

# What to Do When Someone Contacts You Needing Meals

## Each center has a limited amount of meals.

When someone contacts you needing meals, if they **are eligible** for your meals, you should:

- Put them on your Waiting List until something becomes available
- Tell them about other food programs in your area (food bank, soup kitchens, etc.)
- Tell them to call the **Aging and Disability Resource Center (ADRC)** at 1-800-AGE-LINE (1-800-243-5463) to see if there are more programs that can help them.
- Tell them about Sponsored Pay meals

If they are **not eligible** for your meals, you should:

- Tell them about other food programs in your area (food bank, soup kitchens, etc.)
- Tell them to call the **Aging and Disability Resource Center (ADRC)** at 1-800-AGE-LINE (1-800-243-5463) to see if there are more programs that can help them.

## How to Explain Sponsored Pay Meals:

- Tell them, we do not have a meal available at this time and do not expect to be given more meals this year. A meal will not be available until one of our current meal recipients no longer needs their meal. When that occurs, our **Advisory Council** will review all the people on the Waiting List and give the available meal to the person in the greatest need.
- **If you do not want to wait until your turn**, you can buy your meal with our Sponsored Pay program.
  - **If you choose this option**, after the manager has all the required paperwork and a check for the first month's meals in their hand, the Manager should contact Belva to start the meals within two weeks. (Feel free to give them Belva's contact information. They can work directly with her when setting it up, or the Manager can work with Belva.)
  - **After the first check**, an invoice will be mailed by EAC to the person paying each month. This could be anyone: the client, a family member, a friend, an anonymous sponsor, church, etc.

## How is a Sponsored Pay client different from regular meal clients?

- Sponsored Pay clients receive an **invoice** in the mail monthly from EAC. They will not make meal donations. You will not give them a donation envelope. All of your other paperwork will be the same with this client as it is with your other clients (meal logs, transportation logs, sign-in sheets, etc.).
- **If they choose to drop**, contact EAC immediately to drop the meals. You cannot move someone into their spot from your Waiting List. EAC will drop the meal from your meal count.
- **If the client knows one to two weeks ahead** of time that they will not be home for meal delivery, contact EAC immediately. EAC will drop the meal until the client will be home again. (For example, the client has an appointment, will be out of town, will have surgery, will be at a rehab facility for period of time, etc.)
- What happens if they are **not home to receive the meal** one day?
  - **Hot Meals:** you must deliver it to someone on your Waiting List. Count the meal to that person from the Waiting List. Notify Belva that day.
  - **Frozen Meals:**
    - **If you have a freezer**, bring it back to your center's freezer and contact the client the next day to see if you can deliver. Contact Belva that day.
    - **If you do not have a freezer**, deliver them to someone on your Waiting List. Count those meals to that person from the Waiting List. Notify Belva that day.

# How Can I Increase My Meal Count?

**There are 2 ways to add meals to your center.**

1. Serve all the meals you do have. If EAC has more meals to give, the meals will likely be distributed first to centers that always serve all their meals.
2. You find people to sponsor more meals. This would be through the Sponsored Pay program. The person/group sponsoring could pay monthly, annually, or a 1-time fee.
  - **Where can I find sponsors?**
    - A Center Fundraiser
    - Churches
    - Individuals
    - Local Companies
    - Some Cities may pay
  - **How do I advertise?** (All advertisements must have Belva's approval)
    - Article in the paper
    - EAC donation flyer
    - Your Center newsletter
    - Your monthly participant calendar
    - Your Center's program flyer or brochure
    - Go speak to local churches or groups

**Different ways to add Meals:** (C1 = Congregate, C2 = Homebound)

- **Hot Meals for C1 &/or C2:** Add to your daily count to be used for Waiting List clients.
- **Picnic Lunches for C2:** Buy these for special holidays or occasions. C2 clients would receive a hot lunch and picnic lunch on that day.
- **Frozen 5-pk or 7-pk Lunches for C2:** delivered weekly or for a special occasion.
- **Frozen 5-pk or 7-pk Breakfasts for C2:** delivered weekly or for a special occasion.
- **Shelf Stable Meals for C1 &/or C2:** delivered for a special occasion.

**What are special occasions?**

- A holiday
- Severe Weather Season (shelf stable)
- A serving day before a center is closed (such as, for weekends, Christmas closing days, Fourth of July, other holidays, etc.)