



## **Providing Food to Older Adults During the COVID-19 Crisis**

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### **GetFood NYC**

New York City is taking steps to make sure no New Yorker goes hungry during this crisis.

#### **What is GetFood NYC?**

GetFood NYC is the City's emergency food response to the COVID-19 Crisis. It spans work across City agencies and involves hundreds of staff distributing hundreds of thousands of meals each day.

**Any New Yorker** can call 311 and say "Get Food," or visit [nyc.gov/getfood](https://nyc.gov/getfood) for:

- A map of hundreds of locations for free grab and go pick up of meals at NYC school sites
- Information regarding how to apply for and use benefits such as SNAP (formerly known as food stamps) or cash assistance
- A portal to find out if you're eligible for and enroll in the Emergency Food Home Delivery program, which serves New Yorkers who
  - Cannot go out to get food
  - Have no one to go out and get food for them
  - Cannot afford private delivery services

New Yorkers can also text 'FOOD' or 'COMIDA' to 877-877 to find the location of a nearby school with free grab and go meals available for anyone.

## **Emergency Home Food Delivery Program (EFD)**

### **What is EFD?**

EFD is a food delivery program for New Yorkers who have no other option for getting food during the COVID-19 emergency.

### **Who is it for?**

EFD is for New Yorkers who are both COVID-vulnerable and food-insecure — specifically low-income New Yorkers over age 60 and those with other health risks. EFD can provide food deliveries for people who meet all of the following criteria:

- The client and all members of their household cannot go out to get food because they are at increased medical risk or homebound
- No neighbors or family members can pick up food for the client
- Clients do not receive enough meal assistance from other providers (e.g., Meals on Wheels)
- Clients are unable to afford meal or grocery delivery

### **How do New Yorkers sign up/enroll for deliveries?**

Any New Yorker can call 311 and say “Get Food,” or visit [nyc.gov/getfood](https://nyc.gov/getfood) to enroll in EFD if they are eligible (NOTE: eligibility is based on self-report; clients are not required to submit documentation).

### **How often do New Yorkers have to re-enroll for deliveries?**

Deliveries can be scheduled for up to 4 weeks. After 4 weeks, re-enrollment will need to occur.

### **When do deliveries arrive?**

Orders will arrive within 72 hours of when they are placed online or with 311.

### **What is in the deliveries?**

- Deliveries include 3 days’ worth of food for up to two people per household.
- Deliveries may consist of pantry items, shelf stable meals, or in some cases fresh meals.

### **What types of food can be ordered through EFD?**

- New Yorkers can request to receive Kosher or Halal food if they choose; non-Kosher and non-Halal meals are also available.
- Efforts are underway to increase availability of food options in the future.

## **What protocols are in place to ensure that meals are delivered using social distancing other safety best practices?**

All vendors and drivers that provide deliveries for the EFD program are instructed to observe social distancing and other safety measures when delivering food. Drivers are instructed to call the client upon arrival to their home and either meet the client or a member of their household on the curb, or place the food at the client's door or in the lobby, depending upon the client's abilities.

## **Customer Service**

### **How do New Yorkers, including older adults, provide feedback on their meal delivery?**

Anyone can cancel delivery, change delivery, or submit a complaint about EFD by calling 311 and saying "GetFood" or submitting feedback online here: [on.nyc.gov/seniorfoodhelp](https://on.nyc.gov/seniorfoodhelp).

Older adults who are receiving food through DFTA's Home Delivered Meals program, which is one meal a day and is distinct from DFTA Direct, can provide feedback or submit a complaint about that program by calling DFTA at 212-AGING-NYC ([212-244-6469](tel:212-244-6469)).

## **DFTA Centralized Meal Delivery and Emergency Food Home Delivery**

### **I have heard that the DFTA Direct Centralized Meal Delivery program is transitioning to the GetFood Program. What does that mean?**

- DFTA's Direct Centralized Meal Delivery (DFTA Direct), which was developed in response to COVID-19 as a replacement for the congregate meals usually offered at senior centers, has transitioned into the City's emergency food response program, EFD.
- Older adults who were receiving DFTA Direct do not need to be re-enrolled into EFD and will continue to receive deliveries. The transition will happen automatically.
- Older adults who were receiving DFTA Direct will continue to get the same meal type (i.e. Kosher, Halal). Deliveries will provide a 3 days' supply of food and take place twice a week.
- DFTA's Home Delivered Meals Program, which existed prior to COVID-19 and provides one meal a day to recipients, is not being affected by this change and continues to be managed by DFTA. There will be no need to re-enroll.

