



## HOME DELIVERED MEALS SERVICE SPECIFICATIONS

### 1.0 **OBJECTIVE**

Provide one (1) or more safe, nutritious meal to an eligible client in the home setting through home delivery. Delivery may be a daily delivery of one (1) or two (2) hot, cold, or chilled meals OR a weekly delivery of up to fourteen (14) refrigerated or frozen meals OR a bi-weekly delivery of up to twenty-eight (28) refrigerated or frozen meals.

### 2.0 **UNIT OF SERVICE**

- 2.1 A unit of service is one (1) meal delivered to a client's home.
- 2.2 The unit rate must include administration, travel, documentation time and preparation, packaging and delivery of a meal.
- 2.3 The number of authorized units of service may vary, based on Care Consultant authorization.

### 3.0 **PROVIDER AGENCY REQUIREMENTS**

The Provider must meet all SourcePoint IN-HOME CARE SERVICES Conditions of Participation. Additionally, HDM providers must meet the following:

- 3.1 The Provider must have a current Food Service License.
- 3.2 The Provider must provide the most current food safety inspection report completed by agency identified under HDM SS 4.3.1.
  - 3.2.1 If non-critical or no violations noted, the provider must submit the report at annual audit.
  - 3.2.2 If critical violations are found, the provider must submit the report and corrective action plan within five (5) working days from the time of the inspection.
- 3.3 The Provider must maintain and have a meal delivery verification mechanism including,
  - 3.3.1 Delivery date
  - 3.3.2 Client's Name
  - 3.3.3 Number of meals delivered at each visit
  - 3.3.4 Initials or signature of person accepting the meal(s).

## 4.0 REQUIRED HOME-DELIVERED MEAL COMPONENTS

### 4.1 Menus and Meal Preparation:

4.1.1 The Provider must assure that each meal prepared and delivered:

4.1.1.1 Satisfies at least one-third of the dietary reference intakes (DRIs). The Provider shall target nutrient levels based on the predominant population and health characteristics of the consumers in the PSA. The federal government makes the DRIs available to the general public free of charge on <https://www.nal.usda.gov/fnic/dietary-reference-intakes>

4.1.1.2 Provides the therapeutic diet a licensed physician has ordered to treat client's disease, clinical condition, or to eliminate, decrease, or increase certain substances in client's diet instead of a diet that complies with 4.1.1.1.

4.1.2 The Provider must provide a menu that has been approved by a Licensed, Registered Dietitian and documented, signed, dated review and approval of:

- Regular and therapeutic menus
- Menu cycles
- Any changes and/or substitutions

4.1.3 The Provider must develop and have available written standardized menus that reflect a minimum four-week rotation variety of meal offerings.

4.1.4 As much as possible, Provider shall provide each client with a menu of meal options that, as much as possible, consider the client's medical restrictions, religious, cultural and ethnic background, and dietary preferences.

### 4.2 Meal Delivery

The Provider must assure delivery of the meal(s) according to one of the following methods:

4.2.1 Delivery of the hot lunchtime meal occurs between 10:30 a.m. and 1:30 p.m. A second cold, chilled and weekend meals may be delivered with the first meal only when authorized by the Care Consultant; **or**

4.2.2 Delivery of the refrigerated or frozen meals occurs between 8:00 a.m. and 6:00 p.m.

4.2.2 The Provider must notify the client if delivery of the meals will be delayed more than one hour past established delivery time for daily delivery and for alternate day delivery for weekly or bi-weekly refrigerated or frozen delivery.

4.2.3 The Provider must notify the Care Consultant if there is a change in the meal delivery to the client.

4.2.4 The Provider must furnish written instructions related to client meal delivery and set-up to the driver when indicated.

#### 4.3 Quality Control:

The Provider must develop, implement and evaluate effectiveness of an Annual Internal Quality Control Plan (IQCP) to assure safe meal and to ensure continuous improvement of service delivery

4.3.1 The Provider must indicate whether the United States department of agriculture, Ohio department of agriculture, another state's department of agriculture, or a local health district has jurisdiction to monitor the provider's compliance with food-safety laws, including sanitation, food temperatures, thermometers, food-borne illnesses, packaging and dating meals.

4.3.2 The Provider must be in good standing with all applicable federal, state and local regulatory agencies; and

4.3.3 Meet licensing requirements for safety, storage, sanitation and other applicable provisions for food service.

### 5.0 **FOOD REQUIREMENTS**

5.1 The Provider must offer meals that follow the "2020-2025 Dietary Guidelines for Americans." The federal government makes the DRIs available to the general public free of charge on <https://health.gov/our-work/food-nutrition/current-dietary-guidelines>

5.2 The Provider will offer information on ingredients of meal.

5.3 The Provider will offer consumer choice in at least 2 food groups.

5.4 The Provider may offer alternate meals, as per Care Consultant and/or Physician approval. Meals must approximate as closely as possible the regular meal pattern stated in 5.1. Alternate meals include:

5.4.1 Therapeutic meals

5.4.2 Diabetic meals using carbohydrate choices

5.4.3 Modified meals such as low-sodium, low-fat, ground, chopped, pureed

5.4.4 Vegetarian meals

5.4.5 Ethnic and/or religious meals

5.5 Frozen, vacuum-packed, cook-chilled, or modified atmosphere packed (MAP) meals must:

5.5.1 Have the same nutrient content of a regular meal or follow the meal pattern for a regular meal.

5.5.2 Have written instruction for the client, including storage and preparation.

5.5.3 Have labeling with "use by" date or expiration date on the meal package.

5.6 Non-perishable, emergency, and shelf-stable meals will have the same nutrient content of a regular meal or follow the meal pattern for a regular meal and must have labeling with “use by” date or expiration date on the meal package.

## **6.0 SANITATION AND SAFETY REQUIREMENTS**

- 6.1 The Provider must ensure that foods are thoroughly insulated and protected from spoilage, rodents, insects, chemicals and other source of contamination.
- 6.2 The Provider must ensure that food is transported in containers that maintain the following temperatures:
  - 6.2.1 Hot Foods packed at a temperature of at least 160 degrees F and served at a temperature of no less than 135 degrees.
  - 6.2.2 Cold Foods must be packed and served at no more than 40 degrees F during transportation, storage and serving.
  - 6.2.3 Frozen Foods must be kept at no more than 32 degrees F during packing, transportation, storage, and delivery.

## **7.0 SUMMARY OF REQUIRED DOCUMENTATION**

The Provider of Home-Delivered Meal services must provide service-specific documentation in addition to the documentation requirements of the Conditions of Participation. The documentation includes:

- 7.1 Client specific dietary information.
- 7.2 Current Food Service License
- 7.3 Most recent Food Service Operation Inspection Report
- 7.4 Client Service Delivery Documentation
- 7.5 Internal Quality Control Plan and Outcome