

HOME DELIVERED MEALS Program Assessment Questions

HMSO-1: Does the Contractor have a current Fidelity Bond?

HMSO-2: Did the program's client files have copies of the referral form with an authorization date within the last 12 months?

HMSO-3: Does the program provide clients with: (1) a complete information package to their clients within 5 days of enrollment; (2) a list of scheduled holiday closings at the onset of HDML service; (3) on an annual basis, information on scheduled holidays and closings?

HMSO-4: Does the program provide their clients and CMA the approved menu at least a month prior to meal delivery?

HMSO-5: Did the contribution procedures include all the required elements?

HMSO-6: When clients provide contributions to the deliverer/driver, does the program accept contribution only in a sealed envelope (with the client's signature on the front)?

HMSO-7: Were at least two employees designated to be responsible for opening envelopes and logging contributions?

HMSO-8: Is the collected contribution kept in a locked box and in a secured location?

HMSO-9: Was contribution documented accurately for the selected month (including all contributions from subcontractors), and if so, did it match total contribution amount reported to DFTA?

HMSO-10: Does the provider meet its monitoring requirement by delivering all meals directly to the Client in a face-to-face encounter?

HMSO-11: Did the deliverer report client changes (for example, noticeable health changes, emergency conditions, etc) to supervisor and did the supervisor report the changes to the CMA?

HMSO-12: Were clients who had "No Answer" followed up appropriately?

HMSO-13: Are drivers aware of actions required of him/her in case of an emergency or "No answer"?

HMSO-14: Does the program's route sheet contain all of the necessary elements?

HMSO-15: Are DFTA funded meals clearly differentiated from non-DFTA funded meals (Citymeals, Medicaid Managed Care, Private, etc.)?

HMSO-16: Are authorized meal clients accurately reflected on the route sheet and SPP?

HMSO-17: (1) Do all drivers' personnel file have appropriate license w/ 1 year of driving experience and adequate driving record? (2) Have newly hired drivers and deliverers had a Background check done? (3) Have newly hired drivers and deliverers had Reference Checks done? (4) Are updated copies of annual written staff evaluations in staff files? [This question applies to all paid, unpaid, and volunteer staff.]

HMSO-18: Do all vehicles used to deliver meals have current documentation (Inspection sticker, Registration, Insurance, Mileage log/fuel log, Weekly Maintenance Log?) [A copy of the Inspection sticker, Registration, and Insurance apply to both DFTA-funded and non-DFTA funded vehicles. The *Mileage log/fuel log & Weekly Maintenance Log apply to those vehicles, both DFTA-funded and non-DFTA funded, for which the program pays those expenses.]

HMSO-19: Are all DFTA-funded vehicles used to deliver meals parked in a secured location?

HMSO-20: Does the program have an adequate, up-to-date procedure to address foreseeable emergencies to prevent interruption of service to clients, such as vehicle breakdowns?

HMSO-21: Does program have (1) a written complaint procedure and (2) do they log complaints with resolutions that explain how the complaints were resolved?

HMSO-22: Was (1) a customer satisfaction survey performed twice within 12 months; and (2) were clients given the opportunity to offer input on meal planning?

Updated July 21, 2011