### **How do older adults who were not receiving DFTA Direct get signed up for food deliveries?**

GetFood is partnering with senior centers to sign up additional older adults who meet the criteria to receive food through the EFD program. In addition, an older adult who was not enrolled to receive DFTA Direct can sign themselves up by calling 311 and saying "Get Food," or visiting [nyc.gov/getfood](https://nyc.gov/getfood).

The City is also launching the Emergency Home Food Delivery (EFD) Authorized Enroller Program, which is a new way for vulnerable New Yorkers to receive home meal delivery through the City's existing EFD Program. See below for details.

## **The Emergency Home Food Delivery Authorized Enroller Program**

### **What is the EFD Authorized Enroller Program? How can senior centers participate?**

- The City is introducing the Authorized Enroller Program to provide a new way for vulnerable New Yorkers to request home meal delivery through the existing EFD Program.
- The purpose of the EFD Authorized Enroller Program is to ensure that eligible vulnerable New Yorkers can access the EFD service through an organization, such as a senior center, that they already have an existing relationship with, rather than calling 311 or using an existing public-facing online portal.
  - This means that some New Yorkers who cannot get food, have no one to get food for them, and cannot afford private delivery services will have easier access to home delivered meals, without the need to enroll themselves.
- Through the EFD Authorized Enroller Program, participating DFTA-contracted senior centers may select two staff members to attend a training session to learn more about the City's emergency food initiatives in response to COVID-19.
- Trained staff from these senior centers will be granted an account on the EFD Authorized Enroller Portal, where they can order meals for clients, manage client accounts (e.g., place recurring orders; update account information; etc.) and see order status.
- Senior centers are **strongly encouraged** to participate in the EFD Authorized Enroller Program in order to keep their participating clients connected to regular meal deliveries.

More detail about the EFD program is available at [nyc.gov/GetFood](https://nyc.gov/GetFood) and in the **EFD** section of this document. **Who can be an authorized enroller?**

Senior centers may select up to two staff members to become trained on using the authorized enroller system. Staff members must complete a training to be an authorized enroller.

### **How do I sign up for an EFD Delivery Authorized Enroller Program training?**

Sign up for a training here: <https://airtable.com/shr8bdKmzRTM8DJTM>.

### **What does the EFD Authorized Enroller Program training cover?**

The training reviews the City's emergency food resources in response to COVID-19 and walks trainees through how to enroll new clients for meal delivery, manage those clients' accounts, and navigate the Authorized Enroller Dashboard. The training is being held in coordination with the Department for the Aging (DFTA). As part of the training, DFTA also will introduce a new wellness assessment tool to support your standardized wellness calls and process. We strongly encourage all senior centers to participate.

## **Accessing the Authorized Enroller Dashboard**

### **How do I find the Authorized Enroller Dashboard?**

The Authorized Enroller Dashboard is located online at [on.nyc.gov/EFDEnrollerDashboard](https://on.nyc.gov/EFDEnrollerDashboard)

### **How do I set up my account?**

After you complete the EFD Authorized Enroller Program training, you will receive an email from Unqork (the technology company that built the portal) containing a temporary password. You will then go to [on.nyc.gov/EFDEnrollerDashboard](https://on.nyc.gov/EFDEnrollerDashboard) and use your work email and temporary password to set up your account.

You should receive this email within 72 hours after training. If you can't find the email, check your spam folder. If you haven't received this email after 72 hours, let us know by emailing [seniorfood@dsny.nyc.gov](mailto:seniorfood@dsny.nyc.gov) and we'll get you a new temporary password.

### **Is there a specific browser I should use to access the Authorized Enroller Dashboard?**

If you have Google Chrome, you should use that as your browser. The Dashboard will work in other browsers but is optimized for Chrome.

### **Are Authorized Enroller Dashboard accounts set up by center or by individual user?**

Each individual user has their own account, however both users within the same senior center will be able to view and manage all clients that are enrolled through the EFD Authorized Enroller Program for that senior center.

## **Using the Authorized Enroller Dashboard**

*See User Guide for details about all views, forms, and fields in the Authorized Enroller Dashboard.*

### **Once I set up my account, when can I begin registering clients into the Authorized Enroller Dashboard? What if I need to make changes to my clients' accounts in the future?**

Once you take the EFD Authorized Enroller Program training and start signing clients up through that tool, you will be able to manage those accounts directly. For clients you sign up in the Authorized Enroller Dashboard, you will be able to log in to edit their information, check order status, or cancel orders.

