



Welcome to Meals on Wheels Victoria!

Meals on Wheels Victoria is a non-profit 501(c)(3) organization providing services that support independent living for seniors within Victoria. Since 1979 we have been providing congregate meals, health screenings, and recreational activities at our senior citizen center, home-delivered meals for homebound seniors, and transportation for those over 60 who no longer drive themselves to important destinations. We also have a new Pet Assistance Program for our homebound clients, and a soon to be launched Friendly Visitor and Phone Reassurance Program.

Currently, due to the COVID-19 outbreak, we have closed our dining room and suspended all Senior Center activities until further notice. Meals are available for curbside pickup at 11 AM weekdays with reservations made at least 24 hours in advance for clients that want to pick them up. For clients who wish to receive home-delivered meals, 1 hot meal and 4 frozen meals are delivered once a week on Mondays. Transportation services are running on a modified basis with a reduced number of rides available daily as we are allowing only one client in our vans at a time.

Meals on Wheels Victoria services are provided free of charge for eligible clients, but we welcome your donations to help share in the costs of providing them. The suggested contribution is \$3.00 per meal for clients who meet state eligibility guidelines. Donations can be given to your meal delivery driver, brought to our office, or paid online at mowvictoria.org under the Pay for Meals link. For clients not meeting eligibility guidelines for subsidized services, private pay service is available, prepaid in advance.

Enclosed you will find all the information you need to become a Meals on Wheels client. Please review and fill out the forms provided. If you have any questions or concerns, please feel free to call the office at (361) 576-2189. Our office hours are Monday through Friday 8 AM to 2 PM.

We look forward to serving you!

Sincerely,

Abby Arriazola

Intake and Client Services Coordinator

abby@mowvictoria.org

www.mowvictoria.org

¡Bienvenido a Meals on Wheels Victoria!

Meals on Wheels Victoria es una organización sin fines de lucro 501 (c) (3) que brinda servicios que apoyan la vida independiente de las personas mayores en Victoria. Desde 1979, hemos brindado comidas colectivas, exámenes médicos y actividades recreativas en nuestro centro para personas mayores, comidas a domicilio para personas mayores confinadas en sus hogares y transporte para aquellos mayores de 60 años que ya no conducen a destinos importantes. También contamos con un nuevo Programa de asistencia para mascotas para nuestros clientes confinados en el hogar, y un Programa de asistencia telefónica y para visitantes amigables que se lanzará próximamente.

Actualmente, debido al brote de COVID-19, hemos cerrado nuestro comedor y suspendido todas las actividades del Centro para personas de la tercera edad hasta nuevo aviso. Las comidas están disponibles para la recogida en la acera a las 11 a.m. de lunes a viernes con reservas hechas con al menos 24 horas de anticipación para los clientes que desean recogerlas. Para los clientes que desean recibir comidas a domicilio, se les entrega 1 comida caliente y 4 comidas congeladas una vez a la semana los lunes. Los servicios de transporte se ejecutan de forma modificada con un número reducido de viajes disponibles diariamente, ya que solo permitimos un cliente en nuestras camionetas a la vez.

Los servicios de Meals on Wheels Victoria se brindan sin cargo para los clientes elegibles, pero agradecemos sus donaciones para ayudar a compartir los costos de brindarlas. La contribución sugerida es de \$ 3.00 por comida para los clientes que cumplen con las pautas estatales de elegibilidad. Las donaciones se pueden entregar a su conductor de entrega de comidas, llevarlas a nuestra oficina o pagar en línea en mowvictoria.org bajo el enlace Pagar por comidas. Para los clientes que no cumplen con las pautas de elegibilidad para los servicios subsidiados, el servicio de pago privado está disponible, prepago por adelantado.

Adjunto encontrará toda la información que necesita para convertirse en un cliente de Meals on Wheels. Por favor revise y complete los formularios provistos. Si tiene alguna pregunta o inquietud, no dude en llamar a la oficina al (361) 576-2189. Nuestro horario de atención es de Lunes a Viernes de 8 AM a 2 PM.

