

ELDERLY SERVICES PROGRAM (ESPSM)/TITLE III

HOME DELIVERED MEALS

SERVICE SPECIFICATIONS

**EFFECTIVE October 1, 2023
(BCESP) (CCESP) (HCESP) (WCESP)**

ELDERLY SERVICES PROGRAM
HOME DELIVERED MEALS SERVICE SPECIFICATIONS
TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGE</u>
1.0 Objective	3
2.0 Unit of Service	3
3.0 Menu Planning	4
4.0 Alternative Meals	5
5.0 Provider Qualifications	6
6.0 Food Sanitation and Safety	6
7.0 Meal Delivery	6
8.0 Emergency Procedures	7
9.0 Provider Staff Training	7
10.0 Provider Quality Improvement	8

HOME DELIVERED MEALS SERVICE SPECIFICATIONS

1.0 OBJECTIVE

- 1.1 Home Delivered meals is a meal delivery service based on an individual's need for assistance with activities of daily living (ADL's) and/or instrumental activities of daily living (IADL's) to safely prepare meals, or ensure meals are prepared to meet the individual's dietary needs or specialized nutritional needs, including kosher meals, as ordered by a licensed healthcare professional within his or her scope of practice.
- 1.2 Eligibility Criteria: Eligibility is determined by the ESP Care Manager in accordance with Ohio Administrative Code 173-4-02 and COA policy.
- 1.3 Home delivered meals are delivered by a nutrition service provider which is under contract with Council on Aging of Southwestern Ohio. For all meals the provider must comply with the requirements in the following rules:
 - a. [Rule 5160-44-11 - Ohio Administrative Code | Ohio Laws](#)-Nursing facility-based level of care home and community-based services programs: home delivered meals.
 - b. [Rule 173-3-07 - Ohio Administrative Code | Ohio Laws](#)-Older Americans Act: consumer Contributions
 - c. [Rule 173-4-05 - Ohio Administrative Code | Ohio Laws](#)-Older Americans Act nutrition program: nutrition projects.
 - d. [Rule 173-4-05.2 - Ohio Administrative Code | Ohio Laws](#)-Older Americans Act nutrition program: home-delivered meals projects
 - e. [Rule 173-4-06 - Ohio Administrative Code | Ohio Laws](#)-Older Americans Act nutrition program: diet orders
 - f. [Rule 173-39-02.14 - Ohio Administrative Code | Ohio Laws](#)-ODA provider certification: home-delivered meals.

2.0 UNIT OF SERVICE

- 2.1 A unit of service is one (1) meal that is delivered in a single delivery or part of a multiple deliveries.
- 2.2 The unit rate for each meal must include administration, in-kind (as applicable), food production, packaging, and delivery.

2.3 The frequency of meal delivery will be established by the Care Manager as a daily delivery or weekly delivery.

- HDM daily delivery: Meals delivered two to five (5) days a week.
- HDM weekly delivery: Meals delivered one day a week.

2.4 Additional units of service and/or permanent change in delivery schedule require prior authorization from the Care Manager.

3.0 MENU PLANNING

3.1 For all meals the provider must comply with the Requirements of the following rules:

- a. [Rule 5160-44-11 - Ohio Administrative Code | Ohio Laws](#)-Nursing facility-based level of care home and community-based services programs: home delivered meals.
- b. [Rule 173-4-05 - Ohio Administrative Code | Ohio Laws](#)-Older Americans Act nutrition program: nutrition projects.
- c. [Rule 173-4-06 - Ohio Administrative Code | Ohio Laws](#)-Older Americans Act nutrition program: diet orders

3.2 Meal type options include:

- a. Hot, ready to eat; or reheated at the client's home by the meal driver
- b. Chilled, ready to eat and/or heat
- c. Frozen, ready to heat
- d. Shelf stable

3.3 Person Centered Direction: The Provider must offer clients an opportunity to make a choice about food served and delivery options.

4.0 ALTERNATIVE MEALS

Definitions:

Diet order means an order for a therapeutic diet from a licensed healthcare professional whose scope of practice includes ordering these diets.

Therapeutic diet means a diet ordered by a licensed healthcare professional whose scope of practice includes ordering therapeutic diets, including:

- As part of the treatment for a disease or clinical condition.
- To modify, eliminate, decrease, or increase certain substances in the diet; or.
- To provide mechanically altered food when indicated.
- Examples of therapeutic diet are Diabetic, Cardiac, Renal, Allergen free, and Dysphagia.

4.1 For all meals the provider must comply with the Requirements of the following rules:

- a. [Rule 5160-44-11 - Ohio Administrative Code | Ohio Laws](#)- Nursing facility-based level of care home and community- based services programs: home delivered meals.
- b. [Rule 173-4-05 - Ohio Administrative Code | Ohio Laws](#)- Older Americans Act nutrition program: nutrition projects.
- c. [Rule 173-4-06 - Ohio Administrative Code | Ohio Laws](#)- Older Americans Act nutrition program: diet orders

4.2 The provider may provide a therapeutic diet to consumer **only** if the provider received a diet order for the consumer. Client is responsible for obtaining the prescription.

