



# 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 unable to participate in the congregate meals program because of physical or emotional difficulties.
2. The eligible recipient must be unable to prepare nutritionally balanced meals.
3. The persons special dietary needs can be appropriately met by the program, i.e., the meals available would not jeopardize the health of the individual.
4. The eligible recipient must be able to feed him/herself.
5. 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 general 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. If the same service provider operates both a congregate and home delivered meal program for an area, it must be able to demonstrate effective utilization of existing congregate meal sites and personnel for the home delivered meal program. If the home delivered meal service provider is not a congregate service provider, the service provider must also comply with Minimum Service Standard letters C (items 1 and 7), D, and E (items 5, 6, 7, 11, and 12) as detailed under Congregate Meals.
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



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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 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 by the Food and Nutrition Board of the National Academy of Sciences - National Research Council. Meals must be available at least five days per week.
  - a. At least one meal must be served hot, unless a variance is approved by the dietitian. For any meal delivered in a frozen state and to be heated by the recipient, the dietitian must approve the menu as appropriate for meal preparation method. Meals to be served hot, whether delivered frozen or hot must conform to the following meal pattern:
    - i) Meat and Meat Alternate Group: No less than three ounces of cooked edible portion of meat, fish, fowl, eggs, or cheese. Meat alternates may be used occasionally to supplement protein for variety and may include cooked dried beans or peas, seeds, nuts, or peanut butter.
    - ii) Vegetables and Fruit Group: Two, one-half cup servings. All vegetables and fruits may be used. Fruit packed in light syrup may be used. Water packed or juice packed fruit may be made available to participants upon request, if feasible. Full strength vegetable and fruit juices may be used occasionally, particularly when needed to meet Vitamin C requirements. NOTE: Rice, spaghetti, macaroni, and noodles are not vegetables. See below. Fruit used as dessert should not be counted toward the two servings of vegetables and fruits.
    - iii) Bread or Cereal, Rice, and Pasta group: Two servings should be offered. Enriched or whole-grain bread, biscuits, muffins, rolls, sandwich buns, cornbread, and other hot breads may be used. Other alternates may include enriched or whole-grain cereals or cereal products such as spaghetti, macaroni, dumplings, pancakes, and waffles.
    - iv) Fat Exchange Group: One serving.
    - v) Dessert Group: One, one-half cup serving. The dessert is in addition to other menu requirements. All fruit and simple desserts such as puddings, gelatin desserts, ice cream, ice milk, and sherbet are included. Fruit can be fresh or packed in light syrup. Water packed or juice packed fruit may be made available to participants upon request. Fruit shall be used as a dessert two out of five meals a week.
    - vi) Milk Group: One-half pint of Vitamin A and D fortified skim, or low-fat milk must be available. Low-fat buttermilk may also be used.
    - vii) Optional Beverages: Coffee, tea, decaffeinated beverages, and fruit flavored drinks may be used.
  - b. The second meal, which is to be delivered cold, must conform to the following meal pattern:
    - i) Meat or Meat Alternate Group: Two ounces of cooked edible portion of meat, fish, fowl, eggs, or cheese. Meat alternates may be used occasionally for variety.
    - ii) Luncheon meats, because of their high salt and fat content, should be avoided.
    - iii) Vegetables and Fruit Group: Two, one-half cup servings. If juices are served, they



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- must be full strength.
- iv) Bread or Cereal, Rice and Pasta Group: Two slices of bread or equivalent. Alternates can include biscuits, bread, muffins, rolls, sandwich buns, cornbread, unsweetened cereals, or cereal products such as macaroni, rice, pancakes, or waffles. Whole grain products should be used whenever possible. An Option meal (a breakfast meal can be provided). The meal pattern is the same as for the second meal, except no protein source is required.
  - v) Milk Group: Eight ounces or equivalent. Sources may include Vitamin A and D fortified skim, low-fat milk, or yogurt. Low-fat buttermilk may also be used.
  - vi) Butter, Margarine, Fat, or Oil: One teaspoon must be served. It can be served as a spread for butter or in food preparation, including seasoning for vegetables. Salad dressings or mayonnaise may be substituted.
5. In addition to the above meal patterns, menus must meet the following specifications:
- a. Protein can come from more than one source, though not from the bread and milk groups.
  - b. A variety of foods must be included in a menu, in a 20-day menu cycle. Recipes within the meat, vegetable and fruit and dessert groups must be different for the same days of each week.
  - c. Each week's menus must include, at a minimum, three foods which are rich sources of Vitamin A and a daily source rich in Vitamin C. A rich source is defined as one which provides at least 33 percent of the current Adult Male Recommended Dietary Allowance as published by the National Research Council of the National Academy of Science.
  - d. Each day's menu must include a variety of colors, textures, and flavors.
  - e. Foods must be under salted in cooking. Each meal should contain less than 1,500 mg. sodium total. A meal containing more than 1,500 mg. of sodium may be served only once in a 20-day menu cycle.
  - f. Relish trays and raw vegetables may be counted toward the required fruit/vegetable serving once a week. While coleslaw, lettuce, spinach, or tomatoes may be used at any time, they do not constitute a relish tray.
  - g. Modified diets (diabetic, low sodium, low fat, texture modified and dietary supplements), where feasible and appropriate, shall be provided for meeting the participants. The provider must assure that a current physician's written diet order is on file for the recipient consuming any modified diets.
6. The program may also make liquid meals available. The following requirements apply to those recipients certified by their physician as using liquid meals as the sole source of nutrition.
- a. Such meals must individually meet one-third of the Recommended Daily Allowance and be at least 440 calories.
  - b. Diet orders, and renewals, for liquid meals must include recipient weight, calorie counts, protein, carbohydrates and fat levels or the specific brand name. The expected duration must be on file at the beginning of service provision.
  - c. Liquid meal diet orders must be renewed every month or, if certified by the recipients



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- physician as long-term, every three months.
- d. If program does not supply the full daily diet for liquid meal recipients, documentation must be made as to the provision of the balance of the daily diet.
  - e. The care plan for recipients receiving liquid meals must be developed in consultation with a Registered Nurse available through either a care management program or a Home Health Aide program, or the recipient's and, in any case, a Registered Dietitian.
  - f. The program must monitor the recipient on a regular basis to determine the effectiveness and appropriateness of the current diet order.
  - g. The program must provide instruction to the recipient, recipient's care giver, and recipient's family in proper administration and storage of liquid meals.
7. Service providers should modify serving sizes and menu ideas to provide recipient choice.
  8. The nutritionist should review liquid diet orders that are in place for one year or longer if the recipient is not on case/care management or Medicaid waiver service.
  9. Liquid nutritional supplements that are ordered by the care managers may be provided as a part of HDM.
  10. The time period 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.
  11. Food must be delivered at safe temperatures. Temperature logs should be maintained by meal sites.
  12. 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 plant malfunctions, etc.
  13. Each service provider must provide monthly nutrition education appropriate to home delivered meal recipients. Topics should include food, nutrition, behavior patterns, consumerism, and health.