

**Home Delivered Meals Transition**  
**Frequently Asked Questions for Current Providers**

Below is a list of frequently asked questions and answers compiled by the Department for the Aging (“DFTA”, or “the Department”) to assist our current Home Delivered Meal (“HDML”) providers with basic information during the transition process. If you have a question that is not reflected here, please contact your program officer.

**A. Programmatic & client-related questions**

***1. How/when will clients be notified of the change in HDML provider?***

DFTA has commenced a two-pronged communication strategy to notify clients of the upcoming changes. First, DFTA made a general announcement to clients in its newsletter *Modernization News*. It discussed the transition broadly, including approximate timeframes and what to do in case the clients experience difficulties with delivery during that time.

Second, before the change in service occurs in each region, the respective Case Management Agency will mail a letter, currently in development, to each client with the name and contact information of the incoming meal provider (and, if applicable, the subcontractor who will be delivering their meals). The letter will follow a general format created by DFTA, but the details are expected to come from collaboration between the Case Management Agencies and the incoming meal providers.

***2. On what date will services transfer from the current HDML providers to the incoming HDML providers?***

All contracts will begin on December 1, 2008. However the date of actual service change will vary by borough. DFTA has begun and will continue to work with both the current and incoming HDML providers in the six- to eight-week period before the service change date to ensure as smooth a transition on that date as possible. The estimated transition dates, subject to change if circumstances necessitate, are:

January 6, 2009:	Bronx & Staten Island
February 3, 2009:	Queens
March 3, 2009:	Manhattan
April 1, 2009:	Brooklyn

***3. How will current and incoming HDML providers work together to ensure a smooth transition for clients? What role will Case Management Agencies play in facilitating this?***

DFTA has scheduled a series of transition meetings four to six weeks prior to the service change date for each borough. One set of meetings will be between incoming HDML providers and the respective outgoing HDML providers in each of the new service delivery regions.

In addition, each incoming meal provider is scheduled to meet with the respective Case Management Agency (or Agencies) for their region(s) to discuss and implement protocols for communication and coordination, including how referrals will be transmitted from Case Management Agencies to meal providers.

If you have any additional questions or concerns, please contact your program officer in DFTA's Bureau of Senior Centers.

**B. Administrative, budget and logistical questions**

**1. *What close-out costs will be covered by DFTA?***

Unused vacation balances accumulated by staff from July 1, 2008 up to the date of transition will be covered by DFTA.

**2. *Is severance—required of some providers through collective bargaining agreements with their employees—covered as a close-out cost?***

Only budgeted costs are covered for close out. This does not include severance.

**3. *Will DFTA assist current HDML providers' staff in finding alternate employment?***

DFTA's Senior Employment Unit is in the process of scheduling several job fairs for staff who are seeking alternative employment in order to attempt to facilitate matches with incoming providers. DFTA will hold job fairs during both daytime and evening hours to ensure employees can attend.

Outgoing meal providers have been asked to share a list of staff and their job titles/roles which may require alternative employment. Likewise, incoming meal providers will be expected to provide a listing of employment opportunities (including job titles/roles, qualifications and requirements) to DFTA prior to the job fairs.

DFTA will also be available to provide on-site assistance with resumes and job searches for the staff of outgoing meal providers that request this service.

**4. *What happens to funding for Home Delivered Meals after service is terminated***

For programs providing home delivered meals only, funding will be removed upon completion of vouchering for Home Delivered Meals services.

For programs providing DFTA services in addition to Home Delivered Meals, DFTA will maintain full budgeted funding for all fixed costs related to provision of remaining services until June 30, 2009. Funding for line items allocated to HDML only will be restricted and can not be moved to any other line items

**5. *Do I have to submit a budget revision to transfer funds between cost centers?***

No.

**6. *Client lists are likely to change significantly between November 15<sup>th</sup> (when client data submissions were due) and our service transition date (as late as April 2009). How will this be handled?***

DFTA has already asked outgoing providers to submit lists of current clients to us. If you have not already submitted your electronic client list to DFTA, please do so immediately. We will ask for more updated information from outgoing HDML with later service transition dates as those dates approach. By maintaining information in an editable electronic format, updating this information should be straightforward for the outgoing providers.

**7. Are .pdf files acceptable for “electronic format” of client data?**

No. By electronic format, we mean in a format that can be manipulated by DFTA or another user (sorting, cutting, pasting, etc.). MS Excel or a similar spreadsheet format is ideal. Other formats may be acceptable, too. Please contact Maeve Rullo, Senior Director in the Bureau of Senior Centers, at [mrullo@aging.nyc.gov](mailto:mrullo@aging.nyc.gov) if you have questions in this regard.

**8. Will there be a DFTA liaison during the transition period?**

Yes. A DFTA program officer from the Bureau of Senior Centers has been assigned to each of the incoming providers; a list of PO/incoming provider assignments is attached. For outgoing providers, please refer questions to your current program officers. In addition, fiscal and budget questions can be addressed to Sasha Fishman at [sfishman@aging.nyc.gov](mailto:sfishman@aging.nyc.gov)