

Home Delivered Meals Transition
Frequently Asked Questions for Incoming 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 incoming 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 will HDML providers for the new contracts know which current clients they will serve?*

The Department has worked with current HDML providers and Case Management Agencies to compile a list of all current meal clients. DFTA has identified where these current clients reside in twenty new regions and assigned these seniors to new providers accordingly. The resulting lists will be shared with the incoming providers prior to the beginning of the new service delivery period.

DFTA is utilizing computer routing software to create an initial set of routes for each of the regions so that the incoming providers commence meal delivery service immediately and without interruption. It will be up to each incoming provider to update their meal delivery routes, using up-to-date technology, as needed to reflect changes in their client rosters and to ensure the most efficient routes possible.

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

DFTA has commenced the implementation of 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.

3. *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

4. How will new HDML providers work with Case Management Agencies to obtain referrals of clients for Home Delivered Meal services?

Beginning in December and running through the transition period, each incoming HDML provider will 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.

5. 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 is facilitating 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. Another set will be between incoming HDML providers and the respective CMAs to develop and implement protocols for communication and coordination, including how referrals will be transmitted from CMAs to meal providers.

6. When will incoming providers find out which clients elect to receive frozen meals?

DFTA is facilitating a series of transition meetings four to six weeks prior to the service change date for each borough. One set will be between incoming HDML providers and the respective CMAs to develop and implement protocols for communication and coordination, including the timeframe for each CMA to complete their client assessments with regard to clients' eligibility for meal type.

7. Has a routing software for use by incoming HDML providers been identified?

DFTA is identifying which software packages serve the criteria the agency believes such a package should contain. That list will be shared with incoming providers shortly.

B. Administrative, budget and logistical questions

1. What start-up costs will be covered by DFTA? How should these be invoiced?

DFTA is funding start-up costs (up to 1% of the total cost of the contract) that were approved by DFTA during the contract negotiation process. Equipment / one-time invoices are mailed to programs upon registration of the contract. Programs will be reimbursed based on actual cost. (Bids are required for any item or a set of like items over \$5,000.) Total actual start-up costs may not exceed a maximum amount budgeted for start-up.

2. *What role will my organization be expected to play in helping DFTA to place staff from current meal providers in new jobs?*

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.

3. *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. 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