

## Senior Center Meal Provision FAQ (03.30.2020)

In response to social distancing and recommendations for older adults to remain in their homes, all DFTA-funded senior centers are currently closed for congregate programming. Congregate meals are now being delivered to the homes of senior center members through a centralized delivery system. Centers can continue to deplete their remaining supply of food to prevent wastefulness or spoilage but must deliver the meal, grab-and-go is not permitted.

Starting the week of March 30, all senior centers fully transitioned from providing grab-and-go to relying on the centralized delivery system.

[NOTE: Older adults receive a 5-meal package for each delivery.]

### **1. When did senior centers stop providing grab-and-go congregate meals?**

Starting the week of March 23, all DFTA-funded senior centers gradually transitioned from providing congregate meals via 'grab-and-go' to a centralized direct delivery meal system for older adults. To ensure that there was no disruption to older adults' access to food, senior centers continued grab-and-go meal service until the new centralized direct delivery system was fully rolled-out on March 30. Starting March 30, grab-and-go is no longer permissible by DFTA, as it is no longer consistent with DOHMH recommendations for older adults to stay home.

### **2. How are senior centers receiving meals for delivery?**

Through the centralized direct delivery system, some senior centers are required to serve as hubs to receive meals before they are delivered. Depending on the contractor's catchment areas, meals may be delivered directly to the homes of the older adult. Ongoing coordination between DFTA, contractors, and senior centers will continue to ensure a streamlined and efficient process is maintained. In addition, robocall notifications are currently being deployed to ensure that older adults are alerted to the delivery of their meal package.

### **3. How many meals will each older adult receive?**

Through the new centralized direct delivery system, 5-meal packages are delivered to each older adult every week.

### **4. Will kosher meals be available?**

Yes, one DFTA-contracted provider is providing kosher meals for older adults throughout the five boroughs.

### **5. How will non-DFTA senior center members sign up to receive meals?**

There are a variety of ways an older adult in need can sign up to receive a daily meal. The basis for the individual's need will help determine the most appropriate method. Homebound older adults can receive home-delivered meals through a DFTA-funded case management agency. If an older adult is not homebound, the senior center direct delivery system may be the most appropriate resource for meals. In this case, older adults should call their local senior center to sign up to receive directly delivered

meals. They can also email [agingconnect@aging.nyc.gov](mailto:agingconnect@aging.nyc.gov) or call Aging Connect at 212-Aging-NYC (212-244-6469) or 311.

The City has also created the GetFoodNYC food delivery program to provide food for coronavirus vulnerable and food-insecure New Yorkers not currently served through existing food delivery programs. [Learn more and sign up for the GetFoodNYC program.](#)