¡Esperamos poder servirle!

Sinceramente,
Abby Arriazola
Intake and Client Services Coordinator
abby@mowvictoria.org
www.mowvictoria.org

Frequently Asked Questions

Who is eligible?

Adults age 60 and older who are primarily homebound, unable to easily cook for themselves, lack consistent daytime assistance from another person, are available to accept meals during the delivery time frame, and meet eligibility criteria established by the Texas Health and Human Services Commission.

Are meals free?

There is no charge for clients meeting HHSC eligibility criteria, provided adequate funding is available, but clients are invited to make a voluntary contribution towards the \$110 monthly cost of providing service.

For clients that do not meet eligibility criteria, private service is available, prepaid in advance.

I want to make contribution, but how?

Clients are able to give contributions to their meal delivery driver, in person or by mail to our office, or through our website (www.mowvictoria.org) under the "Pay for meals" link.

What do meals include?

Meals are prepared fresh daily by our kitchen staff. Our menu is developed by a registered dietician and designed to meet at least 1/3 of the recommended daily nutrient intake for senior adults. For a monthly view of the menu, check out our newsletter or website (under Our Services > Meals on Wheels > Daily menu).

What other services do you provide?

Besides meals, we have a senior center that hosts different events such as health screenings and recreational activities. We offer transportation to important destinations like medical appointments, grocery stores, and more. Homebound clients with pets are also eligible to join our pet assistance program. We recently launched our library delivery program for homebound clients and are working on a new friendly visitor and phone reassurance program.

Where can I find out more information about programs and activities?

For more information about programs and activities, you can call our office at 361-576-2189. There is also more information available in our newsletter, on our website, www.mowvictoria.org, and on our Facebook page www.facebook.com/mowvictoriatx.

Our Services

Meals on Wheels

Our Meals on Wheels service provides home-delivered, prepared meals to homebound clients, enabling them to remain healthy and independent in their own homes. Each meal is prepared daily and delivered in a microwave-safe container by a trained staff driver or volunteer between 10:30 AM to 1:30 PM Monday through Friday.

Senior Center Congregate Programs

The Senior Citizens Center provides opportunities to gather with new and old friends. Lunch is served at 11 AM, Monday through Friday. The Senior Center also holds activities, such as bingo, dominoes, card games, movie viewings, crafts, and periodic health screenings.

Transportation

Curb to curb transportation service is available Monday through Friday from 7:30 AM to 1 PM for medical appointments, prescription pick up, grocery shopping, personal care appointments, errands and more. Reservations for transportation must be booked 24 hours in advance and be within Victoria city limits. (Transportation is also available to and from the Senior Center).

Friendly Visitor Program

The Friendly Visitor Program is an upcoming service that will allow MOW Victoria clients experiencing isolation, loneliness, and lack of social support a chance to connect with a volunteer to build a friendship and social connection. A volunteer will be placed with a client based upon mutual interests and availability.

Library Items Delivery

Homebound clients are eligible for a biweekly delivery of library books, audiobooks, DVDs, and CDs from Victoria Public Library. Clients must fill out a library materials interest survey.

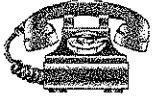
Pet Assistance

Homebound meal delivery clients are eligible for a monthly delivery of cat or dog food based on the size and number of your pets. We are currently working towards expanding the program to include grooming and veterinary needs.

Social Reassurance Program

Like the Friendly Visitor Program, the Social Reassurance Program is an upcoming service that will allow MOW Victoria clients experiencing isolation, loneliness, and lack of social support a chance to connect with a volunteer to build a friendship and social connection. This program will primarily take place over the phone unless client and volunteer decide otherwise.

Transportation Services



Please contact Transportation Coordinator, Tina Doggett, at 361-576-2189 for reservations & cancellations. **24-hour notice required.**

Reminder to all passengers: Must have a valid Signed Intake & Service Request Form and must be ready 1 hour before pick-up time and all pick-up times vary and are according to necessary transport schedule for the day. No appointments will be scheduled after 1PM. Donations are gratefully accepted.