### **Do I have to enter the information of my clients already receiving food (from senior center enrollee list) into the Authorized Enroller Dashboard?**

No. Clients who were receiving deliveries from DFTA Direct will continue to receive food deliveries. Your center may have received an enrollee list to adjust (see Senior Center Enrollee List below). If you added clients to your center's list through the list update process, those new clients will receive deliveries. You do not need to enter them into the Authorized Enroller Dashboard.

**Will I see my clients already receiving food (from DFTA Direct or as reflected in your senior center enrollee list) in the Authorized Enroller Dashboard?**

At this time, you are not able to directly see or manage the accounts of clients who are already signed up for deliveries through DFTA Direct or as reflected on the pre-existing senior center enrollee list that you may have reviewed. To make changes to accounts of these clients, either make updates using the form at [on.nyc.gov/SeniorFoodUpdate](https://on.nyc.gov/SeniorFoodUpdate) or email [seniorfood@dsny.nyc.gov](mailto:seniorfood@dsny.nyc.gov).

**I can't find a client in the Authorized Enroller Dashboard.**

If you cannot find a client who you entered into the Authorized Enroller Dashboard, please let us know by emailing [seniorfood@dsny.nyc.gov](mailto:seniorfood@dsny.nyc.gov).

**Can I get a prompt to re-enroll my clients?**

Unfortunately, the Authorized Enroller Dashboard does not have that feature right now. You will have to make a note to re-enroll clients who want to continue to get deliveries every four weeks. We hope to update the portal to prompt re-enrollment in the future.

**Can a client request a new delivery themselves once they are in the system?**

Any New Yorker can always request deliveries themselves by calling 311 or going online to [nyc.gov/getfood](https://nyc.gov/getfood). People will not be able to place an order if they have an upcoming order already in the system from an authorized enroller. Only authorized enrollers, not the clients themselves, can log into the Authorized Enroller Dashboard to make changes.

**Can we enroll individuals who are under 60 but reside with someone who is over 60?**

You may enroll people under 60 if they meet the program eligibility criteria:

- The client and all members of their household cannot go out to get food because they are at increased medical risk or homebound
- No neighbors or family members can pick up food for the client
- The client does not receive enough meal assistance from other providers (e.g., Meals on Wheels)
- The client is unable to afford meal or grocery delivery

Keep in mind that you can order food for a maximum of two people per household.

**Does my client need an email address for me to enroll them?**

No. A client does not need an email for you to enroll them through the Authorized Enroller Dashboard to receive EFD. However, if they indicate that email is their preferred mode of communication, then you will be required to include an email for them. If a New Yorker calls 311 or goes to the Get Food portal directly, they will need to provide a personal email address.

**Does my client need a cell phone for me to enroll them?**

No. A client does not need a cell phone number for you to enroll them through the Authorized Enroller Dashboard to receive EFD. However, they do need to provide at least one phone number, which can be a land line.

## **Senior Center Enrollee Lists**

### **How do I use the password to unlock my enrollee list? What is the password?**

Instructions were emailed to your senior center to help you unlock your enrollee list. If you have difficulty, contact us at [seniorfood@dny.nyc.gov](mailto:seniorfood@dny.nyc.gov).

### **How do I edit my current list of clients?**

To make updates to your senior center enrollee list please visit [on.nyc.gov/SeniorFoodUpdate](https://on.nyc.gov/SeniorFoodUpdate)

### **Is there a specific browser I should use to access the webform?**

You should use Chrome, Edge or IE 11 for your browser. If you do not have one of these browsers please email [seniorfood@dny.nyc.gov](mailto:seniorfood@dny.nyc.gov).

### **When will the clients I add via the webform get deliveries?**

Clients added through the webform will start getting deliveries in about a 3-5 days. Additional changes to meal type or address or requests for removal will also be made within that time frame. New enrollees to the EFD will receive their first delivery within 72 hours.

You can always make updates to delivery information for any clients you have enrolled via the Authorized Enroller Dashboard.

### **Will the vendor be the same as from the DFTA Direct program?**

Maybe. The GetFood program is continuing to work with a number of DFTA Direct vendors, and also adding and reevaluating vendors.

### **I have a client who needs food for more than 2 people in their household (e.g., a senior living with 2 young children)**

At this time, you may only sign up for two individuals. We encourage people in need of more food to visit DOE Grab & Go sites. If this is not possible, please reach out and we can discuss specific concerns.

### **Where should I go if I need more information?**

For more information about the EFD program, the Authorized Enroller Program or how to address the food needs for the older adults your center works with, please contact the Central Covid-19 Food Response team at [seniorfood@dny.nyc.gov](mailto:seniorfood@dny.nyc.gov). For questions about other aspects of your senior center services, please contact your DFTA Program Officer.