruction on next steps
- If you encounter an emergency situation do not move older adult
- If older adult is not conscious call 911, then HDM office
- Please wait with the older adult until help arrives

**Contributions/Donations:** Income is not an eligibility criterion. There is no fee for any individual that meets the AAA eligibility criteria. A suggested contribution toward the cost of the meal service can be requested on a regular basis (weekly or monthly):

- an eligible person cannot be denied service due to failure to contribute
- donations shall be voluntary and confidential
- consumers should self-determine what they are able to contribute
- contribution/donation policies should be explained to each new consumer



**I attended a Home Delivered Meal Volunteer training on \_\_\_\_\_ and received a copy of the Volunteer Guide.**

**Signature \_\_\_\_\_**

**ATTACHMENT C**

DEPARTMENT OF HUMAN SERVICES / AGING  
COMMUNITY BASED SERVICES DIVISION

**CHECKLIST FOR RECEIVING FOOD**

**CONTRACTOR Agency** \_\_\_\_\_ **HDM Kitchen** \_\_\_\_\_

Food Provider \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_

**YES** **NO**

- 1. Is the food delivered the same as featured on the menu for the day?
- 2. Were the number of meals ordered delivered?
- 3. Was the food delivered at the proper temperature? (at or below 41° for cold and frozen food)
- 4. Was the food delivered on time?
- 5. At the time of delivery, was the food properly packaged?
- 6. Was the food acceptable? (not burnt, crushed, etc.)
- 7. Were the delivery containers clean, in good condition, and suitable for delivery?
- 8. Was the driver neat, clean; was the food handled properly?
- 9. Was the overall delivery process satisfactory?

Comments \_\_\_\_\_  
\_\_\_\_\_

**NOTE:** This form is to be used by the designated person checking in the meal. It should be completed two times a month and kept on file at the site for one (1) year.

**ATTACHMENT D-1**

DEPARTMENT OF HUMAN SERVICES / AGING  
COMMUNITY BASED SERVICES DIVISION

**DAILY FOOD TEMPERATURE MONITORING SHEET**

HDM Kitchen \_\_\_\_\_

Name of PIC \_\_\_\_\_

MONTH/YEAR \_\_\_\_\_

<i>DATE</i>	<i>DELIVERY TIME</i>	<i>MILK TEMP</i>	<i>STAFF INITIALS</i>

**COMMENTS:** \_\_\_\_\_

**NOTE:** COLD and FROZEN food must be at or below 41°. Retain completed form for 1 year.



**ATTACHMENT E**

DEPARTMENT OF HUMAN SERVICES / AGING  
COMMUNITY BASED SERVICES DIVISION

**MONTHLY HOME DELIVERED MEAL SUMMARY REPORT**

**CONTRACTOR AGENCY:**

**NUTRITION COORDINATOR:**

**FOOD CONTRACTOR:**

Include problems encountered with shortages (weights), quality, temperatures or delivery along with resolution of same.

Date	Issue				Food Item	Brief Description of Issue	Resolution
	Shortage	Quality	Temp	Delivery			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Submit report to ACDHS/AAA by the 7<sup>th</sup> working day of the month.

ACDHS/AAA 3/24 "congregate"