

Senior Servings Program FAQ for Food Pantry Partners

Do I need to send in a monthly report for the Senior Servings program?

A: No, as long as your agency uses L2F during the intake process you will not be required to submit a monthly report.

Do these meals replace the groceries senior clients receive at the food pantry?

A: No, Senior Servings meals are meant as a supplement in addition to the groceries already provided through the food pantry.

If more than one senior in the household qualifies for the program, can each individual participate?

A: Yes, the program is open to any adult in a home who is 60 years old or older and replies "yes" to the screening question.

Is there a maximum number of meals that each participant can receive?

A: Yes, each qualifying participant can receive up to 12 meals per month. If a family has more than one qualifying person, each participant can get up to 12 meals each month.

How do I record distribution for multiple clients who are part of the same household?

A: Enter total number of senior meals distributed, then under "Who from the household is receiving services for this visit?" section update the listing to check only the senior(s) receiving meals.

Is the client required to pick up all of their meals at the same time?

A: You and the client can choose whether all the meals are picked up at once or at different times during the month.

What if the client has previously declined the survey but has then changed their mind?

A: If a client declines to take the survey during their visit but later changes their mind, L2F will prompt the program survey again for future visits.

How does a senior qualify for the program if he or she is not present at the time of intake?

A: The client's head of household, or caretaker, can take the survey on their behalf to determine program eligibility. Please note that meal distributions must be recorded in the L2F account for the senior client.

Is it okay to publicize the Senior Servings program?

A: We request that partners do not promote the Senior Servings program on social media or in any other external communications.

Can we use these meals for other events, activities, or clients?

A: No, the Senior Servings program is strictly for qualifying clients to receive and take home upon their normal food pantry visit. Senior Servings meals cannot be used for hot meal service, events, or clients who do not meet the age and survey question requirements. Agencies using Senior Servings meals for events or activities outside of the outlined program (without prior written authorization) will be subject to termination of program participation.

What if some of the meals arrive damaged?

A: It is normal for one or two meals in a case to occasionally get damaged during order pulling or transit. Should you ever find more than 3 meals damaged in a case, please photograph all damaged items (box, meals, etc.) and email them to the Senior Programs Coordinator, Sarah Edgin (sedgin@rfbo.org) with the following information: total number of meals damaged, type/name of meal(s), picture of damaged box (if applicable), and if there are enough meals remaining to distribute until next delivery date.

Who do I contact when the Senior Servings program coordinator for the agency changes?

A: Please complete the [Agency Contact Change Notice](#) form located on the Food for Seniors Resources page on RFBO.org.

Order and delivery assistance: RFBO Help Desk, helpdesk@rfbo.org, call or text 405-600-3152. 6AM – 5PM Monday – Friday

Program questions/assistance: Sarah Edgin, Senior Programs Coordinator | sedgin@rfbo.org | Office: 405-600-3198