MOW Victoria **does not provide** rides out of town or on the weekend.

You are responsible for having the correct information for all appointments in front of you when reserving a ride:

- the **name** of doctor or facility
- the **address** of a doctor or facility
- the **time** of the appointment

Daily Schedule

Monday	Tuesday	Wednesday	Thursday	Friday
Medical Appointments	Medical Appointments	Medical Appointments	Errands <i>except grocery shopping</i>	Grocery Shopping: HEB Plus HEB Rio Grande Old Walmart New Walmart Dicks Aldi
Lab/Imaging Testing	Lab/Imaging Testing	Lab/Imaging Testing		
Prescription Pick-Up	Prescription Pick-Up	Prescription Pick-Up		

****DUE TO COVID-19 PANDEMIC, TRANSPORTATION IS NOT AVAILABLE ON MONDAYS AND SCHEDULING RESTRICTIONS DO NOT APPLY. ****



Shoppers: We encourage you to use cloth (recycle) shopping bags instead of plastic for ease of use when transporting. Do not buy more than you can carry.



CLIENT INTAKE AND SERVICE REQUEST FORM

FORMA DE ADMISIÓN Y SOLICITUD DE SERVICIOS PARA CLIENTES

The information on this form is required by your local service provider, the Area Agency on Aging (AAA), and the Texas Health & Human Services. All information provided will be kept confidential and guarded against unofficial use. Information gathered through an intake or through an assessment may be shared to effectively plan, arrange and deliver services to meet individual client needs.

Esta solicitud contiene información que exigen el proveedor de servicios locales, la Agencia del Área para Adultos Mayores (AAA) y el Departamento de Servicios para Adultos Mayores y Personas Discapacitadas de Texas. Toda la información se mantendrá confidencial y protegida contra el uso no oficial. La información obtenida mediante el proceso de admisión o una valoración se puede divulgar para planear, organizar y prestar los servicios eficazmente para satisfacer las necesidades individuales del cliente.

CLIENT INTAKE AND SERVICE REQUEST FORM

(Items in **BOLD** must be completed)

Client Rights & Responsibilities and Release of Information have been clearly explained to the client.

Date: _____ Client ID Number (office use only) _____

Last Name: _____ MI: _____ First Name: _____

Gender: Male Female Birth Date: _____ Primary Language: _____

Home Address: Street/Apt. #: _____

City: _____ State: Tx Zip Code: _____ County: Victoria

Check if Mailing Address is Home Address

Mailing Address: Street/Apt. #: _____

City: _____ State: _____ Zip Code: _____ County: _____

Phone: (____) _____ Home Cell Other (Check One)

Ethnicity (Check One):

- (1) Hispanic or Latino
- (2) Not Hispanic or Latino
- (3) Ethnicity Not Reported

Race (Check all that apply):

- (1) White – Non Hispanic
- (2) White – Hispanic
- (3) American Indian/Alaska Native
- (4) Asian
- (5) Black or African American
- (6) Native Hawaiian or Pacific Islander
- (7) Persons Reporting Some Other Race
- (8) Race Not Reported

CLIENT INTAKE AND SERVICE REQUEST FORM, PAGE 2

Does client live alone? Yes No

Client living in poverty (Low Income)? Yes No

Service(s) Requested: Congregate, Meals, Transportation

Are you enrolled in? Medicare Medicaid Extra Help for Medicare Prescription Drug Plan

QMB & SLMB Would You Like More Information About these Programs? _____

To be completed by AAA/provider staff:

Print name of AAA/provider staff completing Intake: _____

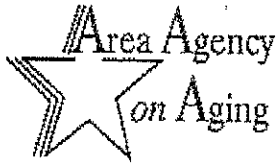
Nutrition Services: If participant is "other Older Americans Act(OAA) or Nutrition Service Incentive Program (NSIP) eligible participant under 60 years of age", check which of the following applies:

- (1) Spouse is eligible and participates in congregate or home delivered meal program.
- (2) Serves as volunteer at the nutrition site in accordance with OAA standards.
- (3) Disabled/resides in the housing facility and wants to participate in the congregate meal program provided at the site.
- (4) Disabled and lives with a 60+ person who is eligible for congregate or home delivered meal program.

