**Overview**

The Agency on Aging Northeastern Illinois is seeking applications from organizations interested in providing Older Americans Act Title III-C2 Home Delivered Meal services. Nutrition services are provided to assist older adults to live independently by promoting better health through improved nutrition and reduced isolation through a program coordinated with other supportive services.

The Home Delivered Meal program provides a nutritious daily hot meal to those individuals deemed eligible for the program who are aged 60 or over, frail and/or homebound, or otherwise isolated. In addition to the nutritious meal, the delivery person is able to check-in with clients and note any changes or conditions that may require notification of a social worker, emergency contact, or even emergency medical assistance. The Home Delivered Meal program has been found to be extremely helpful in combating isolation.

Meals are to be provided throughout the county service area to provide maximum coverage to older individuals in greatest economic and social need, with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals at risk of institutionalization, and older individuals residing in rural areas. Nutrition providers are expected to have an active role in the network of organizations providing services to older adults and work collaboratively with other service providers.

**Service Design**

Home Delivered Meal programs should locate sites and organize volunteer and paid delivery routes in order to provide maximum coverage to the county service area. Home delivered meal programs depend extensively on delivery volunteers. Recruiting, training, and scheduling volunteers should be a priority in designing a program. Nutrition providers are encouraged to study current trends in volunteer recruitment and retention when designing the program.

All nutrition sites must pass a local health department inspection at least annually. A site manager with valid Certified Food Protection Manager certification must be present when the site is operating. All other staff and volunteers handling food must be trained in safe food handling practices.

Meals provided must meet nutritional analysis requirements, or menu plan requirements, as detailed in the Nutrition Standards. Menus must be planned in advance of service and approved by a Registered Dietitian. Menus should be appetizing offering a variety of flavors, colors, and textures. A hot meal should be served; however, cold meals may be provided occasionally as appropriate. Frozen meals may be provided in circumstances where daily delivery is not feasible; however, the client’s ability to store and heat frozen meals must be assessed.

III-C2 service providers will be required to perform the following activities:

1. Home Delivered Meal service providers should supply one hot meal a day delivered five days a week. However, the Agency on Aging may grant exceptions if the nutrition provider submits documentation of the need for an exception.
2. Cost per unit will be reasonable and justifiable based on the report “Older Americans Act Nutrition Program Evaluation: Meal Cost Analysis” Mathematica Policy Research, September 25, 2015. A reasonable cost increase may be used to extrapolate cost from the date of the study forward. Grant applicants should provide written explanation of how projected cost per unit agrees with this information. See Appendix A.
3. Nutrition providers are responsible for coordinating with the Case Coordination Unit (CCU) and Managed Care Organizations (MCO) to facilitate the assessment and referral of home delivered meal clients. Nutrition Providers should ensure all personal client information is kept confidential. The nutrition provider is responsible for timely and complete data entry into AgingIS. The purpose of this information is to meet all state and federal reporting requirements.
4. Clients are to be given the opportunity to voluntarily contribute to the cost of the meal. A confidential system of collecting voluntary donations from clients is to be established and implemented. Clients may not be denied a meal because they cannot or will not contribute the to the cost of the meal. Written notices to clients soliciting donations should be carefully and tactfully worded as a request for donation.
5. Nutrition education is to be provided at least two times per year and it is strongly recommended that nutrition education be provided quarterly and more frequently if possible. The purpose of nutrition education is to inform individuals about available facts and information that will promote improved food selection, eating habits, nutrition and health-related practices. Material presented should be from credible sources with valid credentials in nutrition science. Agency on Aging staff are available to assist nutrition providers with suggestions of topics and sources of information.
6. The nutrition provider is to collect input and feedback from program participants. The Area Agency on Aging may mandate a specific survey instrument or specific survey questions be used and results reported to the Area Agency.
7. Be responsible for reporting requirements for these services. Visit the Agency on Aging website (www.ageguide.org) for additional information on reporting requirements.

Applicant Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

County: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Person Name, Phone & Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In a clear and concise narrative, respond to each of the following items. Please review Appendix B, the program rubric, for guidance and scoring information.

1. **Program Planning**
   1. Describe how your organization assessed the service area and the target population to be served. Include your plan to target services to those in greatest economic and social need as outlined in the Older Americans Act (OAA) including: Persons 75+, older adults living alone, older adults identified as minority, at or below poverty level, limited English speaking and other hard-to-reach older adults. See Appendix C.
   2. Describe the proposed HDM distribution sites and how they relate to providing comprehensive coverage of the service area and target population. Note if your organization or another organization is currently operating the site. For sites your organization is planning to operate, please state when operation is expected to start and describe the current status of your organizations work to open the site. Include information on the number of days a week the sites will serve meals and if any sites will also be a C1 congregate meal site or provide other community dining.
   3. Describe previous senior nutrition program experience, other experience serving older persons, or any other relevant history and experience of your organization.
2. **Program Design and Delivery**
   1. Describe the meals that will be offered and state how meals will be prepared and/or identify the source of meals (i.e. caterer). If menus have been developed, attach a copy of the most recent menu and signed approval sheet from a Registered Dietitian. If menus have not yet been developed, describe your organization’s proposed process for developing approved menus including approval by a Registered Dietitian.
   2. Each project is to provide special menus, where feasible and appropriate, to meet the particular dietary needs that arise from health requirements, religious requirements, or ethnic backgrounds of eligible individuals. Please indicate if your organization offers, or plans to offer, therapeutic, modified, or special menus and how these will meet the needs of clients.
   3. Describe the frequency of meal delivery including any provisions for two daily meals, weekend and holiday meals. If second and weekend meals are going to be provided, state the source of funds for these meals.
   4. How will meal delivery be addressed during inclement weather and other emergency events.
   5. Describe the process for obtaining feedback on meal quality from participants and incorporating feedback into future menu planning.
   6. Full cost per meal unit must be reasonable and justifiable based on the report “Older Americans Act Nutrition Program Evaluation: Meal Cost Analysis” Mathematica Policy Research, September 25, 2015. A reasonable cost increase may be used to extrapolate cost from the date of the study forward. Provide a written explanation of how projected cost per unit agrees with this information.
   7. Describe the planned nutrition education program, frequency of delivery, and how outcomes will be measured.
3. **Program Operations** 
   1. Describe the HDM program organization and the duties/responsibilities of each paid employee. Describe the background check, training and evaluation process for paid employees. Attach a copy of your organization’s background check policy. Specifically describe how employees receive food sanitation training either food hander training or Certified Food Protection Manager Certification.
   2. Volunteers -- Describe the recruitment, background check and training process for HDM program volunteers. Specifically describe how food handler training is provided to volunteers. Include a copy of your organization’s volunteer background check policy.
   3. Describe the current, or planned flow, of data collection from client intake through Area Agency on Aging report submission. Include a discussion of procedures for ensuring timely and accurate input into AgingIS.
   4. Describe the relationship and communication procedures between your organization and the care coordination unit (CCU) that conducts the nutritional assessment for the HDM Program.
   5. Describe the relationship and communication procedures between your organization and the Managed Care Organizations (MCOs)that are responsible for nutritional assessment of Managed Care Medicaid clients for the HDM program.
4. **Outreach, Public Information and Coordination**
   1. Describe the public awareness efforts your organization will undertake to assure that the maximum number of eligible older persons know about services and will have an opportunity to participate.
   2. Describe the process for collecting input on the overall HDM program from HDM participants and from other individuals/organizations in the community with expertise in the needs of older adults in the service area.
   3. Describe how your organization will coordinate with other organizations in the community and provide relevant letters of support.