



**REGIONAL  
FOOD BANK**  
OF OKLAHOMA®

# Senior Servings Program Training for Food Pantry Partners

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- **ADLs and Senior Servings Program Overview**
- Senior Meals and Storage
- Ordering Meals
- Client Qualifications
- Capturing Meal Distributions
- Client Feedback and Program Statistics
- Frequently Asked Questions

# Activities of Daily Living (ADL)

- ADLs refer to key life tasks that people need to manage in order to live at home and be fully independent.
- ADL limitations may include difficulty performing an activity with or without special equipment or avoiding the activity completely due to health problems.

Examples of activities include:

- Grocery shopping
- Cleaning
- Cooking meals
- Getting around

<https://www.disabilitysecrets.com/activities-daily-living-ADL-questionnaire.html>

<https://betterhealthwhileaging.net/what-are-adls-and-iadls>



**Not only are food insecure seniors 32% more likely to suffer from at least one ADL limitation compared to food secure seniors, but research shows that food insecurity coupled with limitations in physical functioning is roughly equivalent to being more than 14 years older.**

# When compared to those who are food secure, food insecure older adults are...

- 2.3x more likely to suffer from depression
- 19% more likely to have high blood pressure
- 57% more likely to have congestive heart failure
- 65% more likely to be diabetic

# Senior Servings Program Overview

- The purpose of Senior Servings programs is to provide meal support through food pantry partners to qualifying older adults who struggle to prepare their own homecooked meals due to *Activities of Daily Living*, ADL, limitations.
- Seniors shopping at food pantries are identified during intake screening for ADL limitations that directly impact senior food insecurity and nutritional status.

# Senior Servings Program Overview

- All meals are prepared in Regional Food Bank's Hope's Kitchen and designed with senior nutrition in mind.
- A variety breakfast and lunch/dinner style of meals are available to order.
- Nutritional information is printed in larger font with easy to open meal packages.





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# Senior Meals

Pictured: BBQ Chicken, Chicken Pot Pie, and Pasta Bake



# Meal Storage

Month: \_\_\_\_\_ Year: \_\_\_\_\_ Appliance: \_\_\_\_\_

**Refrigerator / Freezer Log**

Notes: On-site feeding programs (sites that prepare meals) must record temperatures before the start of food preparation and after the meal. Food pantries and shelters must record temperatures at least weekly. Refrigerators need to maintain a temperature of 40° or below, and freezers at or below 0°.

	Time	Temp	Initials	Corrective Action Taken

- Daily temperature log completion recommended.
- When continuously kept frozen, meals last up to 1 year after production date.



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# Ordering Meals

- Different Agency Express log-in used for senior meals.
- Frozen meals are ordered by the case, each case contains 36 of the same meal.
- Ordering and deliveries can often be set up to mirror your agency's existing order window and delivery date, time, and location.

# Ordering Meals

- Senior meals are provided at **no cost to partner agencies** thanks to generous Regional Food Bank of Oklahoma donors.
- An automatic system generated **invoice** is emailed each time an order is processed. This invoice will reflect a total amount due even though the cost is covered by Regional Food Bank of Oklahoma.
- Please email Sarah Edgin, [sedgin@rfbo.org](mailto:sedgin@rfbo.org), in the event you receive a **statement** to be paid for the meals.



Invoice Number: AI365386-1  
Invoice Date: 2/2/2023  
Page: 1

Bill  
To:

Ship  
To:

Ship Via Delivery Direct Delivery to door  
Ship Date 2/2/2023  
Appt. Time 9:00:00 AM  
Due Date 2/2/2023  
Terms

Parent Agency ID  
Agency ID  
Your Reference No. PO4756035  
Order Date 1/30/2023  
Resp. Person Food for

**Delivery**

Item No.	Description	Unit	Gross Weight	Qty.	Unit Fee	Cubic Feet	Total Price
907007	Senior Enchilada Chicken Enchilada, Fiesta	Case	120	4	72.27	10	289.08
907018	Senior Pancake Breakfast Pancake, Sausage,	Case	40	2	51.75	5	103.50
907020	Senior Veggie Chili Veg Chili, rice, peaches	Case	136	4	44.64		178.56

If your order is incorrect, please contact the Help Desk by phone or text at 405-600-3152 within 2 business days.

Total Gross Weight: 296

Subtotal: 571.14  
Grant Credit: 0.00  
**Total \$: 571.14**



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# Client Qualifications

- Existing food pantry clients (60 years of age or older) who takes the survey and answers “yes” to the screening question are eligible to participate in the program.
- The program survey question will appear under the Services tab for all clients 60 or older.

The screenshot shows a user interface for a client profile. At the top, a green header bar contains the question "Would you like to take a survey?". Below this, a white box contains the text "This client is qualified to take the following surveys:". Underneath, there are two survey options: "Senior Servings (1 questions)" and "Senior Servings Program Qualification and Screening". To the right of these options is a button labeled "Client declined survey" with a "Take this survey now!" link next to it. Red circles highlight the survey question in the header and the "Client declined survey" button.

