

## Senior Servings Program FAQ for Non-Food Pantry Partners

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

A: Yes, a monthly report is required. Click [here](#) to access the monthly report or visit the Food for Seniors Resource Page on RFBO.org.

### **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.

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

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

### **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](mailto: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](mailto:helpdesk@rfbo.org), call or text 405-600-3152. 6AM – 5PM Monday – Friday

**Program questions/assistance:** Sarah Edgin, office: 405-600-3198, [sedgin@rfbo.org](mailto:sedgin@rfbo.org)