



**REGIONAL
FOOD BANK**
OF OKLAHOMA®

Senior Servings Program Training for Non-Food Pantry Partners

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- **ADLs and Senior Servings Program Overview**
- Senior Meals and Storage
- Program requirements
- Orders and Deliveries
- Invoices and Statements
- Required Monthly Report
- 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.
- 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.

Senior Servings Program Overview

- Meals can be heated using microwave or traditional oven.
- 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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Program Requirements

- Meals are to be distributed to seniors facing food insecurity.
- Required monthly meal distribution report to be submitted by deadline.
- Minimum of 1 order to be placed every 6 months.
- Food safety standards must be followed including keeping log of regular temperature checks.



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Ordering Meals

- Senior meal orders are placed through Agency Express
- Frozen meals are ordered by the case, each case contains 36 of the same meal
- Call the RFBO Help Desk for assistance with orders and delivery



The screenshot shows the login interface for FEEDING AMERICA's AGENCYExpress system. At the top is the FEEDING AMERICA logo, with 'FEEDING' in orange and 'AMERICA' in green. Below it is a horizontal bar with the text 'AGENCYExpress®' in orange and green. The main section is titled 'Login' in a grey header. It contains three input fields: 'User Name:', 'Password:', and 'Program Code:'. To the right of the Password field is a blue link 'Forgot Password?'. To the right of the Program Code field is a blue link 'Forgot Program Code?'. Below the input fields is a checkbox labeled 'Remember me next time.' and a text prompt 'Need to clear your username and program code?' with a blue link 'Click Here'. At the bottom is a yellow 'Log In' button.

Ordering Meals

- An automatic system generated **invoice** is emailed each time an order is processed. *Please do not remit payment for total listed on the invoice.*

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

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

Orders

- Order window opens 8 calendar days before the delivery date.
- Order deadline is 8:00 a.m. 2 business days before the delivery date.
- Order and delivery assistance:
 - RFBO Help Desk, helpdesk@rfbo.org, call or text 405-600-3152
 - Hours of Operation: 6AM – 5PM Monday – Friday

Deliveries

- The Agency will inspect each delivery upon receipt.
- If any product is found to be unusable or missing, the agency will email the RFBO Help Desk (helpdesk@rfbo.org) within 24 hours of receipt; email must contain pictures of the damaged product, in order to be credited for the damage.
- After receiving authorization from the RFBO, the agency will destroy the unusable product and ensure it cannot be eaten.



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Invoices and Statements

- An automated system generated **invoice** will be sent to the email address on file when with each order processing.
- Please **do not remit payment** based on total listed on the invoice.
- **Statements** are mailed during the middle of the following month.
- Payment is due within 60 days of statement date.

Invoice Number: AI364692-1
 Invoice Date: 1/24/2023
 Page: 1

Bill
 To:

Ship
 To:

Ship Via Delivery Delivery to Drop site for Pick Up
 Ship Date 1/24/2023
 Appt. Time 8:30:00 AM
 Due Date 1/24/2023
 Terms

Parent Agency ID
 Agency ID
 Your Reference No. PO4744359
 Order Date 1/19/2023
 Resp. Person

Delivery

Item No.	Description	Unit	Gross Weight	Qty.	Unit Fee	Cubic Feet	Total Price
907022	Seasonal Soup 1 Tomato Onion w/ Pineapple	Case	25	1	30.78	3	30.78
907005	Senior Baked Ham (contains pork) Ham,	Case	23	1	43.29	3	43.29
907007	Senior Enchilada Chicken Enchilada, Fiesta	Case	30	1	72.27	3	72.27
907017	Senior Teriyaki Chicken Chicken Stir Fry,	Case	37	1	66.90	3	66.90
907020	Senior Veggie Chili Veg Chili, rice, peaches	Case	34	1	44.64		44.64

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: 149

Subtotal:	257.88
Grant Credit:	0.00
Total \$:	257.88





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Required Monthly Report

- Reports are due by the 4th business day of the following month.
- Link to the monthly report is available on the *Food for Seniors Resource Page* on RFBO.org.
- Information to be reported:
 - Agency name and number
 - Distribution dates
 - Number of clients served
 - Number of meals distributed

Senior Servings Monthly Distribution Report

1. Agency Name *

Enter your answer

2. Agency Number *

Enter your answer

3. Person Submitting the Report *

Enter your answer

4. Distribution Start Date *

Please input date (M/d/yyyy)





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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: Yes, a monthly report is required. To access the monthly report, 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 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.

- **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.

- **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.



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**Thank you for your
partnership!**