

# **Dane County Elderly Nutrition Program Home Delivered Meals Waiting List Policy**

(Approved 6/15/2017)

## **Purpose:**

The Dane County Elderly Nutrition Program is committed to providing high quality nutrition services to people 60+. The program is funded through participant contributions, with federal, state, county and local funds. Every effort will be made to serve all geographical areas and eligible persons of Dane County. However, finite resources may preclude the department from doing so.

When the demand for program resources exceeds funding capacity, state and federal guidelines require anyone currently under the age of 60 and receiving meals with an approved waiver be discontinued from the program. Further, these guidelines require only 5 meals per week be distributed. When a waiting list for services is necessary, program staff shall rely on the following guidelines for removing individuals from the waiting list.

## **Procedure:**

If a waitlist is initiated, Focal Point meal programs will advise new clients a waitlist is in effect. Focal Point Case Managers will conduct an in-home assessment for meals for all new clients requesting home-delivered meals. Upon completion of the assessment, the assessment will be emailed to the AAA Aging Program Specialist for placement on the county-wide waiting list. Further, the AAA Aging Program Specialist shall be immediately advised when a client no longer requires meals. In general, eligible recipients will be contacted in the order in which their name appears on the waiting list. However, exceptions to the first come-first served basis may be made at the discretion of the Aging Program Specialist and in accordance with the following local priorities:

- Health and safety risk factors are identified that would likely result in institutional placement (e.g., Dementia diagnosis and living alone).
- The individual has been assessed and is found to be in the high nutritional risk category (Nutrition Risk score of 6+).
- The individual has been diagnosed with a terminal condition as certified by a physician as 6-months or less.
- The individual is the subject of an elder or vulnerable adult investigation and requires services to meet his or her safety needs.

When any of exceptions listed above are identified, the individual will be contacted to verify their current status.

Situations when applicants may remain active on home-delivered meals, while not receiving meals:

1. The applicant is temporarily a resident of a hospital or nursing home.
2. The applicant has a temporary caregiver who is assisting with meals.

Individuals referred to the waiting list shall be provided with information about other food resources, including: congregate meals, transportation, private delivery options; FoodShare; food pantries; Farmers' Market vouchers; etc. by the Focal Point Case Managers.

<b>Person(s) Responsible</b>	<b>Action</b>
Site-based Elderly Nutrition Program Staff & Case Managers	Verbally informs the prospective participant if a Waiting List exists; carries out home-delivered meals assessment, and if individual is eligible, sends referral to the AAA Aging Program Specialist of Dane County via email. AAA Aging Program Specialist determines placement on the waiting list.
Focal Point Case Management Staff	Provides individual with information about other resources including: congregate meals; transportation options; grocery store services; FoodShare; food pantries; Farmers' Market vouchers; home care services; etc., as appropriate.
AAA Support Staff	Contacts individuals on the Waiting List quarterly (from the date of the initial referral) to update applicant status. Documentation with date of contact and any status changes will be made on the referral form.
AAA Aging Program Specialist	Reviews and monitors the home-delivered meals waiting list and available resources to determine if/when individuals on it can be provided home-delivered meals. Notifies client and nutrition site when a person can be moved from the list to receive meals.  The decision is a local decision and is final. There is no appeal process. AAA Aging Program Specialist will update the Nutrition/Wellness Committee on the status of the waitlist at each Committee meeting.
Site-based Elderly Nutrition Program Staff	Informs the applicant when they are able to receive home-delivered meals, arranges for delivery, and notifies the client of the day the service will begin.