Optional- Referred By _____

Referral Contact Information: _____ Phone _____ email _____

Additional Notes Regarding Referral:



Area Agency on Aging of Golden Crescent

Client Rights & Responsibilities for Older Americans Act Programs

The Area Agency on Aging of Golden Crescent welcomes you as a participant in programs for older individuals and family caregivers in our region. This program is mandated by the Older Americans Act of 1965, as amended, and provides access and assistance and other supportive services. The programs and services are administered by the Area Agency on Aging with funding provided through the Texas Department of Aging and Disability Services, client contributions and local funding.

Programs and services are designed for individuals age 60 or older and/or their family members and other caregivers. Our goal is to assist older individuals in leading independent, meaningful and dignified lives in their own homes and communities as long as possible through the provision of limited support services. Information will not be released to anyone, or any agency without your informed consent, with the exception of records subpoenaed by a court of law.

Client rights and responsibilities:

1. You have the right to be treated with respect and consideration. You have the right to have your property treated with respect.
2. You may not be denied services on the basis of race, religion, color, national origin, sex, disability, marital status, or inability and/or unwillingness to contribute.
3. You have the right to make a complaint/grievance or recommend changes to policy or service, without restraint, interference, coercion, discrimination or reprisal. To make a complaint or grievance contact the Area Agency on Aging. Contact information is identified below:

Service Provider Information:	Area Agency on Aging Information
Meals on Wheels Victoria 603 E. Murray P.O. Box 1433 Victoria, Texas 77902 Phone (361) 576-2189 Fax (361) 578-8111	Cindy Cornish, AAA Director Golden Crescent AAA 1908 N. Laurent, Suite 600 Victoria, TX 77901 361-578-1587, ex 223 1-800-252-9240 cindyco@gcrpc.org Michael Ada, GCRPC Executive Director Golden Crescent Regional Planning Commission 1908 N. Laurent, Suite 600 Victoria, TX 77901 361-578-1587, ex 204 michaela@gcrpc.org

4. You have the right to participate in the development of a care plan to address unmet needs. N/A
5. You have the right to be informed in writing of available services and the applicable charges if the services are not covered or are unavailable by Medicare, Medicaid, health insurance, or Older Americans Act funding. N/A
6. You have the right to make an independent choice of service providers from the list furnished by the Area Agency on Aging where multiple service providers are available and change service providers when desired. N/A
7. You have the right to be informed of any change in service(s). N/A
8. You have the right to make a voluntary, confidential, contribution for services received through the Area Agency on Aging. Services will not be denied if an eligible participant is unable or chooses not to make a contribution. All contributions will be kept confidential and will be utilized to expand or enhance the service(s) for which they were provided.
9. You have the responsibility to inform the Area Agency on Aging or its service provider(s) of your intent to withdraw from the program or any known periods of absenteeism when services will not be utilized. N/A
10. You have the responsibility to provide the Area Agency on Aging or its services provider(s) with complete and accurate information.

I hold harmless this Area Agency on Aging program, its parent organization, funders, and the sponsoring state agencies for any liability arising out of the services provided in accordance with program guidelines.

Client Signature

Date



Agencia del Área para Adultos Mayores de Golden Crescent
Derechos y responsabilidades del cliente de programas bajo
la Ley para Americanos de Edad Avanzada

La Agencia del Área para Adultos Mayores (AAA) de Golden Crescent le da la bienvenida a usted como participante de los programas para personas mayores y cuidadores de la familia de nuestra región. Este programa se hace por mandato de la Ley para Americanos de Edad Avanzada de 1965, con sus enmiendas, y ofrece acceso, asistencia y otros servicios de apoyo. La Agencia del Área para Adultos Mayores administra estos programas y servicios con fondos del Departamento de Servicios para Adultos Mayores y Personas Discapacitadas de Texas, de contribuciones de clientes y fondos locales.

