



Calhoun County Senior Services

Minimum Service Standard

SERVICE NAME: MEALS – HOME DELIVERED

DEFINITION: Home delivered meals provide nutritious meals to home-bound seniors.

UNIT OF SERVICE: One unit equals one meal served to an eligible senior.

INCOME REQUIREMENT: No income requirement applies.

DESIRED OUTCOME: Seniors maintain or improve physical health through proper nutrition.

MINIMUM SERVICE STANDARD:

A. Recipient Eligibility Criteria – In addition to recipient eligibility criteria contained in the “ALL SERVICES” standard, each service provider shall have written eligibility criteria which will include at a minimum:

1. The eligible recipient must be homebound, meaning they are normally unable to leave their home unassisted, and leaving would take considerable and taxing effort. A person may leave home for medical treatment or short, infrequent absences, such as a trip to the barber or to attend religious services.
2. The eligible recipient must be unable to participate in the congregate meals program because of physical or emotional difficulties.
3. The eligible recipient must be unable to prepare nutritionally balanced meals.
4. The eligible recipient’s special dietary needs can be appropriately met by the program, i.e., the meals available would not jeopardize the health of the individual.
5. The eligible recipient must be able to feed him/herself.
6. The eligible recipient must agree to be home when meals are delivered or contact the service provider when absence is unavoidable.

NOTE: Eligibility criteria must be distributed to all potential referring agencies or organizations and be available to the public upon request.

B. Service Operation and Delivery

1. Each home delivered meal service provider must demonstrate cooperation with congregate and other home delivered meal programs in the project area.
2. Each home delivered meal service provider will use volunteers, as feasible, in program operations.
3. Each service provider may provide up to two meals per day to an eligible recipient based on his/her need for meal service as determined by the assessment. Service providers are expected to vary the level of meal service for a recipient in response to varying availability of help from family and friends and changes in the recipient’s status or condition. Where meal services are provided less than seven days per week, the service provider must identify and/or document the usual source of all meals for the recipient not provided by the



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- program's service provider.
4. Each home delivered meals provider must have the capacity to provide two meals per day, which together contain at least two thirds of the daily recommended dietary allowances as established in the most current edition of the USDA *Dietary Guidelines for Americans*. Meals must be available at least five days per week.
 5. All nutrition providers shall provide to HDM program recipients shelf-stable meals to be used in an emergency. Educational materials must be distributed along with the shelf-stable meals to instruct the recipient when to use the meal, along with a list of recommended emergency food and equipment (i.e., manual can opener) that should be kept in the home. HDM volunteers, drivers, and staff should create a plan to regularly check with recipients to assure they still have their shelf-stable meal. If the recipient no longer has the shelf-stable meal, another must be delivered as soon as possible. Shelf-stable meals should be replaced at regular intervals. Each HDM recipient shall have a minimum of two shelf-stable meals.
 6. The program may also make liquid meals available at the discretion of the program manager.
 7. Service providers should modify serving sizes and menu ideas to provide recipient choice.
 8. Food must be delivered at safe temperatures. The time between the end of preparation of either hot or cold food and delivery to the recipient in their home must not exceed four hours. Products which do not need to be held above 140 degrees Fahrenheit or below 45 degrees Fahrenheit are exempt. Frozen food must be delivered to the recipient in the frozen state, 32 degrees Fahrenheit or below.
 9. Each service provider must develop and have available written plans for continuing services in emergency situations such as short-term natural disasters (i.e., snow and/or ice storms), loss of power, physical facility malfunctions, etc.

C. Intake and Assessments

1. Intake: Each program shall assess need for each recipient making the best effort to do so within 14 days of initiating service. This should be conducted face-to-face or by phone and include:
 - a. Name, address, telephone number of recipients
 - b. Date of birth
 - c. Gender
 - d. Monthly/annual income
 - e. Name and contact information of referral source if applicable
 - f. Name and contact information of emergency contact
 - g. Functional status
 - h. Support resources
2. Assessment: At a minimum, each recipient shall receive two assessments per year, a yearly assessment, and a six-month reassessment, making the best possible effort to conduct them at 6 months and 12 months. The initial assessment and yearly assessment must be conducted



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in person. The six-month reassessment may be either in person or a telephone assessment. A telephone assessment may be used if the recipient meets the following criteria:

- a. Can complete a telephone assessment by themselves, or with the assistance of a family member, caregiver or friend.
- b. Has no significant HDM delivery issues.
- c. The HDM driver, delivery person, family, and/or caregivers have no significant concerns for the participants' well-being.
- d. The nutrition provider may deem a participant not eligible for the telephone reassessment at any time during their participation in the program. In-person assessment will then replace the telephone reassessment.