# Client Declines Survey

- If the client declines to take the survey, click the “Client Declined Survey” button.
- **Declining** to take the survey **or responding “no”** to the screening question makes the client **ineligible to participate** in the program.
- Ineligible clients cannot receive the senior meals, but they may still receive other assistance from your agency.
- The survey question will reappear under the Services tab even after you click “Client Declined Survey” button for future screening.

# Client Takes the Survey

- The screening question appears once the “Take This Survey Now!” button is clicked. Please read the question aloud exactly as it appears.

Would you like to take a survey?

This client is qualified to take the following surveys:

Senior Servings (1 questions)	Senior Servings Program Qualification and Screening	Client declined survey	Take this survey now!
----------------------------------	---	------------------------	-----------------------



# Program Survey Question

- Please ask “Do you experience any physical difficulties or challenges preparing your own home-cooked meals? This could include difficulty in standing for long periods, pain or difficulty when using your hands to chop or open packages, and/or sometimes experience forgetfulness when cooking.”

Senior Servings

Please ask the client the following questions to see if they qualify for Senior Servings. These qualifications should prompt a verbal initial screening question (below) during intake. A "Yes" answer indicates that the client DOES struggle to prepare their own meals, making them eligible for Senior Servings.

Senior Servings Pre-Screen question: Do you experience any physical difficulties or challenges preparing your own home-cooked meals? This could include: 1) difficulty in standing for long periods, 2) pain or difficulty when using your hands to chop or open packages, and/or 3) sometimes experience forgetfulness when cooking #1

yes  
 no

Cancel Save

# Client Response Confirmation

- Check the following answers for correctness and then press “Decline”, “Confirm”, or “Edit” to continue.

Senior Servings

Check the following answers for correctness and then press "Decline", "Confirm", or "Edit"

**Question #1** Senior Servings Pre-Screen question: Do you experience any physical difficulties or challenges preparing your own home-cooked meals? This could include: 1) difficulty in standing for long periods, 2) pain or difficulty when using your hands to chop or open packages, and/or 3) sometimes experience forgetfulness when cooking

yes

no

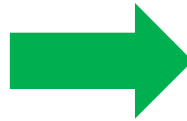


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# Capturing Meal Distributions

- Please note, visits must be recorded separately for clients picking up both **Senior Servings meals and other pantry assistance**, one under Senior Servings, and one under TEFAP or Pantry as appropriate.
- Click “New Senior Servings” button to begin distribution.

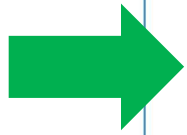


## Senior Servings New

[See Client in View Mode](#)

Household Summary	
Household Size	1
Adults (18-59)	0
Seniors (60+)	1
Children (0-17)	0
No. Visits (last 30 days)	0
Social Programs	
SNAP / Food Stamps    Veteran Benefits	

Link2Feed will auto-fill the distribution date.



General Visit Details	
* Date	# of Meals
<input type="text" value="10-19-2021"/>	<input type="text" value="0"/>



Please enter the number of meals being distributed to client.



- Under “Who from the household is receiving services for this visit,” please update the listing to **check only the senior(s) receiving meals.**
- By default, everyone in the household will be checked, which will skew your numbers when reporting on senior serving distributions.

Who from the household is receiving services for this visit?

troy webb  Kara Stewart  Eli Webb  Lane Austin

# Setting Note as an Alert

- Type “Senior Servings Client (with your initial)” inside the text box.
- Select “Mark this note as an alert”, then click “Save.”
- The alert will now be visible for all future visits.

Senior Servings Client -SE

Mark this note as an alert  Mark this note as private (show to my organization only)  
 CSFP Only Note

Cancel Save

Alert 1

Last Updated: 12-19-2022 @ 02:51 PM  
Senior Servings Client -SE



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# Client Feedback

- “I can’t open my hand all the time, so I don’t cook as much. My grandson helps with my meals, while I supervise him.”
- “They will be an amazing help to this 71+ year old woman.”
- “I can’t stand for a long time because of my back pain, and I know this new program will help me.”
- “I’ve had shoulder replacement, and these have been a life saver many times. They also are a big help on my grocery budget.”

# Client Feedback

- “I am on a fixed income, and they provide food and information about programs that help me and other people. I like that they provide easy to prepare food for seniors. Thank you very much.”
- “It helps me out when I want something simple but when I don't feel good, then you don't have to try to cook. I thank you for the dinners.”



# Program Statistics

- Since its launch in September 2020, the Senior Servings program has expanded to over 30 partners.
- 94% of program participants have reported that this program makes it easier to consume a full meal and that they are eating healthier because of this program.
- Research shows that prepared meal support for food insecure older adults results in “improvements in self-rated health, reductions in falls, and... reduce food insecurity, increase nutrient intake, and reduce health care utilization and institutionalization” (Sadarangani et al., 2020).



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# Frequently Asked Questions

- **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.

# Frequently Asked Questions

- **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.

# Frequently Asked Questions

- **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.

- **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.

# Frequently Asked Questions

- **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.

- **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.





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**Thank you for your  
partnership!**