Los programas y los servicios se han diseñado para las personas de 60 años en adelante, para los miembros de sus familias y otros cuidadores. Nuestra meta es ayudar a los adultos mayores a llevar vidas independientes, con significado y con dignidad en sus propias casas y comunidades por cuanto tiempo sea posible, por medio de la prestación de servicios de apoyo limitados. Su información no se divulgará a nadie ni a ningún departamento sin su consentimiento informado, con la excepción de los expedientes que la corte ordene.

Derechos y responsabilidades del cliente:

1. Tiene el derecho de ser tratado con respeto y consideración. Tiene el derecho de que se trate su propiedad con respeto.
2. Tiene el derecho de que no le nieguen los servicios debido a su raza, religión, color, origen nacional, sexo, discapacidad, estado civil o debido a que no puede o no está dispuesto a contribuir.
3. Tiene el derecho de presentar una queja o agravio o recomendar cambios a las normas o servicios, sin sufrir restricciones, interferencias, coacción, discriminación o represalias. Para presentar una queja o un agravio, comuníquese con la Agencia del Área para Adultos Mayores. La información de contacto se da a continuación:

Información del Proveedor de Servicios:	Información de la Agencia del Área para Adultos Mayores
Meals on Wheels Victoria 603 E. Murray St P.O. Box 1433 Victoria, Texas 77902 Phone (361) 576-2189 Fax (361) 578-8111	Cindy Cornish, AAA Director Golden Crescent AAA 1908 N. Laurent, Suite 600 Victoria, TX 77901 361-578-1587, ex 223 1-800-252-9240 cindyco@gcrpc.org Michael Ada, GCRPC Executive Director Golden Crescent Regional Planning Commission 1908 N. Laurent, Suite 600 Victoria, TX 77901 361-578-1587, ex 204 michaela@gcrpc.org

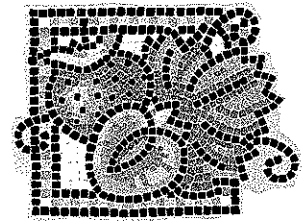
4. Tiene el derecho de participar en la formulación de un plan de atención para atender las necesidades que no han sido satisfechas. No aplica
5. Tiene el derecho de que le informen por escrito sobre los servicios disponibles y los cargos pertinentes si los servicios no están cubiertos o no están disponibles por medio de Medicare, Medicaid, seguro médico o fondos de la Ley para Americanos de Edad Avanzada. No aplica
6. Tiene derecho a escoger independientemente al proveedor de servicios de la lista provista por la Agencia del Área para Adultos Mayores donde hay disponibles varios proveedores de servicios, y a cambiar de proveedor de servicios cuando lo desee. No aplica
7. Tiene el derecho de que le informen de cualquier cambio en los servicios. No aplica
8. Tiene el derecho de hacer una contribución voluntaria y confidencial por los servicios que haya recibido por medio de la Agencia del Área para Adultos Mayores. Los servicios no se negarán si un participante que llena los requisitos no puede o no quiere hacer una contribución. Todas las contribuciones se mantendrán de manera confidencial y se usarán para extender o mejorar los servicios para los cuales se donaron.
9. Tiene la responsabilidad de informar a la Agencia del Área para Adultos Mayores o a su proveedor de servicios de su intención de retirarse del programa o de cualquier periodo de ausencia durante el cual no se utilizarán los servicios. No aplica
10. Tiene la responsabilidad de proporcionar a la Agencia del Área para Adultos Mayores o a sus proveedores de servicios información completa y exacta.

Libero de toda responsabilidad a este programa de la Agencia del Área para Adultos Mayores, su organización matriz, los donadores, y a los departamentos estatales patrocinadores de cualquier responsabilidad que surja de los servicios proporcionados de acuerdo con las pautas del programa.

Firma del cliente

Fecha

Provider/Center: Victoria Senior Center / Meals on Wheels
 Client Name: _____
 Client ID: _____
 Date: _____



**DETERMINE
YOUR
NUTRITIONAL
HEALTH**

The Warning Signs of poor nutritional health are often overlooked. Use this checklist to find out if you are at nutritional risk.

