

THE NEW YORK CITY DEPARTMENT FOR THE AGING
Bureau of Senior Centers
FY 2009 Senior Center Assessment
HOME DELIVERED MEALS – INSTRUMENT

Instructions: Prior to answering questions HMDL-1, HMDL-2 AND HMDL – 3 select three clients from route sheets from month selected. Review file and verify if there is a referral from Case Management Agency authorizing the initiation and/or continuation of service. (Standard 3)

REMINDER: ATTACH BACK-UP DOCUMENTATION FOR “NO” ANSWERS THAT CAN BE DOCUMENTED.

QTNS. #	QUESTIONS
HMDL - 1	<p><i>Is there an authorization form from the Case Management agency authorizing the delivery of meals in the client’s file?</i></p> <p>1. Client Name: _____</p> <p>2. Client Name: _____</p> <p>3. Client Name: _____</p>
HMDL - 2	<p><i>Has the authorization for HDML been updated within the last 6 months?</i></p> <p>1. Client Name: _____</p> <p>2. Client Name: _____</p> <p>3. Client Name: _____</p>
HMDL - 3	<p><i>Has any client been added to the route sheet as an emergency need client?</i></p> <p>1. Client Name: _____</p> <p>2. Client Name: _____</p> <p>3. Client Name: _____</p>

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HMDL - 4	Program has instructed the deliverers on the importance of having face to face contact with each client and has a method for ensuring that deliverers follow this rule?
HMDL - 5	Program has instructed deliverers that they must notify their supervisor/director no later than the end of the route if they cannot make direct contact with the client and do not know where the client is?
HMDL - 6	Program has instructed deliverers to report any changes they observe in a client's physical condition, mental status, support and environmental situation, or any possible hazards or dangers to the client?
HMDL - 7	Supervisors follow-up on deliver reports?
HMDL - 8	<p>Prior to, or at the time of service starts, do clients receive written information on the program that includes: (Standard 9)</p> <p>1- Program's phone number and complaint procedure</p>
	2- Expected time of delivery
	3- Contribution procedures and suggested amount
	4- Face to face delivery policy
	5- Need to notify program if client will not be home
	6- Need to refrigerate food not consumed immediately
HMDL - 9	Does the program have a plan to deliver meals in case of vehicle breakdown?

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HMDL -10	<p>Does the program have a plan to deliver meals in case of weather or program emergencies?</p> <p>Instructions: Obtain copy of procedures and ask director to explain how she/he would implement the procedures under (a) and (b) situations.</p>
HMDL-11	<p>If any breakdowns or emergencies interfered with meal delivery during the past year, the program managed to get meals delivered?</p> <p>Instructions: Obtain copy of procedures and ask director to explain how she/he would implement the procedures under (a) and (b) situations.</p>
HMDL - 12	<p>Does the program’s route sheet list the names and addresses of each participant on the route? (Standard 19)</p> <p>Review route sheets for selected month and verify if information appears there as required. Observe if City Meals are kept on the same route sheets or in a separate route sheet.</p>
HMDL - 13	<p>In the route sheet list are DFTA funded meals clearly differentiate from meals funded by other sources? (Standard 19)</p> <p>Review route sheets for selected month and verify if information appears there as required. Observe if City Meals are kept on the same route sheets or in a separate route sheet.</p>
HMDL - 14	<p>Does the Driver/Deliverer check off each meal actually delivered on the route sheet for the appropriate day?</p>

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HMDL - 15	Does the Driver/Deliverer make a clear indication on the route sheet when a client receives more than one meal?	
HMDL -16	Does the Driver/Deliverer initials or sign each route sheet?	
HMDL- 17	Do clients mail in their contributions and or does the meal deliverer collects contributions on an established schedule?	
HMDL - 18	If the meal deliverer collects contributions, does the deliverer expect clients to use envelopes for their contributions, and carry spare ones in case they are need it?	
HMDL – 19	Does contribution documentation for selected month match total contribution reported to DFTA? (Standard 36) Review daily or weekly contributions records to verify: a) If information was accurately transferred to the Monthly Summary of meals and contributions. b) If correct number of units were reported on DFTA invoice.	
	DATE	CONTRIBUTIONS REPORTED ON DAILY OR WEEKLY CONTRIBUTION RECORDS
	DATE	CONTRIBUTIONS VERIFIED BY PO

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HMDL - 20	<p>Is there clear and complete on site documentation of home delivered meals for units reported to DFTA during sample month? (Standard 36)</p> <p>Review route sheets for the selected month, count the meals checked by deliverers (with a check mark) and verify that they correct # of meals were transferred to the monthly summary of meals and contributions for each day of the month. Verify if the correct amount of meals were reported on DFTA invoice for the same month.</p>	
	DATE	# OF UNITS CHECKED ON ROUTE SHEETS
	DATE	TOTAL MONTHLY UNITS VERIFIED BY PO
HMDL - 21	Drivers meet job qualifications: valid current license appropriate to delivery vehicle?	
HMDL - 22	Does each vehicle have a current inspection sticker?	

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HMDL - 23	Does each vehicle have a current registration?
HMDL - 24	Are vehicles equipped with working seat belts?
HMDL - 25	Are vehicles protected against theft and vandalism?
HMDL - 26	Are vehicles clean?
HMDL - 27	To answer the questions below inspect vehicles and interview drivers. Identify each vehicle on the space provided below, use the plate # and model. To answer the questions below inspect vehicles and interview Drivers or Director. Ask Drivers or Director where vehicles are parked after hours of operation.
HMDL - 28	Are vehicles listed above in good condition without significant damages?