



GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE ON AGING



POLICY MEMORANDUM 14-PO2

TO: The Senior Service Network

FROM: John M. Thompson, Ph.D., FAAMA
Executive Director

SUBJECT: Home-Delivered Meals Hold Policy

DATE: April 11, 2014

EFFECTIVE DATE: Immediately

This policy memorandum defines the hold policy for home-delivered meals provided by programs funded by the DC Office on Aging and addresses the procedures to place a participant on hold to post-pone delivery of meals.

As you know, the goal of the home-delivered meal program is to provide a nutritious meal to improve or maintain the nutritional status and maintain maximum functioning and independence of homebound individuals. In order to reach as many eligible participants as possible, all agencies managing home-delivered meal programs must comply with the following guidelines when determining the status of a participant.

A participant's status should be changed from "active" to "hold" for any of the following reasons:

- Delivery person reports participant has declined/refused/or was unavailable to receive a meal on 3 consecutive delivery days
- Delivery person reports participant was not home on 3 consecutive delivery days
- Lead Agency is aware that participant has relocated

A participant's status should be changed from "active" to "terminated" for any of the following reasons:

- Deceased
- Lead Agency is aware that participant has been admitted to a nursing home or hospital

If a participant is reported to have declined/refused/or was unavailable to receive a meal on 3 consecutive delivery days, the Lead Agency is responsible for determining the reason, either through phone calls or in-person visits, and documenting in Quickbase. The Lead Agency has 5 business days to resolve the issue.

- If the participant does not want to be enrolled and, therefore, has declined/refused meals, the Lead Agency must report to DCOA's Nutritionist for the participant to be terminated from the program. The Lead Agency must also indicate how the participant was informed of termination (over phone, mailed letter, unable to make contact, etc). A



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terminated participant may only enroll again after a reassessment is completed by the Lead Agency.

- Once the participant is willing and able to receive meals following the Lead Agency's analysis, then they must resume the following delivery day.

If a participant is reported to have relocated, the Lead Agency is responsible for determining the new address, either through phone calls or in-person visits, and documenting in Quickbase. The Lead Agency has 5 business days to resolve the issue and determine if the participant should continue receiving meals.

If a participant has been on hold for 10 consecutive business days, s/he shall be terminated from the meals program on the 11th day. The Lead Agency must contact the participant to inform of the termination and then report to DCOA's Nutritionist how the participant was informed of the termination (over phone, mailed letter, unable to make contact, etc). The participant may only begin receiving meals after a reassessment is completed by the Lead Agency.

To ensure understanding of this policy, grantees should include this policy in orientation packages, and reiterate the policy orally and in writing to seniors and their caregivers during enrollment in the home-delivered meal program.

If you have any questions about this policy, please contact Eden Teklebrhane, Resource Allocation Officer Grants Administrator, at (202) 727-8372 or Eden.Teklebrhane@dc.gov.