Read the statements below. Circle the number in the yes column for those that apply to you. Add the circled numbers to get your total nutritional risk score. Reassessment Required Annually.

Consumer signature means they received Nutrition Education, developed & approved by the AAA Registered dietitian, in accordance with DADS P/I # 313	YES
I have an illness or condition that made me change the kind and/or amount of food I eat.	2
I eat fewer than two meals a day.	3
I eat few fruits or vegetables, or milk products.	2
I have three or more drinks of beer, liquor or wine almost every day.	2
I have tooth or mouth problems that make it hard for me to eat.	2
I don't always have enough money to buy the food I need.	4
I eat alone most of the time.	1
I take three or more different prescribed or over-the-counter drugs a day.	1
Without wanting to, I have lost or gained ten pounds in the last six month.	2
I am not always physically able to shop, cook and/or feed myself.	2
CLIENT SIGNATURE:	TOTAL

Nutritional Health Score

- 0 – 2 Good
- 3 – 5 Moderate Nutritional Risk
- 6 or More High Nutritional Risk

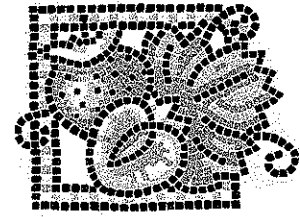
Refer to the Determine Your Nutritional Health Handout to learn more about the warning signs of poor nutritional health.

Proveedor o centro: Victoria Senior Center/Meals on Wheels _____

Nombre del cliente: _____

Identificación del cliente: _____

Fecha: _____



***Las señales de advertencia de la mala salud
nutricional muchas veces se pasan por alto.
Use esta lista para enterarse si corre riesgo de
tener mala nutrición.***

DETERMINACIÓN DE SU SALUD NUTRICIONAL

Lea las frases a continuación. Si la frase es pertinente a su situación, encierre en un círculo el número en la columna "Sí". Sume los números marcados para obtener su puntaje total de riesgo nutricional.

	SÍ
Tengo una enfermedad o un padecimiento que me hizo cambiar el tipo o la cantidad de comida que como.	2
Como menos de dos comidas al día.	3
Como pocas frutas o verduras, o pocos productos lácteos.	2
Tomo tres o más cervezas, cocteles o vinos casi todos los días.	2
Tengo problemas de los dientes o de la boca que me dificultan poder comer.	2
No siempre tengo suficiente dinero para comprar los alimentos que necesito.	4
Como solo la mayor parte del tiempo.	1
Tomo tres o más distintos medicamentos recetados o sin receta al día.	1
Sin querer hacerlo, he bajado o aumentado diez libras en los últimos seis meses.	2
No siempre me encuentro en condiciones físicas para ir de compras, cocinar o alimentarme.	2
TOTAL	

Puntaje de salud nutricional

0 - 2 Buena
3 - 5 Riesgo nutricional moderado
6 ó más Alto riesgo nutricional

Consulte la hoja informativa de Determinación de su salud nutricional para aprender sobre las señales de advertencia de la mala salud nutricional.



MEALS on WHEELS VICTORIA

Additional Information:

Last Name: _____ First Name: _____ MI: _____

Email: _____

Marital Status: Single Married Partner Separated Divorced Widowed

Are you a Veteran? Yes No Spouse of a Veteran? Yes No

Church Preference: _____ Religion: _____

Emergency Contacts:

Last Name: _____ First Name: _____ MI: _____

Phone Number: _____ Cell Home Work

Address: _____

Email Address: _____ Lives with Client? Yes No

Relationship to Client? Spouse Child Sibling Friend Other: _____

Last Name: _____ First Name: _____ MI: _____

Phone Number: _____ Cell Home Work

Address: _____

Email Address: _____ Lives with Client? Yes No

Relationship to Client? Spouse Child Sibling Friend Other: _____

Additional Services:

Would you be interested in additional information or participating in any of these additional services provided by Meals on Wheels Victoria? (Check all that apply).

- Friendly Visitor Program Pet Assistance
- Library Delivery Social Reassurance