4.3 Kosher meals

- a. If authorized by a Care Manager, the Provider may furnish a home delivered kosher meal.
- b. The kosher meal must comply with rule 173-4-05 of the Ohio Administrative Code as much as possible while complying with kosher practices for meal preparation and dietary restriction.

- c. The Provider shall furnish evidence to COA that the home-delivered kosher meals that it furnishes are certified as kosher by a recognized kosher certification or a kosher establishment under orthodox rabbinic supervision.

5.0 PROVIDER QUALIFICATIONS

- 5.1 Provider will comply with the following rules:
 - a. [Rule 5160-44-11 - Ohio Administrative Code | Ohio Laws](#)- Nursing facility-based level of care home and community- based services programs: home delivered meals.
 - b. [Rule 173-39-02.14 - Ohio Administrative Code | Ohio Laws](#)- ODA provider certification: home-delivered meals.
- 5.2 Provider must comply with the Elderly Services Program Conditions of Participation.

6.0 FOOD SANITATION AND SAFETY

- 6.1 Provider will comply with rules:
 - a. [Rule 5160-44-11 - Ohio Administrative Code | Ohio Laws](#)- Nursing facility-based level of care home and community- based services programs: home delivered meals.
 - b. [Rule 173-4-05 - Ohio Administrative Code | Ohio Laws](#)- Older Americans Act nutrition program: nutrition projects.
- 6.2 Are Labeled with a production date or code and a "use before" date.

7.0 MEAL DELIVERY

- 7.1 The Provider must begin regular meal delivery on a start date authorized by the Care Manager.
- 7.2 The Provider must deliver meals to clients who need immediate meal support as authorized by the Care Manager or the ESP Intake and assessment:
 - Within twenty-four (24) hours; or;
 - Within a time period negotiated with the ESP Intake and assessment, not to exceed seventy-two (72) hours.

- 7.3 Use of a commercial or common carrier is not an acceptable means of delivery unless prior approval is received from COA.
- 7.4 The Provider shall provide each client with the opportunity to voluntarily contribute to a meals cost. When soliciting for voluntary contributions, the provider must comply with rule:
 - a. [Rule 173-3-07 - Ohio Administrative Code | Ohio Laws](#)-Older Americans Act: consumer Contributions.

8.0 EMERGENCY PROCEDURES

- 8.1 The provider must comply with rule:
 - a. [Rule 173-4-05.2 - Ohio Administrative Code | Ohio Laws](#)-Older Americans Act nutrition program: home-delivered meals projects
 - b. Provider is expected to replace shelf-stable meals once utilized for an emergency.
- 8.2 Consistent with the condition of participation, the provider must notify COA's Manager of Procurement and provider services or their designed of any MUI that involves food borne illness and/or delivery of an unsafe meal within one hour after the provider becomes aware of the MUI.
 - a. Provider must develop and implement procedures for assuring the delivery of safe meals
 - b. Provider must have a written policy in place should the unfortunate circumstance occur that an unsafe meal is delivered to one or more clients.
- 8.3 The Provider must ensure that delivery persons understand how to respond to common client in-home emergencies (e.g., client is non-responsive) or meal-related concerns (e.g., client has not eaten previous meals). The provider must document any client-related concerns in the client record and notify the Care Manager.
- 8.4 The Provider must ensure that delivery persons have and carry a current valid driver's license.
- 8.5 The Provider shall retain records to show that the owner of each meal delivery vehicle used for this service carries auto liability insurance on the vehicle.

9.0 PROVIDER STAFF TRAINING

- 9.1 Provider must comply with the following rules:
 - (a) [Rule 5160-44-11 - Ohio Administrative Code | Ohio Laws](#)-Nursing facility-based level of care home and community-based services programs: home delivered meals.

- (b) [Rule 173-4-05 - Ohio Administrative Code | Ohio Laws-Older Americans Act nutrition program: nutrition projects.](#)

10.0 PROVIDER QUALITY IMPROVEMENT

10.1 Consistent with the Conditions of Participation, the Provider must continuously monitor all aspects of the operation and take immediate action to improve practices. Aspects required to be monitored are, at a minimum:

- (a) Food temperatures during storage, preparation, transport, and delivery of food to the client;
- (b) Preparation, holding, and delivery practices to ensure retention of quality food characteristics (e.g., flavor and texture);
- (c) Client satisfaction; provider must elicit comments from clients regarding satisfaction with food taste, portion size, appearance, and temperature; meal delivery schedule and meal delivery personnel.

10.2 Consistent with the Conditions of Participation, the Provider shall develop and implement an annual plan to evaluate and improve the effectiveness of the program's services. In the plan, the Provider shall include:

- (a) A review of the existing program;
- (b) Satisfaction survey results from clients
- (c) Program modifications made that responded to changing needs or interests of clients, staff, or volunteers;